

Particulars

About Your Organisation

1.1 Name of your organization

CVS Health Corporation

1.2 What is/are the primary activity(ies) or product(s) of your organization?

- Grower
 - Processor and/or Trader
 - Consumer Goods Manufacturer
 - Retailer and/or Wholesaler
 - Bank and/or Investor
 - Social and/or Development NGO
 - Environmental and/or Conservation NGO
 - Supply Chain Associate
 - Affiliate
-

1.3 Membership number

3-0087-16-000-00

1.4 Membership category

Retailers

1.5 Membership sector

Ordinary

Retailer and/or Wholesaler

1. Operational Profile

1.1 Please state your main activity(ies) within the palm oil supply chain. Please select the option(s) that apply to you

- Wholesaler
- Retail
- Food service providers
- Own-brand
- Third-party brands
- Other:

Other:

2. Palm Oil Use and Certification Progress

2.1 Please include details of all operations using palm oil, owned and/or managed by the member and/or all entities that belong to the group.

CVS Health does not own or manage any operations using palm oil. CVS Health requires suppliers of CVS Store Brand items that contain palm oil to be in compliance with the CVS Palm Oil Policy requirements. The policy includes the requirement that suppliers must transition to sustainably sourced palm oil via RSPO or Rainforest Alliance by 2020.

2.1.1 In which markets do you sell goods with palm oil and oil palm products?

United States

2.2 Total volume of all palm oil and oil palm products in the goods sold in the year:

2.2.1 Total volume of refined /crude palm oil in the goods sold in the year (tonnes)

0

2.2.2 Total volume of crude and refined palm kernel oil in the goods sold in the year (tonnes)

0

2.2.3 Total volume of palm kernel expeller sold in the year (tonnes)

0

2.2.4 Total volume of other palm-based derivatives and fractions in the year (tonnes)

0

2.2.5 Total volume of all palm oil and oil palm products in the goods sold in the year (tonnes)

0.00

2.3 Volume of palm oil and oil palm products used in the year, in your own brand products, that are RSPO-certified (tonnes):

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.3.1 Book and Claim from Mill / Crusher	-	-	-	-
2.3.2 Book and Claim from Independent Smallholder	-	-	-	-
2.3.3 Mass Balance (MB)	-	-	-	-
2.3.4 Segregated (SG)	-	-	-	-
2.3.5 Identity Preserved (IP)	-	-	-	-
2.3.6 Total volume (tonnes)	-	-	-	-

2.4 According to the information you have provided in this questionnaire, your company has not reached 100% sustainable palm yet by using the four supply chain models (Book and Claim, MB, SG, IP). Do you have plans to immediately cover the gap by using RSPO Credits?

2.4.1 When do you plan to cover the gap by using RSPO Credits?

-

2.4.2 Please explain why

-

2.5 What is the percentage of Certified Sustainable Palm Oil and oil palm products in the total volume handled by your company in the following regions:

2.5.1 Africa

0%

2.5.2 Oceania

0%

2.5.3 Europe

0%

2.5.4 North America

0%

2.5.5 Latin America

0%

2.5.6 Middle East

0%

2.5.7 China0%

2.5.8 India0%

2.5.9 Indonesia0%

2.5.10 Malaysia0%

2.5.11 Rest of Asia0%

3. Time-Bound Plan**3.1 Year expected to start (or year started) using RSPO-certified sustainable palm oil and oil palm products, in your own brand products**2017

3.2 Year started/expected to start using any RSPO-certified sustainable palm oil and oil palm products in your own brand products2017

3.2.1 If target has not been met, please explain why.Target has been met.

3.3 Year expected to be (or already) using 100% RSPO-certified sustainable palm oil and oil palm products from any supply chain option in your own brand products.2020

3.3.1 If target has not been met, please explain why.

As of Q4 2017, all new CVS Store Brand items containing palm oil are required to contain sustainably sourced palm oil via RSPO or Rainforest Alliance.

We are on track to meet our 2020 deadline in which all existing CVS Store Brand items containing palm oil will come from sustainably sourced palm oil via RSPO or Rainforest Alliance.

3.4 Year expected to be using 100% RSPO-certified sustainable palm oil and oil palm products from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) in your own brand products.2020

3.4.1 If target has not been met, please explain why.

As of Q4 2017, all new CVS Store Brand items containing palm oil are required to contain sustainably sourced palm oil via RSPO or Rainforest Alliance.

We are on track to meet our 2020 deadline in which all existing CVS Store Brand items containing palm oil will come from sustainably sourced palm oil via RSPO or Rainforest Alliance.

3.5 Which markets do these commitments cover?

United States

3.6 Does your company use RSPO-certified sustainable palm oil and oil palm products in goods you manufacture on behalf of other companies?

No

3.7 Does your company have a Time-Bound Plan to only use RSPO-certified sustainable palm oil and oil palm products in the goods you manufacture on behalf of other companies?

No

3.8 When do you expect all products you manufacture to only contain RSPO-certified sustainable palm oil and oil palm products?

N/A

4. Trademark Use**4.1 Do you use or plan to use the RSPO Trademark on your own brand products?**

Yes

4.2 Please select the countries where you use or intend to apply the Trademark.

United States

4.2.1 Please state the year that you started using the RSPO Trademark or the year you plan to start using the RSPO Trademark.

2017

4.3 Please explain why

- Challenging reputation of palm oil
 - Confusion among end-consumers
 - Costs of changing labels
 - Difficulty of applying for RSPO Trademark
 - Lack of customer demand
 - Limited label space
 - Low consumer awareness
 - Low usage of palm oil
 - Risk of supply disruption
 - Others
-

Other:

4.4 Have you uploaded information and images of products using the RSPO Trademark to the RSPO mobile app?

No

5. Actions for Next Reporting Period

5.1 Outline actions that you will take in the coming year to promote the use of RSPO-certified sustainable palm oil and oil palm products along the supply chain.

In May of 2017, CVS announced its Palm Policy publicly in its annual 2016 Corporate Social Responsibility (CSR) Report.
<https://cvshealth.com/sites/default/files/cvs-pharmacy-store-brands-responsible-palm-oil-sourcing-policy.pdf>

Q3 2017 - Notified suppliers of the CVS Palm Policy and expectations to transition CVS Store Brand items to sustainable palm oil by the 2020 deadline, and conducted training webinars for our suppliers.

Q4 2017 - Required all new CVS Store Brand items to contain sustainably sourced palm oil 2018 - We continued to engage with our Store Brand suppliers regarding the CVS Palm Oil Policy. We tracked the progress being made towards our 2020 deadline for the transition of our existing Store Brand items to using sustainably sourced palm oil, and monitored that suppliers of new Store Brand items containing palm oil provided the required confirmation the palm oil is sustainably sourced prior to the item entering our supply chain.

By the end of 2018, 97% of our Store Brand suppliers have either become members of the RSPO or obtained Rainforest Alliance certification.

2019 - We will continue to engage with our Store Brand suppliers regarding the CVS Palm Oil Policy and work with the suppliers of the remaining existing Store Brand items on their transition of those items to using sustainably sourced palm oil by the 2020 deadline. We will also monitor that suppliers of new Store Brand items containing palm oil are providing the required confirmation that the palm oil is sustainably sourced prior to the item entering our supply chain.

6. Non-Disclosure of Information

6.1 Information in the sections above are mandatory declarations in your ACOP. For confidentiality purposes, members may choose not to display volume data in Section 2 publicly; however, RSPO reserves the right to utilise the member's data on an aggregate basis for sectoral and total analysis. Please check this box if the member chooses to have the data in Section 2 displayed publicly.

Yes - Display Publicly

7. Application of Principles & Criteria for all member sectors

7.1 Related to company's procurement or operations, do you have organisational policies that are in line with the RSPO P&C? Select all relevant options.

7.1.A Water, land, energy and carbon footprints

File: --

Link: <https://cvshealth.com/documents/climate-change-policy-statement.pdf>

7.1.B Land use rights

File: --

Link: --

7.1.C Ethical conduct and human rights

File: --

Link: <https://cvshealth.com/sites/default/files/cvs-health-human-rights-policy.pdf>

7.1.D Labour rights

File: --

Link: <https://www.cvssuppliers.com/sites/default/files/Vendor%20Code%20of%20Conduct%20Revised%2011-21.pdf>;
<https://cvshealth.com/sites/default/files/cvs-health-human-rights-policy.pdf>;
<https://cvshealth.com/sites/default/files/cvs-health-code-of-conduct.pdf>

7.1.E Stakeholder engagement

File: --

Link: <https://cvshealth.com/sites/default/files/2018-csr-full-report.pdf>

7.1.F None of the above. Please explain why

-

7.2 What best practice guidelines or information has your organisation provided in the past year to facilitate the uptake of RSPO-certified sustainable palm oil and oil palm products? What languages are these guidelines available in?

In partnership with the RSPO, CVS Health has conducted multiple webinar trainings over the past years for our Store Brand suppliers on the CVS Palm Oil Policy requirements. The webinar trainings provided details on why CVS Health implemented a palm oil policy, the documentation suppliers must provide to CVS Health to prove compliance with our policy, the timeframes our suppliers must meet, the RSPO supply chains, and the RSPO processes for membership and certification. For new Store Brand items containing palm oil, our suppliers are required to provide confirmation the palm oil is sustainably sourced via RSPO or Rainforest Alliance prior to the item entering our supply chain. In addition, all company sustainability initiatives and progress (including the CVS Palm Oil Policy) are communicated via the annual Corporate Social Responsibility (CSR) Report. All guidelines and information are available in English.

8. Greenhouse Gas (GHG) Footprint

8.1 Are you currently reporting any GHG footprint?

Yes

8.1.1 Please upload your publicly available GHG report

File: --

8.1.1.1 OR please insert the URL to the GHG section of your corporate website.

<https://cvshealth.com/sites/default/files/2018-csr-report-index.pdf>

8.2 Please explain and justify why you are not calculating your GHG footprint. Please include any future plans you may have to calculate your GHG footprint.

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8.3 What methodology are you using to calculate your GHG footprint?

The standards used are in accordance with the Greenhouse Gas Protocol published by the World Resources Institute and the World Business Council for Sustainable Development, as well as the Climate Registry's General Reporting Protocol.

CVS Health reports GHG emissions and environmental data annual in the Corporate Social Responsibility report and reports to CDP Climate. Our carbon footprint data from 2016-2018 has been externally assured.

9. Support for Oil Palm Smallholders

9.1 Are you currently supporting any oil palm Independent Smallholder groups?

No

9.2 If yes, how are you supporting them?

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9.2.1 Do you have any future plans to support oil palm Independent Smallholders?

No

9.2.2 When do you plan to start your support for oil palm Independent Smallholders?

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10. Challenges**10.1 What significant economic, social or environmental obstacles have you encountered in the production, procurement, use and/or promotion of CSPO and what efforts did you make to mitigate or resolve them?**

- Awareness of RSPO in the market
 - Difficulties in the certification process
 - Certification of smallholders
 - Competition with non-RSPO members
 - High costs in achieving or adhering to certification
 - Human rights issues
 - Insufficient demand for RSPO-certified palm oil
 - Low usage of palm oil
 - Reputation of palm oil in the market
 - Reputation of RSPO in the market
 - Supply issues
 - Traceability issues
 - Others
-

Other:

N/A

10.2 In addition to the actions already reported in this ACOP, how has your organisation supported the vision of RSPO to transform the market for sustainable palm oil in other ways? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

- Engagement with business partners or consumers on the use of CSPO
 - Engagement with government agencies
 - Promotion of CSPO outside of RSPO venues eg trade workshops industry associations
 - Promotion of physical CSPO
 - Providing funding or support for CSPO development efforts
 - Research & Development support
 - Stakeholder engagement
 - Others
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Other:

CVS Health is committed to supporting the health of the environment, as we believe it relates directly to human health. This commitment extends into our stores and the products we provide consumers. We are dedicated to offering products that consider environmental impacts. We are proud to partner with RSPO and share their concern about the impacts that palm oil production can have on people and the planet, and we continue our work to ensure palm oil is sourced responsibly. We provide annual updates on our sustainable palm oil sourcing progress in our annual CSR report, and leverage our partnership with RSPO as a best practice for other key stakeholders, including suppliers, business partners and investors. We are continuing to engage with our Store Brand suppliers via trainings and frequent communications, and we have added in the CVS Palm Oil Policy requirements to our Store Brand Quality Agreement that must be adhered to by our Store Brand suppliers. In addition, CVS Health participates in palm oil discussions at industry sustainability meetings.

10.3 Please attach or add links to any other information from your organisation on your palm oil policies and activities (e.g.: sustainability reports, policies, other public information)

<https://cvshealth.com/sites/default/files/cvs-pharmacy-store-brands-responsible-palm-oil-sourcing-policy.pdf>
