

CVS Pharmacy - COVID-19 Policy/Protocols:

Following discussions with Rob Francin, Senior Director Employee & Labor Relations, the Company will be following the below protocols as it relates to COVID-19:

Re: New: Paid Time Off Benefits for Part-time Colleagues; Update for Full-Time Colleagues

Dear Colleague,

The health and welfare of our colleagues is our top priority as we navigate through the effects of the Coronavirus pandemic. Since the outbreak began, we have been looking at ways to further support the well-being of all our colleagues during this challenging time.

We are pleased to announce that, effective March 22, we will offer our part-time colleagues up to 24 hours of company-paid sick time. If you currently have less than 24 hours of sick time, your paid hours will be increased to this higher amount.

Your time administrator can enter these additional hours into the Workbrain time and attendance system (CVS Health colleagues) using code SSK beginning March 29. For all part-time colleagues, once the code is available beginning on March 29, you will be able to make any needed updates back to Sunday, March 22. This new program will be available for the balance of the Coronavirus pandemic.

The waiting period for full-time colleagues to use sick time is waived for the balance of the pandemic as well.

Please remember: if you test positive for COVID or must go into quarantine as a result of direct exposure or recent travel to a level 2 or 3 country, we will pay you for up to 14 days and it will not count against your 24 hours of regular paid sick time.

Rob Francin
Senior Director Employee & Labor Relations
t 201.892.5721



The Company stated they are committed to continuing dialogue as any matter(s) arise and the environment/circumstances change.

March 23, 2020

Tony Helfer
Western Division Director, Recorder
UFCW Local 1776
345 Southpointe Blvd., Suite 300
Canonsburg, PA 15317

Dear Mr. Helfer:

The health and safety of our colleagues and patients remains CVS Health's top priority. CVS is grateful for the hard work and dedication of the members of Local 1776 during the COVID-19 pandemic. We have been working very hard to respond to the enormous challenges facing our colleagues, our patients and our customers.

In light of the extraordinary circumstances presented by the COVID-19 pandemic, by tomorrow CVS will propose to Local 1776 a detailed Memorandum of Understanding (MOU) that will address:

- additional compensation, in the form of a lump sum Appreciation Bonus to be paid in May, for Local 1776 members (\$150 for PT and \$300 for FT employees);
- modified policies on absences and leaves of absence for employees who are diagnosed with COVID-19 or are quarantined due to exposure to COVID-19 (covered in my letter dated March 23 and highlighted again below);
- modified sick time policies for employees who are diagnosed with COVID-19 (covered in my letter dated March 23 and highlighted again below); and
- dependent care benefits for colleagues who need to care for children or older adults due to school or day care closings resulting from the COVID-19 crisis.

CVS Health is working hard to do its part to slow the spread of the novel coronavirus and mitigate the impact of the pandemic for our colleagues, patients, customers and the community. In addition to the MOA, CVS is taking the following steps to slow the spread of COVID-19:-:

- To protect our customers and store colleagues, we're placing additional signage at store entrances that ask customers to observe social distance standards.
- We have installed disinfecting wipe stations so customers can sanitize carts and baskets. We have implemented hourly cleaning protocols for hard surfaces and reduced

the number of prompts that require a customer to touch the pinpad at checkout. We are working closely with suppliers to secure hand sanitizer and face masks for our store colleagues to use during their work shift.

- We are working hard to provide masks and gloves for our colleagues who need them. As I'm sure you know, the demand for these items far exceeds the supply, and even doctors, nurses and staff in hospitals are struggling to obtain adequate personal protective equipment. We will continue to communicate about personal protective equipment as we make progress in obtaining these items.

Relevant provisions from March 17 letter:

- **Paid Time Off, Sick Time, and Short Term Disability (STD):** Any employee who is ill with cold-like symptoms (fever/chills, cough, sore throat, runny nose), should remain at home. They should follow normal call-in procedures to alert their manager and extended team. And consult with their medical provider. As an important reminder, we will continue to pay those who test positive for COVID-19 and those who are quarantined for exposure.
- **Family and Medical Leave Act (FMLA):** A request for time off to care for a family member with COVID-19, or to take care of one's own serious health condition, will be treated like any other leave under company policy, consistent with the FMLA and state counterparts, and sick leave laws.
- **Employee Assistance Programs:** Some of our employees may be feeling stressed because of lifestyle changes imposed by COVID-19, or anxious over the potential to become ill with the virus. Counselors are available 24/7 to support you and your family members at 800-789-8990 (My EAP for CVS colleagues).
- **HR hotline:** Contact the HR Coronavirus Call Center at 866-298-5206 or myLeaveDirect@CVSHealth.com to self-report a COVID-19 diagnosis and request assistance, or for any HR-related questions about COVID-19 including leaves of absence, work from home and other policies.
- **Facilities safety and reporting:** We have established a [COVID-19 Command Center](#) at 401-772-7540 to report potential or confirmed exposures in any CVS Health facility to quickly send notifications and implement structured cleaning protocols.

Sincerely,

Rob Francin

March 17, 2020

Tony Helfer
Western Division Director, Recorder
UFCW Local 1776
345 Southpointe Blvd., Suite 300
Canonsburg, PA 15317

Dear Mr. Helfer:

Over the past few weeks, our lives have been significantly disrupted by the novel Coronavirus (COVID-19) pandemic. Events have been canceled or postponed, schools have closed, travel has been limited and/or curtailed, and financial markets have been battered. CVS thanks all of our employees for their flexibility and cooperation during this period of worldwide uncertainty. Additionally, we recognize and celebrate our employees' commitment to serving our patients, members and customers and continuing to do their jobs to the best of their ability as we face this pandemic together. Our company, including our valued employees, are a critical piece of the country's health care solution during this difficult time, and we know that we will rise to the occasion.

It's important that we remain compassionate and calm with our patients and customers and one another, while staying faithful to our Purpose of helping people on their path to better health. Our primary focus is to provide our employees with continuous information about the actions we are taking as a company, along with support resources, as we learn more about COVID-19 and its spread.

- **Paid Time Off, Sick Time, and Short Term Disability (STD):** Any employee who is ill with cold-like symptoms (fever/chills, cough, sore throat, runny nose), should remain at home. They should follow normal call-in procedures to alert their manager and extended team. And consult with their medical provider. As an important reminder, we will continue to pay those who test positive for COVID-19 and those who are quarantined for exposure.
- **Family and Medical Leave Act (FMLA):** A request for time off to care for a family member with COVID-19, or to take care of one's own serious health condition, will be treated like any other leave under company policy, consistent with the FMLA and state counterparts, and sick leave laws.
- **Child Care Support:** We recognize that with schools closed in many communities working parents may now be juggling their child care responsibilities with their work commitments. We are exploring options that we can take as a company to help and will provide an update as decisions are made. In the meantime:
 - Several states and cities have implemented local paid sick and safe leave laws that will provide paid time off, if needed, for reasons related to the health or that of an employee's family members if they work in those locations. In addition, some of these states and cities

allow paid sick leave to be used for time off needed due to the closure of their workplace or child's school or daycare due to the COVID-19 pandemic.

- Finally, all employees should always follow any applicable department call-out procedures when taking time due to school or childcare closure.

- **Employee Assistance Programs:** Some of our employees may be feeling stressed because of lifestyle changes imposed by COVID-19, or anxious over the potential to become ill with the virus. Counselors are available 24/7 to support you and your family members at 800-789-8990 (My EAP for CVS colleagues).

- **HR hotline:** Contact the HR Coronavirus Call Center at 866-298-5206 or myLeaveDirect@CVSHealth.com to self-report a COVID-19 diagnosis and request assistance, or for any HR-related questions about COVID-19 including leaves of absence, work from home and other policies.

- **Facilities safety and reporting:** We have established a [COVID-19 Command Center](#) at 401-772-7540 to report potential or confirmed exposures in any CVS Health facility to quickly send notifications and implement structured cleaning protocols.

COVID-19 is a true test of our resiliency. In these extraordinary times, we appreciate all of our employees' extraordinary efforts to ensure we continue to take care of our customers and patients.

Thank you for your attention and consideration to this important topic and please do not hesitate in contacting me with any concerns.

Sincerely,

Rob Francin

Senior Director of Employee & Labor Relations