

CVS - COVID-19 Policy/Protocols:

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

Below are the guidelines that we are using in paying out the Appreciation Bonus to our colleagues.

- **Appreciation Bonus Guidelines**
 - Bonus Values: \$150, \$300
 - Employee must be hired by April 1, 2020 and must be employed when bonuses are processed May 14, 2020.
 - Measurement Period: April 2020, defined as: March 29-May 3
 - Employee must average 10 hours or greater each week during this time period.
 - Employees averaging between 10 and 29.9 hours each week will receive \$150.
 - Employees averaging over 30 hours each week will receive \$300.
 - The Appreciation Bonus will be paid on a separate check on Friday May 22.
 - Employees who are eligible for an Appreciation Bonus and are active as of April 1, 2020, but who subsequently test positive for COVID-19, or who subsequently become sick and are diagnosed with COVID-19, or who are quarantined due to exposure to COVID-19, will remain eligible for the Appreciation Bonus.

Employee COVID-19 Temperature Check Protocol by State

One of the most important things we can do to limit the spread of COVID-19 among our store colleagues is to ensure that employees who are ill or exhibiting symptoms associated with COVID-19 do not work. In addition to the recently implemented Colleague Wellness Self-Check Protocol, we are implementing an additional layer of protection in our stores. To further help ensure the health and well-being of our colleagues, we are implementing the following mandatory employee temperature check protocol.

What do my Teams need to do / know?

It is the responsibility of the Store Manager (or other store leader in his/her absence) to ensure that that every employee in the store (front and pharmacy) checks their temperature at the beginning of each shift using the following process. Please note in Target locations, the pharmacist on duty is responsible for ensuring the protocol below is followed by all pharmacy employees.

Note that stores will receive a company issued **Non-Contact Infrared Digital Thermometer** for use in this protocol. Stores should expect to receive the shipment from UPS addressed to the Store Manager.

1. The following protocol is to be performed in the stock room of the store. It should not be performed on the sales floor or Store Managers office. Please note the only exception will be in Target locations where this can be performed in the pharmacy.
2. After the start of the scheduled shift, the employee is to clock in first and then report to the Store Manager to self-check their temperature.

a. Any employee refusing to check their temperature will not be allowed to work. They may return to work when 1) they are willing to comply with the requirements of this protocol or 2) the requirements of this protocol are no longer in place.

3. If there are multiple colleagues in queue for the temperature check, social distance of 6 feet or more must be maintained between each individual.
4. The Store Manager must wipe the thermometer with a new disinfectant wipe after each use. The Store Manager will then hand the thermometer to the first colleague in the queue, while still maintaining social distance of 6 feet. The Store Manager will explain to the colleague how to use the thermometer as needed.
5. **Store managers are also expected to measure their own temperature at the beginning of each shift.** If their bodily temperature is 100.4 or greater, they should follow the normal callout procedure.
6. **The colleague will take their own temperature** and show the digital reading to the Store Manager. The colleague will then return the thermometer to the Store Manager who will then wipe it down with a fresh disinfectant wipe.
7. **For purposes of this protocol, a fever is defined as a bodily temperature of 100.4 degrees Fahrenheit (F) or greater.**
8. **Colleagues with a bodily temperature of 100.3 degrees F or lower may proceed to work**

a. If during their shift, any colleague reports that they are not feeling well, they should clock out at the POS and go home. They may elect to use sick time or PTO (if available) for the balance of time remaining in their shift.

9. Colleagues with a bodily temperature of 100.4 degrees F or greater are not allowed to work:

1. Colleagues with a temperature of 100.4 degrees F or greater must clock out of the timekeeping system and return to their home. They may elect to use sick time or PTO (if available) for the balance of time remaining in their shift.

2. The colleague may return to work when they have been symptom free for 72 hours.
3. The Store Manager must document that the employee was sent home by filling out the **attached document**. To protect confidentiality, when not in use this documentation must be kept in a manila envelope and stored in a secure spot in the store office separate from the colleague's personnel file.
4. Call-in/Reporting Time pay: Colleagues sent home under this protocol might be entitled of call-in/reporting time pay at the applicable minimum wage rate (***please see the below chart***). The Store Manager is responsible for ensuring that all colleagues sent home are paid call-in/reporting time pay as per the state's regulation.

i. Managers please review the **attached guide** in order to apply Call- In/Reporting Time Pay by entering the hours of RPT pay in Workbrain, using the **RPT** code.

Further Information:

- • Contact: **Ruth Kiros**
- • Stores will receive (1) Non-Contact Digital Thermometer to support this protocol

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

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CVS Pharmacy - COVID-19 Policy/Protocols:

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

Mandatory Use of Face Masks or Cloth Face Covers for All Colleagues / Request for Customers

In an effort to keep our Colleagues and Customers safe from COVID-19 infection, effective immediately **we are requiring that all retail employees wear either a company issued face mask or cloth face covering, as described below, while on duty.** Colleagues who choose not to wear a company-provided face mask must wear a cloth face covering.

Additionally, **we are requesting but not requiring***, customers to wear face masks or a cloth face covering when inside our stores. Signage is included in this communication package to invite our customers to join us in our efforts to keep our community healthy.

Recent studies have shown that a significant number of people infected by COVID-19 lack symptoms and can transmit the virus between people in close proximity. This action is aligned with the Centers for Disease Control's (CDC) recent recommendation regarding the wearing of face coverings in public settings.

What do my Teams and I need to do/know?

- • Effective immediately, face masks or cloth face coverings must be worn by all colleagues while on duty in all stores, including the pharmacy. Colleagues have the option of wearing either (1) a company issued face mask or (2) cloth face covering provided by the colleague themselves.
- • Colleagues who choose to provide their own cloth face covering are advised to follow CDC recommendations. Cloth face masks should:
 - only cover the nose and mouth and fit snugly but comfortably against the side of the face; o be secured with ties or ear loops;
 - Include multiple layers of fabric;
 - allow for breathing without restriction;
 - must be clean when worn and must be laundered after every use;
 - must be suitable for the workplace (no logos, writing, do not include graphics or images that may be viewed as offensive)
 - Colleagues should make every effort to not touch their face masks or cloth face covering except when putting it on or removing it
- • Non-exempt colleagues must put on and take off their mask while on the clock during working hours.
- Colleagues wishing to take off their mask for a meal or rest break must take the mask off

prior to clocking out to start their meal break, and prior to starting their rest break. Colleagues must put the mask back on after clocking in after the end of the meal break, and after the rest break is completed.

Colleagues who have taken their mask off for breaks must still maintain a social distance of at least 6 feet from other colleagues while on their meal and rest breaks.

- • Use of a personal cloth face covering (instead of a company provided face mask) is voluntary. Colleagues who elect to use their own face cloth covering in lieu of using a Company-provided face mask will not be reimbursed for the personal face cloth covering, or laundering the covering, except as required by applicable law.

* Unless required by a governmental order

- • Colleagues who believe they need a reasonable accommodation because they are unable to wear a face mask due to a disability or religious belief should contact the Reasonable Accommodations department by calling Advice & Counsel at 1-877-805-9511 (option 1 for Reasonable Accommodations).
- • Colleagues are expected to comply with this requirement, barring any reasonable restrictions under the law. Refusal to don a mask in accordance with this mandate will result in the colleague being sent home, paid for time worked and/or reporting pay, as required by law. Colleagues may return to the workplace when they will don the face mask/cloth face cover per the terms of the company's requirement.
- • The attached sign is to be printed by the Store Manager and taped to the doors of all public entrances
- This is a request that customers wear a face mask or covering, not a requirement. No customer shall be barred entry or asked to leave the store if they are not wearing a face mask or covering.

Further Information:

- • [Complete CDC guidelines regarding cloth face coverings](#)
- • Surgeon General, Dr. Jerome Adams [video tutorial on how to create your own face covering](#)

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.
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- **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.

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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