



Team,

There is no greater honor than to be the leader of this organization. While there are many responsibilities, you, as colleagues, are my most important priority.

That is why I and other members of our pharmacy leadership have been meeting with teams in the Kansas City market this week. We've also had conversations with pharmacists and technicians about your concerns.

I want to apologize to our pharmacy teams that we haven't addressed these concerns in the region more quickly.

We want you, our valued pharmacy teams, to be in a position to succeed. We are working hard to support you and are here to help and create sustainable solutions.

With the currently unprecedented demand for vaccinations from our patients in mind, we are taking a series of actions effective immediately. These include providing additional pharmacy resources to support stores that may be at capacity, adjusting appointment availability, providing additional support from our Human Resources team for filling open positions and increasing staffing levels, removing unnecessary tasks to improve our workflow processes, and ensuring market leadership is transparent and supportive.



**Prem Shah**

*EVP, Chief Pharmacy Officer,  
and President, Pharmacy and  
Consumer Wellness,  
CVS Health*

Together we have an obligation to provide consistent, safe, high-quality care for the patients and communities we serve. This shared goal unifies us.

I remain firmly committed to listening to and learning from each of you, and creating an environment where everyone feels safe, heard, and comfortable voicing their opinion in a constructive way. I will continue to be transparent about how we are working to improve the day-to-day for colleagues across the board.

We will stay in Kansas City until the market needs are addressed. Following that, I am committed to coming back every month until we have created a sustainable plan of action for this region.

My ask of each of you is to keep communicating and share your feedback with your leaders and on Colleague Connect. We encourage colleagues to report any viewpoints – anonymously if they choose – without fear of retaliation. We have many resources available to our colleagues, including Colleague Relations and the Ethics Line, that enable concerns to be raised through different channels.

You are the heart of all we do as a company, and we will continue to work to enact positive change. A heartfelt thank you to each and every pharmacist and technician who have continued to work to deliver the high-quality care our patients depend on.

Please continue to raise any questions you may have to your leaders, or to me directly. Your voices matter. We will continue to listen and make changes as a result of your feedback.

Warmly,

Prem

© 2023 CVS Health and/or one of its affiliates: Confidential & Proprietary