



## Colleague Engagement Survey Frequently Asked Questions

### Survey Access

#### **Is participation in the survey mandatory?**

Our goal is to have as many colleagues participate as possible so we can provide reliable results to all teams, however, participation is voluntary.

#### **Who is eligible to participate?**

The survey is open to all full- and part-time employees active on the payroll on or before April 20, 2019. Temporary employees, college interns, or employees on a leave of absence are ineligible and will not be able to access the survey.

#### **I am eligible to take the survey. Why am I receiving an error message?**

If you meet the eligibility requirements and are experiencing access issues, contact [Voices@cvs.com](mailto:Voices@cvs.com).

#### **Who can I call for technical help?**

Email the Perceptyx help desk or call Monday through Friday from 8 a.m. to 8 p.m. ET for live support.

- Phone: 877-625-9000
- Email: [customersupport@perceptyx.com](mailto:customersupport@perceptyx.com)

#### **Can I exit the survey to continue later?**

Yes. If you are unable to complete the survey in a single session, click the "Next" button to save your progress to date. To return to the survey, you must close your browser and click on the link provided in your invitation email. When you return to the survey, you will have the option to go back and "Review" your previous responses or "Resume" the survey from where you left off.

#### **I was interrupted while taking the survey. Why did it return me to the Authentication page when I tried to continue?**

For security reasons, our servers will close your survey if it remains inactive for 10 minutes. This is to prevent unauthorized users from being able to access your survey if left open for an extended period.

#### **Can I change my responses or re-enter the survey after completion?**

No. Once you have clicked the "Submit" button at the end of the survey, your results are locked, and you no longer have access to your survey.

#### **What is the minimum browser requirement for this survey?**

Perceptyx surveys are designed for use with these browsers: Safari (at least v5), Firefox (at least v27), Chrome (at least v30) and Internet Explorer (at least v9).

#### **Can I take the survey from a mobile device?**

Yes. You can access the survey from the following mobile devices: iPhone, iPad, Android phone and tablet and Windows tablet (Surface). You also must have cookies enabled to run the survey.

### Store Colleague FAQs

#### **Do colleagues have to take the survey in their stores?**

No. In addition to the computer in your Manager's office, you may choose to take the survey on any device with Internet access. Please note that colleagues will not be compensated for participating outside of working hours.

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**I am a Floater Pharmacist. What store do my responses go to?**

All Floater Pharmacist responses are aggregated and reported as a group to each District leader. Your individual responses will not appear in a Store report.

**I am a Store Manager or Pharmacy Manager. Where do my survey responses go?**

Responses from all Store and Pharmacy Managers report to the District only. Your individual responses will not appear in a Store report.

**Privacy and Security****What are cookies?**

There are a few different types of cookies. The type we use for our web surveys are session cookies. A session cookie contains information to link your survey responses to your survey session. A session cookie is only active while your web browser is open. When you close all the windows of your web browser, the cookie goes away. A session cookie is not stored on your computer's hard drive.

**Why do I need cookies enabled to take the survey?**

In order to connect you to your survey responses and to ensure the security of each user, we require the use of cookies.

**How is the survey confidential?**

Although you have accessed the survey using Single Sign On (SSO) authentication, your individual survey responses will not be identifiable. Your SSO user name and password is requested to ensure that only authorized colleagues submit responses. CVS Health partners with an external company, Perceptyx, to collect and report aggregated and anonymized summary results. Perceptyx will not report results on an individual basis to managers.

**If I leave a comment, how will it be used?**

Per the confidentiality agreement, your verbatim comments will be combined with those of other respondents in the results and will not be attributed to you individually. To ensure confidentiality is maintained, open-ended comment results are only reported if there are 10 or more comment responses.

**How will the survey results be reported?**

Leaders with at least five respondents to the survey will have results provided by Perceptyx. Results will then roll up to the next leader and will continue this cycle until results are included in 'total company' results. Managers, up to and including the CEO, will never see individual responses to the survey. Store comments report up to the field level only.

**How will results be used on my team?**

Teams will be asked to discuss the results, identify engagement priorities, and develop action plans/commitments to impact those priorities.

**How will the results of the survey be used by select HR Analytics teams in CVS Health?**

A small number of select HR Analytics team members have signed legal agreements to keep response data confidential. Only four members of the HR Analytics team will have access to individual response data that will be used to conduct linkage analyses between survey results and business outcomes such as customer service, financial results, and retention. The goal of the linkage research is to identify trends in colleague behaviors with the goal of making general conclusions about what we can do to make CVS Health an even better place to work.

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