

A Culture of Inclusion

An Interview with Monette Knapik, Senior Director, Enterprise Procurement Operations, CVS Health

EDITORS' NOTE *Monette Knapik is responsible for Enterprise Procurement Operations at CVS Health. Her responsibilities are to drive day-to-day execution of strategies, fostering external relationships, developing internal working partnerships, building an enterprise-wide culture of stronger vendor/supplier partnerships, and driving innovation and growth opportunities. Additionally, she leads a cross-functional and cross-divisional commodity team of Category Managers to support and influence spend across the following categories: enterprise travel, corporate credit card, wireless, wireline, broadband, fleet, small parcel and supplier diversity.*



Monette Knapik

COMPANY BRIEF *CVS Health (cvshealth.com) is a different kind of healthcare company. We are a diversified health services company with nearly 300,000 employees united around a common purpose of helping people on their path to better health. In an increasingly connected and digital world, we are meeting people wherever they are and changing health care to meet their needs. Built on a foundation of unmatched community presence, our diversified model engages one in three Americans each year. From our innovative new services at HealthHUB locations, to transformative programs that help manage chronic conditions, we are making healthcare more accessible, more affordable and simply better.*

How do you describe the CVS Health culture and how critical is culture to the strength and success of the company?

Fostering a culture of inclusion is a critical priority for CVS Health. I've worked at CVS Health for 18 years and believe diversity is one of our biggest strengths. Together, all 300,000 of us, join forces daily for the greater good and uphold the commitment of mutual respect in everything we do.

How has CVS Health responded to the pandemic?

With our presence in local communities and our commitment to healthcare transformation, CVS Health is uniquely positioned to respond to the COVID-19 pandemic. Over the last several months, our nearly 300,000 dedicated colleagues at CVS Health joined forces to make a meaningful impact on our nation's fight against COVID-19. We remain dedicated to helping the communities we

serve respond to COVID-19 by protecting our colleagues and our customers, conducting millions of tests – including free, community-based testing – and providing \$50 million in philanthropic support to address food insecurity and other community needs.

Will you discuss how CVS Health is preparing to distribute the COVID-19 vaccine and what you see as the keys to effectively handling this critical effort?

CVS Health has the experience and expertise to play a vital role in the COVID-19 vaccination effort. We have already administered more than nine million flu shots in 2020, and we are well on our way to administering nearly 20 million by year's end. Our pharmacists, nurse practitioners and pharmacy technicians have been an invaluable community resource since the pandemic began and are ready to play a critical role in the vaccination effort, first vaccines at long-term care facilities and, eventually, at our 10,000 stores across the country.

“Together, all 300,000 of us, join forces daily for the greater good and uphold the commitment of mutual respect in everything we do.”

Will you provide an overview of your role and areas of focus at CVS Health?

I'm proud to drive day-to-day execution of strategies, fostering external relationships, developing internal working partnerships, building an enterprise-wide culture of stronger vendor/supplier partnerships, and driving innovation and growth opportunities.

Will you discuss CVS Health's focus on supplier diversity?

Supplier Diversity is critical to our business. At CVS Health, we're committed to building on the program's success in creating jobs and increasing economic opportunities for the people and local businesses in the communities CVS Health serves. We're focused on sourcing products from diverse businesses by connecting, engaging, and networking with diverse suppliers, advocacy organizations, and corporate partners.

CVS Health works with national organizations to identify and develop diverse businesses. By working with business units across the company to integrate supplier diversity into procurement activities, CVS Health is able to continue to expand business opportunities for these diverse businesses.

As part of the company's recent nearly \$600 million commitment to address racial inequity, CVS Health will focus on investments that will bolster the company's supplier diversity program focusing on sourcing products from Black-owned and other diverse businesses. The company will also continue working with national organizations to identify and develop diverse businesses. Additionally, as part of the company's commitment to the Black community, it will create additional opportunities and development programs for its diverse suppliers.

CVS Health is committed to building a diverse and inclusive workforce. How critical is it to bring diverse perspectives and experiences to the table when making business decisions?

Collaboration is the key to success – it is a tenet of how CVS Health approaches Supplier Diversity. I believe our diversified suppliers are the cornerstone of our business, and for CVS Health to thrive, we need different worldviews, races and ethnicities, backgrounds, abilities and ages.

Do you feel there are strong opportunities for women to grow and lead in the industry and, more specifically, at CVS Health?

Yes, I think there are tremendous growth opportunities for women to lead in this industry and here at CVS Health. The company has a longstanding commitment to foster diversity in its workplace. CVS Health is committed to ensuring that all colleagues have fair and equitable access to opportunities for advancement and development at all levels, including senior-level positions. The company focuses on corporate culture programs and company-wide training that promotes active and purposeful inclusion. ●