

2024 Corporate Social Responsibility Report

About Premise Health



Our Vision

To be the premier direct healthcare company, redefining how healthcare is experienced and accessed.

Our Values



RESPECTFUL

We value the unique backgrounds of everyone. We are at our best when we assume positive intent and respect the diverse ideas and talents of all people.



ENGAGED

We create meaningful connections with one another, our members, and our clients to ensure we exceed expectations every day.



COURAGEOUS

We fearlessly challenge the healthcare status quo in pursuit of our vision. We have the courage to be open and direct with each other, our clients, and our members.



INNOVATIVE

We constantly apply our curiosity and creativity to evolve our thinking and products in support of our clients, members, and team members.

Our Mission

To help people get, stay and be well.



ACCOUNTABLE

We do what we say we will do, without exception, for each other and for our members and clients. We are aligned as one team, working toward one mission.



ETHICAL

We act with uncompromising integrity in everything we do. We build and earn trust by always doing the right thing.



QUALITY-FOCUSED

We deliver an unparalleled standard of excellence. Our actions are anchored by an unwavering commitment to quality.

A Letter from our Chief Executive Officer

Since the opening of our first onsite facility at Random House in 1964 to now serving more than 400 top organizations across the U.S. and Guam. Premise Health is creating healthcare the country needs now. We partner with our clients to increase access to high-quality clinical care and exceptional experiences for their populations through our onsite and nearsite wellness centers and digital care. Our mission is to help people get, stay and be well, and we accomplish that by simplifying complexity and breaking down barriers to care, helping our members live healthier, happier lives.



As we work to fulfill this mission, Premise is focused on positively impacting our world through resource efficiency and sustainability not just for ourselves, but also for future generations. We are also intensifying our focus on creating more equitable communities, respecting human dignity, and protecting human rights. To prioritize these efforts, we have created a dedicated Environmental, Social, and Governance (ESG) team. The creation of this new team is a natural evolution to further build upon our strong, transparent culture anchored in accountability to ensure our actions match our words. This focus and dedication align with our corporate values and beliefs and is consistent with our promise of providing the highest quality care to our members and the highest level of service to our clients.

Premise Health has long focused on being a good corporate citizen and environmental steward to the communities we serve. While we are in the early stages of our ESG journey, we are determined to make a difference. Our commitment to creating a more sustainable and equitable world is important to us and our clients as we redefine how healthcare is experienced and accessed while upholding the values upon which Premise was built nearly 60 years ago.

A handwritten signature in black ink that reads "Stu Clark". The signature is stylized and cursive.

Stu Clark
Chief Executive Officer
Premise Health

Environmental



A better tomorrow.

Premise is committed to protecting people and our planet by being conscious stewards of our environment. We know that it is our responsibility to safeguard our planet, and operating in an environmentally sustainable manner is top of mind when evaluating and implementing processes and procedures. We are on an important, long-term journey to do business in a way that benefits our surrounding communities, team members, and the natural environment.

Our commitment is reinforced through the creation of an internal Environmental, Social, and Governance (ESG) team dedicated to the growth and expansion of our sustainability program. The establishment of our ESG team enables us to foster impact-driven relationships with internal and external stakeholders, create data-centric program goals, and implement organizational initiatives that incorporate ESG principles. As we place an enhanced focus on better understanding our environmental impact, we will use the results and recommendations to inform our decision-making and strategy. This will allow us to incorporate innovative solutions for material climate-related issues impacting our organization.

Many of our wellness centers are located on the campus of our clients. As such, Premise supports our clients' climate-related mitigation efforts and initiatives, where possible. When engaged by our client partners, we will collaborate to identify practical solutions within our scope to aid in water and energy conservation; hazardous and non-hazardous waste and chemical management; recycling and reduction options; and supply chain emission reduction programs.



At our corporate office in Brentwood, Tenn., Premise reduces our environmental impact by:

- > Utilizing document destruction boxes in multiple locations, as well as general recycling receptacles located on various floors and kitchens. After destroying sensitive records, our document destruction service provider securely recycles the materials collected, helping reduce our carbon footprint. For non-sensitive items, such as paper, cardboard, plastics, cans, glass, batteries, and non-sensitive paper items, we contract with a recycling service provider for both collection bins and regularly scheduled pickups of a large assortment of recyclable materials.
- > Adopting the use of a digital note-taking application, electronic health records, and digital prescriptions in our wellness centers and pharmacies, to reduce the amount of paper used in day-to-day operations.
- > Employing automatic timers for lighting, heating, and cooling systems to turn off during certain hours, as well as faucets with motion sensors to reduce water usage. We also design our offices to take advantage of as much natural light as possible to reduce the need for additional electrical lighting. Equipment, such as printers, monitors, laptops, and medical equipment, are set to enter automatic sleep or shutdown modes when not in use to reduce unnecessary power consumption. Where feasible, Premise plans to expand into the usage of renewable power to offset energy use, increase the energy-efficiency of appliances and equipment, and explore new building management programs/systems.
- > Implementing an IT Asset Lifecycle Management Process. IT equipment that has reached its end of life cycle is properly backed up in accordance with privacy standards and regulations. These assets are then wiped and decommissioned. We contract with an information management service provider to securely recycle, repurpose, or destroy equipment.

Across the country, Premise encourages all team members to reduce their individual carbon footprint by taking public transportation. Our commuter reimbursement program helps team members save money on commuting costs and provides convenient, automated electronic fulfillment to incentivize team members to join us in our goal to reduce our carbon footprint. This program offers vouchers, debit cards, and electronic loading of select smart cards for several transit authorities through an easy on-line enrollment and benefit management program. Premise has also shifted to a hybrid workforce, allowing for an increase in remote work and significantly reducing the number of team members traveling by air, vehicle, and other emission-producing transportation methods.

As the largest direct healthcare provider in the country, our model of onsite and nearsite wellness centers offers easy access close to the communities in which our members and their families work and live. Having nearby access to care means that members visiting our wellness centers are less likely to commute to their community provider, or they spend less time doing so, both of which contribute to reduced vehicle emissions. As we expand our network of wellness centers, we continue to evaluate how we can incorporate many of the energy conservation and waste reduction methods we employ within our corporate office and align with environmentally conscious building principles. In addition to our onsite and nearsite wellness centers, we also offer virtual care which reduces the number of miles driven to in-person medical appointments. Our virtual care offerings not only offer increased access to care but also aid in our conservation efforts to reduce emissions.

Social



People are our purpose.

Premise is dedicated to living out our mission to help people get, stay, and be well. With this commitment, we positively impact the lives of our members, team members, and communities in countless ways. We're all in on care.

A commitment to clinical quality

Premise is diligent in the pursuit of clinical excellence. We hold ourselves and our providers to a higher standard of clinical quality by aiming to be in the 90th percentile of the Healthcare Effectiveness Data and Information Set (HEDIS), a tool used by more than 90% of America's health plans to measure performance on important dimensions of care and service.

We are accredited through the Accreditation Agency for Ambulatory Health Care ("AAAHC"), the premier accrediting body focused on ambulatory care.

Premise, alongside our health data analytics partner, recently conducted a large, representative, claims-based analysis of more than 148,000 individuals, using a methodology validated by an international actuarial and consulting firm. The study highlighted an average of 25% total cost of care savings for employers that offer an onsite or nearsite wellness center for their employees and dependents. Access to Premise's onsite and nearsite wellness centers consistently leads to increased engagement in preventive care, resulting in a 39% increase in routine and preventive office visits, 27% reduction in emergency room visits, and 36% reduction in inpatient hospital admissions.

Premise delivers a value-driven care model that helps members and their families live healthier lives, leading to cost savings for both them and their employers. By delivering the member experience, clinical quality, and financial value needed to succeed, we're making healthcare that works for our clients and members.

The proof is in the outcomes.

39%

increase in routine and preventive office visits

36%

reduction in inpatient hospital admissions

27%

reduction in emergency room visits

Health equity and social drivers of health

At Premise, health equity is embedded in our culture and ingrained in how we deliver care. We are committed to identifying barriers and helping our members overcome them to achieve their healthiest lives. We understand that each member is unique and that their overall health is tightly integrated with their respective home and personal life, which is why identifying social factors that impact the health of our members is key to achieving health equity. When looking at a member's health holistically, it must include social drivers of health (SDOH).

To better identify social factors that impact our members' health, we have selected to use the validated SDOH screening tool The EveryONE Project from the American Academy of Family Physicians (AAFP). This tool was chosen because it focuses on those questions most impactful to health that can be addressed in the context of a clinical visit. In addition to this tool, we also assess SDOH using our proprietary Lifestyle Medicine questionnaire and drug and alcohol use assessments. The SDOH screening tool is not intended to be completed as a 'checkbox' item during visits. Our clinicians recognize that the questions being asked can be sensitive and may open robust discussions between the member and care team. While it is encouraged to complete the SDOH screening annually, discussions around SDOH may come up organically during a member's visit. It is encouraged for providers and care team members to engage in these discussions with members and update the SDOH screening as needed even if it has been completed.

As the questionnaire is completed, Premise clinicians are able to assess which social domains their members are most at risk for, such as food insecurity or housing stability, and refer them to resources in their community through our FindHelp tool, a national network that connects individuals seeking help to verified social care services. FindHelp is integrated within Epic, Premise's leading electronic health record, and allows clinicians to view local resources during appointments and seamlessly refer members to community resources anywhere in the United States, all at the time of care. Members can take advantage of this service both in our care delivery (e.g., provider-initiated use of the FindHelp platform) or on their own through the MyPremiseHealth app or directly at FindHelp.PremiseHealth.com.



Social Drivers of Health

The conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks

Find Help with Premise is available to all members on the My Premise Health app or online at FindHelp.PremiseHealth.com

- > Food
- > Housing
- > Health
- > Childcare
- > Financial assistance
- > Legal and more

Culturally competent care

Premise is experienced in hiring wellness center associates from the various cultural communities of the client's member population. We appreciate that being able to speak and write the same language and understand the cultural attributes surrounding medicine helps to increase participation and, more importantly, build trust. Our providers are cognizant of various cultural beliefs, whether religion-, family-, or medical-based, and the various implications these beliefs might create in a clinical and/or educational setting.

Premise provides diversity training starting at orientation and continuing through ongoing educational opportunities, which equips clinical team members to deliver culturally competent care. Our Code of Conduct establishes expectations for the ethical and professional conduct of all Premise team members involved in providing healthcare services for members of clients. Each team member is familiar with, and follows, this code when interacting with other team members and corporate clients.

SIZE AND SCALE

11M+

eligible members

800+

wellness centers

45

states and Guam

EXPERIENCE AND VALUE

90th

percentile HEDIS

25%

average total cost of care savings

We are committed to providing **high quality, culturally competent and inclusive care** that acknowledges and embraces our unique differences.





Team member benefits

Premise is committed to the physical, emotional, mental, social, and financial health of our team members at work and at home and offers an array of benefits and programs to assist its team members and their families through life experiences.

Our Total Rewards package is comprehensive and competitive with options that meet the needs of our diverse team members. This includes a robust and holistic health and wellbeing program focused on serving the whole person, allowing them to get, stay, and be well.

When it comes to benefits and perks, we have everything you would expect from an innovative and engaged healthcare company. We offer a range of benefits from health, dental, vision, and pharmacy, to access to dedicated in-person and digital care through onsite and nearsite centers and the Digital Wellness Center. Premise provides access to the Digital Wellness Center to all team members and their eligible dependents, regardless of their health plan and at no cost.

Digital Wellness Center services include:

- > Virtual Primary Care
- > Virtual Behavioral Health
- > Virtual Pharmacy with reduced pharmacy costs and prescription mail services in eligible states
- > Connected Care+: Care Navigation, Care Consult, Care Excellence, Care Management in eligible states

Our 401(k)-retirement savings plan includes free and unlimited one-on-one consultation with a financial advisor and our team members have access to purchase hospital indemnity, critical illness, accident, legal services, ID theft protection, and pet insurance plans. We also offer tax advantage accounts including health savings account, healthcare and dependent care flexible spending accounts, and commuter benefits. All team members have access to our Employee Assistance Program benefits and a variety of group discount programs.

Our culture

Culture comes first at Premise, and we recognize our team members are our greatest asset.

Our goal is to create connections among our team members, our clients, our suppliers, and within our communities, creating a culture that supports our purpose, mission, vision, and values.

We are in the people and relationship business and it's critically important that we take care of our team members who take care of our members. Premise has been recognized consistently for this mindset with the FORTUNE Best Workplaces in Healthcare designation, Great Place to Work certification and Tennessee Top Workplaces Award.

Team member experience

We believe that the Premise Team Member Experience directly influences our organizational success and our ability to act on our mission of helping people get, stay, and be well. These pillars represent the value we provide to our team members.

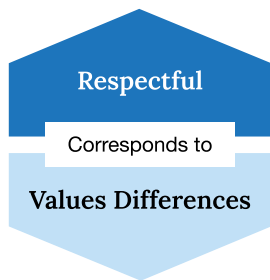


At Premise, we strive to create a space where team members feel valued, heard, and supported to bring their whole authentic selves to work. When we focus on our team members and their experience, they in turn can focus on creating a positive experience for members, clients, and customers, both internal and external.

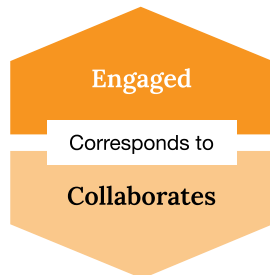
The Team Member Experience Pillars are our guiding principles in this endeavor.

To make sure we're living up to this high bar, we collect feedback through our bi-annual Team Member Experience surveys. Eighty-nine percent of Premise team members report that they would recommend Premise to a peer.

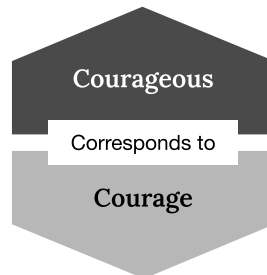
In the same way we use our Team Member Experience Pillars to represent the value we provide to our team members, we use our Core Competencies to describe what we expect in return. These competencies put action behind how we define performance in relation to our values. They make our values knowable and measurable.



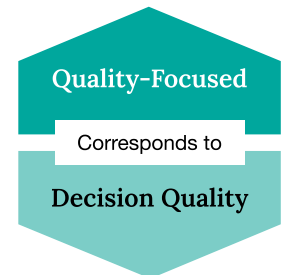
Recognizes the value that different perspectives and cultures bring to the organization.



Builds partnerships and works collaboratively with others to meet shared objectives.



Steps up to address difficult issues, saying what needs to be said.

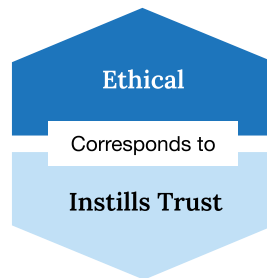


Makes good and timely decisions that keep the organization moving forward.

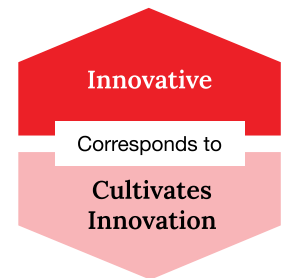
Premise Health's Values in Action



Holds self and others accountable to meet commitments



Gains the confidence and trust of others through honesty, integrity, and authenticity.



Creates new and better ways for the organization to be successful.

Premise's performance management lifecycle

Our leaders set expectations and goals, while providing ongoing feedback, coaching, and a high impact learning culture to engage team members throughout their entire employee lifecycle.

We take part in one on ones, goal setting, and annual performance reviews as part of our performance management lifecycle. We believe in a holistic approach to goal setting and performance management that involves the team member contributing to the success of Premise, while living our values to the fullest.



Diversity, Equity, Inclusion, and Belonging (DEIB)

At Premise, diversity, equity, inclusion, and belonging are essential to who we are and how we flourish. We are committed to revolutionizing the ways in which we work together and care for one another and establishing Premise as a socially responsible industry leader.

Our DEIB program creates diverse work and care spaces for all team members. We offer:

DEIB training series

Provides support and encouragement to support sustaining a climate of openness and psychological safety for our teams and members

Monthly gateway series

Helps team members recognize and celebrate differences by exploring identity-based observances, holidays, and cultural traditions, and putting learnings into practice

Team Member Resource Groups (TMRG)

Serve to encourage community and support allyship, networking, and innovation by providing spaces for affinity groups and allies to come together in the workplace. Our TMRGs bring together diverse backgrounds to network, discuss innovative ideas and solutions, and offer mentorship opportunities that support career development.

Military

Dedicated support for active-duty military, veterans, and military spouse communities as they transition to civilian roles. We are designated as a Military Friendly Employer and Military Spouse Friendly Employer. We also participate in the U.S. Chamber of Commerce Foundation's Hiring Our Heroes program.

Diversity in recruitment and attraction

Premise believes that a diverse workforce helps the company realize its full potential. Recognizing and developing the talents of everyone brings new ideas to our organization. The company benefits from the creativity and innovation which results when Premise team members who have different experiences, perspectives and cultures work together. This is what drives clinical excellence and high performance at Premise. We believe a well-managed, diverse workforce expands Premise's base of knowledge, skills and cross-cultural understanding, which in turn enables us to understand, relate and respond to our diverse and changing customers.

We serve diverse communities across America – from ethnicity to lifestyles to disabilities to socioeconomic groups. Therefore, we need and value input from a similarly diverse workforce. It is not just the right thing to do, it's also good business.

It is not an initiative – **it is the way we think, act, and behave.**

Supplier diversity

Our commitment to diversity, equity, inclusion, and belonging extends to our network of vendors and suppliers. We continue our efforts to build strong, mutually rewarding partnerships with high-quality diverse suppliers in the communities in which we live, work, operate, and provide quality services.

Premise works with diverse suppliers, where commercially reasonable, that provide high-quality goods and services at competitive prices with reliable delivery timelines. Premise engages certified diverse suppliers in request for proposals or other strategic sourcing initiatives. Our current diverse suppliers include minority-, women-, and veteran-owned businesses.

Team member engagement

Premise offers a wide range of programs and initiatives to drive team member and support growth and development. These programs aid in driving engagement, fulfillment, and innovation.



Praise

Premise Health's Teams channel is a recognition outlet available to all team members. Team Members can send a Praise! badge to a fellow team member for a plethora of things such as their expertise, collaboration, going the extra mile, and more!



Sonic Boom

Sonic Boom Wellness is an energizing program to help improve daily health habits from physical activity and nutrition to financial wellbeing and stress reduction. Each day, there are different daily challenges that educate and encourage healthier habits. Sonic Boom provides tools, resources, contests/challenges, and communications to help focus on health habits. Sonic Boom Wellness training is offered in virtual courses and live meetings to discuss wellness programs.

ART of Quality Service

Premise created the ART of Quality Service, a proprietary experience program, that empowers team members to build strong relationships based on trust that consistently deliver exceptional member and peer experiences within our wellness centers. In 2023, this program was expanded to the ART of Team Member service program to support our internal application of the Art of Quality Service Pillars: Access, Respect, and Trust. The ART pillars are applied to our internal customers and our team members, to ensure that we are delivering exceptional experiences in our interactions with each other. We are better together, and ART helps us achieve this through simple behaviors that support a strong work culture and team member experience.

Communities of Practice

Premise's Communities of Practice serve to help our team members get, stay, and be better at what they already do. We create spaces and opportunities for Premise team members, coming from different functional areas, to engage with one another and obtain exposure to different ways of practicing within their same domain. This helps us amplify our team member learning and sharing of tacit knowledge, which is the type of knowledge developed from personal experience, at Premise or otherwise, and cannot be acquired through traditional training. We offer Lean Six Sigma, Agile, Project Management, Coaching, Development Management, Security, and Data Integration Communities of Practice.



Leading at Premise

Premise's Senior Leadership Career Progression Program is designed to prepare functional leaders as they step into senior leadership roles. This program aims to provide personalized guidance and support for newly promoted senior leaders in their career path journey.

The program empowers senior leaders with the appropriate insight, tools, and strategies they need to navigate their career paths effectively. This program combines leadership assessments, one-on-one coaching sessions, and individualized development plans to create a holistic approach to career development for senior leaders. The guidance from this program results in committed, engaged leaders who effectively support their teams and departments.

Community Engagement

Community involvement and development is very much a significant part of our organization's mission, especially in the communities we serve. We encourage and support team member involvement in various charitable organizations, bringing positive and measurable change to their population. Each organizational department chooses community and non-profit organizations to support and encourages team member involvement in a variety of ways whether that be time, talent or contributing financially.

Past and current organizations in which our team members have been involved include Operation Stand Down, Siloam Health, Edu Kenya, the American Heart Association, Susan G. Komen, Feeding America, Second Harvest Food Bank, Nashville Humane Society, Special Olympics, The Salvation Army, Soles4Souls, Nashville VA Hospital, Junior Achievement, as well as many others.

Mentorship

Premise offers mentorship programs within various departments throughout the organization designed to help team members create meaningful relationships that enable personal growth and development. The goal of our mentorship programs is to empower team members to realize their full potential by strengthening their self-confidence and expanding their knowledge, skills, and abilities as they pursue their career goals. These programs were also designed to drive engagement, aid in succession planning, increase retention, and build stronger networks.

Throughout the program, mentors and mentees are offered comprehensive training and provided access to resources to aid them on their journey, including topics ranging from communication, confidence building, and time management to team building and leadership. Participants are also provided with and encouraged to create an individual development plan.

Governance



Achieving integrity and transparency

For more than 60 years, Premise has nurtured a culture that promotes integrity, ethical decision-making and regulatory compliance throughout the organization. To achieve our objective as a responsible organization, we abide by rigorous quality and ethical standards and ensure that our governance and business policies represent best practice.

Data privacy and security

There has never been a more intense focus in the direct healthcare industry on data privacy and security. With the responsibility to manage health-related records for millions of members, we are diligent about maintaining compliance with applicable federal and state legislation, as well as trends in the marketplace regarding security and privacy of information. Our Information Security Policy, which was developed to be consistent with Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH) requirements, is mapped to encompass PCI-DSS, ISO, and NIST-800 series controls, which directly address access control, data classification, secure data backup, data encryption requirements, data destruction, data confidentiality, and access logging and monitoring.

Our information security function reporting up to the chief information security officer is comprised of dedicated departments focused on security operations and monitoring, incident response and forensics, security engineering, penetration testing, vulnerability management, third-party risk, and governance, risk, and compliance (GRC). We proactively monitor all network and data assets including continuous penetration testing, red team/blue team exercises, proactive threat hunting, darknet monitoring, and digital risk management. Premise is a lead member with the Health Information Sharing and Analysis Center healthcare threat intelligence sharing community.

Premise has consistently maintained its certified Health Information Trust Alliance (HITRUST) status for our electronic health record since 2017. This achievement places us among an elite group of certified organizations, highlighting our commitment to meeting key healthcare regulations and safeguarding sensitive private healthcare information. As one of the few healthcare companies to attain this status, we remain steadfast in our pursuit of excellence in security and compliance.

We recognize the importance of our obligation and commitment in the collection, analysis, and reporting of all pertinent healthcare data, including all protected health information. We have adopted comprehensive programs and well-tested processes to administer and monitor compliance with HIPAA. Such compliance efforts are managed by our compliance department. Because of our broad experience as a third-party provider of healthcare, pharmacy, and health management solutions services, Premise is intimately familiar with the duties of a covered entity, a business associate, and all aspects of the electronic transactional standards, privacy, and security rules.

Each new team member undergoes extensive education and review of our HIPAA compliance and member privacy and confidentiality issues and practices. Our team members are trained during orientation and receive annual training on securing and protecting health information. Training and information are available to team members on our corporate intranet site and learning management system.

Vendor governance

Due to the ever-expanding need to identify, assess, and address information security risks, Premise ensures the privacy and security management practices of each supplier meets our standards. For all trusted third parties with whom Premise engages, a formal risk assessment process is conducted which evaluates the third-party relationship and covers areas such as IT security-oriented controls, vulnerability management, policy and procedures, data access and storage controls, encryption, physical security controls, incident response, and team member awareness training. Assessments are based on level of risk and qualifying criteria.

As part of our commitment and passion for industry security, Premise has established a unique Supplier Maturity Management Program, by which we incorporate consultative support, technical guidance, penetration testing, and general security best practice and education to suppliers to equip them to rapidly transform and mature their security postures. In a market where security talent resources are scarce, expensive, and frequently beyond the means of many small to mid-size businesses, this results in deeper supplier partnerships based on a trusted advisor relationship where we can dramatically reduce the lifecycle timeline that spans supplier risk discovery through to actual risk remediation.

Quality management

Premise's quality management philosophy focuses on continual monitoring, measuring, evaluating, and improving the quality of the direct healthcare services delivered at our wellness centers. As part of our ongoing quality program, Premise hires the most qualified and capable medical professionals who share our philosophy of quality care, integration, service excellence, and prevention. We support the performance of these professionals with clinical and operational oversight; access to clinical resources, information systems and objective information; and the sharing of best practices throughout the organization. Premise measures and monitors clinical quality indicators and outcomes to implement improvement strategies according to best practice standards. Also, as part of our continuous quality improvement process, we evaluate our providers across a full range of quality standards including resource utilization, response to and interaction with members, and communication with all stakeholders. To obtain feedback on the quality of care delivered at our wellness centers, members and clients are surveyed on a regular basis.



Risk management

Premise's risk management program is designed to provide guidance and structure for our clinical and business services, driving quality member care while fostering a safe environment. Our risk management program involves collaboration among departments, services, and member care professionals within the organization to formulate policies, procedures, and protocols to reduce risk exposures. Our Occurrence Reporting System is the cornerstone of our risk management program. This system represents the most comprehensive method for identifying potential and actual risk, as well as processes for improving care and services, while decreasing medical errors. This system is a confidential, internal system that encourages our team members to be proactive in addressing issues identified within their wellness center. Premise supports a low threshold for reporting, including near misses as well as actual events.

Ethics

Premise is committed to creating a culture that embodies a high level of ethical conduct. Many of our policies involve our prescribed practices for business and clinical integrity, honesty, and fairness. In addition, we regularly engage with our team members through education and training to instill responsibility for compliance through everyday actions.

Our Code of Conduct outlines our company values, beliefs, and conduct expectations for all Premise team members. We pride ourselves on our values to "do the right thing" and treat all team members equally. To ensure team members have an avenue to report any concerns, we have established a toll-free hotline, which is monitored by our compliance department. All concerns brought forward are investigated thoroughly and promptly.



An Ongoing Journey

Premise is in the early stages of our journey to formalize our enterprise Environmental, Social, and Governance (ESG) strategy, which will set the foundation to measure, monitor and report our sustainability performance. We engage with clients, suppliers, investors, internal and external business partners in critical dialogue as the prominence of ESG and sustainability efforts grow. We are committed to transparency and reporting and have prepared submissions to third-party reporting platforms, Carbon Disclosure Project (environmental) and Ecovadis (environmental, labor and human rights, and ethics) since 2022. Our reporting will continue to evolve to meet the needs of our stakeholders, and more, to guide Premise forward. As we identify risks and opportunities, we will continually refresh our knowledge and seek to create optimal solutions as we broaden our horizons.

Premise understands and embraces ESG as a crucial and interconnected element of our business strategy and expects to deepen our internal and external ESG resources in the coming years.

Premise is dedicated to a continuous learning journey that evolves as we do.

**It's not simply a premise.
It's the future of healthcare.**

Let's talk about what you need,
and how we can help.

PremiseHealth.com | (844) 407-7557