



2025 Corporate Social Responsibility Report

Table of Contents

01	About Premise Health
02	Message from Our Chief Executive Officer
03	Social Impact: Our People, Our Purpose
09	Environmental Stewardship: Reducing Impact, Advancing Care
12	Ethical Governance: Safeguarding Trust and Transparency
18	The Power of Connection: Where Healthcare, Technology, and Sustainability Meet
21	Appendix

About Premise Health



46 states



6,500+ team members



60+ years in business

Premise Health is the leading direct healthcare provider that operates more than 900 onsite and nearsite wellness centers from coast to coast. We partner with approximately 400 large organizations – employers, unions, health plans, and tribes – to deliver high-quality care to their populations. With a comprehensive advanced primary care model, deep expertise in occupational health, and more than 30 types of care, Premise helps people live healthier while lowering costs for organizations.

Our Vision

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

Our Mission

To help people get, stay, and be well.

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.



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.



ENGAGED

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



ETHICAL

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



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.



QUALITY-FOCUSED

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



INNOVATIVE

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

A Letter from our Chief Executive Officer

Over 60 years ago, Premise opened its first onsite wellness center with a bold vision: to transform how healthcare is delivered. Today, we proudly serve approximately 400 leading organizations across the U.S. and Guam. Through our onsite and nearsite wellness centers and the Digital Wellness Center, we are creating the healthcare this country needs now – care that is accessible, high-quality, and centered around the people we serve.

Our mission is simple – to help people get, stay, and be well. We do this by removing barriers to care, simplifying the complex healthcare ecosystem, and delivering personalized support that helps our members live healthier, happier lives. As we work to achieve our mission, we recognize our broader responsibility to make a positive, lasting impact, not only on individual health outcomes but also on the communities we serve and the world around us.



Sustainability isn't an isolated initiative for us; it's woven into who we are. As the nation's largest direct healthcare provider, we understand the role we play in addressing today's complex challenges. We also recognize that real change requires collaboration. That's why we aim to work with our clients, partners, and suppliers to make forward progress, together. We hold ourselves to the highest ethical and quality standards, and we expect the same from those we work with.

This Corporate Social Responsibility (CSR) report reflects our commitment to transparency and accountability. It showcases the work we're doing to support our mission, from delivering exceptional care and strengthening our environmental initiatives, to supporting team members and forming community connections.

We've made progress, but there is still work to do. Premise remains focused on redefining how healthcare is experienced and accessed, while staying true to the values that have guided us for over half a century. It's our hope that this long-term commitment to environmental stewardship, social responsibility, and strong governance will create progress that benefits our team members, our communities, and future generations.

A handwritten signature in black ink, appearing to read 'Stu Clark'.

Stu Clark
Chief Executive Officer
Premise Health

Social Impact

Our People, Our Purpose



Building a Culture of Care

At Premise, our commitment to social responsibility begins with our people and extends to the members we care for in communities across the country.

We foster a culture of compassion, innovation, and purpose. This empowers our team members to bring their full selves to work, meeting our members where they are to support them in living healthier lives and helping clients achieve a lasting impact. Whether at our corporate headquarters or in our 900+ wellness centers, we're focused on creating a healthier future for all.

Recognized Excellence

We believe an exceptional team member experience leads to exceptional member outcomes. That's why we prioritize taking care of our team members, who are caring for our members across the country. We strive to create a culture that authentically reflects our mission, vision, and values by cultivating meaningful connections with our teams, clients, suppliers, and the communities we serve.

Our team-first culture has earned consistent third-party validation. Premise has been recognized as a Great Place to Work and a Tennessean Top Workplace, named among Fortune's Best Workplaces in Health Care™, and honored as a Military Friendly® Employer and Military Friendly® Spouse Employer. These awards validate our team-first philosophy and demonstrate our investment in our people.



Recognition Highlights

85% of employees say Premise is a great place to work

Top Workplace

in Middle Tennessee for ten consecutive years

Military Friendly® Employer

with one in 14 team members identifying as a veteran or military-connected

Fortune's Best Workplaces

in Health Care for five consecutive years

From new-graduate hires to seasoned clinicians, our award-winning culture helps support high retention and low turnover, ultimately ensuring consistency, quality, and trust for the members we serve.



Our Commitment to Quality Experiences

At Premise, we create experiences grounded in Access, Respect, and Trust (ART), our proprietary experience framework designed to strengthen relationships with team members, members, and clients. ART promotes empathy, inclusivity, and service excellence, reinforcing the foundation for trust-based relationships.

This approach is woven into our daily interactions and decision-making, guiding simple yet impactful behaviors that contribute to a positive workplace culture. By providing all team members with training on the principles of ART, we continue to prioritize a connected, collaborative environment where our people and communities can thrive, because we know we are stronger and better together.

To bring ART to life in an engaging way, we introduced mascots who symbolize how we all contribute to a thriving culture. ARTie, a bee, encourages quality service across teams, while EmME, a butterfly, promotes meaningful member engagement.



ART of Quality Service

Delivering Value: Health Outcomes and Impact

Our care model is designed to reimagine what healthcare can be – whole-person, coordinated, high-quality, and cost-effective. We believe better healthcare starts with advanced primary care, a healthcare model that seamlessly integrates:



In-person and virtual primary care that meets members where they are, improving access, continuity of care, and health outcomes.



Behavioral health embedded into the primary care experience to provide whole-person care.



Pharmacy services that enhance prescription adherence and lower medication costs.



Care management supports members with chronic conditions through personalized care plans, coaching, and regular follow-ups.



Care navigation helps members manage the complexity of the healthcare system by coordinating referrals and connecting members to in-network, high-value care.

We focus on value over volume, allowing our providers to spend more time delivering personalized care and building relationships with our members. Our integrated, member-centered model delivers better health, better experiences, and better value.



Delivering Results that Matter

Our advanced primary care model delivers real value to our clients and members, reducing costs while improving care quality and access.

HEDIS PERFORMANCE

To measure our clinical performance, we hold ourselves accountable to the 90th percentile of the Healthcare Effectiveness Data and Information Set (HEDIS), a number far above the national average.

Advancing Health Equity

Equitable, culturally competent care is central to our care philosophy. We recognize health is not only physical, but is also influenced by a member's environment, economic circumstances, and lived experiences, also known as social drivers of health. To address these in our care delivery and make sure our members are getting the care they deserve, our care teams use tools like:



The EveryONE Project from the American Academy of Family Physicians (AAFP)



Lifestyle Medicine questionnaire



Substance use assessments

These evidence-based resources help providers identify other factors that may be impacting a member's health, further enabling them to have meaningful conversations with members and offer personalized, whole-person care.

In addition to these tools, our providers can make referrals for social drivers of health needs right at the point of care using helpful tools integrated directly within our instance of Epic's electronic health record. Members can also access our Find Help resource independently, giving them easy access to community-based assistance across areas like housing, food, utilities, and mental health.

HEDIS CLINICAL PERFORMANCE* (2024):

Controlling high blood pressure	98th percentile
Hemoglobin A1c control for patients with diabetes	98th percentile
Depression screening and follow up	99th percentile

*Source: Premise internal data of over 240,000 PCMH attributed members (January 2025), compared to NCQA key HEDIS measures: national PPO and EPO benchmark from Quality Compass 2024 Commercial.

MEMBER AND CLIENT IMPACT

92 Net Promotor Score (NPS)

<5 minutes average wait time

28% savings for members on annual healthcare costs, for those attributed to Premise

2.5 hours saved in absenteeism per visit

\$2,434 per member per year total cost of care savings for organizations, for those attributed to Premise

Talent and Recruitment

At Premise, delivering better health, better experiences, and better value starts with our team members. Our ability to meet the unique needs of our members lies in attracting, developing, and retaining top-tier talent across a broad range of disciplines.

Our strategic approach to recruitment includes national outreach, academic partnerships, and inclusive hiring practices to identify candidates who align with our mission. We look for professionals who are focused on providing excellent service and thrive in working in collaborative, team-based environments.

Premise believes a diverse workforce helps us realize our full potential. As we serve communities of all backgrounds, experiences, and identities, we strive to reflect that diversity within our own ranks.



Developing Talent for the Future

Our performance management approach emphasizes clear expectations, regular feedback, and shared accountability, ensuring alignment between individual and organizational growth. From early-career clinicians to senior leaders, team members have access to flexible career paths, recognition programs, and guided engagement initiatives. This future-ready strategy enables us to evolve alongside the healthcare landscape, fostering a workplace where team members feel supported and deeply connected to our mission.

Our performance lifecycle includes:

- > Structured goal setting, continuous one-on-one feedback, guided skip-level conversations, and annual reviews
- > Individual Development Plans (IDPs), supported by dedicated training
- > Career mobility pathways through our Levels of Contribution Competency Framework

We invest continuously in the growth and development of our team members by offering tailored learning opportunities across clinical, operational, and leadership roles. Key development programs include:

- > Role-specific learning tracks such as Lifestyle Medicine Certification and the Leading at Premise series
- > Specialized programs including Clinical Champion, Epic Super User, and OHM Super User programs
- > Professional development courses covering courage driven conversations, emotional intelligence, and interviewing for competence

Beyond formal programs, we encourage grassroots development through Communities of Practice, mentorship initiatives, and on-demand coaching, cultivating a culture of growth. These investments prepare Premise to lead the future of healthcare by empowering personal and professional growth at every level.



Empowering Team Members to Thrive

Our team member experience pillars demonstrate how we create meaningful experiences across the organization and what we want the team member experience to look and feel like. To get a pulse on how we're doing and identify areas where we can improve, we regularly gather insights through our twice-a-year team member experience survey. In the most recent results, our team member Net Promoter Score (NPS) was 84 – a strong reflection of our people-first culture.

Benefits and Wellbeing Programs

Our comprehensive benefits are intentionally designed to support the whole person, physically, emotionally, and financially, through every stage of life. We offer:

- > Flexible medical, dental, and vision coverage
- > Access to nearsite wellness centers for team members and dependents
- > A care navigation program, simplifying care coordination for team members and their families
- > No-cost financial planning through our partnership with Fidelity, along with retirement coaching
- > 401(k) matching
- > A commuter benefits program

Emotional and mental wellbeing are also addressed with our benefits. Our Employee Assistance Program (EAP) offers 24/7 confidential support, and our tuition reimbursement program encourages lifelong learning and growth. The Thrive Wellbeing Program also supports holistic health and wellbeing through pillars based on social drivers of health, including social and environmental practices, to promote individual and community wellbeing. Thrive delivers year-round resources, from fitness challenges and educational webinars to mental wellness support, empowering team members to live healthier, more balanced lives.



SonicBoom™

We also engage team members in wellbeing through Sonic Boom Wellness, a customizable digital wellness platform that fosters healthy habits, friendly competition, and environmental awareness, featuring challenges that cover topics from hydration to sustainability. By integrating environmental challenges such as recycling education and energy-saving habits, Sonic Boom Wellness empowers team members to make sustainable choices in their daily lives, reinforcing our commitment to both personal wellbeing and planetary health.

Wellbeing also means celebrating our people. Through platforms like Praise! recognition, Premise Cares, and ART in Action, we uplift our team members making a real difference. From peer shout-outs to clinical milestones, we celebrate our team members to show our gratitude and reinforce our shared purpose.



Praise Badges

Culture and Community

Through our You Belong initiative, we aim to cultivate a workplace where every team member feels respected, valued, and empowered. Supportive spaces like Team Member Resource Groups (TMRGs) and open equity dialogues foster connections across our diverse workforce.

Our TMRGs, now with over 1,700 members, provide networking, mentorship, and growth opportunities for team members and allies. These groups span a range of identities and experiences, including:



Our commitment to equity also extends beyond our walls. Through our supplier diversity efforts, we partner with minority-, women-, and veteran-owned businesses to source goods and services that meet our high standards for quality and integrity. By cultivating inclusive partnerships, we not only strengthen our supply chain but also promote economic opportunity and equity in the communities we serve.

We show up in the communities where we live and work by encouraging meaningful engagement and volunteerism among our team members, across a wide range of initiatives. We are proud to support inclusion in our communities through:

- > Local team member-led initiatives supporting nonprofits like Susan G. Komen, American Heart Association, and Second Harvest
- > A newly formed partnership with Remote Area Medical (RAM), providing mobile dental, vision, and medical care to underserved communities
- > A new Kaleidoscope ambassador program, where team members serve as recruitment advocates and share our workplace culture across professional networks and career events

A Purpose-Driven Organization

Everything we do begins and ends with people. Our social responsibility starts with taking care of our teams, delivering equitable, whole-person care to our members, and supporting the communities around us. We remain committed to powering health, equity, cultural impact, and sustainability through a people-centered approach, clinical excellence, and an inclusive, team-first culture.

Environmental Stewardship

Reducing Impact, Advancing Care



Embedding Environmental, Social, and Governance (ESG) principles into our operations, from our wellness centers to our corporate offices, is top of mind for Premise. In 2023, we established a dedicated ESG team to guide our sustainability efforts, develop data-driven emissions reduction goals, and execute sustainable initiatives. This team plays a critical role in building partnerships to support our environmental commitments.

Intersection of Environmental and Social Sustainability

As the largest direct healthcare provider in the U.S., Premise's innovative care delivery model is improving health outcomes across the country, while also supporting both environmental and social sustainability. Our access model provides onsite, nearsite, and virtual care options, which each play a unique role in meeting members, and often their families, where they are while minimizing environmental impact.



Onsite Wellness Centers

Located directly on employer campuses, these centers offer convenient access to care for employees and their families. This proximity reduces long commutes to see a provider while decreasing travel-related emissions and time away from work or home.



Nearsite Wellness Centers

Strategically located within communities where people live, work, and play, nearsite centers further reduce barriers to care by minimizing travel distances. This approach not only enhances accessibility but also contributes to lower vehicle emissions.



Digital Wellness Center

Our Digital Wellness Center extends access to healthcare, anytime and anywhere* our members need it. By reducing the necessity for in-person visits, virtual care helps lower transportation and building-related emissions while making healthcare more accessible.

Our access options reflect two of our priorities: improving lives through better healthcare and reducing environmental impact by rethinking how healthcare is delivered.

*"Anywhere" is subject to availability of internet or telephone access. Service availability may vary by region and provider capabilities.



Measuring and Reducing Our Environmental Footprint

Since forming our ESG team, Premise has worked diligently to better understand, assess, and reduce our environmental footprint. Our efforts include:

Renewable Energy Transition

In 2024, we began transitioning to renewable energy sources through partnerships with energy providers in leased locations where we have operational control. For leased locations where direct sourcing is not feasible, we procure Renewable Energy Certificates (RECs). This enables us to address our Scope 2 emissions in accordance with recognized greenhouse gas accounting standards and support the broader renewable energy market, reducing the environmental impact of our electricity use.

Recycling and Waste Reduction

We actively recycle paper, plastics, and other materials. When possible, we utilize automated lighting, HVAC systems, and motion-sensor faucets to conserve energy and water.

Digital-First Approach

We adopted digital consents, charts, and prescriptions to reduce paper use, streamline administrative tasks, improve record accuracy, and enhance member convenience. We also manage policies, procedures, and manuals through a digital platform, further minimizing paper use and ensuring access to up-to-date information. In line with this approach, we partnered with our Sonic Boom Wellness rewards supplier to transition to electronic-only gift cards, reducing plastic waste and supporting sustainability.

Electronic Waste Management

Premise-managed devices are programmed for energy efficiency, and our IT Asset Lifecycle Management process ensures responsible handling, recycling, or destruction of end-of-life technology through certified providers.

Sustainable Shipping Practices

We participate in carbon neutral shipping to offset emissions from our shipments, helping minimize the environmental impact of our logistics.

Remote Work and Commuting Impact

Our flexible, hybrid work environment reduces commuting for many team members, lowering carbon emissions and energy use.

Green Workspaces

Office spaces are designed for energy efficiency and wellbeing, with natural lighting and live indoor plants that improve air quality and create a productive atmosphere.

Team Member Awareness and Education

We offer programs and webinars focused on sustainable practices, including waste management, responsible resource consumption, and energy use, empowering team members to make environmentally responsible choices.

Progress and Performance

ESG Management System

Premise is implementing a new ESG system to streamline data collection and reporting, track sustainability performance, and ensure regulatory compliance. This provides a structured and comprehensive platform to achieve our sustainability objectives.

CDP Climate Disclosure

We've improved our score since beginning our efforts in 2022. We received a "C" from CDP (formerly the Carbon Disclosure Project) in 2024 and, after further enhancing our efforts, eagerly await a new score for 2025. This reflects our growing efforts to assess and manage our environmental impact, as well as our commitment to making progress in environmental reporting and practices.

EcoVadis Rating

We earned a score of 51 from EcoVadis, a full 10 points higher than when we started our efforts in 2022. This places us in the top 50% of assessed companies. We also earned the "Committed" badge for our diligence in labor and human rights, ethics, and environmental practices.

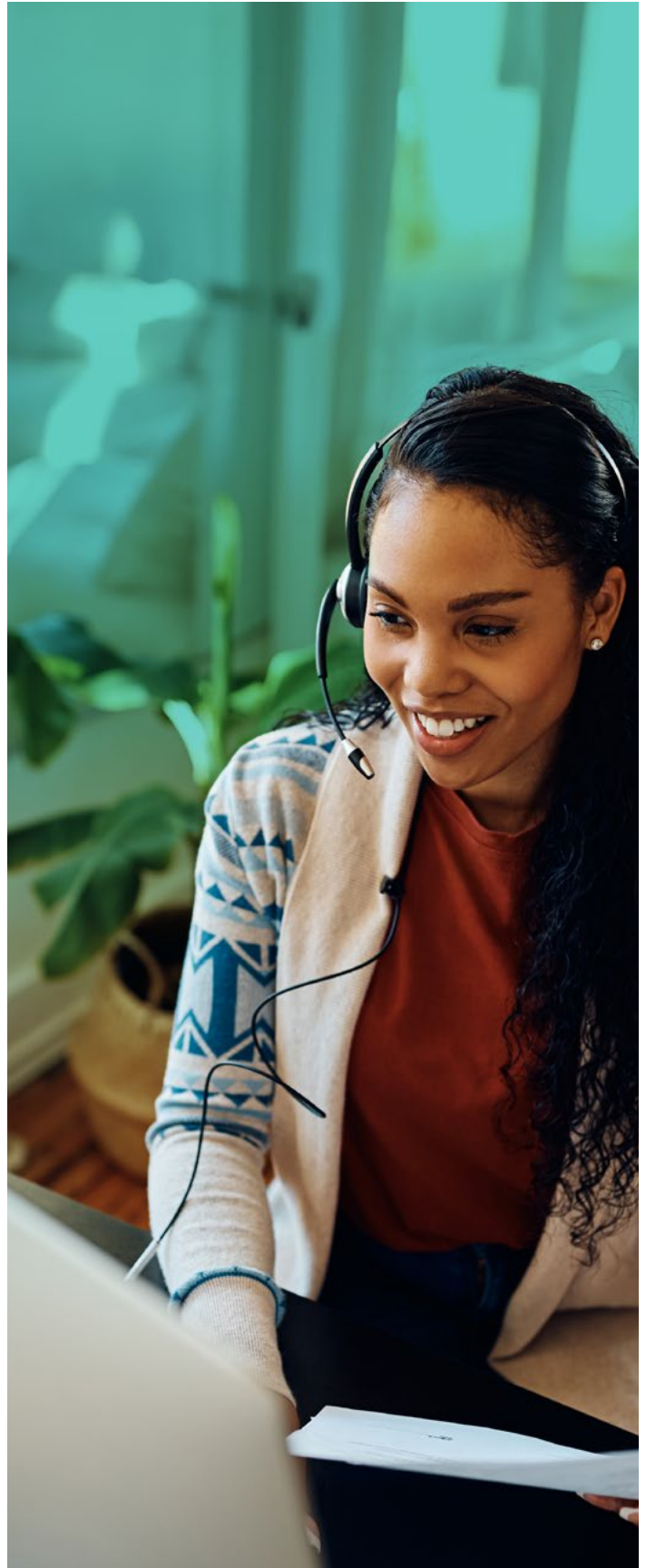
Science-Based Targets Commitment

We have committed to set near-term company-wide emissions reductions in line with climate science with the Science Based Targets initiative (SBTi).

Climate Risk Assessment

Premise is currently engaged in the development of a comprehensive climate risk assessment to identify, evaluate, and mitigate potential environmental and operational impacts.

At Premise, we view environmental stewardship as an ongoing journey. We are committed to continuous learning, evaluation, and improvement, striving to make decisions today that create a healthier, more resilient future for all.



Ethical Governance

Safeguarding Trust and Transparency



Ethics

Premise conducts business with the highest standards of integrity, transparency, and accountability. We have a zero-tolerance policy for corruption, bribery, money laundering, or any unethical practices, and we expect the same from our partners, suppliers, and contractors.



Each year, team members are required to complete Code of Conduct training and provide a formal attestation affirming their understanding and commitment to our ethical standards. This training reinforces our shared responsibility to uphold compliance with applicable laws and internal policies.

To help keep team members accountable, Premise maintains a confidential ethics hotline where they can report concerns of any kind, including suspected corruption, bribery, financial misconduct, human rights violations, or information security issues. We take every report seriously and all concerns are thoroughly investigated.

We are committed to protecting those who speak up. Premise prohibits any form of retaliation against team members who report concerns in good faith. Creating a safe space for raising ethical issues is critical to maintaining trust and integrity at our organization.



Human Rights and Inclusion

We uphold human rights, foster an inclusive workplace, and ensure individuals are treated with dignity, fairness, and respect. We strictly prohibit the use of forced labor, child labor, and any practices that exploit or endanger individuals. Our operations are governed by high ethical standards and comply with all applicable labor and human rights laws.

As an Equal Opportunity Employer, Premise does not tolerate discrimination of any kind. Cultivating a diverse and inclusive environment is important to us, and we strive to create spaces where team members of all backgrounds, abilities, identities, and experiences feel valued and supported. Our policies and practices are actively maintained to prevent discrimination and harassment in the workplace and to promote equity throughout our organization.

In accordance with the Americans with Disabilities Act, we provide reasonable accommodation for individuals with disabilities. Our goal is to provide team members the opportunity to thrive and contribute to our mission.

The Premise Code of Conduct reflects these values and applies to all team members, as well as suppliers, contractors, and third parties acting on our behalf. Whether internal or external, all parties are expected to operate in full compliance with our policies and uphold the same ethical and professional standards.

Responsible Care and Quality Management

Our approach to quality management includes proactive oversight, performance evaluation, and ongoing improvement of the healthcare services provided at our wellness centers nationwide.

We employ highly qualified professionals who believe in integrated, preventive, and service-oriented care. We support them through structured clinical and operational governance, access to robust health information systems and evidence-based resources, and shared learning opportunities. Team members are encouraged to share best practices across teams to drive consistency and excellence in care delivery.

Our quality management program includes comprehensive monitoring of clinical performance indicators and member outcomes. These insights guide targeted improvement initiatives that align with national standards and best practices. In addition to evaluating care delivery, we also assess provider performance across multiple areas, including resource stewardship, responsiveness to member needs, and effective communication with both members and stakeholders.

To ensure we meet the needs of those we serve, we regularly gather feedback from members and clients through structured surveys. This feedback plays an essential role in shaping our service model and identifying new opportunities for growth, innovation, and enhanced member satisfaction.



Integrated Care Systems

Premise maintains advanced monitoring systems across our health centers to ensure clinical decisions are grounded in safety, compliance, and sound judgment. Our electronic health record system includes intelligent alerts that identify recommended health maintenance screenings and potential risks for each member, such as high-risk prescribing patterns, contraindications, or potential care gaps that could be an opportunity for alternative treatment approaches. These safeguards support our providers in making informed decisions that are personalized and aligned with best practices. Care coordination protocols are also in place that emphasize early identification of health concerns, collaborative treatment planning, and continuous evaluation. This integrated approach enhances care continuity and strengthens outcomes, especially for members with complex or chronic conditions.

Ongoing Training and Education for Healthcare Providers

Ongoing education plays a key role in providing responsible care. Premise clinical providers receive continuous training tailored to their role, in areas such as best practice prescribing, chronic pain management, behavioral health integration, opioid and antibiotic stewardship, and member communication strategies. This ensures our teams are up to date on the latest evidence-based practices and can respond effectively to the evolving needs of the populations we serve.



Safeguarding Data: Privacy, Security, and Trust

Premise maintains a comprehensive data privacy and security framework, aligning with regulations such as the Health Insurance Portability and Accountability Act (HIPAA), and invests in ongoing training, internal controls, and third-party certifications. All new team members receive mandatory HIPAA privacy and security training, with annual refresher trainings to ensure continued compliance. Our internal compliance team oversees monitoring, auditing, and continuous improvement of our data protection practices, ensuring responsible handling of protected health information across all operations.

We use a comprehensive set of policies and technical safeguards designed to ensure confidentiality, integrity, and security of personal health data and other sensitive information. This includes:

HITRUST Common Security Framework

Recognized as the gold standard in the healthcare industry, it consolidates more than 60 security and privacy regulations, standards, and frameworks into a single set of controls to ensure our information systems demonstrate compliance with security, risk, and regulatory requirements.

HIPAA Compliance

Maintains strict protocols across digital and physical care delivery environments to prevent unauthorized data access or disclosure.

Robust Third-party Risk Management

Subjects third parties and suppliers we engage with to security risk assessments.

Private, Secure Networks and Access Controls

Utilizes third-party validated systems to ensure secure authentication, encrypted data management, and a resilient security posture across our network.

Role-based Access Controls and Data Minimization Practices

Ensures only authorized personnel can access information necessary for care or operations.

Data Security and Privacy Certifications

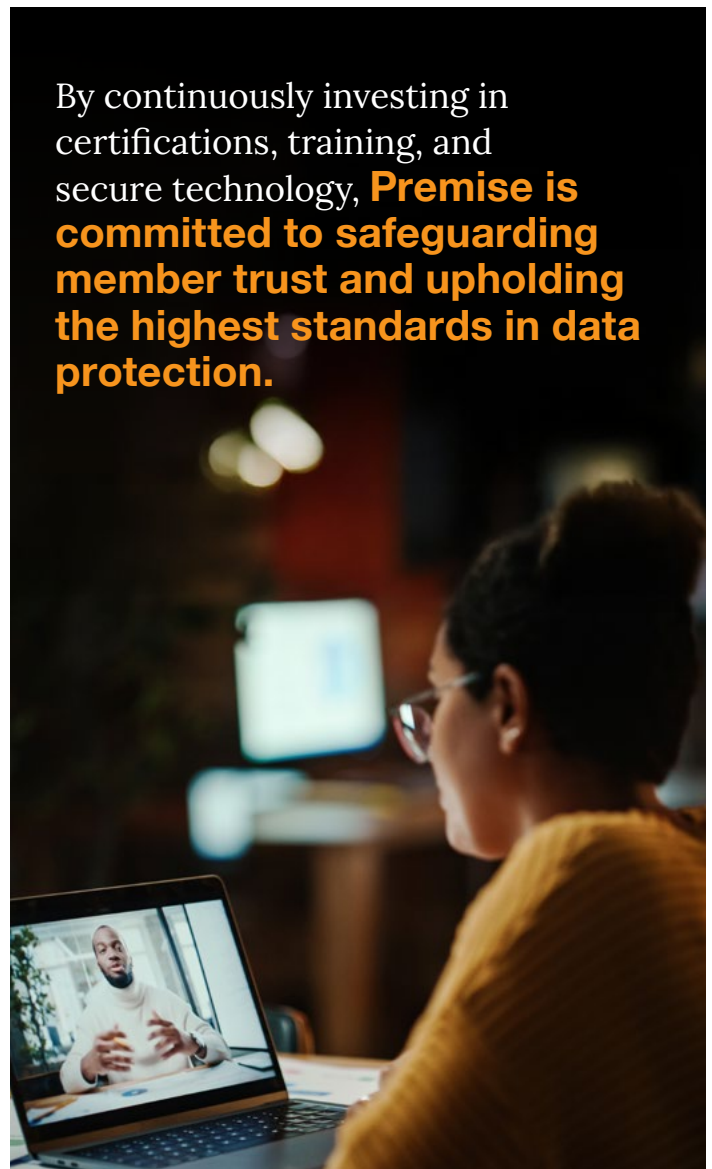
HITRUST Certification

Premise maintains HITRUST r2® certification. This demonstrates our commitment to safeguarding sensitive information across our systems and aligning with the highest standards in risk management and compliance in the healthcare industry.

AAAHC Accreditation

We are proud to be accredited by the Accreditation Association for Ambulatory Health Care (AAAHC), underscoring our adherence to rigorous clinical quality, safety, and member care standards.

By continuously investing in certifications, training, and secure technology, **Premise is committed to safeguarding member trust and upholding the highest standards in data protection.**



Enterprise Risk

Enterprise risk management is integral to Premise's governance structure and operational oversight. Our comprehensive risk framework identifies, assesses, and mitigates risks that could materially affect safety, quality of care, or business continuity. Our cross-functional approach engages operational and technical leaders to ensure a coordinated response to both current and emerging risks.

A foundational component of our risk program is the Occurrence Reporting System, a secure, internal platform for documenting and analyzing safety events and near misses. This system supports proactive identification of potential hazards, promotes transparency, and enables root cause analysis and corrective action. Reported incidents inform updates to protocols, training, and risk mitigation strategies, ensuring that risk insights translate into system-wide improvements.

Another aspect of our risk governance strategy is Business Continuity and Disaster Recovery (BC/DR) planning. We maintain documented plans that are integrated into our overall risk management program to ensure operational resilience in the face of disruptions. These plans cover corporate operations, cloud-based recovery plans, and IT infrastructure, including third-party systems critical to care delivery and data security.

BC/DR plans are reviewed annually, at minimum, and more frequently when material changes occur, in accordance with corporate policy. This approach ensures compliance with internal standards and supports our ability to recover operations within defined recovery times, helping to safeguard continuity of care, protect sensitive health data, and maintain trust.

Through integrated risk management and resilient operational planning, we demonstrate our commitment to excellence, accountability, and sustainable long-term performance.

Supplier Governance

Our third-party partners are expected to also uphold the highest standards of privacy, data protection, and information security. We recognize supplier relationships extend our digital and operational footprint and, therefore, are subject to the same level of scrutiny and accountability as our internal systems. Third-party engagements undergo a structured risk assessment process designed to evaluate the security and compliance posture of each supplier. This assessment covers a broad range of controls, including cybersecurity policies, vulnerability management, data handling and encryption protocols, physical safeguards, incident response readiness, and workforce security awareness. Assessments are tailored based on risk tiering and other qualifying criteria to ensure appropriate levels of oversight.

To further strengthen these third-party partnerships, Premise has developed a Supplier Maturity Management Program, which is a collaborative initiative that goes beyond traditional audits. Through this program, we provide suppliers with access to consultative security guidance, penetration testing resources, and actionable best practices. This support helps suppliers enhance their own security capabilities, especially in cases where technical expertise or resources may be limited.

Through our supplier governance, we not only reduce risk across our ecosystem but also help accelerate the journey from issue identification to meaningful remediation. In doing so, we build long-term partnerships that prioritize transparency, shared responsibility, and a mutual commitment to protecting the data of those we serve.



Environmental Governance

Environmental governance and responsibility impact our mission of helping people get, stay, and be well, as we recognize the connection between a healthy planet and the wellbeing of the members and communities we serve. Our approach to environmental stewardship is guided by the following principles:



Regulatory Compliance

Premise adheres to all applicable federal, state, and local environmental laws and regulations, ensuring our operations meet established standards.



Safe Waste Management

We follow stringent procedures for the handling, transport, and disposal of medical, pharmaceutical, and hazardous waste, in compliance with Occupational Safety and Health Administration (OSHA) standards.



Health and Environmental Protection

We continually assess and incorporate, when possible, sustainable practices in our planning and decision-making processes to minimize our environmental footprint. This includes promoting resource-efficient consumption and energy conservation. We also foster safe and healthy environments through comprehensive wellness programs, health initiatives, and strict safety regulations.



Education

Team members who handle or may be exposed to biohazardous materials receive OSHA-compliant training, supporting a safe workplace and responsible environmental practices. To further educate team members on sustainable practices, we provide training centered on waste reduction, efficient resource usage, and energy conservation.



Sustainability and Impact Assessment

Premise regularly assesses our environmental footprint, including greenhouse gas emissions, energy use, and waste management. We will continue to explore opportunities related to renewable energy, recycling, waste reduction, and supply chain partnerships.

The Power of Connection

Where Healthcare, Technology, and Sustainability Meet



What's better for people can – and should – be better for the planet. As the nation's leading direct healthcare provider, and one of the largest digital providers in the country, Premise is committed to people, powered by technology, and motivated to pursue a more sustainable future. We recognize the high-quality healthcare we provide doesn't exist on its own; it is interconnected with environmental, social, governance, and technological systems that shape access, health equity, and outcomes. These connections are woven into our healthcare model and are central to how we deliver care.



Technology and Social Responsibility

To maintain high-quality care delivery, we make sure our providers are equipped with the tools they need. Digital tools, like Epic automated workflows, reduce administrative burdens and optimize scheduling, freeing up providers to focus on what matters most: personalized, compassionate care. This fosters a sustainable, balanced work environment that helps reduce burnout.

For members, technology empowers active participation in their health journey through the My Premise Health app, providing access to health records and the ability to securely message their care team at the touch of a button. Find Help with Premise connects members to vital social services that address social drivers of health, such as food insecurity and housing, reflecting our commitment to whole-person care and health equity.



Technology and the Environment

In 2017, we implemented Epic, a leading electronic health record system, laying the foundation for a digitally integrated and environmentally conscious healthcare ecosystem.

Our integrated care model expands access and improves outcomes while reducing environmental impact by blending physical and digital infrastructures:



Onsite and nearsite wellness centers reduce commuting and enhance convenience.



Our Digital Wellness Center eliminates travel while broadening care access.



Medication synchronization and provider dispensing streamline pharmacy services, improving adherence and lowering emissions.

These innovations demonstrate that **technology and sustainability are powerful allies, not trade-offs**, in delivering high-quality, accessible care.



Technology and Governance

We adhere to rigorous governance standards, including HIPAA, HITRUST, and SOC 2, ensuring compliance, accountability, and data privacy. Our technology infrastructure supports ongoing monitoring, transparency, and continuous improvement.

Our digital systems and sustainable initiatives ensure we're delivering care today while shaping a healthier, more resilient tomorrow.



This is the power of connection – where healthcare, technology, and sustainability meet to help people get, stay, and be well.

Looking Ahead

By adhering to stringent regulatory standards, promoting health and environmental protection, and continuously assessing our sustainability practices, Premise is making strides in minimizing our environmental footprint. We are committed to making a positive impact through focused and consistent efforts, which demonstrate our commitment to the wellbeing of our members, communities, and the planet. Sustainable practices can positively impact our ability to deliver high-quality care and achieve long-term success.

As we move forward, Premise will continue to innovate and improve, guided by transparency, shared responsibility, and a deep respect for the environment.



APPENDIX

This report aligns with multiple ESG reporting frameworks, including SASB Standards for the Health Care Delivery sector and the ESG Data Convergence Initiative* (EDCI) metrics to enhance transparency and comparability for stakeholders. This disclosure reflects our commitment to transparency on material ESG issues.

EDCI Metrics

METRIC	2024
Scope 1 emissions (tCO2e)	139
Scope 2 emissions (tCO2e) location-based	1,539
Scope 2 emissions (tCO2e) market-based	896
Scope 3 emissions (tCO2e)	79,459
Total energy consumption in kWh	3,981,958
Renewable energy consumption in kWh	1,820,440
Total number of board members	5
Number of women board members	0
Number of board members from under-represented groups	0
Total number of C-suite employees	10
Number of women C-suite employees	3
Number of C-suite employees from under-represented groups	1
Work-related injuries	62
Work-related fatalities	0
Workdays lost due to injury	49
Organic net new hires	698
Total net new hires	698
Annual percentage of FTE turnover	14.60%
Conducted an employee survey (Y/N)?	Y
Percentage of employees responding to survey	71%

*ESG data metrics referenced herein are consistent with those we provide annually to the private equity firm under whose ownership we operate, which participates in the EDCI and submits consolidated ESG disclosures on behalf of its portfolio companies.

Sustainability Accounting Standards Board (SASB) Disclosure

SASB	CODE	DISCLOSURE
Energy Management		
(1) Total energy consumed (2) percentage grid electricity and (3) percentage renewable	HC-DY-130a.1	(1) 14,335 GJ (2) 54% (3) 46%
Waste Management		
Total amount of medical waste: percentage (a) incinerated, (b) recycled or treated and (c) landfilled	HC-DY-150a.1	(1) 8.46 T (a, b, & c) Data unavailable
Total amount of: (1) hazardous and (2) non-hazardous pharmaceutical waste, percentage (a) incinerated, (b) recycled or treated and (c) landfilled	HC-DY-150a.2	(1) 3.90 T (2) 0.12 T (a, b, & c) Data unavailable
Patient Privacy & Electronic Health Records		
Description of policies and practices to secure customers' personal health data records and other personal data	HC-DY-230a.2	For additional details, see the Safeguarding Data: Privacy, Security, and Trust Section of this report.
(1) Number of data breaches, (2) percentage involving (a) personal data only and (b) personal health data, (3) number of customers affected in each category, (a) personal data only and (b) personal health data	HC-DY-230a.3	Not disclosed
Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	HC-DY-230a.4	Not disclosed
Patient Access		
Discussion of strategy to manage the mix of patient insurance status	HC-DY-240a.1	Premise primarily serves members covered under self-insured employer, union, and organizational health plans through a direct care model. Our onsite, nearsite, and virtual access models are exclusively for these populations and are aligned with clients' health benefits strategies to improve access, drive utilization of high-value care, and support better health outcomes and cost efficiency.
Quality of Care & Patient Satisfaction		
Number of serious reportable events	HC-DY-250a.2	Not disclosed
Hospital-acquired condition rates per hospital	HC-DY-250a.3	Not applicable. Premise provides healthcare services in a non-hospital setting.
Number of (1) unplanned and (2) total readmissions per hospital	HC-DY-250a.6	Not applicable. Premise provides healthcare services in a non-hospital setting.

SASB	CODE	DISCLOSURE
Management of Controlled Substances		
Description of policies and practices to manage the number of prescriptions issued for controlled substances	HC-DY-260a.1	Premise practices responsible prescribing and takes steps to manage the broader impacts of controlled substance use. By maintaining stringent monitoring systems, investing in education for our providers, and offering comprehensive support to members, we uphold our social responsibility to contribute to public health and reduce the risks of substance misuse in the communities we serve. Our care model gives providers the time and tools they need to make informed decisions and create individualized treatment plans. Members can get support with same or next-day appointments and can connect with their provider with the touch of a button through the My Premise Health app. These accessible touchpoints help reduce misuse risks and support long-term recovery. For additional details, see the Responsible Care and Quality Management and Integrated Care Systems sections of this report.
Pricing & Billing Transparency		
Description of policies or initiatives to ensure that patients are adequately informed about price before undergoing a procedure	HC-DY-270a.1	Not disclosed
Discussion of how pricing information for services is made publicly available	HC-DY-270a.2	Not applicable. Premise's business model is not oriented toward the general public and, as such, this disclosure is not applicable in the traditional sense. We operate within a direct healthcare model, delivering services through employer-sponsored health centers and wellness programs. In this model, pricing and fee structures are determined by sponsoring organizations, typically employers, unions, or similar entities and are tailored to the specific healthcare benefits provided to their covered populations.
Number of the entity's 25 most common services for which pricing information is publicly available, percentage of total services performed (by volume) that these represent	HC-DY-270a.3	Not applicable
Workforce Health & Safety		
Total recordable incident rate (TRIR) for (a) direct employees and (b) contract employees	HC-DY-320a.1	Not disclosed

SASB	CODE	DISCLOSURE
Employee Recruitment, Development & Retention		
(1) Voluntary and (2) involuntary turnover rate for: (a) physicians, (b) non-physician health care practitioners, and (c) all other employees	HC-DY-330a.1	(1a) 8.3% (1b) 10.0% (1c) 13.6% (2a) 3.2% (2b) 1.0% (2c) 2.2%
Description of talent recruitment and retention efforts for health care practitioners	HC-DY-330a.2	For additional details, see the Talent and Recruitment, Empowering Team Members to Thrive, and Developing Talent for the Future sections of this report.
Climate Change Impacts on Human Health & Infrastructure		
Description of policies and practices to address: (1) the physical risks because of an increased frequency and intensity of extreme weather events, (2) changes in the morbidity and mortality rates of illnesses and diseases associated with climate change and (3) emergency preparedness and response	HC-DY-450a.1	Not disclosed
Fraud & Unnecessary Procedures		
Total amount of monetary losses as a result of legal proceedings associated with medical fraud	HC-DY-510a.1	Not disclosed
Activity Metrics		
Number of (1) facilities and (2) beds, by type	HC-DY-000.A	(1) 813; Note: 37 leased facilities under operational control. (2) Not applicable.
Number of (1) inpatient admissions and (2) outpatient visits	HC-DY-000.B	(1) Not applicable. Premise provides healthcare services in a non-hospital setting. (2) 2,605,697

**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

© 2025 Premise Health. All rights reserved.