

Premise Health®

2026 Corporate Social Responsibility Report

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About this Report

This Corporate Social Responsibility Report summarizes Premise's environmental, social, and governance priorities, progress, and programs. It highlights key recognitions, environmental practices, social impact, governance systems, technology initiatives, and alignment with sustainability reporting frameworks that reflect how we are advancing corporate responsibility across the organization. The content is intended to provide a clear view of the topics most relevant to our business.

Unless otherwise noted, this report focuses on activities and performance information for the 2025 reporting year and includes relevant updates from early 2026 that provide important context for our current strategy, goals, or external reporting commitments. In reference to our recent merger with Crossover Health, reporting boundaries for this report do not include any of their information, performance data, programs, or metrics. Future reporting will reflect the combined organization as integration progresses and reporting boundaries are evaluated.

This report also supports alignment with Sustainability Accounting Standards Board (SASB) healthcare delivery standards and ESG Data Convergence Initiative reporting. Environmental data may be derived from utility information, supplier-provided data, emissions factors, and other recognized calculation methodologies used to calculate environmental metrics, supplemented by estimates where appropriate. Where estimates are used, we aim to apply consistent methods, document assumptions, and improve data quality over time.

Our 2024 and 2025 greenhouse gas inventories were subject to third-party limited assurance. We continue to strengthen the internal processes, systems, and controls that support reliable and decision-useful reporting.



About **Premise Health**



46 states



6,500+ team members



60+ years in business

At Premise Health, our mission is to help people get, stay, and be well. It serves as our North Star, guiding how we design care, support our 6,500+ team members, and partner with 400+ organizations, including employers, municipalities, tribes, health plans, unions, and Taft-Hartley funds, in the approximately 300 communities we serve. It also grounds our approach to corporate responsibility: expanding access to high-quality care while operating with integrity, accountability, and a focus on long-term value.

We are the leading direct healthcare provider and deliver high-quality, compassionate care centered around our advanced primary care model. With a vision to redefine how healthcare is experienced and accessed, we are consistently working to strengthen the systems, partnerships, and programs that advance our mission, including our approach to corporate responsibility. This report highlights the momentum we have built and the opportunities ahead as our corporate responsibility program matures.

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.



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.



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.



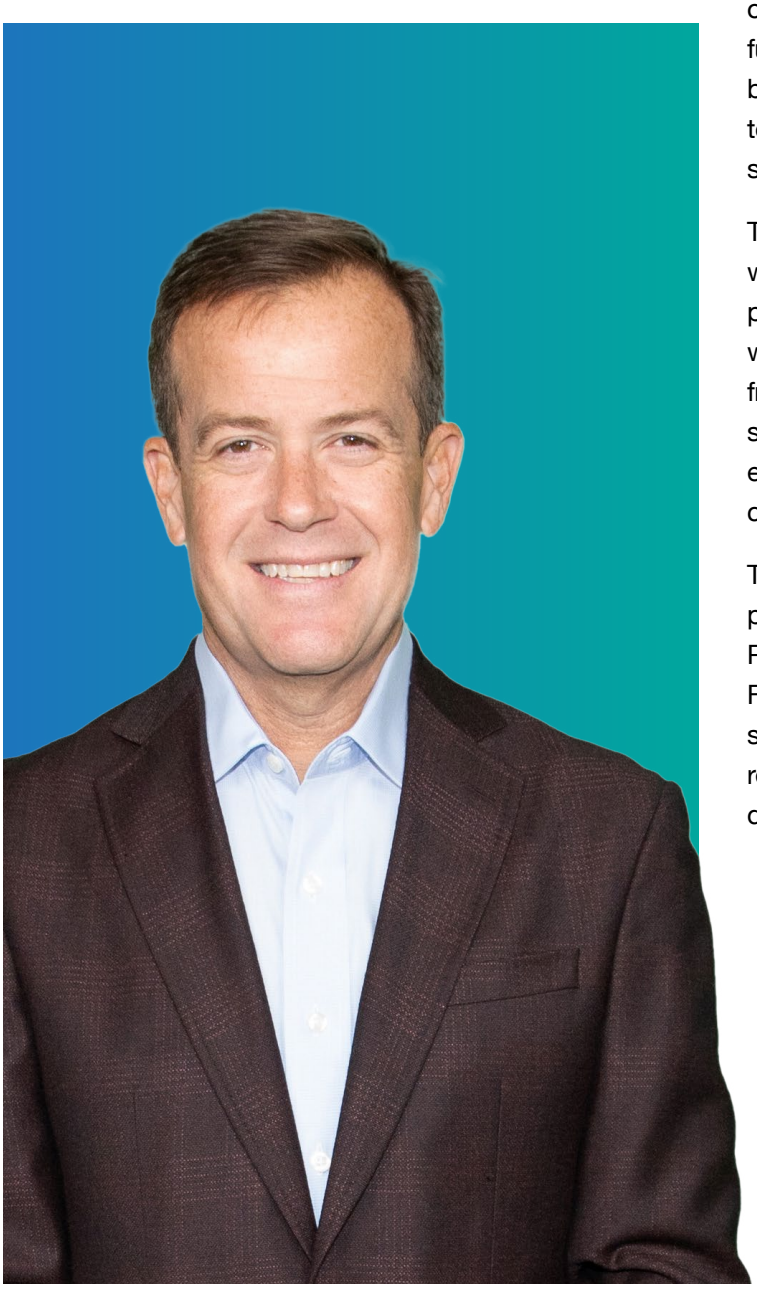
QUALITY-FOCUSED
We deliver an unparalleled standard of excellence. Our actions are anchored by an unwavering commitment to quality.

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A Letter from our
Chief Executive Officer

At Premise, we believe in making high-quality care more accessible and easier to navigate. Across the country, people face high healthcare costs, a complicated healthcare ecosystem, and long wait times to see a provider. We focus on improving the system by providing exceptional experiences for our members, giving our providers the time to practice medicine the way they always imagined, and collaborating with our clients so they can take control of their healthcare strategy. Better healthcare is not defined by a single interaction, but by the systems, relationships, and decisions that make it easier for people to receive the right care at the right time.

That same mindset, focused on making better outcomes possible, also shapes how we approach corporate responsibility. It extends to how we safeguard information, work with our suppliers, manage risk, and consider the environmental impact of our operations. Since establishing a formal sustainability function in 2023, Premise has taken meaningful steps to bring greater structure, accountability, and transparency to this work, while continuing to mature the practices that support responsible growth.



The progress described in this report reflects the hard work of teams across our organization and comes at a pivotal time. Early in 2026 Premise announced its merger with Crossover Health, creating an opportunity to learn from one another and build on our complementary strengths. As we move forward, the focus remains on embedding responsible business practices across our combined company.

Thank you to our team members, members, clients, partners, and communities for the trust you place in Premise and for the role you play in our continued success. For the past 60+ years we have sought to help people get, stay, and be well. By focusing on building a stronger, more responsible organization for the future, we intend to keep delivering on our mission for 60 more years.



Stu Clark
Chief Executive Officer
Premise Health



Recognition, Results, and Momentum

Independent recognition and measurable results provide an external perspective on our performance as it relates to corporate responsibility. These highlights demonstrate our ongoing efforts to invest in our people, strengthen care delivery, build trusted client relationships, and operate with strong governance and responsible business practices. Collectively, they illustrate the outcomes of sustained focus and consistent measurement.

Workplace Culture

Supportive, purpose-driven team member experience:

- Great Place to Work® certification for seven consecutive years
- Fortune and Great Place to Work's 2025 Best Workplaces in Health Care™ list
- Recovery Friendly Workplace certification from the National Recovery Friendly Workplace Institute

Military Support

Serving those who served for us:

- Military Friendly® Employer for eight consecutive years
- Military Friendly® Spouse Employer for six consecutive years
- 5 Star Employer by VETS Indexes for two years in a row

Team Member Development

A commitment to team member learning and development:

- Training Magazine MVP Award winner for four consecutive years, underscoring our investment in learning, development, and workforce capability

Care Quality

Providing high-quality care:

- Average member Net Promoter Score of 92
- 107 AAAHC-accredited wellness centers, as well as our Digital Wellness Center, the first digital center to receive accreditation
- Specialty pharmacy accreditation by URAC for our virtual pharmacy, based in Brentwood, TN

Security and Trust

Focus on privacy and security:

- Ranked #1 Best in KLAS for employer-sponsored healthcare services
- HITRUST certification since 2017 for our industry-leading electronic health record, Epic

Together, these achievements reflect the impact of our people, care model, and governance practices. We view them as indicators of meaningful progress rather than endpoints, reinforcing our commitment to continuously improve the value we deliver.

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Environmental

STEWARDSHIP • DISCIPLINE • RESPONSIBILITY • EFFICIENCY

At Premise, environmental stewardship is part of how we think about responsible business. Our work continues to mature as we refine how we assess environmental impacts, evaluate energy and resource use, and coordinate across teams on areas such as waste, electricity, and supplier engagement. During 2025, Premise enhanced the practices that underpin our sustainability efforts, including stronger data quality, standardized calculations, expanded renewable energy solutions, and improved sustainability scores from CDP and EcoVadis. These advances represent an important step forward toward our environmental goals.



Leadership and Strategic Direction

A Message from Jennifer Brubaker
Senior Vice President of ESG and Treasury

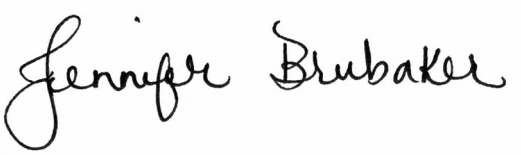
Sustainability is one way Premise brings our mission to life. When we began this journey in late 2023, we recognized the opportunity to build on our sustainability efforts with greater intention and coordination. Since then, leaders and teams across the company have helped achieve important milestones. These include the approval of our near-term science-based emissions reduction targets, implementation of an enterprise sustainability data management platform, and expanded renewable electricity procurement for leased locations where we have operational control.

As part of Premise's broader approach to corporate responsibility, our sustainability program is grounded in disciplined management, informed decision-making, and oversight. We continue to enhance the processes that enable reliable data, effective governance, careful resource use, and measurable results over time. These practices enable executive and Board-level oversight of environmental and climate-related risks, opportunities.

Our people are central to bringing this program to life. Sustainability at Premise is a shared responsibility, shaped by everyday decisions throughout the organization. Through education and practical action, team members contribute to progress in ways that are achievable and aligned with our corporate responsibility priorities.

Going forward, we will build the capabilities needed to meet our sustainability goals, including improving environmental data quality, considering climate-related risks and opportunities in business planning, and working with suppliers to promote responsible business practices.

Integrating sustainability more deeply into how we operate supports our mission and contributes to meaningful, long-term outcomes for the people and communities we serve.



Jennifer Brubaker
Senior Vice President of ESG and Treasury

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Sustainability Across Operations

We consider sustainability practices in operational decisions where we have influence, including wellness center design, resource use, waste practices, supplier engagement, technology adoption, and environmental data management. The Sustainability Team guides corporate responsibility strategy, coordinates emissions reduction efforts, and builds cross-functional partnerships that strengthen implementation and accountability.

Environmental Impact of Our Care Model

Our care delivery model connects social and environmental priorities by meeting members where they are while creating opportunities for lower-impact care delivery. By offering onsite, nearsite, and virtual care options, we improve convenience and access for members and, in some cases, may reduce separate trips to traditional care settings. Because travel patterns and facility operations vary by client, location, and member need, we describe these benefits as potential contributors to reduced resource use rather than guaranteed emissions reductions.



Onsite Wellness Centers

Located on employer campuses, onsite centers make care more convenient for eligible members and reduce travel to traditional healthcare settings.



Nearsite Wellness Centers

Positioned within communities where members live or work, nearsite centers improve access and shorten travel distances compared with community care options.



Virtual Visits

Virtual care options extend access when clinically appropriate and available, helping members connect with care when and where they need it, without an in-person visit.

Together, these care modalities support access, convenience, and coordination while helping us consider resource use as part of care delivery design.

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Climate Risk and Environmental Data Management

Climate Risk Assessment

Premise completed a climate-related risk assessment informed by the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), evaluating physical and transition risks across short-, medium-, and long-term horizons. The assessment considered potential impacts to our operations, assets, and value chain and provided additional context for enterprise risk management, business continuity planning, sustainability strategy, and climate-related reporting.

The assessment reviewed climate-related risks and opportunities relevant to our business. The resulting insights are being evaluated as part of our ongoing risk management processes and long-term business planning.

We periodically review climate-related risks and maintain business continuity and disaster recovery processes to enhance operational resilience.

Carbon Accounting and Sustainability Reporting Software

To improve the accuracy and consistency of our sustainability data, we completed the implementation of a centralized carbon accounting and sustainability reporting platform. It collects and manages key environmental, social, and governance metrics, including greenhouse gas emissions, while standardizing data inputs across our operations. This strengthened infrastructure supports more reliable performance monitoring, reporting readiness, and identification of opportunities for continuous improvement.



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Resource Efficiency and Waste Management

Embracing Digital Solutions to Minimize Waste

We continue to adopt digital tools to reduce paper consumption and streamline workflows, including electronic consent forms, digital charting, electronic prescriptions, and centralized online policies and procedures. Through our wellbeing rewards program, delivered by Sonic Boom Wellness, electronic gift cards help reduce the single-use plastic associated with physical cards.

Green Workspaces

Where we have influence over workspace design and operations, we consider resource efficiency and team member wellbeing. Examples include LED lighting, motion-sensor or auto-off switches, low-flow fixtures, natural light, and other features that contribute to efficient, functional spaces. Select leased locations have achieved LEED Gold and ENERGY STAR certification.

Our site selection and buildout processes include assessments of existing building systems to evaluate feasibility, operational needs, and opportunities to retain or reuse infrastructure where appropriate. This approach helps reduce construction-related waste and promote more resource-efficient development.

Electronic Waste Management

Our IT Asset Lifecycle Management program supports responsible handling of end-of-life equipment through secure recycling or disposal with qualified vendors. In a healthcare environment, this helps protect sensitive data, support regulatory compliance, and reduce environmental impact associated with electronic waste.



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Recycling and Waste Reduction

Building on our broader materials management efforts, Premise works to reduce waste and conserve resources across our operations where recycling and reuse options are available. This includes recycling paper, plastics, and other materials at wellness centers and corporate offices, while continuing to improve visibility into waste practices across our operating locations.

Team member education and supplier engagement support this work by translating environmental awareness into practical action. Through Accelerate (our team member training platform), sustainability communications, webinars, and Sonic Boom Wellness challenges, team members are encouraged to learn about recycling best practices and resource conservation. We are also exploring opportunities to apply circular economy principles where feasible, including supplier partnerships that may facilitate recycling or remanufacturing and consideration of more sustainable materials in wellness center design and construction.

Sustainability in Action: Improving Cryotherapy Product Stewardship

In late 2025, our clinical operations team piloted Histofreezer FLEX, a cryotherapy device that uses extreme cold to treat skin lesions. It was piloted at three health centers and later adopted as the formulary cryotherapy device. The device offers clinical and operational advantages, including more controlled application to limit overspray and greater cryogen (a substance used to produce very low temperatures) capacity, while its manufacturer-supported take-back program provides a clearer connection to Premise's sustainability objectives. The program allows used cryogen canisters to be returned with prepaid shipping labels for recycling and reuse, and the product's recyclable packaging can also serve as the return shipping container. Together, these features help reduce waste and incorporate circular material management practices into product selection.



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Emission Reductions and Renewable Electricity

Emission Reductions

Since establishing our 2019 baseline, we have worked to improve emissions data quality and identify opportunities to reduce our environmental footprint. At the end of 2025, total greenhouse gas emissions decreased by approximately 17%, including an 80% absolute reduction in combined Scope 1 and Scope 2 emissions and a 16% reduction in Scope 3 emissions. These results reflect a combination of operational changes, renewable electricity procurement, data improvements, and shifts in supplier and business activity that influence reported emissions.

SBTi Approval and 2035 Targets

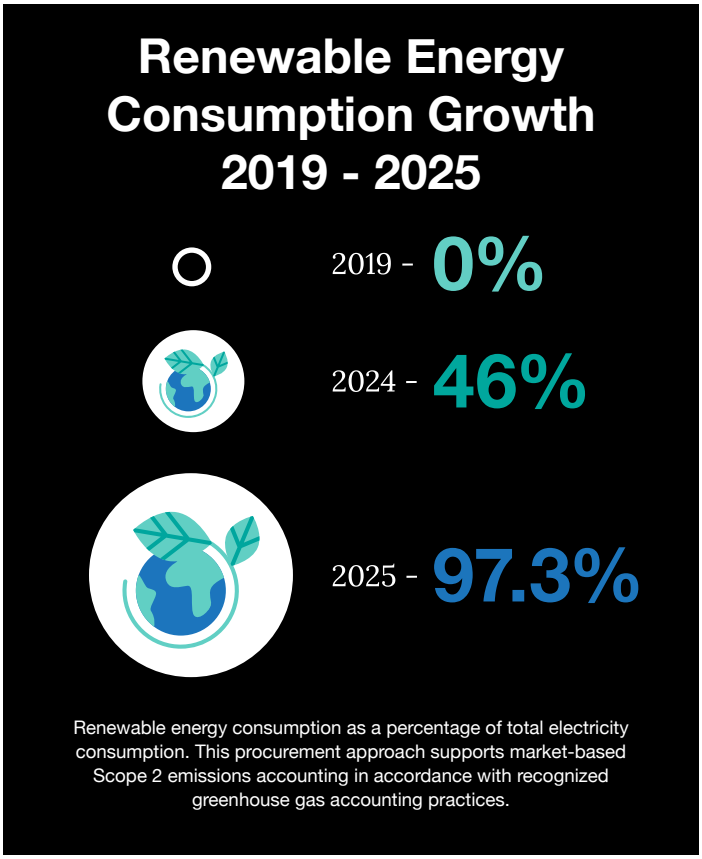
In January 2026, Premise received approval from the Science Based Targets initiative (SBTi) for our near-term science-based emissions reduction targets. These targets provide a measurable framework to guide decarbonization efforts and decision-making across operations and supplier engagement.

Using 2019 as our base year, Premise has committed to the following 2035 targets:

- Reduce absolute Scope 1 and Scope 2 greenhouse gas emissions by 67.2%
- Reduce Scope 3 purchased goods and services greenhouse gas emissions intensity by 68.7% per $1 million of revenue

Renewable Electricity Procurement

In 2024, we began expanding renewable electricity procurement for leased locations within our reporting boundary where we have operational control. Through green power programs and Renewable Energy Certificates, we reached 97% renewable electricity for those locations in 2025. This procurement approach supports market-based Scope 2 emissions accounting in accordance with recognized greenhouse gas accounting practices and contributes to demand for clean power. We will continue evaluating opportunities to enhance electricity data quality, expand coverage where feasible, and align procurement decisions with our broader emissions reduction strategy.



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Scope 3 Purchased Goods and Services Intensity

Since our 2019 baseline year, Premise has reduced the emissions intensity of Scope 3 purchased goods and services by 54.7%, from 105.3 to 47.7 metric tons CO_2e per $1 million of revenue by 2025. This progress reflects stronger data collection and estimation practices that have improved visibility into supply chain impacts over time. We are also engaging suppliers to evaluate practical opportunities to reduce emissions associated with purchased products and distribution activities, including shipping optimization and other supply chain efficiencies.



Performance Through External Benchmarks

CDP Climate Disclosure

Since our first CDP submission in 2022, we have continued to build a more structured foundation for climate disclosure through consistent reporting practices, improved environmental data management, and greater transparency. Premise received a B score from CDP in 2025, up from a C score in 2024. This result reflects progress across our environmental program while also highlighting opportunities for continued maturity.

EcoVadis Sustainability Assessment

Premise earned an EcoVadis score of 58 in 2025, compared with a baseline of 24 in 2022. The higher score reflects a more mature approach to responsible business practices across environmental management, ethical conduct, and workforce-related processes. It also provides a helpful point of reference as we assess and adapt our corporate responsibility program in practical and responsive ways.

Environmental responsibility is one part of how Premise creates long-term value. Our focus on accountability and measurable improvement carries through to how we support our people, enhance the care experience, and contribute to the communities we serve.

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Social Impact

CULTURE • ENGAGEMENT • DEVELOPMENT • COMMUNITY



At Premise, social impact is rooted in our mission to help people get, stay, and be well. We put that purpose into action by investing in our team members with a focus on engagement and development. Our people-first culture supports high-quality care and exceptional experiences which leads to better member outcomes, outreach, and happier, healthier communities.

Our Purpose and Culture of Care

Our ability to serve members, organizations, and communities begins with an engaged workforce. By creating a workplace where team members feel valued and supported, we create an environment where they can focus on the care they deliver every day. This enables more thoughtful interactions, coordinated care, and a healthcare experience that reflects the unique needs of the members we serve. These practices help support a workplace culture where team members are engaged and motivated to do their best work.

Attracting and Investing in People

Expanding access to trusted care starts with the team members who bring our mission to life every day. Our recruitment strategy connects qualified candidates with meaningful roles via national sourcing, academic partnerships, inclusive hiring practices, talent communities, structured interview processes, and intentional outreach to military-connected candidates and spouses. This broad strategy cultivates a workforce prepared to meet the needs of our clients, members, and communities.

Career development is a key part of our team member experience at Premise. We support growth through a structured development lifecycle that includes goal setting, recurring one-on-one conversations with leaders, and annual performance reviews. Team members also have access to individual development plans, role-based learning, and career mobility resources aligned with our Levels of Contribution Competency Framework. Programs such as Leading at Premise, Lifestyle Medicine Certification, and Clinical Champion further support the development of clinical, operational, and leadership capabilities tied to role expectations, care quality, and evolving healthcare needs.

We also prepare our workforce for the future of healthcare by equipping providers with AI-enabled workflows and technologies that improve efficiency so they can spend more time listening to members. Our support team members also have access to digital tools and collaboration technologies that strengthen digital fluency, reduce administrative burden where appropriate, and support long-term workforce resilience.

Premise encourages continuous learning and cross-functional knowledge sharing through Communities of Practice, mentorship opportunities, webinars, and on-demand coaching. These initiatives help team members develop skills, broaden perspectives, and advance personally and professionally, contributing to individual growth and organizational resilience.

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Program Spotlight: Military Mentorship

Premise's Military Mentorship Program supports veterans, transitioning service members, and military spouses as they navigate civilian career paths. Through structured mentor pairings, defined milestones, and advisory oversight, the program helps participants build confidence, strengthen professional connections, and identify opportunities for growth. As part of our broader Military Affairs Program, this initiative reinforces our commitment to recruiting, retaining, and advancing military-connected talent across the organization.





Benefits, Wellbeing, and Recognition

Our comprehensive benefits are designed to support the whole person—physically, emotionally, and financially—through different stages of life. By reducing barriers to care and addressing everyday needs, these offerings enhance the team member experience and help them bring their best to work. We offer:

- Flexible medical, dental, and vision coverage
- Access to nearsite wellness centers for team members and dependents
- Care navigation, care management, and Centers of Excellence programs that simplify care coordination and continuity for team members and dependents
- No-cost financial planning through our partnership with Fidelity, along with retirement coaching
- 401(k) matching program
- A commuter benefits program
- No-cost access to digital wellness benefits for team members and dependents

SonicBoom™

Thrive, Premise's wellbeing and engagement program powered by Sonic Boom Wellness, embodies our mission to help people get, stay, and be well. The program encourages healthy habits, social connection, friendly competition, and continued learning with topics that promote long-term health and vitality.

The Sonic Boom Wellness platform includes challenges focused on hydration, physical activity, healthy routines, and sustainability. Activities such as recycling education and energy-saving practices connect personal wellbeing with environmental stewardship and encourage team members to apply sustainable practices in everyday life.

Creating a positive team member experience also includes recognizing and celebrating our people. Through Praise! recognition, Team Member Spotlight, and ART in Action, we highlight team members who make meaningful contributions via our internal channels. These programs build connection, encourage engagement, and reinforce our shared purpose.



Praise Badges

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Our You Belong initiative and Team Member Resource Groups foster a culture of belonging and expand the ways team members connect across Premise. More than 1,850 members participate in these groups that create space for mentorship, professional development, allyship, leadership growth, and service. They help team members build relationships across the organization and contribute to a workplace where people feel respected, included, and empowered to deliver on our mission.

These investments in our people strengthen talent, attraction, and retention while enhancing the care experience we provide to our members and clients. When our people are happy and healthy, they're empowered to do their best work.

Delivering Meaningful Health Outcomes

Team members play a central role in providing high-quality, member-centered care. Our advanced primary care model delivers value by integrating in-person and virtual primary care with behavioral health, pharmacy services, care management, and care navigation. This integrated care model allows care teams to work together and provide a seamless experience for our members.

- **Primary care access:** Onsite, nearsite, and virtual care options meet members where they are and ensure timely access to care.
- **Behavioral health:** Embedded behavioral health services support whole-person care and address mental and emotional wellbeing.
- **Pharmacy services:** Integrated pharmacy services improve medication access, adherence, and affordability.
- **Care management:** Personalized care plans, coaching, and follow-up help members manage chronic conditions.
- **Care navigation:** Referral coordination connects members with appropriate, high-value care.

We measure impact through member experience, quality, access, and value indicators to maintain our commitment to deliver exceptional care.



Member Value

Annual healthcare costs

28% savings

per member

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Commitment to Quality Experiences

A high-quality experience is essential to delivering meaningful health outcomes and building trust with members, clients, and team members. Our proprietary Access, Respect, and Trust framework, known as ART, establishes consistent service behaviors that foster stronger relationships, clearer communication, and more reliable interactions. Member-facing team members are trained on the principles of ART to ensure consistent experiences across our health centers.

ART is embedded in daily interactions and decision-making through practical behaviors that help members feel informed and supported throughout their care journey. Examples include personalized greetings, appointment reminders, warm handoffs, and technology support. These actions help create meaningful touchpoints that set us apart from community healthcare and make care easier to navigate.

To make ART engaging and memorable, two internal mascots reinforce the role each team member plays in cultivating a strong service culture. ARTie, a bee, represents quality service and teamwork, while EmME, a butterfly, reflects meaningful member engagement and connection. Together, ARTie and EmME continue to raise the quality of care that our members and clients receive by keeping intentionality top of mind for our team members.



An unmatched member experience

93	Net Promotor Score (NPS)
<5	minutes average wait time
28%	savings for members on annual healthcare costs, for those attributed to Premise
90th	percentile HEDIS = quality of care and service metric
24%	more mammograms
61%	more colorectal cancer screenings
92%	greater diabetes control
10%	greater hypertension control

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Meeting Members Where They Are

Premise partners with Taft-Hartley funds and union organizations across the country to deliver high-quality, cost-effective healthcare for populations that may face barriers to care. With more than 60 years of experience, we have built trusted, long-term partnerships across industries and trades. Today, we serve more than 230,000 union members and their families.

Premise also works with tribes to expand access to care in ways that reflect local priorities and community needs. American Indian and Alaska Native populations continue to experience persistent health disparities, including challenges related to chronic disease, primary care access, substance use disorders, and higher instances of severe mental health challenges.

Through a hybrid care model that includes onsite wellness centers, nearsite locations, virtual care, and health events, Premise provides flexible care options to designed to meet members where they live and work, reinforcing our commitment to care models shaped by the populations and communities we serve.

Health Equity

Providing equitable, culturally competent care remains central to how Premise helps members get, stay, and be well. We recognize that health outcomes are shaped not only by physical conditions, but also by environmental factors and lived experiences, often referred to as social drivers of health (SDOH). By identifying barriers and connecting members with appropriate support, we can deliver more informed, whole-person care that helps individuals move toward better health.

Social Drivers of Health and Member Support

To better understand the nonclinical factors that may affect a member's wellbeing, care teams use evidence-based screening tools and assessments to identify social drivers of health and guide appropriate support. These resources include:

- The EveryONE Project from the American Academy of Family Physicians (AAFP)
- Lifestyle Medicine questionnaires
- Substance use screenings

These tools support more meaningful conversations among providers, care teams, and members, helping inform personalized care plans that reflect each member's needs and circumstances. Providers can also refer members to social support services at the point of care within our electronic health record system, Epic, through our integration with Find Help. This national network connects individuals to more than 970,000 verified community resources across areas such as financial assistance, housing, food, utilities, and mental health. This resource helps members navigate challenges that may affect health and wellbeing and supports healthier, more productive lives.

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Operational Excellence in Care Delivery

Delivering high-quality care requires clear expectations, aligned leadership, and resources that help teams translate our standards into daily practice. This year, Premise advanced operational effectiveness by reinforcing foundational practices, improving coordination between clinical and operations teams, and creating direct connections between enterprise leaders and wellness center teams.

Back to Basics translates core clinical and operational expectations into practical actions through quarterly, evidence-based themes. Heart Health was one example, encouraging teams to focus on cardiovascular risk awareness, prevention, and care management. Across each theme, the Back to Basics initiative brings together documentation standards, clinical training, member engagement resources, leadership discussions, and safety drills so every team across our 800+ centers have the same expectations and are delivering care consistently.

The initiative has created a more reliable rhythm of communication, learning, and preparedness across clinical and operations teams. Since launch, the Back to Basics resource webpage received more than 2,600 visits, each of the first two quarterly sessions drew more than 850 attendees, and nearly 600 providers participated in knowledge checks and related activities.

Complementing this structured approach, our CareForce One leadership tour connected Premise medical and operations leaders directly with wellness center teams across the country. So far in 2026, leaders have visited 27 wellness centers and engaged with more than 430 team members. These quarterly trips provide leaders with firsthand insight into local experiences, needs, and opportunities, which help shape future operational improvements, resource planning, and collaboration between enterprise leadership and frontline teams.

CareForceOne
LEADERSHIP TOUR

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Engagement and Community Outreach

Our culture of care also extends beyond our wellness centers. Through volunteer opportunities, nonprofit partnerships, and team member-led service, Premise creates opportunities for team members to live our values, strengthen connection, and support health and wellbeing in the communities around us.

Examples of this work include:

- **Local team member-led service:** Team members support nonprofit organizations such as Susan G. Komen, the American Heart Association, Thistle Farms, The Colon Cancer Coalition, and Second Harvest through local volunteer and service initiatives.
- **Remote Area Medical partnership:** We continued our partnership with Remote Area Medical (RAM) in 2025, helping provide mobile dental, vision, and medical care to underserved communities.
- **Service in Motion:** Our 2026 Service in Motion initiative encourages friendly competition among Team Member Resource Groups to accrue service hours throughout the year, with more than 400 unique acts of service recorded through Q2 2026.
- **Kaleidoscope ambassador program:** Through our continued Kaleidoscope ambassador program, team members serve as recruitment advocates by sharing our workplace culture across professional networks and career events.

Collectively, these programs reflect our commitment to people, care, and community. They are supported by governance practices that help ensure our programs, partnerships, and care delivery model are grounded in integrity, transparency, compliance, and trust.



Above: Volunteers at a Remote Area Medical event.
Below: Team members supporting a local race for colon cancer awareness.



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Governance

TRUST • TRANSPARENCY • ACCOUNTABILITY • INTEGRITY

Strong governance supports our efforts to deliver trusted, high-quality care while operating responsibly and transparently. At Premise, governance shapes how we make decisions, manage risk, protect sensitive information, uphold ethical standards, and maintain accountability to members, clients, team members, suppliers, and communities. Our practices strengthen operational resilience, help maintain regulatory compliance, and support long-term value creation.



Ethics, Compliance, and Human Rights

Ethical conduct is foundational to how we operate. Our Code of Conduct provides practical guidance for ethical decision-making, reinforces compliance with applicable laws and regulations, and sets expectations for integrity, professionalism, and accountability. Team members are required to complete Code of Conduct training and provide an annual attestation confirming their understanding of and commitment to our standards.

We support an open reporting culture through channels that allow team members to raise concerns, ask questions, and confidentially report potential issues. This approach reinforces transparency, non-retaliation, and timely review of concerns. Our expectations extend to suppliers, contractors, and third parties acting on our behalf, who are expected to conduct business in a manner consistent with our standards.

We are committed to respecting human rights across our operations and value chain, including fair labor practices, safe working conditions, equal opportunity, and freedom from discrimination or harassment. We also provide reasonable accommodation for individuals with disabilities in accordance with applicable law. These commitments help foster an inclusive, respectful workplace and support our ability to serve diverse populations with care and dignity.

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Quality, Safety, and Clinical Governance

Delivering safe, reliable, and high-quality care remains central to our mission. Our quality management approach is embedded in our advanced primary care model and supported by clinical governance, evidence-based standards, performance monitoring, and continuous improvement. By focusing on value of visits over volume of visits, we create care experiences that allow providers to spend meaningful time with members, strengthen relationships, and improve coordination across care settings.

Our integrated care systems connect 30+ types of care together to create seamless experiences for our members. Tools in our electronic health record, Epic, help identify recommended screenings, care gaps, medication risks, and other opportunities for follow-up. These capabilities support more timely intervention and informed decision-making while preserving the human connection at the center of care delivery.

We also invest in ongoing education for providers and care teams so they remain current on clinical best practices, regulatory requirements, and operational expectations. Structured training, interdisciplinary collaboration, and leadership development help reinforce consistency and professional growth.



Privacy, Security, and Trust

Trust is fundamental to healthcare, and safeguarding sensitive information is a responsibility we take seriously. We maintain privacy and security practices designed to protect member, client, and team member information while enabling appropriate access to care. Our program is supported by compliance and control frameworks, payment security requirements, third-party risk management, and operational safeguards, such as security monitoring and access controls.

Training and awareness strengthen these safeguards by helping team members understand their responsibilities and recognize evolving risks. Security awareness training is reviewed annually to support alignment with applicable requirements and keep content current. In addition to enterprise-wide training, role-based training is assigned based on job responsibilities. We also use phishing awareness training and simulation campaigns to reinforce reporting behavior and identify opportunities for additional education. Examples of our commitment to information security include:

HITRUST certification

Our electronic health record platform, Epic, has maintained HITRUST certification since 2017, reinforcing the strength of our privacy and security controls.

HIPAA compliance

Policies, procedures, and monitoring practices help safeguard protected health information.

PCI-DSS requirements

Payment-related systems and processes aligned with payment card security requirements designed to help protect cardholder data.

Third-party risk management

Vendor assessments and monitoring help confirm partners meet security, privacy, and compliance expectations.

Secure infrastructure

Encrypted communications, monitored systems, and resilient technology practices support continuity and protection of sensitive information.

Access controls and data minimization

Access to information is limited based on job responsibilities and business need.

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Enterprise Risk Management and Business Continuity

At Premise, enterprise risk management is integrated into strategic planning and operational decision-making. We identify, assess, and manage risks across key areas, including clinical, financial, operational, cybersecurity, regulatory, environmental, and third-party. This structured approach promotes resilience, informed decisions, and continuity of care in a dynamic healthcare environment.

Our Occurrence Reporting System provides a secure internal platform for documenting and analyzing safety events, potential incidents, and other safety-related concerns. Reported events support root cause analysis, corrective action, protocol updates, and targeted training, reinforcing a culture of safety and transparency.

Business Continuity and Disaster Recovery plans are reviewed at least annually and more frequently when material changes occur. These plans address recovery objectives across corporate operations, cloud-based systems, IT infrastructure, and third-party systems that are important to care delivery and data security. They also help maintain care continuity, protect sensitive information, and preserve stakeholder trust.

Supplier Governance and Responsible Procurement

We seek to work with suppliers who share our commitment to ethical conduct, quality, and compliance, and who uphold privacy, security, and social responsibility standards. Effective supplier governance promotes transparency and accountability across our supply chain while reinforcing responsible procurement practices.

Our Vendor Risk Management Program assesses and monitors third-party partners. Through this program, we evaluate supplier risks, communicate expectations, and work with vendors on remediation when needed. We also provide consultative security guidance, practical best practices, and access to penetration testing resources to help strengthen supplier capabilities.

Together, these efforts help us move from issue identification to timely remediation while supporting long-term supplier relationships grounded in transparency, shared accountability, and protection of entrusted data.

We continue to mature our responsible sourcing approach by strengthening expectations and improving visibility into supplier performance. Current and developing practices include:

Supplier standards: Oversight processes and contractual requirements communicate expectations for ethical conduct, compliance, privacy, security, quality, and responsible business practices.

Vendor risk assessment: Our Vendor Risk Management Program evaluates third-party risk and supports ongoing monitoring, remediation, and supplier accountability.

Sustainability in sourcing: Sustainability considerations, including supplier questionnaires where relevant, are integrated into sourcing processes, RFPs, and supplier evaluations based on the goods or services being procured.

Supplier diversity: Qualified minority-, women-, and veteran-owned businesses are considered based on standards for quality, integrity, value, and operational fit, supporting inclusive economic opportunity and responsible procurement.

Supplier engagement: Supplier outreach and data-collection processes are being enhanced to improve visibility into supply chain activity and support more complete measurement of Scope 3 purchased goods and services impacts.

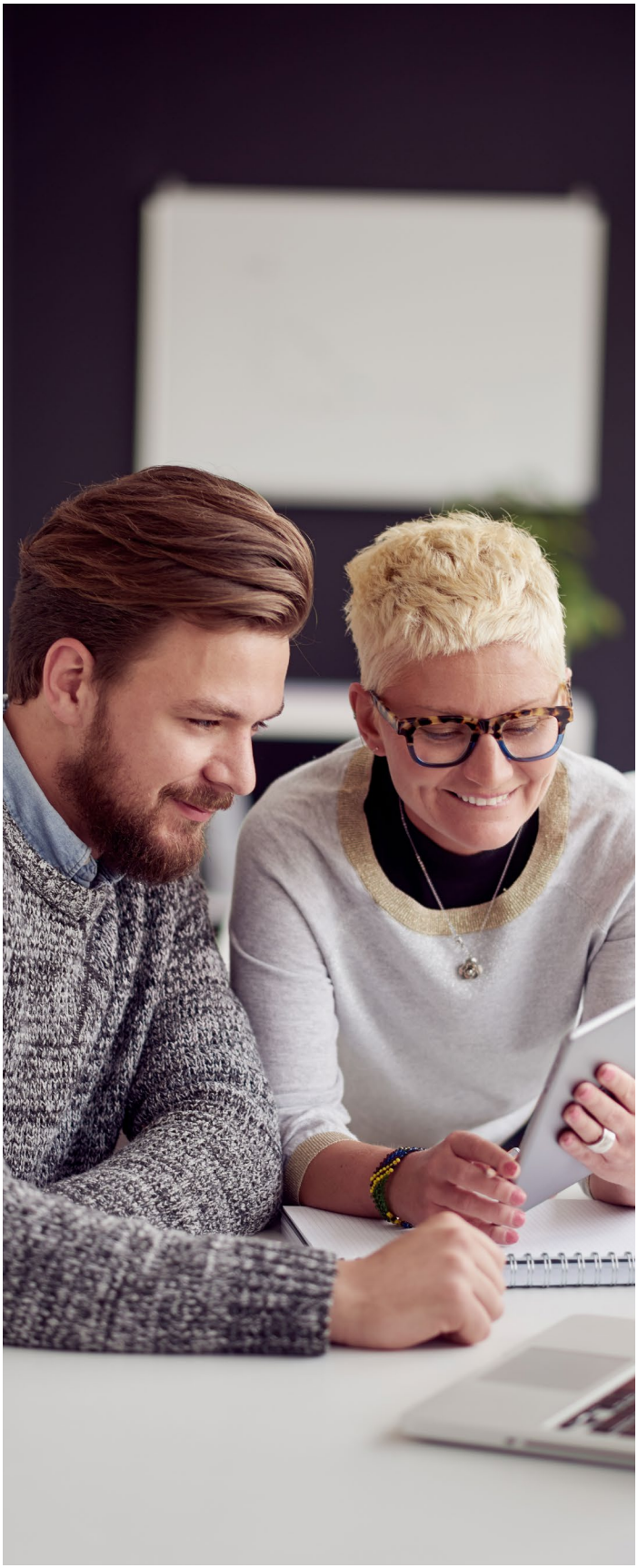
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Environmental Governance and Data Integrity

Our environmental approach is grounded in compliance, accountability, and continuous improvement. We comply with applicable federal, state, and local environmental laws and regulations and support responsible practices through monitoring, reporting, oversight, and cross-functional collaboration. Environmental and climate-related matters are reviewed with executive leadership and reported to the Board at least annually.

We assess our environmental footprint across greenhouse gas emissions, energy, waste, value chain activity, and operational resource use where data is available. Healthcare waste is managed through established protocols that prioritize safety, regulatory compliance, and environmental protection. We also support team member awareness of environmental stewardship through education and engagement opportunities.

To strengthen data integrity, we use a centralized carbon accounting system that consolidates inputs from suppliers, building energy information, survey data, and recognized public sources, such as emissions factors and externally disclosed supplier emissions data. Our 2024 and 2025 greenhouse gas inventories were subject to third-party limited assurance, including analytical review, source verification, calculation validation, and testing of assumptions. These processes support transparent, decision-useful reporting and ongoing improvement in environmental data quality.



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The Power of Connection

PEOPLE • CARE • TECHNOLOGY • IMPACT

The power of connection among people, systems, and ideas shapes our approach to healthcare and corporate responsibility. Across our care model, technology helps expand access, improve coordination, create efficiencies, and preserve the human connection at the center of care.



Technology in Action

Our digital tools are designed around member needs. The My Premise Health app provides easy access to health records, secure care-team communication at the touch of a button, and care-management tools. Find Help with Premise is also available for both members and providers. By simply entering a zip code, they can find programs in their communities that offer assistance and resources for needs ranging from childcare to transportation to hunger. Find Help is also integrated with our electronic health record, Epic, allowing providers to view local resources during appointments and make seamless referrals to social services at the point of care.

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In 2025, Premise used technology in targeted ways to strengthen care delivery and member support.

- External data helped close approximately 750,000 care gaps by reducing duplicative care and enabling more coordinated member follow-up.
- Members completed registration and paperwork online for 41% of appointments, creating a more efficient and convenient check–in experience.
- Fast Pass, our automated waitlist, filled 15,000 appointments by connecting members with earlier openings.
- Provider automation tools, including AI-enabled summaries, refill protocols, inbox management, and draft messaging, helped minimize manual work so care teams could focus more time on member care.
- Paperless communications and digital workflows reduced paper use while making routine communications and administrative processes more efficient. Electronic statements alone avoided approximately 580,000 sheets of paper.
- Virtual care options supported timely access to care when clinically appropriate and available.



These efficiencies help reduce resource use while improving workflows and access to care, supporting Premise's broader sustainability efforts.

As we expand digital capabilities, we pair innovation with responsible governance. HIPAA compliance, HITRUST-aligned controls, access management, security awareness training, and third-party risk management help protect sensitive information and maintain stakeholder trust. Our approach to AI and automation is similarly guided by privacy, security, and oversight, with a focus on reducing administrative burden and assisting care teams where appropriate.

By connecting people, systems, and technology, Premise uses innovation to strengthen access, coordination, efficiency, and responsible care delivery while keeping human connection at the center of the member experience.

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Looking Ahead

When it comes to corporate responsibility, Premise will continue to focus on practical, measurable progress. We will work to continue improving access to high-quality care, promote team member wellbeing, strengthen governance and risk management, advance environmental performance, and use technology responsibly to enhance the care experience. Our success depends on continued collaboration across teams, clients, suppliers, and communities, grounded in accountability.

The merger with Crossover Health will also shape our work ahead. In the near term, our focus is on integrating the strengths of both organizations while maintaining continuity for members, clients, and team members. Future corporate responsibility reporting may evolve as relevant programs, systems, data, and metrics are evaluated.

This report reflects where we are and where we are headed. We are proud of what we have accomplished and are committed to building a stronger, more resilient organization that helps people get, stay, and be well.

Premise Health®



APPENDIX

2025 ESG Data Convergence Initiative (EDCI) Metrics

METRIC	UNITS	2019	2024	2025
Scope 1 Emissions (tCO2e)	#, tCO2e	122	139	262
Scope 2 Emissions (location-based) (tCO2e)	#, tCO2e	1,467	1,539	1,735
Scope 2 Emissions (market-based) (tCO2e)	#, tCO2e	1,343	896	30
Scope 3 Emissions (tCO2e)	#, tCO2e	103,842	79,459	87,298
Energy consumption in kWh	#, kWh	3,590,815	3,981,958	4,784,574
Renewable energy consumption in kWh	#, kWh	0	1,816,899	4,653,202
Board members	#	5	5	5
Women board members	#	0	0	0
C-suite employees	#	9	10	9
Women C-suite employees	#	3	3	3
Work-related injuries	#	71	62	136
Work-related fatalities	#	0	0	0
Lost workdays due to injury	#	228	49	212
Organic new hires	#	257	698	494
Total net new hires	#	350	698	494
Annual percent turnover	%	16.1%	14.6%	14.2%
Employee survey conducted regularly (Y/N)?	Y/N	Y	Y	Y
% employees responding to survey (optional)	%	56%	71%	84%

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Sustainability Accounting Standards Board (SASB) Disclosure

SASB TOPIC AREA	SASB CODE	REPORT COVERAGE
Energy Management		
(1) Total energy consumed (2) percentage grid electricity and (3) percentage renewable	HC-DY-130a.1	(1) 17,224 GJ (2) 2.7% (3) 97.3%
Waste Management		
Total amount of medical waste: percentage (a) incinerated, (b) recycled or treated and (c) landfilled	HC-DY-150a.1	8.86 t; (a, b, & c) Total quantities are tracked; disposal percentages by treatment type are not currently collected.
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) 3.49 t; (2) 0 t; (a, b, & c) Total quantities are tracked; disposal percentages by treatment type are not currently collected.
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	See the 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	Premise did not incur monetary losses during the reporting period due to legal proceedings associated with data security and privacy.
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-sponsored plans, including organizations, Taft-Hartley funds, unions, and tribes. Through our integrated direct care model, we provide onsite, nearsite, and virtual wellness care, designed to expand access for these populations. Through this model, Premise works with clients to expand access to high-quality primary care, preventive services, and wellness programs while supporting improved health outcomes and healthcare affordability.
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.

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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 supports responsible prescribing of controlled substances and diversion prevention through compliance with applicable federal and state regulations, use of prescription drug monitoring programs, and internal clinical protocols and oversight. Providers receive ongoing education, clinical decision support, and access to interdisciplinary clinical resources to guide appropriate prescribing, monitoring, and individualized care planning, including non-opioid and non-pharmacologic options when appropriate. Coordinated care and ongoing member engagement support continuity of care, early intervention, and long-term management of misuse and diversion risks.
Pricing & Billing Transparency		
Description of policies or initiatives to ensure that patients are adequately informed about price before undergoing procedures	HC-DY-270a.1	Premise operates primarily through employer-sponsored health centers under contractual arrangements with clients rather than a fee-for-service model available to the general public. Accordingly, individual service pricing is generally established through employer health benefit arrangements and is made available to eligible members through those arrangements, rather than through a public price-posting model.
Discussion of how pricing information for services is made available	HC-DY-270a.2	Pricing information is communicated to eligible members through employer-sponsored health benefit arrangements and applicable member resources, consistent with each client's benefit design, rather than through a public price-posting model.
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. Premise does not publicly post pricing for individual services because care is delivered through employer-sponsored health benefit arrangements.
Workforce Health & Safety		
Total recordable incident rate (TRIR) for (a) direct employees and (b) contract employees	HC-DY-320a.1	(1) 0.207

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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) 5.9% (1b) 6.7% (1c) 13.3%
(2) Involuntary turnover rate for: (a) physicians, (b) non-physician health care practitioners, and (c) all other employees	HC-DY-330a.1	(2a) 2.0% (2b) 1.5% (2c) 3.5%
Description of talent recruitment and retention efforts for health care practitioners	HC-DY-330a.2	Premise recruits and retains healthcare practitioners through national outreach, academic partnerships, inclusive hiring practices, and development and engagement programs. Clinicians are supported through performance management, Individual Development Plans, career pathways, role-specific training, specialty programs, and ongoing clinical education in areas such as evidence-based prescribing, chronic pain management, and behavioral health integration. Regular engagement surveys, practitioner feedback, and wellbeing-focused benefits further support retention.
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	(1) See the Climate Risk Assessment discussion in the Environmental section of this report. (2) Not currently tracked. Premise monitors the health and safety needs of team members and members and follows established clinical and operational protocols during extreme weather and other climate-related events. (3) See the Enterprise Risk Management and Business Continuity section of this report.
Fraud & Unnecessary Procedures		
Total amount of monetary losses as a result of legal proceedings associated with medical fraud	HC-DY-510a.1	Premise did not incur monetary losses during the reporting period due to legal proceedings associated with medical fraud.
Activity Metrics		
Number of (1) facilities and (2) beds, by type	HC-DY-000.A	(1) 860 healthcare facilities. Scopes 1 and 2 greenhouse gas reporting include 30 leased facilities. (2) Not applicable.
Number of (1) inpatient admissions and (2) outpatient visits	HC-DY-000.B	(1) Not applicable to Premise's care model. (2) 2025 total member visits of 2,893,727, including 2,546,073 in-person visits and 347,654 virtual visits

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Limitations and Forward-Looking Statements

This report includes statements about our goals, priorities, progress, programs, and future plans. These statements are based on current information, estimates, assumptions, and expectations and should not be interpreted as guarantees of future performance, outcomes, or impact. Actual results may differ as our programs, data systems, regulatory expectations, business needs, supplier relationships, technology, and stakeholder priorities change.

Some environmental, workforce, supplier, care quality, operational savings, and climate-related information may include estimates, third-party data, assumptions, or methodologies that continue to mature. Where estimates are used, we aim to apply reasonable and consistent methods and to improve data quality, controls, and documentation over time.

References to sustainability, climate risk, renewable energy, emissions reductions, social impact, responsible procurement, or similar concepts are intended to describe Premise's internal approach, priorities, and reporting practices. These terms may not align with every external regulatory definition, taxonomy, or stakeholder interpretation. We will continue refining our disclosures as reporting expectations, data availability, and our management systems evolve.

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It’s not simply a premise.
It’s the future of healthcare.

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

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