

2022

Corporate  
Social  
Responsibility  
Report

everside  
HEALTH™

# Everside Health's social impact pillars

support our mission, vision, and values by increasing inclusion, sustainability, health equity, and community.



Everside Health seeks and embraces diversity and works proactively to foster an equitable environment for all. We are an inclusive community where every teammate can bring their whole self to work.



Everside Health will address persistent and pervasive healthcare inequities using research, data, and best practices to impact social determinants of health and other root causes of health inequity.



Everside Health strives to minimize our environmental impact through the development of sustainable processes, reducing waste and recycling, and increasing teammate awareness and education.



Everside Health supports individual and collective efforts to serve the communities where our patients, clients, and teammates work and live through volunteerism, non-profit board participation, community organization membership, and other charitable activities.

# Guided by our mission, vision & values

## Our Mission

Enable patients in our care to live their healthiest lives.

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## Our Vision

Build the most trusted, accessible & personalized healthcare experience alongside our patients and clients.

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## Our Values

### Patients first

We think of our patients as more than patients – they are members of our family who come first in every decision. Patients are why we exist, and our commitment to them is unwavering.

### Courage

Fortune favors the bold. We have the mental and moral fortitude to challenge the status quo and make hard decisions. We have conviction in our beliefs and live them every single day.

### Ingenuity

We are known for innovation that improves our patients' lives. We seek every opportunity to bring our unique expertise & creativity to create meaningful impact for patients, clients and teammates.

### Community

We strive to create a welcoming and inclusive community with our patients, clients, and teammates. We are stronger together than as individuals. We are a unifying force in the world.

### Fun

We enjoy what we do. We take pride in working hard, but even hard work can be fun. We know that a fun environment motivates and inspires us to do our best work while allowing teammates' unique personalities to shine.





## A letter from our CEO

We founded Everside Health with a shared belief that everyone has the right to affordable healthcare. We put this belief into action by empowering patients in our care to live their healthiest lives via a personalized, low-cost and tech-driven healthcare experience. Our values include courage, community, fun, and ingenuity, but we are intentional in starting our values with “patients first.” We know that if we take care of our patients and provide the best clinical care, we will produce great outcomes for everyone.

The people at the heart of our business are care-obsessed professionals intent on transforming the U.S. healthcare system. Our collective goal is to improve millions of lives by providing accessible primary care that aligns incentives for our patients, physicians, and benefit providers at lower costs. The pursuit of this goal encompasses not just those we care for and work with, but the communities in which we live, work, and play.

This philosophy is from where much of our social responsibility efforts stem. Improving primary care is our foundation, but equitable, compassionate, and sustainable care are important layers we use to build. This report will answer what social responsibility is at Everside, broken down into the following themes:

- **Diversity & Inclusion:** Everside Health seeks and embraces diversity and works proactively to foster an equitable environment for all. We are an inclusive community where every teammate can bring their whole self to work.
- **Health Equity:** Everside Health will address persistent and pervasive healthcare inequities using research, data, and best practices to impact social determinants of health and other root causes of health inequity.
- **Environmental Sustainability:** Everside Health strives to minimize our environmental impact through the development of sustainable processes, reducing waste and recycling, and increasing teammate awareness and education.
- **Community Engagement:** Everside Health supports individual and collective efforts to serve the communities where our patients, clients, and teammates work and live through volunteerism, non-profit board participation, community organization membership, and other charitable activities.

These pillars fuel our work forward and deepen our dedication to building the most trusted, accessible, personalized healthcare experience alongside our patients and clients. This is no small feat, but it is as equally important as it is challenging. I couldn't imagine a better team to do this with. Onward!

With gratitude,

A handwritten signature in green ink that reads "Chris Miller".

**Chris Miller**

Chief Executive Officer

Everside Health Group, Inc.

# Social impact pillar: Diversity & Inclusion

Everside Health seeks and embraces diversity and works proactively to foster an equitable environment for all. We are an inclusive community where every teammate can bring their whole self to work.

## General facts about D&I at Everside

We are proud of the diversity of our teammates. Our senior executive team is more than 50% female, and our teammates overall are more than 80% women. In a recent Everside Health internal survey, 84% of health center teammates agree with the statement, “My organization’s leadership is committed to diversity and inclusivity,” and 81% agreed that “My organization is taking steps to build a more diverse workforce and a more inclusive workplace.” Based on an organization-wide leadership survey conducted this summer, both individual contributors and people leaders indicated “Fostering D&I” is a top skill demonstrated by our leaders.

Aside from prioritizing diversity amongst our teammates, we made significant strides in our D&I work in 2022, including expanding identity categories in race, ethnicity, and gender so all our teammates see themselves authentically represented in the data we collect. Our 2022 professional development reviews encouraged teammates to set social impact goals. We provided guidance for teammates with a Social Impact Communications Guide and Social Impact Social Media Guide to help our teammates support our D&I and social impact work on their personal social media accounts. We expanded the pool of Everside Health teammates who are eligible for our Floating Diversity Holiday benefit, which provides eight hours of non-accrued PTO for teammates to celebrate culturally and religiously significant days that are not included in our current allocation of federally-recognized holidays.

At Everside Health, we support the ongoing development and education of our teammates around issues of inclusion with a dedicated D&I area on our internal communications hub and monthly D&I awareness efforts tied to nationally-recognized and community-specific heritage months. These efforts include learning resources, information on social determinants of health, guidance on locating local service providers, custom screensavers and Teams backgrounds for each month, suggestions on how to use the Floating Diversity Holiday benefit, and case-specific medical training from our partner, RubiconMD.



## Events highlights

### Black History Month book club

Our first D&I Book Club met on February 28, 2022, where we read *Medical Apartheid* by Harriet Washington. A National Book Critics Circle Award Winner, the book traces the history of medical mistreatment and marginalization of black people in America from colonial times through the 20th century giving insight into present day circumstances and perspectives.

### Women's History Month leadership discussion

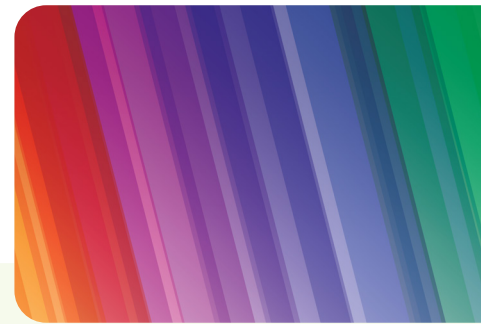
Everside Health hosted a webinar for Women's History Month celebrating the women of Everside. The format featured panelists who shared their professional journey followed by a facilitated conversation about topics such as leading teams, adapting to the changing circumstances of COVID-19, balancing personal and professional priorities, and supporting peers and junior teammates. There was a moderated question and answer period to conclude the hour.

### AAPI panel on racism & mental health

We hosted a D&I Speaker Series event for Asian American and Pacific Islander History and Awareness Month that featured a panel discussion on racism and mental health with a special focus on the experiences and perspectives of Asian American healthcare providers. Panelists shared their personal experiences with racism in the care-giving space and its impacts on their mental health. Resources and guidance for managing mental health and minimizing harm were made available.

### Pride Month movie and discussion

In June of 2022, we hosted our first D&I movie club meeting. We watched and discussed *Gen-Silent*, an award-winning documentary that explores aging in the LGBT+ community. It focuses on conversations with six seniors about the growing trend of going back into the closet to avoid discrimination and mistreatment in their golden years.



## Inclusive affiliations

In 2021, Everside Health joined CEO Action for Diversity and Inclusion, along with more than 2,000 other organizations, in making a public commitment to supporting diverse and inclusive workplaces. In 2022, through our partnership, we have joined other signatories in the healthcare industry to explore new ways of better serving our teammates and patients in monthly industry-specific dialogues. In 2023, we will participate in the CEO Action mentoring partnership program, allowing us to develop a deeper understanding of the issues related to inclusion in the healthcare industry and co-creating solutions with internal and external partners.

In 2022, Everside Health also joined the UN Global Compact. We formally expressed our long-standing commitment to the **Ten Principles that make up the UN Global Compact**. This commitment expands beyond words on a page – we work hard to learn, teach, implement, and iterate with the goal of advancing these principles within our organization and the communities we reach. In particular, Everside Health is committed to our Labor and Sustainable Development Goals.

## Social impact pillar II: Health equity

Everside Health will address persistent and pervasive healthcare inequities using research, data, and best practices to impact social determinants of health and other root causes of health inequity.

### Program highlights

Everside Health has an ongoing partnership with FindHelp, also known as Community Care Connect, to help facilitate connections with local service providers to address social determinants of health that impede our patients' abilities to live their healthiest lives. The partnership allows providers and patients to connect with local resources to address issues of food insecurity, mental health access, chronic care management, and more.

In addition to the external resources and partnerships, Everside Health includes health equity topics on monthly company-wide meetings and addresses social determinants of health in our community awareness month resources including case-specific provider-education through RubiconMD. Recent health equity training topics included health literacy and how to address patients in their first language to improve their health outcomes.

In order to better meet the needs of our increasing transgender patient population, we are launching the Everside Health Transgender Health Equity Initiative with the participation and support of not just our social impact and population health teams but also our Chief Medical Officer and our Operations leadership team. We also have curated resources for other patient populations that experience inequitable health outcomes including rural patients and patients over 65.

Everside Health has recently revamped and expanded our onboarding program to include additional training on health equity and health literacy. Also, all health center teammates now have training on how to use our translation services.





## Social impact pillar III: Environmental sustainability

Everside Health strives to minimize our environmental impact through the development of sustainable processes, reducing waste and recycling, and increasing teammate awareness and education.

### Sustainability mission statement

Everside Health is committed to improving the environment in our community by fostering and promoting a cleaner, safer place to live and work. We are committed to a sustainable future for our patients, clients, teammates, and the communities where we operate.

We recognize that a thriving environment plays an important role in the overall health and wellbeing of every community and our world. Our concern for the environment aligns with our core values of Community, Ingenuity, Courage, Patients First, and Fun.

### General facts about sustainability at Everside Health

#### Remote-first corporate workforce

Transitioned to a remote-first corporate workforce, enabling the reduction of **37,506 square feet** across multiple offices. An estimated **750,120 pounds** of carbon dioxide emissions has been saved by reducing unnecessary office space.

#### EverGreen team

The EverGreen team **launched in Q4 2021** with more than 35 teammates who helped determine branding and sustainability priorities for 2022.

#### Green patient care

Digital charts reduce the need for paper charts and visit summaries. There are currently **over 60,000 patient portal users** for whom paperless is the standard.

**We expanded our virtual health care team** to 10 teammates, including 3 Registered Nurses, 5 Nurse Practitioners, 1 Physician Assistant, and 1 Physician.

Our patients had more than **154,300 telehealth appointments** in the last year, a 20.5% year over year increase. Current telehealth volume eliminated 2,653,960 miles from being driven to in-person medical appointments, saving more than 1,167 metric tons of CO<sub>2</sub> from our atmosphere.

In the last twelve months, Everside Health has generated **964,000 unique digital prescriptions** reducing one time paper waste.

A digital consent pilot was launched in **10 health centers** with plans to scale in 2023.

We have implemented a paper-free policy with **262 total digital policies** now accessible on our internal SharePoint.

Over **3,000 electronic skills competency checklists** have replaced paper checklists since 2021.

Our transition to digital *Quality and Safety* logs in August 2022 has already **replaced 6,500 paper logs**.

Printed materials formally housed in binders onsite have been replaced by a database with more than **353,000 digital documents**.

## EverGreen team 2022 event highlights

### Earth Month bingo with prizes

The EverGreen team, our teammate environmental sustainability initiative, launched challenges to celebrate Earth Month including Earth Month BINGO which encouraged teammates to learn about new green topics and adopt new sustainable practices.



### IT Request For Proposal (RFP) update with green practices

New IT RFPs will ask potential vendors to describe their corporate sustainability commitments and programs.

### TREX challenge collected 685 lbs. of plastic film

Everside kicked off the TREX challenge on Earth Day with a goal of **collecting 500 pounds of plastic waste** across the organization over a 6-month period. At the end of the challenge, we **exceeded our goal by 37%** with 685 pounds of recyclable plastic waste.

TREX will recycle the plastic into a bench that will be located in Wisconsin near the home of the Everside Wise Wisco Recyclers, a group of health center teammates who collected more than 400 pounds of recyclable waste. This motivated group — led by a medical assistant and a regional manager in partnership with their client, Sentry— redirected the equivalent of 31,950 plastic grocery bags out of landfills and waterways.

### Electronics recycling program

Everside launched an **Electronics Recycling Pilot** with Powerhouse Recycling in our Charlotte office. We **responsibly and securely recycled 400+ IT equipment items** and are currently working to scale the program on a national level.

### EverVersary trees

Everside Health is celebrating our teammates by launching a tree-planting program to thank individual teammates for contributing to our organization's growth. We will plant a tree for each Everside Health teammate on the month of their work anniversary. Each teammate will receive a celebratory email acknowledging their contributions and detailing the location and impact of the planted trees with a certificate of appreciation from our tree planting partner, OneTreePlanted.



## Social impact pillar IV: Community engagement

Everside Health supports individual and collective efforts to serve the communities where our patients, clients, and teammates work and live through volunteerism, non-profit board participation, community organization membership, and other charitable activities.

### Community engagement events highlights



Summer food drive

**Collected over 2,000 items worth more than \$4,500**

We partnered with Feeding America, Food Bank of the Rockies, and Second Harvest Food Bank of Metrolina to support those in our community with food insecurities. Collectively, our teammates donated over 1,600 tons of food to these food banks.



School supply drive

**Collected 582 items worth almost \$2,000**

According to data from the National Retail Federation, back-to-school costs are expected to exceed \$860 per household this year, up from \$840 in 2021 and \$789 in 2020. Families will likely choose to spend more on clothing, accessories and shoes this year compared to last year, with a slight decrease in spending on electronics from 2021.



**American Red Cross**

Halloween virtual blood drive

**Collected pledges that can save more than 100 lives**

Twenty-three teammates pledged to give blood at an American Red Cross-affiliated donation center in their local communities, helping ensure blood supplies are available to all who need them.



Toys for Tots holiday toy drive

**Collected \$2,000 in toys and gifts**

Everside Health teammates helped children in the community celebrate the season. Partnering with the Marine Toys for Tots program, we collected \$2,000 worth of new toys which were distributed to children who might otherwise not receive a gift during the winter season.

### Charitable donations

Among other local donations and sponsorships throughout the year, Everside honored clients and partners by making a substantial financial donation to Feeding America. Everside Health was also excited to sponsor a hole at the New England Employee Council's annual golf tournament, Swinging for Scholarships.

The logo for Everside Health, featuring the word "everside" in a white, lowercase, serif font with a decorative flourish above the 'i', and the word "HEALTH™" in a smaller, white, uppercase, sans-serif font directly below it.

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