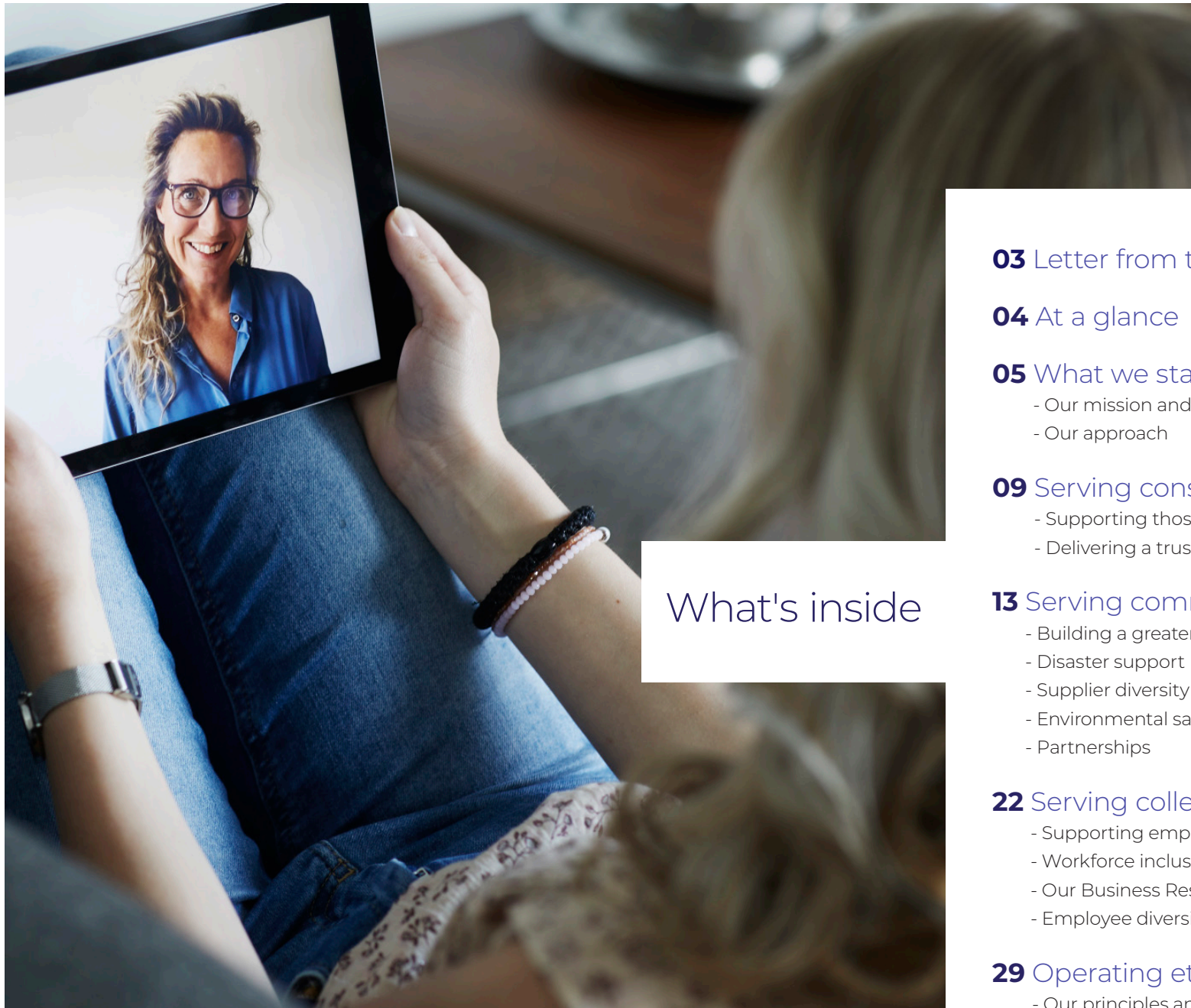




2021  
Corporate Social Responsibility Report



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## LETTER FROM THE CEO

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**As Teladoc Health enters our 20th year of defining and delivering virtual care, we've seen more change in our industry and in our organization over the last two years than at any other time in our existence.**

During this time of great need, we've accelerated the embrace of virtual care and, along with it, advanced new opportunities for Teladoc Health to make a difference for individuals and communities around the globe. We have focused on social and environmental determinants of health, along with the ongoing challenges of the pandemic, to make true whole-person health more achievable.

Since our publication last year of the telehealth industry's first Corporate Social Responsibility report, we have sought to both build on our prior initiatives and embrace new ones to maximize the positive impact we have in the communities we serve. This year's report highlights the progress we made in 2021, along with our priorities for continuing to increase our impact going forward.

As a mission-driven organization offering our industry's only whole-person virtual care suite, our commitment to empower all people everywhere to live their healthiest lives by transforming the healthcare experience remains the driving force behind what we do; it gives our work purpose and urgency. Each day, our approximately 5,000 colleagues strive to create connections that earn trust, promote healthy behavior, and drive better health outcomes across the full continuum of care, for all people.

In addition, together we seek to accelerate a future in which people's geography, economic status or other factors do not pre-determine their health outcomes or limit their access to quality care. This is integral to our commitment to making virtual care the "great equalizer" in healthcare—a first step on the healthcare journey for millions of people, many of whom otherwise wouldn't get the care they need.

Any progress we've made, and continue to make, results directly from the passion of our colleagues around the world, and especially their commitment to one of our core values: standing up for what's right. Our Corporate Social Responsibility Report highlights how we pursued this in 2021, and we hope that it inspires you to join us on our mission.

## The progress we've made

- Increasing our annual spending by 6x across certified diverse and minority suppliers to nearly \$6 million
- Providing relief to dozens of communities struck by disaster
- Broadening access to our chronic care and mental health programs
- Increasing employee diversity, with 53% of U.S. new hires identifying as racial minorities
- Exceeding our annual volunteerism goal by more than 20%

**Jason Gorevic,**  
Chief Executive Officer



## Teladoc Health's impact at a glance

The information highlighted in this report reflects Teladoc Health's position at the intersection of the Sustainability Accounting Standards Board (SASB) Health Care Delivery and Software & IT Services sector standards. Data in this report is based on Teladoc Health internal reporting.

### Serving clients and consumers

20 years

DEFINING AND  
DELIVERING VIRTUAL  
CARE

92M+

PEOPLE WITH ACCESS  
TO A TELADOC  
HEALTH SERVICE OR  
PRODUCT

22M

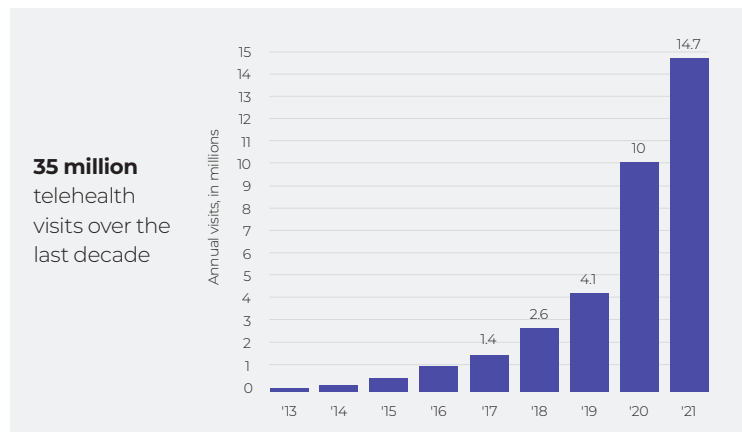
DIGITAL HEALTH  
REMINDERS  
DELIVERED

2B+

DATA POINTS  
POWERING OUR  
PROGRAMS

800K+

CONNECTED DEVICES  
IN OUR MEMBERS'  
HANDS



### Building healthy communities

\$65M+

IN AID TO ENABLE  
MENTAL HEALTH  
THERAPY FOR LOW-  
INCOME CONSUMERS

24

ACTIVE PROGRAMS  
IN PARTNERSHIP  
WITH THE WORLD  
TELEHEALTH  
INITIATIVE

25

NATURAL DISASTERS  
RESPONDED TO WITH  
OUR SERVICES

55%

OF USERS OF OUR  
CHRONIC CARE  
SERVICES LIVE IN  
VULNERABLE OR  
UNDERSERVED  
COMMUNITIES

~70K

METRIC TONS OF CO2  
EMISSIONS REDUCED  
IN 2021

25K

FEWER GALLONS OF  
FOAM MATERIALS  
USED ANNUALLY

### Ways our colleagues give back

~1,200

EMPLOYEES  
ENGAGED IN OUR  
BUSINESS RESOURCE  
GROUPS

12K

HOURS OF  
CHARITABLE WORK  
PERFORMED BY OUR  
EMPLOYEES IN 2021

15K

HOURS OF  
CHARITABLE WORK  
TARGETED IN 2022



What we stand for



Our mission is to empower all people everywhere to live their healthiest lives by transforming the healthcare experience.

Throughout this report, we frame our progress and goals around the categories of **Consumers & Clients, Communities and Colleagues**—reflecting those we serve and partner with around the world.

#### **Consumers & Clients**

by serving as a trusted partner and addressing the whole-person care needs of all who count on us.

#### **Communities**

by using our voice and our resources to help expand equitable access to quality care across the globe.

#### **Colleagues**

by fostering a vibrant, inclusive work environment united by a common mission.

### Our values

We are passionate about **taking care** of people

We are committed to **unsurpassed quality**

We keep **our promises**

We lead with **integrity, accountability** and **transparency**

We stand up **for what's right**

We strive to **create value**

We **respect** each other and value **succeeding together**

As we work to transform the healthcare experience, we are also committed to improving the health of the world at large, and ensuring all people feel seen, heard and understood relative to their healthcare needs. **Broadly, we approach this commitment in three significant ways:**

1

**We are committed to advancing greater health equity and creating greater access to healthcare.**

We recognize that too many people around the world have inadequate access to quality healthcare, and rightly believe their basic right to inclusive healthcare is often overlooked.

We are making investments to enhance our delivery of culturally aware care and reduce barriers to access—from making care available in more languages and hiring more racially and ethnically diverse providers and coaches, to expanding the breadth of demographic and ethnographic data we collect so we can better understand the factors driving disparities in health outcomes.

2

**We recognize our responsibility to help take care of our planet for future generations, and to do our part to help communities currently impacted by climate change.**

We honor this promise by advancing new initiatives that reduce carbon emissions in our business practices, and by empowering quality, accessible virtual care, an environmentally sound way of growing the capacity of the global healthcare system.

We know that the effects of climate change are not felt equally, and we are proud to continue offering 24/7 free access for those impacted by natural disasters and other effects of climate change, which this year included response efforts in 18 states.

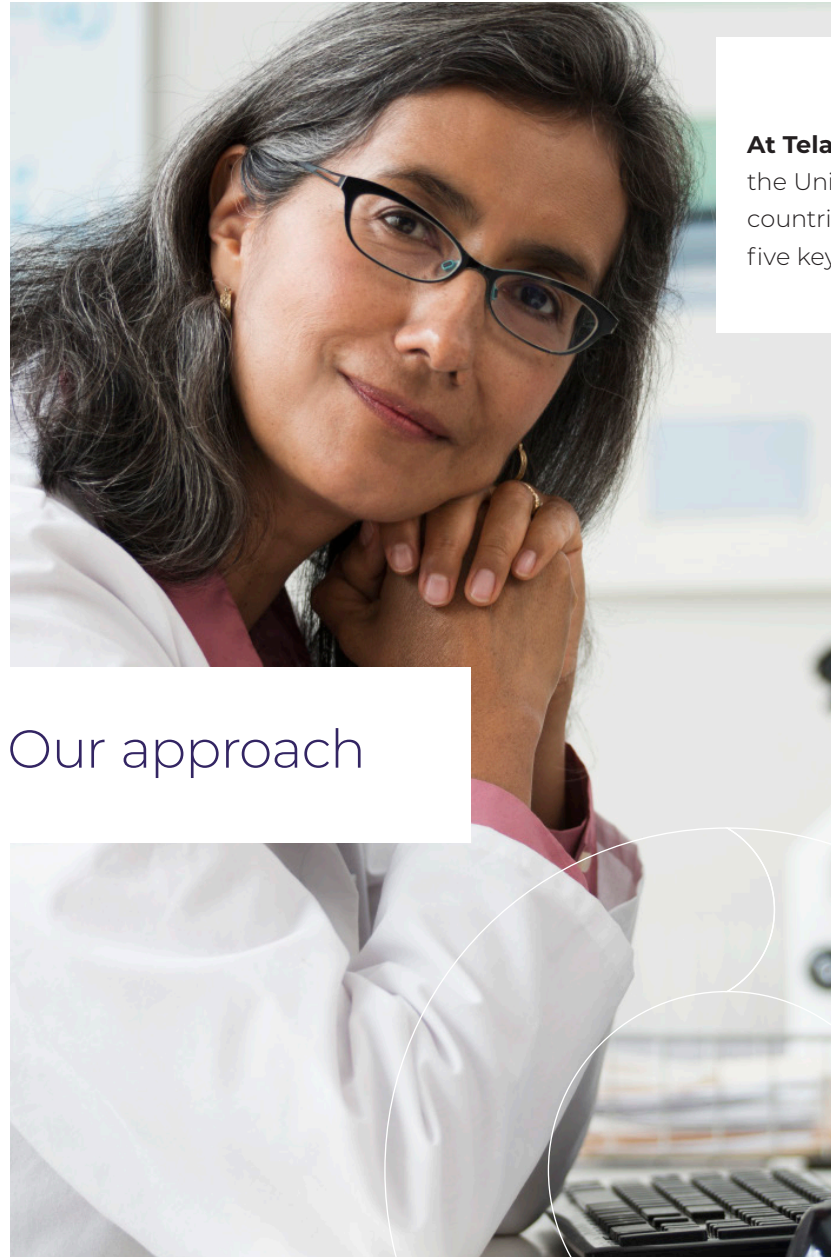
3

**We strive to operate ethically and responsibly.**

As we carry out our work around the world to help improve people's health and lives, we are committed to doing so in a way which ensures our solutions are ethical, safe and equitable.

This includes growing diversity in our leadership ranks (where we seek to increase female and racial minority representation by 10% in 2022) and the creation of new technologies and services which maintain the integrity of individual privacy and safety, are grounded in proven medical and data science, and that neither create nor reinforce unfair bias.





**At Teladoc Health, we proactively align with the U.N. Sustainable Development Goals**, which the United Nations established in 2015 as a CSR framework for both developed and developing countries. Our company views these goals as equally relevant to organizations, and we prioritize five key areas where we're uniquely positioned to make a measurable and lasting impact:



• **Good health and well-being:** We promote this through services and products that address the full range of whole-person care around the globe.



• **Gender equality:** This includes our investments in employee training and development, as well as additional initiatives we introduced in 2021 to help ensure we're paying fairly and hiring from a more diverse talent pool.



• **Reduced inequalities:** We address this in many ways, including by offering financial assistance to those who are struggling to pay for care and enabling access to quality care in healthcare deserts.



• **Sustainable cities and communities:** Among other forms of commitment, we leverage the power of our connected medical devices and software to build new centers of care around the globe in partnership with the World Telehealth Initiative. In addition, we're advancing new initiatives to significantly reduce the impact of packaging waste on the environment.



• **Peace, justice and strong institutions:** We support this through investments to reduce systemic inequalities, such as our procurement team's initiative to double our annual investments across certified diverse and minority suppliers, and through our ongoing commitment to operate ethically and responsibly in all geographies we serve.

## Our approach





Serving consumers & clients

## Supporting those who rely on us every day

In 2021, we remained committed to earning trust by introducing new products and services that increase access to quality care for consumers and clients around the world—with a focus on leading with integrity, accountability and transparency every step of the way.



More than 92 million people have access to a Teladoc Health product or service. This includes those who receive this benefit through the thousands of small businesses, labor unions, public-sector employers, and the more than half of Fortune 500 employers we serve.

## Delivering a trusted, quality care experience



### **Teladoc Health was once again named number one in consumer satisfaction by J.D. Power.**

With an overall satisfaction score of 874, nearly 30 points above the category average, Teladoc Health earned the highest ranking and outperformed all other direct-to-consumer providers in all study subcategories in 2021, including customer service, consultation and enrollment. In addition, we earned a Net Promoter Score of over 60, a key indicator of strong customer experience.

The Teladoc brand continues to earn high trust from consumers in traditionally underserved populations. For example, research consistently shows that among Black and Hispanic people, the Teladoc brand stands for “care I can trust” and “understands my unique needs” at a level that is equal to or greater than the general population. That leads to higher satisfaction—underserved populations who engage with our services give us a Net Promoter Score that’s equal to or higher than our score from the general population.

**With the partnership and support of our consumers and clients, we have advanced several new services, products and initiatives this year to help address persistent health challenges and disparities.**

### **Primary360: Primary care reimaged**

In 2021, we launched Primary360, a primary care offering designed to remove longstanding barriers to care such as access, cost and lack of convenience, especially for those who do not have an ongoing relationship with a primary care provider. The early results show that Primary360 is giving more individuals access to the high-quality care they need. For example, one in four chronic conditions identified for Primary360 users are new diagnoses. In addition, 60% of members diagnosed with a mood disorder are now participating in a mental health program, connected through our Primary360 service.

### **myStrength Complete: Creating the right access to the right mental healthcare services**

To further meet the significant mental health needs of individuals around the globe at a time when there's increased demand and provider shortages, we introduced myStrength Complete, a new service providing personalized mental healthcare to individuals. The program offers:

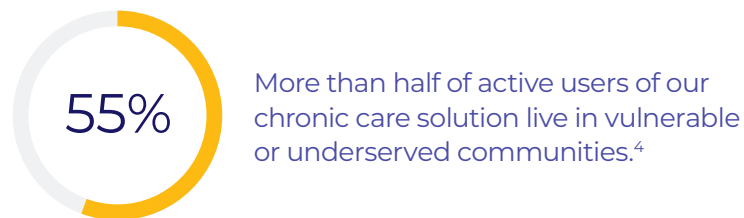
- **Continuity of care** as people benefit from both clinical and digital services across acuity levels
- **New activities for members facing racism and discrimination**, including resources for talking to children about racism, violence and protests, responding to microaggressions and navigating racism-related stress
- **Mental health and wellness resources for LGBTQ+ communities** covering topics from validation of the gender spectrum and an individual's gender journey; education on internalized homophobia and transphobia; acceptance toward loved ones who are LGBTQ+



### Chronic condition management: Bridging the gap

Chronic conditions dramatically and disproportionately impact communities of color. For example, Black Americans are twice as likely to die from diabetes compared to white adults.<sup>1</sup> In the U.S., obesity is most prevalent among Black and Hispanic adults,<sup>2</sup> and research suggests higher stress from lifetime discrimination is associated with higher risk of hypertension.<sup>3</sup>

Teladoc Health is committed to meaningfully addressing these gaps in chronic care management while recognizing the multi-faceted factors driving these disparities, such as economic and historical inequities.



In 2021, we continued to enhance our comprehensive chronic care solutions for these members, providing 24/7/365 access to a vital lifeline and easier access to programs for managing chronic conditions such as diabetes, hypertension and obesity, as well as mental health. We have also provided over \$65 million in financial aid to enable therapy for low-income consumers through our BetterHelp mental health service.

### Overcoming barriers

We're focused on ensuring that the care we deliver is always responsive to individual cultural beliefs and practices, preferred languages, health literacy levels, and communication needs. To meet that commitment, we make investments in training and accommodations, including:

- Offering care by landline for people with visual impairment, and for communities that lack internet connectivity
- Providing medically certified interpreters and giving all care providers access to the Language Line, which is available in more than 240 languages; thus increasing access for 25 million limited-English speakers in the United States, as well as 10 million who are deaf or hearing impaired
- Launching a Spanish-language web portal and an app for chronic condition management programs to better serve an underrepresented community
- Hiring racially and ethnically diverse providers and chronic condition coaches
- Conducting annual, mandatory training for our United States employees on CLAS policies
- Offering a full suite of English-language engagement communications at a 4th grade reading level, as well as customizable Spanish, bilingual and multi-lingual communications materials available on-demand for our clients
- Launching innovative pilot programs to help us strengthen core services to better meet the unique needs and preferences of LGBTQ+ individuals



Serving communities

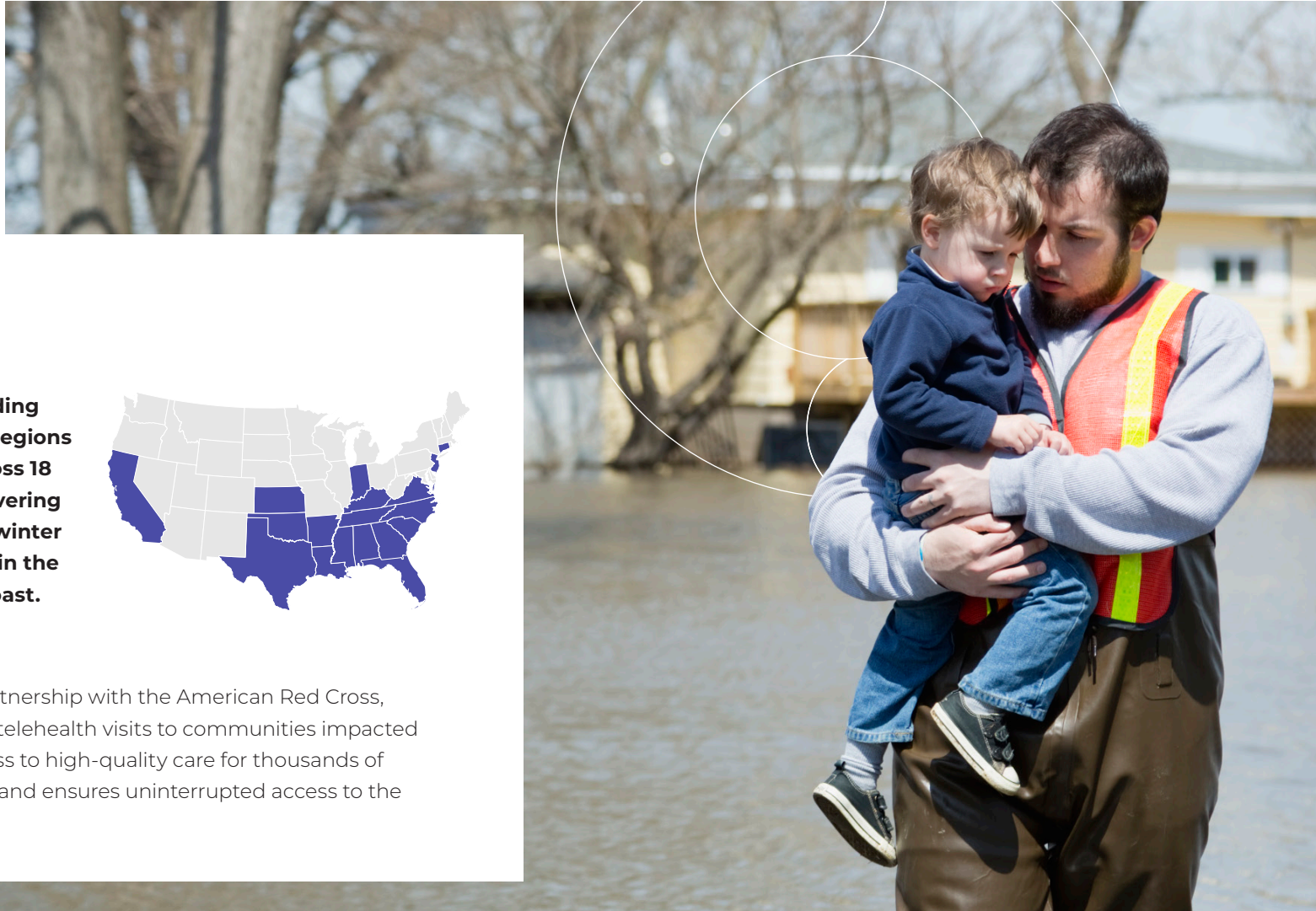


## Building a greater good

**Teladoc Health embraces the opportunity and the responsibility to have a meaningful impact on our global community**, using our voice and our resources to help expand equitable access to care, and create a better future for families and neighbors.

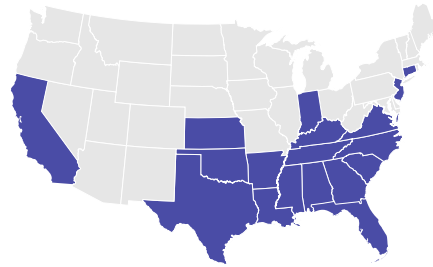






## Disaster support

**In 2021, we extended our long-standing commitment to meet the needs of regions hit hardest by natural disasters across 18 states, including communities recovering from hurricanes on the East Coast, winter storms in the Northeast, tornadoes in the South, and wildfires on the West Coast.**



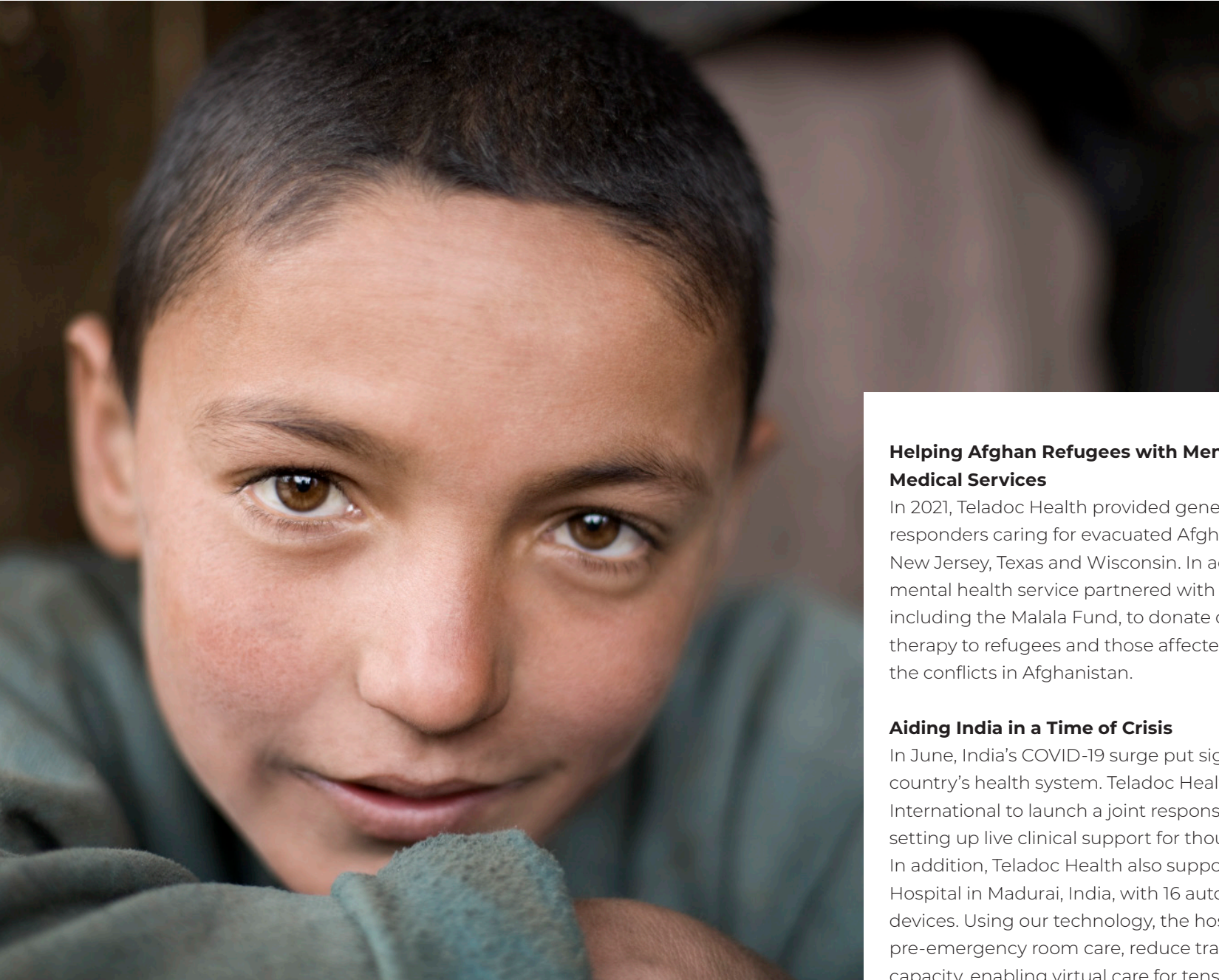
Through our hotlines and ongoing partnership with the American Red Cross, we provide free, 24/7 general medical telehealth visits to communities impacted by natural disasters. This enables access to high-quality care for thousands of people with non-emergency illnesses and ensures uninterrupted access to the prescriptions they need.



Because these events often have a disproportionate impact on underserved communities, Teladoc Health provides a range of options for connecting to care during these difficult times, including traditional phone, smartphone and computer access.



In 2021, Teladoc Health's direct-to-consumer mental health service, BetterHelp, donated more than 3,000 months of free therapy to people in need, including those affected by natural disasters, survivors of gun violence and healthcare workers responding to the Covid-19 pandemic.



### **Helping Afghan Refugees with Mental Health, General Medical Services**

In 2021, Teladoc Health provided general medical aid to first responders caring for evacuated Afghan families in Indiana, New Jersey, Texas and Wisconsin. In addition, our BetterHelp mental health service partnered with several organizations, including the Malala Fund, to donate over 400 months of free therapy to refugees and those affected by the tragedies of the conflicts in Afghanistan.

### **Aiding India in a Time of Crisis**

In June, India's COVID-19 surge put significant strain on the country's health system. Teladoc Health partnered with Cigna International to launch a joint response in just 24 hours, rapidly setting up live clinical support for thousands of people in need. In addition, Teladoc Health also supported Meenakshi Mission Hospital in Madurai, India, with 16 autonomous telehealth devices. Using our technology, the hospital was able to improve pre-emergency room care, reduce transmission and increase capacity, enabling virtual care for tens of thousands of patients.



## Supplier diversity

**We established a supplier diversity program to accelerate and expand our investments into minority-, women- and veteran-owned businesses.**

Beginning with an initial assessment and review of our current vendors, we identified and executed on new initiatives and commitments in 2021.

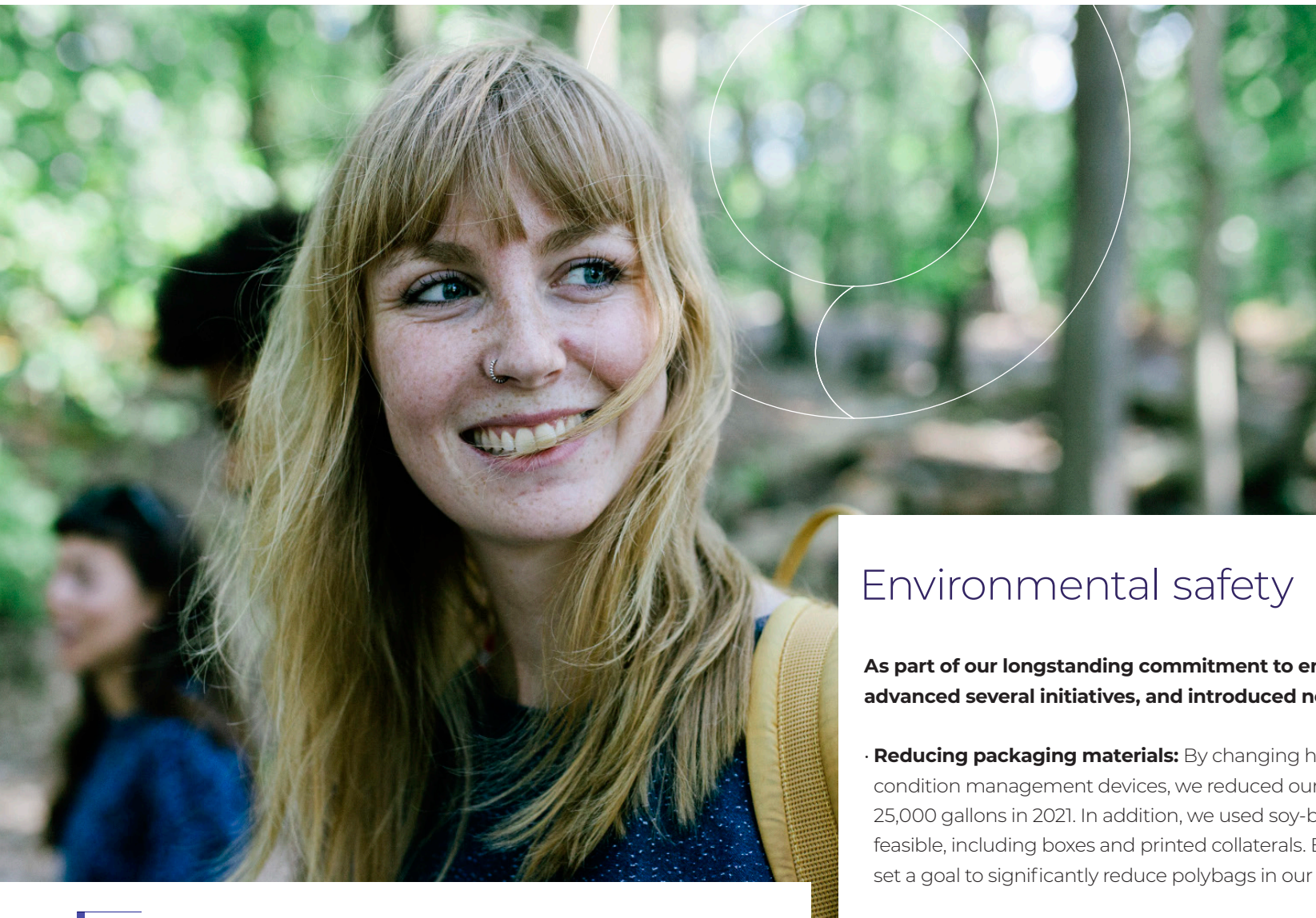
### Examples include:

- Incorporating certified diverse and minority suppliers into our strategic sourcing and intake process
- Leveraging sourcing tools and external organizations to identify and incorporate certified minority-owned businesses into our supplier base
- Expanding vendor agreement terms and conditions to include new clauses that reflect our mission to enable a more diverse, equitable and inclusive workplace
- Providing post-bid debriefings to diverse suppliers who were not successful in winning a bid, so that they can be more competitive in future bidding
- Creating a Center of Excellence to guide our business partners on sourcing protocols and purchasing workflow



Guided by our ambitious goal to double our annual investment among certified diverse and minority suppliers, we ended 2021 by increasing our annual spend by six times to nearly \$6 million





We estimate that 5,000 metric tons of CO<sub>2</sub> emissions are avoided for every million virtual visits

## Environmental safety

**As part of our longstanding commitment to environmental safety, we advanced several initiatives, and introduced new ones, in 2021.**

- **Reducing packaging materials:** By changing how we package our chronic condition management devices, we reduced our annual use of foam packaging by 25,000 gallons in 2021. In addition, we used soy-based ink for our packaging where feasible, including boxes and printed collaterals. Building on these efforts, we have set a goal to significantly reduce polybags in our packaging by the end of 2022.
- **Reducing greenhouse gas emissions:** In 2021, we delivered more than 14 million virtual visits worldwide—and enabled another four million through our health system partners—making care more immediately accessible to millions who needed it and helping reduce greenhouse emissions associated with travel to medical facilities.





## Partnerships

At Teladoc Health, we strive to help remove barriers to care and to collaborate with organizations that can help bring care to more people in new and innovative ways.

At least 50% of the world lacks access to adequate healthcare<sup>5</sup>

## WORLD TELEHEALTH INITIATIVE

The World Telehealth Initiative (WTI), a non-profit organization, provides sustainable medical expertise to the world's most vulnerable communities to build local capacity and deliver core health services through a network of volunteer healthcare professionals supported by Teladoc Health technology.



### Examples of where our combined efforts are making an impact:

#### Bwaila Hospital (Malawi)

More than two million women in Africa suffer from obstetric fistulas, a devastating injury resulting from giving birth. With support from Teladoc Health, WTI launched a program to support a fistula clinic in Lilongwe focused on building the capacity of local healthcare providers. After training with experts, local physicians in Lilongwe can now perform fistula surgeries independently.

#### HOPE Field Hospital (Bangladesh)

Kutupalong is the largest refugee camp in the world. With support from Teladoc Health, WTI has enabled care at the camp across 10 specialties, including emergency medicine, gynecology and pediatric surgery.



7

PROGRAMS IN  
DEVELOPMENT

350+

PARTICIPATING  
PHYSICIANS

24

ACTIVE PROGRAMS  
IN 2021

50

MEDICAL SPECIALTIES  
OFFERED TO  
PATIENTS IN NEED

16

NEW PROGRAMS  
LAUNCHING IN 2022

As WTI's primary corporate sponsor, Teladoc Health contributed approximately \$375,000 of support in 2021, including in-kind technology and professional time.





### Antibiotic-prescribing quality initiative

**Antibiotic resistance is a growing public health threat, and we are eager to be a part of the solution.** We use proprietary data analytics to monitor prescribing patterns to develop new and effective quality improvement initiatives.

In 2018 we launched a multi-year randomized quality improvement initiative in telehealth with the University of Southern California (USC) Schaeffer Center for Health Policy & Economics and Northwestern University—the first of its kind. In 2021, observation for the study expanded to include the full breadth of Teladoc Health's urgent care network, providing an unprecedented level of real-world data to support quality improvement initiatives for antibiotic stewardship.



In addition to our focus on enabling quality care for individuals and partners around the globe, we advance best practices in quality standards through our work with the National Quality Forum (NQF), a multi-stakeholder organization whose mission is to improve healthcare quality. In 2021, as a member of NQF's leadership consortium, Teladoc Health supported publication of a new report on the impact of telehealth on healthcare system readiness and identified three priorities for action in 2022: social determinants of health (SDOH) data collection, promoting clinician and care team well-being, and measurement of person-centered care.



### NATIONAL ACADEMY OF MEDICINE

Teladoc Health actively serves on several committees at the National Academy of Medicine (NAM), and has a prominent voice on the organization's Action Collaborative on Countering the U.S. Opioid Epidemic. As part of our involvement with NAM, we collaborate with other stakeholders to strengthen critical aspects of resolving the opioid crisis, including the expansion of telehealth in support of individuals with both chronic pain and substance use disorders.



### Leading digital transformation in hospitals and health systems

As part of our ongoing mission to improve healthcare delivery and patient experience, while lowering the overall cost of care around the globe, **we are now leading IHF's first Special Interest Group (SIG) on Telehealth.** This group facilitates knowledge exchange, collaboration and access to best practices on the role of digital technology in hospitals and healthcare systems globally.



The JDRF Ride to Cure Diabetes is a charitable bike ride that to date has raised over \$60 million for type 1 diabetes (T1D) research. The Ride gives cyclists of all ages and skill levels the opportunity to support breakthroughs that transform the lives of people with T1D, until there is a cure.

**\$1.28M raised by Team Teladoc Health in the lifespan of our relationship with JDRF**



Serving colleagues



We are proud to be recognized for both our award-winning, innovative consumer experience, as well as being an inspiring place to work.



84%

EMPLOYEES SAY  
TELADOC HEALTH  
IS A GREAT PLACE  
TO WORK<sup>6</sup>

81%

OF EMPLOYEES  
STRONGLY AGREE  
OR AGREE THAT  
THEY CAN BE THEIR  
AUTHENTIC SELVES  
AT WORK

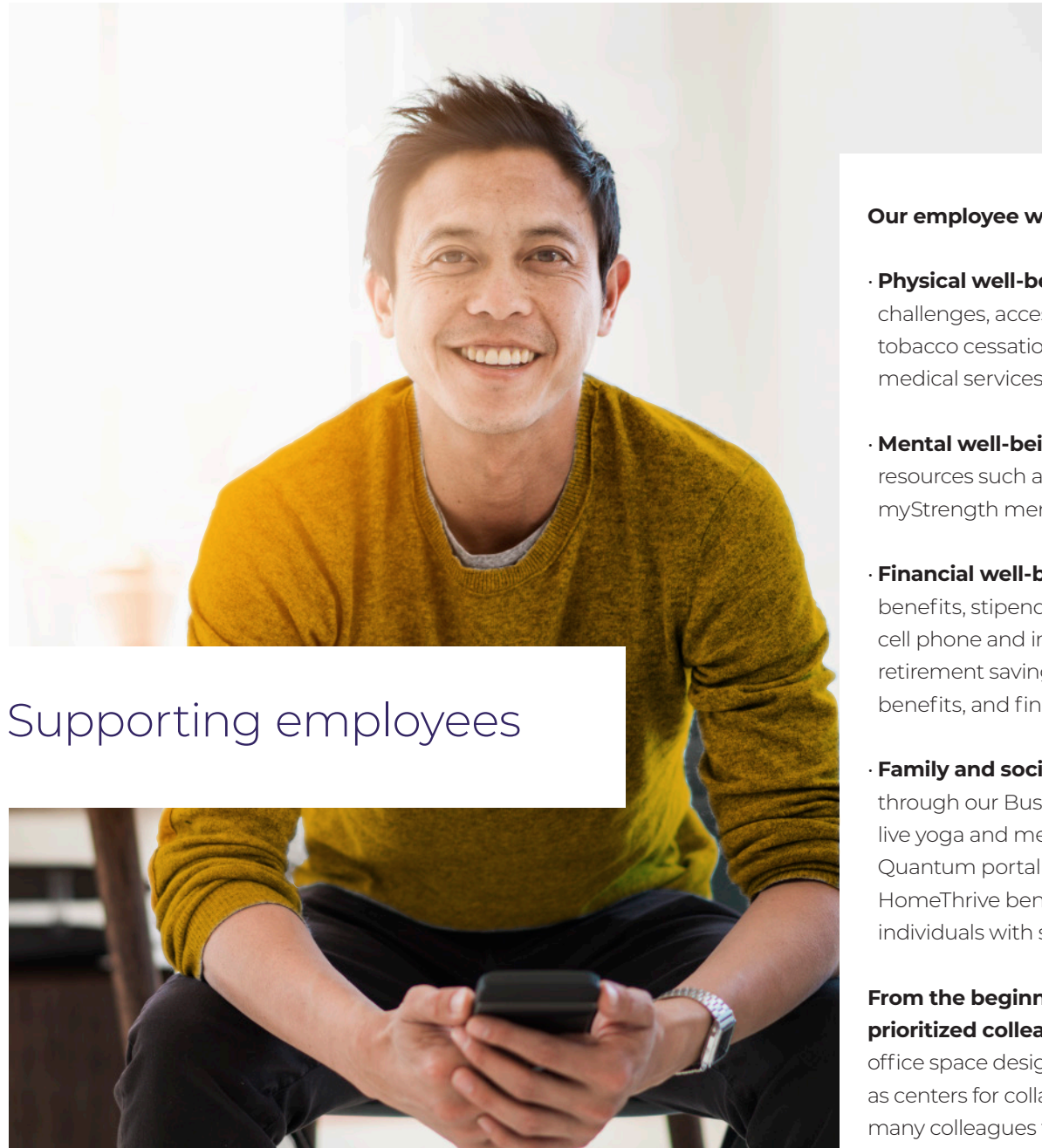
83%

OF EMPLOYEES  
INDICATED THEY  
SEE THEMSELVES AT  
TELADOC HEALTH  
IN 2 YEARS<sup>7</sup>

“

Our employees are the heart and soul of our organization and its mission. We know it's critical to the health of our company to keep them feeling fulfilled and valued. And we find the most effective way to do that is to keep listening and keep learning.

**Arnon Geshuri**  
Chief People Officer



## Supporting employees

### Our employee wellness programming focuses on four areas of well-being.

- **Physical well-being:** We offer employees robust health insurance plans, step challenges, access to telemedicine services, back care, nutrition counseling, tobacco cessation, dermatology, general medical services and emergency medical services
- **Mental well-being:** We support our colleagues' mental well-being through resources such as our Teladoc Behavioral Health Services, BetterHelp and myStrength mental health services and an Employee Assistance Program
- **Financial well-being:** We support colleagues through paid parental leave benefits, stipends to help fund ergonomic remote-work office set-ups, cell phone and internet reimbursements in the United States and Canada, retirement savings benefits in the United States and Canada, Financial Advising benefits, and financial insurance offerings such as disability and life insurance
- **Family and social well-being:** We facilitate connections among colleagues through our Business Resource Groups, our "Page Turners" book club, weekly live yoga and meditation classes, Courageous Conversation sessions, and the Quantum portal for virtual peer recognition. In the United States, we also offer HomeThrive benefits, to assist employees with caring for aging parents and individuals with special needs

**From the beginning of the pandemic, our approach to COVID-19 has prioritized colleague safety and workplace flexibility.** As we rethink our office space designs for the future, we envision our offices serving primarily as centers for collaboration, innovation and team activities—without requiring many colleagues to report to an office on a daily basis





## Workforce inclusion

**We believe that healthy minds and diverse perspectives inspire innovation. To that end, we emphasize a work environment that enables employees to be their healthiest and most authentic selves.**

### **Business Resource Groups (BRGs)**

As a foundational element of our Diversity, Equity & Inclusion ecosystem, business resource groups (BRGs) connect people, support authenticity and build community.

These internal employee networks help amplify the Teladoc Health culture of inclusion, both inside and outside of the company, and serve as a critical space for networking, workshops, mentoring and more.

### **2021 was an active year for our BRGs, during which we:**

- More than doubled the number of employees engaged in BRGs, from 500 in 2020 to approximately 1,200 in 2021
- Expanded our BRGs from four to seven—surpassing our goal of adding two groups
- Hosted over 50 events, from small networking sessions to large-scale learning opportunities

**CEO ACTION  
FOR DIVERSITY  
& INCLUSION**

Teladoc Health participates annually in the CEO Action for Diversity & Inclusion™ pledge, which outlines a set of actions to cultivate an environment where employees feel comfortable and empowered to have discussions about diversity and inclusion.

## Our BRGs at a glance:



**Allied Women's Empowerment (AWE)** shares a bold mission to advance equality for people of all genders by empowering and inspiring AWE members to create community, influence culture, promote education, and harness broad support for women among Teladoc Health employees, clients, partners and members.



The mission of the **Multigenerational Employee Resource Group Exchange (MERGE)** is to inspire a welcoming community that gives voice to different perspectives in order to better understand, share and collaborate across and among all generations.



### **Neurodiversity and Differing Physical and Mental Abilities**

The mission of THRIVE is to create an environment of awareness, support and opportunity for all people at Teladoc Health to thrive while embracing neurodiversity and differing physical and mental abilities.



The mission of the **Multicultural Organization Supporting an Inclusive Culture (MOSAIC)** is to leverage the collective experiences and values of team members to promote multicultural inclusivity and ensure that cultural differences are recognized, respected and included for the betterment of employees, members, products and our communities.



**PRIDE and Allies** provides a platform of networking, learning and communication that unlocks the full potential of LGBTQ+ employees, allies and Teladoc Health.



### **Working Parents & Caregivers**

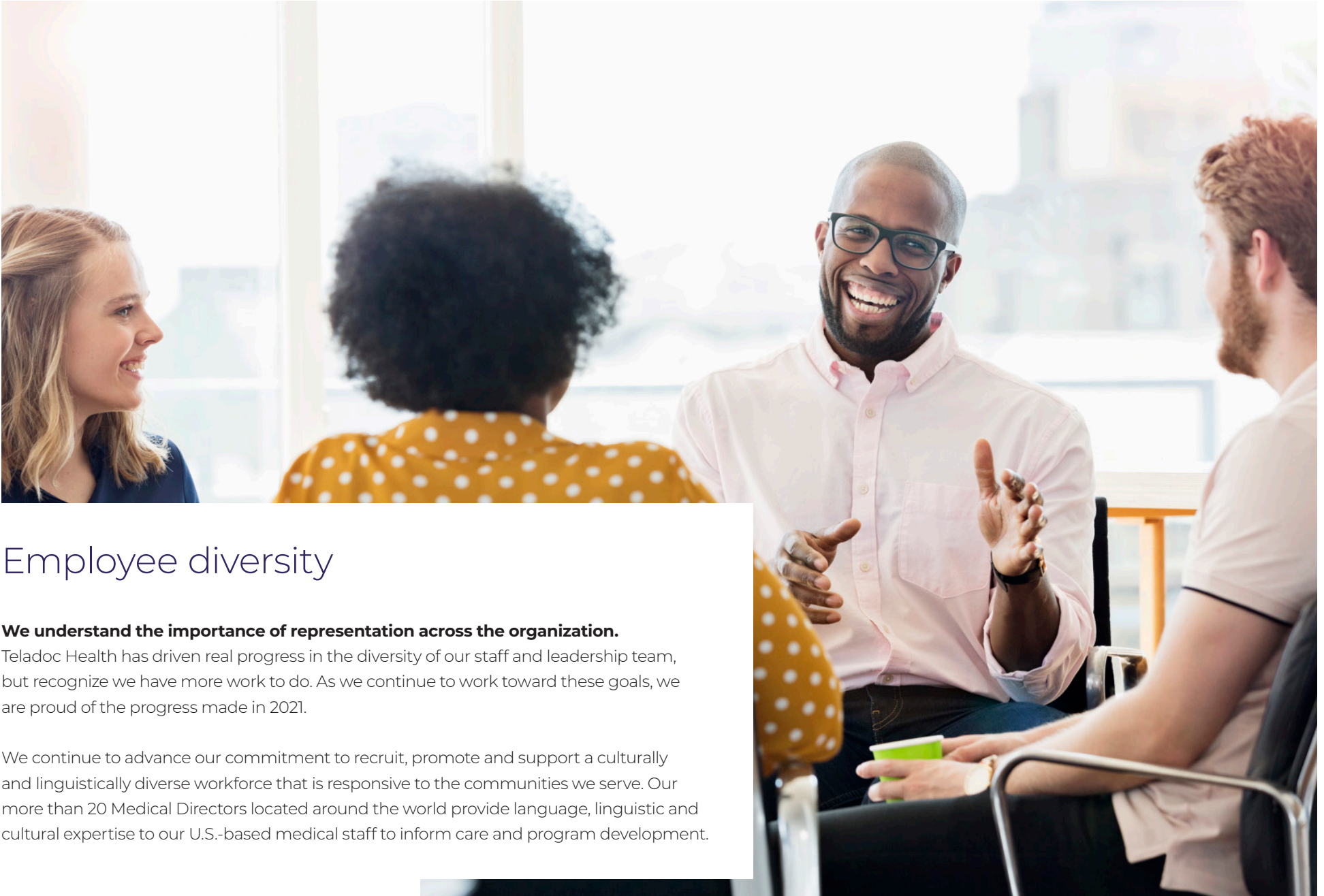
NURTURE creates a culture of belonging where working parents and caregivers can show up fully and succeed with support from our community, especially when the boundaries between work and home life have blended together.



The mission of **Military, Veterans and Partners (MVP)** is to create and promote an inclusive community of Armed Forces Veterans and partners at Teladoc Health through education, community service experiences, veteran recruitment and mentoring.

### **Courageous Conversations Series**

Fostering a culture of inclusion, empathy and understanding sometimes requires difficult conversations. Our Courageous Conversations Series provides a safe space where Teladoc Health colleagues can discuss difficult issues, share lived experiences and hear diverse perspectives. This year's programming focused on the lived experiences of employees from underrepresented communities, and included discussions on reinforcing allyship.



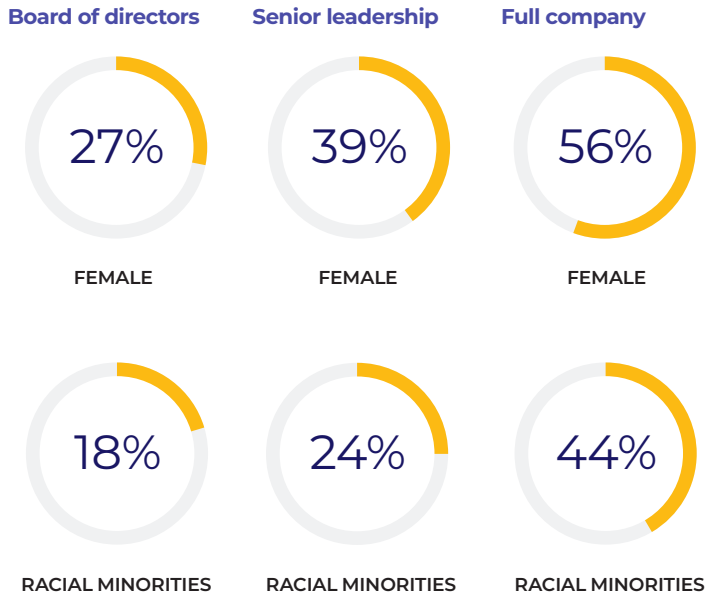
## Employee diversity

**We understand the importance of representation across the organization.**

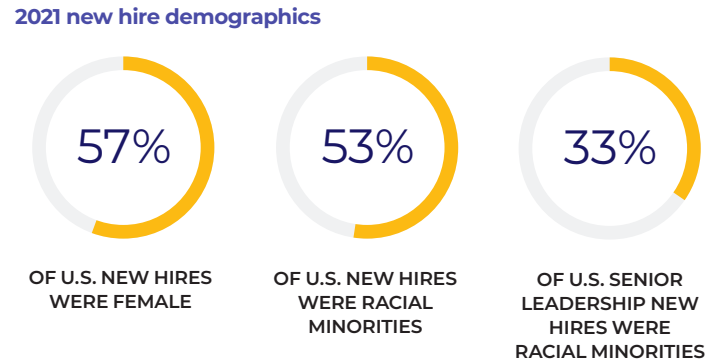
Teladoc Health has driven real progress in the diversity of our staff and leadership team, but recognize we have more work to do. As we continue to work toward these goals, we are proud of the progress made in 2021.

We continue to advance our commitment to recruit, promote and support a culturally and linguistically diverse workforce that is responsive to the communities we serve. Our more than 20 Medical Directors located around the world provide language, linguistic and cultural expertise to our U.S.-based medical staff to inform care and program development.

## Current employee makeup



## Progress toward our goals



### Closing the gaps

In 2021, we updated our compensation guidelines to better reflect our prioritization of gender and racial equity, applying learnings from our 2020 organization-wide pay equity study. We also completed our second annual pay equity study and identified gaps for remediation in 2022.

### She Powers Health Award

Teladoc Health was proud to sponsor the She Powers Health awards at the annual HLTH conference. The award highlights people who empower women to become leaders, who are transforming and innovating in the healthcare space, and who spark inspiration for the next generation of women leaders.

### Break Through Tech's Winter Sprinternship

Over the past five years we've partnered with City University of New York to offer paid mini internships to advance our shared goal of closing the gender gap in tech. The program helps women (trans and cis) and non-binary students studying computer science and related disciplines find the confidence, support and community they need to stay in the field.

Stats based on U.S. staff who have self-reported ethnicity.





Operating ethically & responsibly

## Our principles and codes

Our Corporate Governance Guidelines and Code of Business Conduct and Ethics outline our commitment to operating ethically, legally and responsibly across all aspects of our business operations.

We conduct risk assessments on an ongoing basis informed by the guidelines and the code. Our dedicated enterprise risk management team provides quarterly updates on performance to the audit subcommittee of our board of directors, as well as an annual report to the full board.

**We conduct mandatory annual compliance training for all employees on the importance of full compliance with these principles.** In addition, our dedicated compliance team provides quarterly reports on compliance activities to the nominating & corporate governance committee of the board of directors.



### The overarching principles of our code of conduct include:

- We comply with laws, rules and regulations
- We respect each other and value succeeding together
- We treat third parties fairly and keep our promises
- We stand up for what's right and report compliance violations

### **Commitment to privacy and security**

As a care provider, we recognize that maintaining the privacy and security of consumer data is not only the law, it's the right thing to do. Every member of our team plays a vital role in keeping people's information safe, and we arm our team with the training and tools to help them operate responsibly. With oversight by our Chief Information Security Officer and our Privacy Officer, we have invested in a robust information security and privacy program. Teladoc Health is HITRUST CSF certified.

### **Information security and privacy**

In 2021, Teladoc Health's chronic care platform successfully underwent a rigorous third-party audit to secure SOC2 certification, which for the first time included our myStrength mental health program. This globally recognized certification is the result of an independent audit, developed by the American Institute of CPAs, and looks at a company's "systems and organization controls" (SOC) by reviewing company-provided documentation, as well as conducting sample testing to make sure the actual systems and internal controls are doing exactly what the company represented.

Teladoc Health's general medical platform also renewed its HITRUST certification and for the first time included our Expert Medical Services. The HITRUST certification is globally recognized and is determined by the Health Information Trust Alliance, an organization governed by representatives from the healthcare industry in collaboration with technology and information security representatives. These certifications verify that Teladoc Health follows strict requirements in order to maintain a secure environment that protects and safeguards members' information.

Teladoc Health also relies upon the National Institute of Standards and Technology (NIST) Cybersecurity Framework as the baseline for our information security program. Teladoc Health regularly monitors threat intelligence feeds and industry trends to identify the greatest potential risks to our operation in order to maintain and evolve the controls necessary to defend against the modern threats we face. (SASB TC-SI-230a.2)

### **Technology innovation**

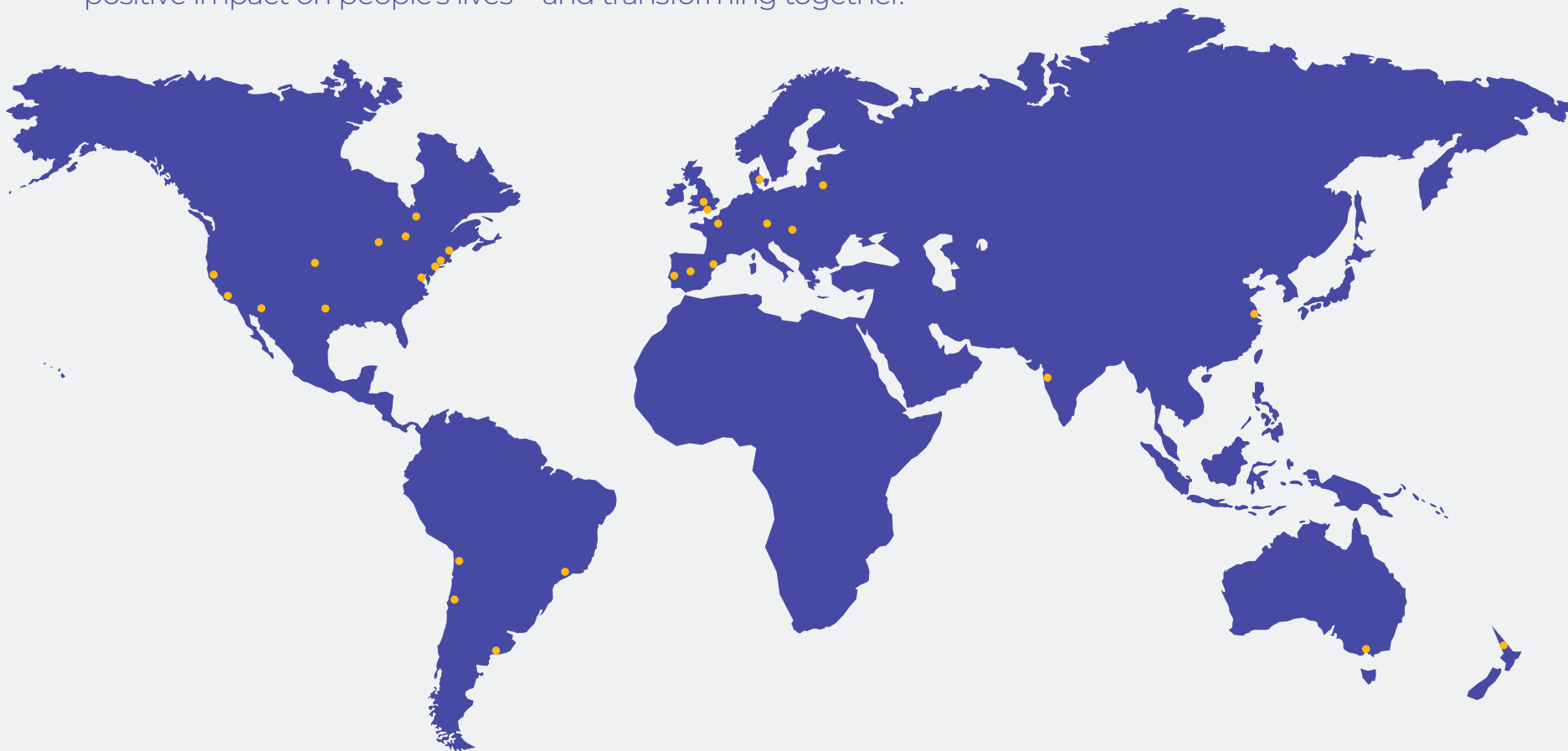
As we continue to invest in the development of innovative technology that improves people's health and lives, we equally prioritize ensuring that these solutions are ethical, safe and equitable. Our research and development efforts, from creating and leveraging AI and analytics technologies to charting new possibilities for virtual care, are guided by the following principles:

- We are committed to designing experiences and tools that protect consumer privacy and safety, that are grounded in proven medical and data science, and that neither create nor reinforce unfair bias
- We believe that embracing diverse perspectives and continuous learning is critical to expanding access to care and providing consistently high-quality care at an affordable cost for all people
- We recognize privacy as a fundamental right, and in support of that right we are committed to transparency in how we collect, store and use information, and to offering people meaningful choices about how their information is used





From our offices around the world, we're dedicated to making a positive impact on people's lives—and transforming together.



1. U.S. Department of Health and Human Services Office of Minority Health, accessed 2021
2. Obesity, Race/Ethnicity, and COVID-19. Centers for Disease Control and Prevention, accessed 2021
3. "Discrimination and Hypertension Risk Among African Americans in the Jackson Heart Study." AHA Journals, Hypertension, July 2020.
4. Teladoc Health data representing users in regions with high unemployment, below poverty line, rural.
5. World Health Organization. "Universal Health Coverage." <https://www.who.int/health-topics/universal-health-coverage>. Accessed November 2021.
6. Great Place to Work, 2021
7. From December 2021 employee engagement survey

**LEARN MORE:** [TeladocHealth.com](https://TeladocHealth.com) | [CSR@teladochealth.com](mailto:CSR@teladochealth.com)

**About Teladoc Health:** Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.

