

# **2023** ESG REPORT Healthcare Anywhere.



# Healthcare Anywhere.



Safe

## Friendly

## Efficient

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#### About this Report

This report contains forward-looking statements, including our commitments, targets and other statements that are not historical facts. These statements are subject to risks and uncertainties and are not guarantees of future performance. All forward-looking statements are based on management's current assumptions, estimates and projections.

### About Us



Priority OnDemand provides technology-enabled emergent and non-emergent medical transportation, and community-based mobile health services across the United States. Since our founding as Priority Ambulance in 2013 in Knoxville, TN, we provide services in 14 states, with a growth strategy focused on acquisitions, contract wins and greenfield startups to become one of the leading and fastest-growing ambulance providers in the nation. Throughout our Company's history, we have embraced cutting-edge technology and ensured our best-in-class ambulance fleets are outfitted with innovative and awardwinning safety systems to better serve our patients, communities, hospitals and healthcare customers.

In 2020 we began to expand our foundational ambulance platform and made an initial investment in software development company Randseco, making StatCall patient logistics technology available to our hospital and healthcare facility customers. In 2021, we acquired 100% of Randseco, and we advanced our services in out-of-hospital care with the acquisition of telehealth company OnDemand Visit. OnDemand Visit offers a comprehensive range of direct-to-consumer telehealth services, apps, Al-empowered analytics and treatment planning. We view telehealth as a perfect pairing for the future of healthcare delivery in medical transportation and mobile health models.

Central to our track record of success is our strong belief that a partnering approach with customers builds superior, long-lasting relationships. We are built on the principle that we can expand and streamline access for patients, providers and payers through integrated technology, information and on-demand delivery models that are easy to access, efficient and cost-effective. As technology rapidly changes how people communicate and access services, one thing remains true: when it comes to healthcare, people still look to who they trust. Our care delivery model is built on a proven foundation as a national leader in EMS and medical transportation. Our patient logistics software and telehealth solutions extend that trust into broader levels of medical care in conjunction with our hospital partners, delivering Healthcare Anywhere.







\* Unless we state otherwise or the context otherwise requires, the terms "we," "our," "Priority," "the Company," "our business" and "our company" refer to Priority OnDemand and its consolidated subsidiaries as a combined entity.

### Introduction



We are committed to upholding Environmental, Social & Governance (ESG) standards in all that we do, and we believe a dedication to sustainability is critical. In 2022, we enhanced our ESG strategy to align with the broader transformation of our business by establishing an ESG Working Group, which is responsible for leading our ESG strategy and monitoring our corporate social responsibility and environmental sustainability initiatives. This group includes cross-functional subject matter experts from across the company.

Our objective is to provide continued transparency as we further enhance our performance in the areas of ESG. To support clear communication, we have engaged in robust data gathering and reporting using the investor-focused disclosure standards developed by the Sustainability Accounting Standards Board (SASB). Working with investor stakeholders, SASB has developed a standardized disclosure on the industryspecific issues most important to our stakeholders. This report takes a materiality-based approach to disclosure and covers data through December 31, 2022, unless otherwise noted. In compiling this report, we completed a materiality assessment. The assessment began by examining a range of key stakeholders including investors, customers, colleagues and ESG rating organizations. We then reviewed the recommended ESG topics for inclusion in the sustainability disclosure, rating methodologies, investment decision-making, goal setting and strategy.

The disclosures within the SASB framework were prepared with the goal of developing future qualitative and quantitative reporting that will also align with industry best practices. By mapping our organizational programs against the SASB framework, Priority's sustainability efforts are now part of a broader set of organizational goals. We believe we are making meaningful progress within these SASB topics and plan to harvest countless other benefits indirectly resulting from improvements in these material ESG areas.

900K LIVES IMPACTED EACH YEAR

THROUGH THE ONDEMAND CARE PLATFORM



600K PATIENTS SERVED

THROUGH AMBULANCE SERVICES ANNUALLY



**4.0**K

DEDICATED EMS, TELEHEALTH & HEALTHCARE TECHNOLOGY PROFESSIONALS SERVING PATIENTS NATIONWIDE

### From the CEO



I am pleased to share our 2023 Environmental, Social and Governance (ESG) Factsheet, which marks a significant step forward in our company's commitment to sustainability, diversity, equality, inclusion and ethical business standards. While our company is a leading provider of premier medical transportation and mobile health solutions, we believe we must continue to invest in and leverage our unique valueenhancing differentiators, including ESG, to create a more sustainable long-term enterprise. At the same time, we must never lose sight of our dedication to clinical excellence and our partnering approach with customers that builds superior, long-lasting relationships. This focus has served us well and allowed us to invest in our people and communities, and serve our stakeholders.

This report formulizes our commitment to regularly communicate our ESG actions and performance. Building on our mission and values to provide Safe, Accountable, Friendly and Efficient services in all we do, we have adopted the industry-based SASB framework for disclosure to further enhance transparency. While we are pleased to share this report, we remain conscious of the need to align with key environmental, social and governance issues relevant to our industry. Despite the challenges in the world around us, we are optimistic about the road ahead. The combination of our leading market position, ESG focus, financial profile and most importantly, our stakeholders, will allow us to continue our sustained value creation. In the coming years, we will remain vigilant to maintain rigorous ESG standards, enhance our sustainability efforts and continue to be keenly focused on implementing a best-in-class program.

Our focus ahead is unwavering. We are excited for what the future holds for Priority and to share our sustainability story with you in this report. We appreciate your confidence and support.

Sincerely,



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Bryan Gibson Chief Executive Officer

## Environmental Responsibility



### **Environmental Responsibility**



#### **Environmental Initiatives**

We are committed to responsible environmental practices that include conservation of natural resources, pollution prevention and reduction of waste. The sustainability of our operations is central to sustained value creation, growth and resilience. We are committed to creating environmental responsibility with our employees, our fleet of vehicles and other partners and to encouraging them to reduce consumption of natural resources and apply an ethical approach to disposal efforts. In parallel with our ESG strategy, we evolved the strategic priorities that drive our environmental responsibility to include:

#### ENVIRONMENTALLY FRIENDLY FLEET

**78** VEHICLES ARE EQUIPPED WITH SOLAR PANELS 75% VEHICLES ARE FLEX FUEL CAPABLE 247 DIESEL AMBULANCES

We continue to advance plans to create further efficiencies in our operations and reduce our emissions, including a future shift from gas-burning vehicles. We recognize the important role we play in responsible sourcing and caring about the people behind our products. Priority team members are responsible for identifying and managing risks and opportunities associated with motor oil in our supply chain. All our locations have specific waste tanks to handle motor oil, anti-freeze and AC machinery so freon is not released into atmosphere. We require that vendors provide only products that comply with applicable laws, including those related to environmental protection, and we will not knowingly purchase products made in violation of established environmental requirements. Our Environmental Management System is managed at site-level with a coordinator who ensures that the system is implemented and maintained. Across our portfolio, we seek to maintain collaborative, innovative, low-emission and energy-efficient working environments. We comply with all applicable legal and regulatory requirements to control and reduce emissions and energy usage in our operations. We are committed to making the necessary investments in systems and technology to ensure compliance and to meet or exceed these standards. We are continuously researching and designing innovative ways to boost efficiency, such as utilizing high-efficiency electrical equipment including LED and motion detector lighting and high-efficiency HVAC units. With a view to increasing efficiency and reducing waste, we are continuing to digitize manual back-office functions. Going forward, we will continue to engage with suppliers throughout our global value chain to measure and manage these impacts—to the best of our individual and collective abilities—to conserve resources, reduce costs and promote ethical practices in line with our values.



# Social Impact



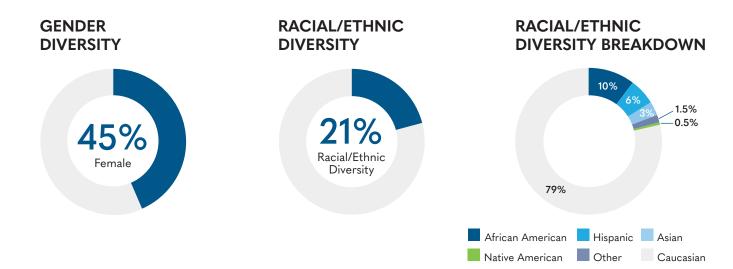
### Social Impact



#### Diversity, Equity & Inclusion

At Priority OnDemand, we strive to champion a work environment that promotes the values of diversity, equality and inclusiveness. Our culture of caring and doing the right thing has evolved into principled, stakeholder-driven sustainability. We hold ourselves accountable to our values, as well as our stakeholders.

With nearly 4,000 employees and plans to grow, we are committed to fostering and embracing a diverse community in which employees share a mutual understanding and respect for each other. Our pledge to diversity, equity and inclusion encompasses our commitment to create a work environment that embraces inclusion regardless of race, color, religion, gender, sexual orientation, gender identity, national origin, age, genetic information, marital status, amnesty, pregnancy, disability, veteran status or based on pregnancy, childbirth or related medical conditions. As of December 31, 2022, approximately 45% of our total workforce were female, while approximately 21% of our total workforce were ethnically or racially diverse.



The inclusion of people with disabilities helps drive our sustainable practices for our employees, communities and customers. Reasonable accommodations include adaptive equipment, allowances for on-site service animals, flexible work arrangements, special parking assignments, hotlines and a number of other inclusive services. Priority is also a long-time supporter of veteran communities. Their strong leadership, team-building and analytical skills, as well

as unwavering commitment to a job well done, are critical when the work involves managing complexity, making decisions in the face of uncertainty and ensuring safe operations in high-risk environments. We value the outstanding contributions veterans make to our contract performance and overall business success.

#### Health & Safety

Our employees are our greatest asset and are critical to our ability to execute our strategy. As such, we are committed to a healthy and safe culture that provides respect for all employees, focuses on creating and sustaining an atmosphere of collaboration and innovation, and rewards team and individual successes. We invest in our people accordingly.

Our compensation program is designed to attract, retain and reward performance and align incentives with achievement of our strategic plan and both short- and long-term operating objectives. In accordance with our compensation philosophy, we offer competitive benefit packages that reflect the needs of our workforce. We continually evolve our benefits plans to remain competitive and to meet the needs of our workforce, including:

- MEDICAL BENEFITS
- DENTAL & VISION BENEFITS
- COMPANY-PROVIDED LIFE INSURANCE

We are focused on investing in our current and future talent by actively supporting the success, growth and career progression of our paramedics, emergency medical technicians (EMTs) and professional support team members. Priority provides access to clinical certification courses taught by industry experts with curated learning paths designed for specific professional interests. We are committed to building and strengthening our workforce for the future with training and career development programs that go well beyond the immediate skills needed for a current role. Through our EMT Academies we offer free, paid training opportunities for people to become National Registry EMTs and to progress their healthcare career paths forward.

- DISABILITY COVERAGE
- NEW PARENT PAID LEAVE
- 401(K) PROGRAM

In response to the global pandemic, Priority took swift action to transition non-essential employees to a work-from-home status. At the same time, we adopted heightened standards to keep essential front-line employees safe by providing state-of-the-art personal protective equipment (PPE) and ambulance decontamination systems, on-site temperature scans, social distancing measures and CDC-approved cleaning products and protocols. We also took the lead in our communities, not only to provide medical transportation services at a time when hospitals were overwhelmed with patients, but we also staffed multiple COVID vaccination sites throughout the country.

#### Community

We work to build self-reliant and healthy communities through a variety of regional and local initiatives, along with key partnerships. Our team members have opportunities to make an impact as they share their time and skills in our communities. Priority is focused on making a positive impact in our communities through charity and fundraising, educational sponsorship and local community development. We regularly sponsor free CPR training and Stop the Bleed training at schools, churches, civic events and elsewhere to help educate and support our citizens. We set a goal for the number of people we train in CPR each year because we know bystander CPR saves lives. In many locations, we also provide first-aid training to individual first-responder groups during in-service training days, as well as medical training to sheriff's officers including protocols for bleeding, overdose and gunshot/stabbing trauma.

#### We also strengthen our communities by supporting individual employees who volunteer with local community groups and by direct participation in philanthropic initiatives For example, In Loudon County, Tennessee, we hosted national Stop the Bleed training events targeting local schools and the general public. In one day, we trained more than 110 community members, including 40 teachers, and donated bleeding control kits to every public and private elementary, middle and high school in the county. Our Leadership team believes we have the responsibility and the resources to enable positive change in building a more sustainable and resilient future for those we serve. We continually strive to put our knowledge, skills and resources to work improving the quality of life in our communities.

#### **Charity Care**

Priority OnDemand is committed to providing excellent care and service to the patients we serve. As a 911 emergency ambulance provider contracted across the United States, it is our duty to provide ambulance response and care regardless of a patient's ability to pay. Because of this commitment, we provide programs under which we assist patients who are financially challenged.

This includes a discounted payment plan in certain cases and extended payment plans for patients who demonstrate they require extra time paying off medical bills. We also extend charity care considerations for patients who demonstrate they have no ability to pay for services provided. In fiscal year 2022, Priority OnDemand provided approximately \$136.0 million in uncompensated charity care.



## Culture of Governance



### Culture of Governance



Priority is committed to achieving excellence in our sustainability practices and to establishing a strong ESG foundation for the long-term success of the Company. We emphasize a culture of accountability and conduct our business in a manner that is fair, ethical and responsible to earn the trust of our stakeholders. We also maintain robust risk management programs to ensure compliance with applicable laws and regulations governing ethical business practices.

#### Data Security

Our IT team works 24/7 and uses a combination of industry-leading tools and in-house innovative technologies to help protect our stakeholders' data. Our team members are responsible for complying with our data security standards and complete mandatory annual training to understand the behaviors and technical requirements necessary to keep patient PII secure. We also offer ongoing education for team members to recognize and report suspicious activity. The primary goal of our data security program is to maintain defenses with industry best practices.

We use examination guidelines, frameworks and

privacy laws to guide us in consistently meeting legal and regulatory requirements. We regularly perform penetration testing and comply with HIPAA and industry best practices. Our strategy allows us to perform a high level of due diligence by investing in information security controls. We also recognize our responsibility to appropriately use, maintain and safeguard the personal data we collect from our patients. Everyone at the company who works with personal and medical information has a responsibility to understand and comply with our HIPAA privacy mandates.



#### **Compliance & Ethics**

As a leading provider of medical transportation solutions, we seek to implement billing practices that are ethical and reasonable. We believe that ethical and humane employee, customer and vendor treatment should be top priorities. Guided by our executive leadership team, we balance a drive for innovative EMS services with a fidelity to ethical professionalism. The Company has adopted and maintains a Code of Ethics & Business Conducts. The policies referred to therein apply to all employees of the Company. This Code covers all areas of professional conduct, including, but not limited to, conflicts of interest, disclosure obligations and confidential information, as well as compliance with all laws, rules and regulations applicable to our business. Priority encourages all employees to report any violations of any of the Company's policies.

#### ONLY AMBULANCE MEMBER OF



#### Suppliers

We believe that strong corporate governance is essential and supports the long-term success of our business. We recognize that effectively managing enterprise risks and our social supply chain is critically important to the long-term success of our business. Management is responsible for our company's day-to-day risk management activities. We rely on a comprehensive risk management process to aggregate, monitor, measure and manage risks. While we exercise oversight, we do not have full control over our supply chain nor the suppliers we do business with; however, we continually seek to partner with suppliers that share common values.





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This annex expands transparency through key quantitative data compiled in accordance with the SASB frameworks and standards, along with additional details on our workforce, revenues, sales, stakeholders, locations and certifications. Report data covers all global operations unless otherwise noted. In developing our Factsheet Report, we have compiled metrics organized by key ESG themes incorporated within our tables and throughout our organization.

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## SASB Table

SASB Topic	SASB Metric	SASB Code	2022 Response
Energy Management	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	HC-DY-130a.1	Priority OnDemand leases all operational, administrative and corporate locations, with energy consumption included in total lease expenses for each location. As such, detailed energy management data is presently unavailable. As we move forward, Priority OnDemand will work to ensure that its fleet of vehicles and facilities operate as efficiently as possible to reduce energy use and thereby reduce CO <sub>2</sub> emissions.
Waste Management pp	Total amount of medical waste, percentage (a) incinerated, (b) recycled or treated, and (c) landfilled	HC-DY-150a.1	As a medical transport provider, our priority regarding waste is the proper disposal of medical and pharmaceutical waste. Our top concern is to ensure safe removal and to not harm our employees or the environments in the local communities in which we operate; however, the amount of medical waste generated is not currently tracked.
	Total amount of: (1) hazardous and (2) nonhazardous pharmaceutical waste, percentage (a) incinerated, (b) recycled or treated, and (c) landfilled	HC-DY-150a.2	Priority OnDemand complies with all local and federal laws and regulations in the disposal of waste, especially hazardous waste. We also have a safe process of disposing of pharmaceutical waste. The below data shows the ways in which we work to safely remove, dispose and where necessary store our waste.
Patient Privacy & Electronic Health Records	Percentage of patient records that are Electronic Health Records (EHR) that meet "meaningful use" requirements	HC-DY-230a.1	100% of our patient health records are electronically stored. Our IT Department works with leading industry third-party vendors in the space including Amos Charts, Zoll, Image Trends and EMS Charts to ensure data security and privacy.
	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	HC-DY-230a.2	We comply with all laws and regulations and place the privacy of our patients' health records at the top of our concerns. Our IT department works on a daily basis with our third-party vendors. Our IT team operates multiple layers of firewalls and other data security practices to ensure patient privacy. In situations where credit card information is needed, we do not retain any such information. We comply with all data privacy best practices.
	<ul> <li>(1) Number of data breaches,</li> <li>(2) percentage involving</li> <li>(a) personally identifiable information (PII) only and (b) protected health information (PHI), (3) number of customers affected in each category, (a) PII only and (b) PHI</li> </ul>	HC-DY-230a.3	We work to ensure that any and all records we retain remain safe and secure.
	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	HC-DY-230a.4	Priority OnDemand has not suffered any monetary losses as a result of legal proceedings associated with data security and privacy.

SASB Topic	SASB Metric	SASB Code	2022 Response
Access for Low- Income Patients	Discussion of strategy to manage the mix of patient insurance status	HC-DY-240a.1	When a person is in need and calls 911, we show up and provide the best quality of service. Under the Medicare Compassionate Allowances, patients have access to affordable payment plans. We also provide assistance when patients have difficulties in making payments through flexible arrangements and other measures.
	Amount of Medicare Disproportionate Share Hospital (DSH) adjustment payments received	HC-DY-240a.2	As a medical transport provider, this indicator is not relevant to Priority OnDemand.
Quality of Care & Patient Satisfaction	Average Hospital Value-Based Purchasing (HVBP) Total Performance Score (PS) and domain score, across all facilities	HC-DY-250a.1	As a medical transport provider, this indicator is not relevant to Priority OnDemand.
	Number of Serious Reportable Events (SREs) as defined by the National Quality Forum (NQF)	HC-DY-250a.2	As a medical transport provider, this indicator is not relevant to Priority OnDemand.
	Hospital-Acquired Condition (HAC) Score per hospital	HC-DY-250a.3	As a medical transport provider, this indicator is not relevant to Priority OnDemand.
	Excess readmission ratio per hospital	HC-DY-250a.4	As a medical transport provider, this indicator is not relevant to Priority OnDemand.
	Magnitude of readmissions payment adjustment as part of the Hospital Readmissions Reduction Program (HRRP)	HC-DY-250a.5	As a medical transport provider, this indicator is not relevant to Priority OnDemand.
Management of Controlled Substances	Description of policies and practices to manage the number of prescriptions issued for controlled substances	HC-DY-260a.1	Priority OnDemand works to ensure that all controlled substances used in the field to serve our patients are tracked and managed carefully and systematically. Our Chief Compliance Officer brings vast experience in the area of drug enforcement. This background helps Priority OnDemand to formulate and implement policies and strategies that ensures that controlled substances are safely stored and dispensed. We have controls in place regarding purchasing, receipt, storage, access, use, disposal and inventory tracking of controlled substances. We also track and monitor safe waste disposal of controlled substances. If drug diversions are suspected through the monitoring system, we immediately begin an investigation process and take required steps to address the issue.
	Percentage of controlled substance prescriptions written for which a prescription drug monitoring program (PDMP) database was queried	HC-DY-260a.2	As Priority OnDemand's primary service is to transport patients safely to hospitals and emergency rooms, our paramedics and EMTs do not prescribe medications. Therefore, this item is not relevant to our business.

SASB Topic	SASB Metric	SASB Code	2022 Response
Pricing & Billing Transparency	Description of policies or initiatives to ensure that patients are adequately informed about price before undergoing a procedure	HC-DY-270a.1	As Priority OnDemand is dedicated to transporting every patient for treatment when responding to 9/11 emergency calls, pricing and billing are not at the forefront in these critical situations. When non-urgent medical transportation is arranged to move patients from one facility to another, then the cost for these services are discussed with patients and/or their care providers. As patients who receive our services through 9/11 calls are in need of acute treatments, it is not possible to address pricing and billing.
	Discussion of how pricing information for services is made publicly available	HC-DY-270a.2	Medicare and Medicaid allowable billing rates are determined by the Center for Medicare and Medicaid Services (CMS), not by Priority OnDemand. The inflation factor for amublance services changes annually and are publicly available on government websites. Priority OnDemand negotiates fees with commercial insurance providers and private pay (uninsured) patients.
	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	Pricing transparency as a condition of the Affordable Care Act does not apply to emergency services and our fee schedules are variable by market.
Employee Health & Safety	(1) Total recordable incident rate (TRIR) and (2) days away, restricted, or transferred (DART) rate	HC-DY-320a.1	Priority OnDemand is committed to ensuring the health and safety of all our employees wherever we operate. When our employees are healthy and safe, we are able to deliver the very best of care to our patients.
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	As a medical transport provider, turnover data for physicians is not applicable to our business. Priority on Demand does track and monitor turnover data for our employees, including non-physician health care practitioners and administrative employees, but does not currently disclose these metrics for competitive reasons.
	Description of talent recruitment and retention efforts for health care practitioners	HC-DY-330a.2	Priority utilizes digital and social media advertising to target potential employees. Additionally, Priority provides referral bonuses to current employees. Priority offers signing bonuses and education assistance programs to potential employees to assist in employee recruitment when needed. EMTs and paramedics begin the Priority Path by successfully completing academy training with base certifications. Advancement is made by adding instructor certifications and demonstrating sound judgment and clinical proficiency as evidenced in chart and case review. We also offer opportunities for employees to upgrade their certifications through EMS clinical specialty teams. In this way, we provide paths to success in two critical areas: management leadership and clinical leadership.

SASB Topic	SASB Metric	SASB Code	2022 Response
Climate Change Impacts on Human Health & Infrastructure	Description of policies and practices to address:(1) the physical risks due to an increased frequency and intensity of extreme weather events and (2) changes in the morbidity and mortality rates of illnesses and diseases, associated with climate change	HC-DY-450a.1	Priority Ambulance paramedics and emergency medical technicians respond to calls for assistance of patients in the aftermath of natural disasters in the communities it serves. These responses relate to 911 calls for citizens who may have been injured in an extreme weather event, as well as inter-facility transports in coordination with the evacuation of patients from hospitals, nursing homes and other healthcare facilities in advance of an extreme weather event. Our personnel are trained and licensed to carry out their duties during emergency events such as this.
	Percentage of health care facilities that comply with the Centers for Medicare and Medicaid Services (CMS) Emergency Preparedness Rule	HC-DY-450a.2	As a medical transport provider, Priority OnDemand does not fall within the 17 provider and supplier types to which the CMS Emergency Preparedness Rule applies.
Fraud & Unnecessary Procedures	Total amount of monetary losses as a result of legal proceedings associated with Medicare and Medicaid fraud under the False Claims Act	HC-DY-510a.1	Priority OnDemand has not suffered any monetary losses as a result of legal proceedings associated with Medicare and Medicaid fraud.
Activity Metrics	Number of (1) facilities and (2) beds, by type	HC-DY-000.A	As Priority OnDemand does not have facilities or beds, we believe it is more relevant to report on the size of our fleet and the types of medical transport vehicles we operate: 247 diesel ambulances 80 staff gas vehicles <sup>1</sup> 497 gas ambulances 24 wheelchair gas vehicles 3 other gas <sup>2</sup>
	Number of (1) inpatient admissions and (2) outpatient visits	HC-DY-000.B	Priority OnDemand does not admit or discharge patients.
Diversity (Non-SASB)	Percentage of employees that are located offshore	N/A	0
	Percentage of employees who are diverse (gender, racial or ethnic)	N/A	Race/Ethnicity: American Indian or AK Native: 1% Asian: 1% Black: 11% Hispanic or Latino: 6% Nat HI or Other Pac Island: 1% Two or More Races: 3% White: 77% Gender: Male: 55% Female: 45%

2 Antique

<sup>1</sup> Includes rapid response, marketing, and fleet

