

# 2023 Corporate Social Responsibility Report

Individually  
powerful.  
Altogether  
life-changing.



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**Welcome to Teladoc Health's 4th Corporate Social Responsibility Report.** We're excited to share our continued progress in making a positive difference for our communities, our colleagues, and those we are so fortunate to serve and partner with around the world.

## We believe strong corporate citizenship is intrinsic to our deep commitment to our mission of empowering all people everywhere to live their healthiest lives.

Many events over the past year again underscored the importance of our mission-focused work, and I'm proud of the ways our teams stepped up to respond. For example, as violence escalated in the Middle East and the war continued in Ukraine, we leveraged our expertise and resources to expand access to care for those impacted, while also working to ensure our own employees feel safe in an uncertain world, both physically and psychologically. And as conversations and concerns about the role of GenAI in healthcare dominated the headlines, we expanded our employee education and built on our longstanding responsible AI practices, all while continuing to innovate and expand the 60+ AI models we already have in use.

**As you read this year's report, you'll find many other examples of our commitment to being a socially responsible organization,** such as launching our Enterprise Health Equity Data Set (EHEDS) to better understand who we serve and how well we are serving them, and further reducing packaging materials to support our sustainability goals. You'll also learn about how we provided financial aid valued at \$24 million to cover therapy costs for low-income individuals, and launched a newly designed app to facilitate access to high-quality care.

**We hit new growth milestones together this year, becoming the first virtual care company to join the Fortune 1000.** This momentum helps us make an even greater impact. In just this last year, we surpassed 90 million members and delivered more than 20 million visits, many of them benefiting people who would otherwise have no easy access to quality care.<sup>1</sup> And our commitment to CSR remains steadfast.

**As I do at every opportunity, I once again want to acknowledge and thank Teladoc Health's employees around the world.** All that we accomplish as an organization, whether for our members and clients, or within our communities, begins with their commitment, their innovation and how they lead by example, every day.

Best,



Jason Gorevic

# Teladoc Health at a glance

As the global leader in whole-person virtual care, Teladoc Health delivers comprehensive, high-quality healthcare for individuals, companies and health systems around the world.



## 7%

increase in diversity in leadership roles in 2023

## 15K

hours engaged in learning and development by our employees this year

## 80K

gallons of packing foam saved in 2023 by changing the way we transport our digital scales

## \$50M

committed to certified diverse and minority suppliers in 2023



## 90M

members have access to Teladoc Health through their employer or health plan<sup>2</sup>

<sup>2</sup>Includes total U.S. members as of Q3 2023

## \$24M

Value of financial aid to cover therapy for low-income individuals in 2023



## 13K

hours of charitable work performed by our employees in 2023

## 1M

visits in 2023 were delivered to people who otherwise wouldn't have sought treatment

## 1M

enrollees in our chronic care management programs



## >50%

of our chronic care services members live in underserved communities

# What we stand for



**Our mission** is to empower all people everywhere to live their healthiest lives

**Our vision** is to create a world where great healthcare is always within reach

## 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**

**Our commitment to this mission and vision is reflected in how we've designed our solutions**—a whole-person approach that combines the power of our individual programs to achieve better outcomes. And it's reflected in the way we show up in the world—a corporate social responsibility program that, with each individual initiative, can add up to something altogether life-changing.

## The guiding principles of our CSR efforts include:

**Exceeding individual and client expectations** by making investments that drive more equitable access, experience and outcomes

**Building stronger, healthier communities** through our humanitarian efforts, advocacy work and environmental stewardship

**Investing in our colleagues** by fostering a vibrant, inclusive work environment united by a common mission and empowering people to succeed

# Exceeding expectations for everyone we serve



More than 20 years after introducing virtual care, we continue to find ways to create the most accessible, most satisfying, most impactful—and most comprehensive—healthcare experiences for our clients and the people they serve.

Many of our investments in 2023 supported these key areas:

### Increased access

**Rolled out product enhancements** that improve accessibility for those with impairments

**Extended access to care in low-bandwidth areas** through cellularly connected devices and audio-only urgent care

### Improved experience

**Redesigned our app** and expanded the Spanish-language experience

**Leveraged data to enhance tailored content** and support culturally concordant care matching

### Better outcomes

**Launched Enterprise Health Equity Data Set (EHEDS)** to create a model for objectively evaluating diverse populations' needs

**Integrated patient safety and clinical quality measures** into our products, including provider-based care

## Responsible innovation

Artificial intelligence is a meaningful accelerator for our whole-person care strategy, and one we've been leveraging for years to empower healthier lives. As we continue to innovate, we are also proud to remain at the forefront of industry best practices for information risk management and compliance.

# 60+

AI models help strengthen and personalize our products and experiences

# Building stronger, healthier communities



**We aim to do more than improve the healthcare experience.** From our boots-on-the-ground efforts to our reform-on-the-Hill initiatives, we also strive to enhance the lives of the people and communities we serve.

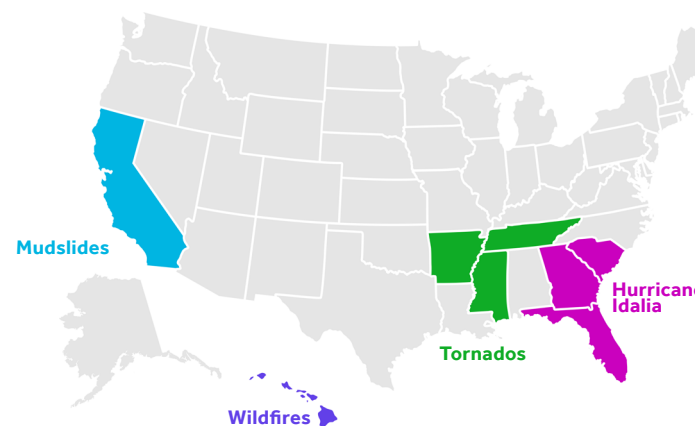
### Giving back

**Our employees are used to exceeding expectations**—not just the quantity of work they accomplish but also the quality of it. So in addition to giving ourselves a target number of collective volunteering hours, we also introduced a series of community-oriented service awards in 2023 to further inspire and recognize our efforts.

### Humanitarian action and disaster response

In the aftermath of a natural disaster, urgent care and doctors' offices can be slow to reopen due to power outages or damages. **This year, we enabled free visits for communities recovering from natural disasters all across the U.S.**, helping families get access to necessary prescriptions and care. In addition, BetterHelp's social good program enabled thousands of hours of free therapy for communities in need—from Ukraine to the Middle East.

**In 2023, we completed disaster missions to support relief in eight states reeling from hurricanes and other natural events.**



### Investing in a healthier planet

**We continue to prioritize sustainability in our business practices.** For example, by changing the way we transport the connected scales used in our Weight Management programs, this year we reduced our use of foam packaging by:





**For years, Teladoc Health has been WTI's primary corporate sponsor, contributing in-kind technology and professional time to support the organization's efforts around the world. In 2023, we formalized our commitment to increase our impact together.**



World Telehealth Initiative (WTI) is a non-profit organization focused on upskilling clinicians in low-resource areas with training and learning opportunities not otherwise available. As local providers grow in their profession, healthcare access is increased in their communities.

### Supporting Ukrainian patients and clinicians

**When the conflict in Ukraine began, WTI quickly mobilized and now serves 26 hospitals and health outposts in Ukraine in partnership with the Ministry of Health. WTI offers medical support in vital specialties, from trauma surgery to neurosurgery and intensive care.**

Ukrainian doctors also use this telehealth network to connect their in-country experts in city centers to medics closer to the front lines. In the first year of the conflict, WTI facilitated improved standards of care, including updated major hemorrhage protocols.

### Safer surgery in Rwanda

Earlier this year, Teladoc Health Fellow Dr. Yulun Wang and Sharon Allen, CEO of WTI, met with Rwandan President Kagame, Ministers of Health from nine African countries and other dignitaries to launch IRCAD Africa.

**This new minimally invasive surgical training institute and research center will offer top-quality education on safe surgery from experts worldwide in a state-of-the-art facility.** We are proud to know that our telehealth devices are helping increase access to quality surgical care in Africa.

### Recognition from the United Nations

**In October, Sharon Allen of WTI received the United Nations Association Peace Prize.** The award recognizes those who have achieved measurable worldwide impact in the service of peace, human rights and humanitarian aid globally. Allen and WTI were recognized for their work supporting UN Sustainable Development Goal #3, which seeks to "ensure healthy lives and promote well-being for all at all ages."



# Making an impact through partnerships



## United Spinal Association

Building our longstanding partnership with United Spinal Association, we participated in the 10th annual "Roll on Capitol Hill." Our Government Affairs team guided participants through the halls of Capitol Hill to advocate for the broader disability community, including veterans, and ensure that legislators include wheelchair users and all people with disabilities in policy debates.



## Veritas Impact Partners

Together with Veritas Impact Partners, which provides fully integrated resident services focused on health, education and economic advancement, we delivered free telehealth services to working families in the nation's most uninsured county. Through our partnership, more than 10,000 households in Dallas, Texas enrolled in Teladoc Health services.



## Disability:IN

As part of our commitment to DEI, we partner with Disability:IN, an organization dedicated to advancing more inclusive and accessible employment practices.



## CEO Action for Diversity & Inclusion

Teladoc Health participates annually in the CEO Action for Diversity & Inclusion Pledge, which drives meaningful change to create a more diverse, inclusive and equitable workforce.

# Investing in our colleagues



**We are proud to be recognized for our culture** — one that prioritizes employees' health and well-being and offers them tools and support to thrive personally and professionally. Building on many of the initiatives launched in recent years, we measure our success in terms of increased employee diversity, engagement and satisfaction.

## 15K

hours engaged in learning and development by our employees

## 13K

hours of charitable work performed by our employees in 2023

## 500+

employees enrolled in the connected leadership program

### Connected Leadership

Investing in our ability to connect effectively with others empowers us to create environments where people—and our business—can thrive. This year, we invited hundreds of Teladoc Health leaders to join the Connected Leadership program, which includes training sessions on relationship building, navigating change, psychological safety, becoming a better listener and displaying empathy.

**553 leaders trained in the program**

**97% participant satisfaction**



# Supporting employee well-being



**Our whole-person approach extends to ourselves, too, with an employee wellness program focused on four areas:**

**Physical well-being** including robust health insurance plans and access to a full range of telemedicine services—in addition to team and individual wellness activities and reimbursement for select fitness and wellness-related expenses.

**Mental well-being** support spanning emergency, preventive and long-term needs through our mental health programs, our BetterHelp and BetterSleep services and an Employee Assistance Program.

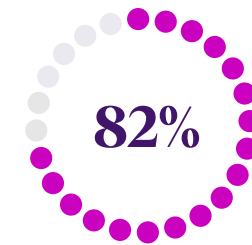
**Financial well-being** including paid parental leave benefits, stipends to help fund ergonomic remote-work office set-ups and retirement savings benefits (U.S. and Canada). Plus, we partner with Fidelity Investments and Ameriprise Financial Services with access to self-guided tools, educational seminars and personalized consultations from trusted financial advisors.

**Family and social well-being** including our flexible work model, Neighborhood Ambassadors to engage employees in local activities, Business Resource Groups (BRGs), volunteer opportunities and a strong peer rewards and recognition program. In the U.S., we also offer HomeThrive benefits to assist employees with caring for aging parents and individuals with special needs.

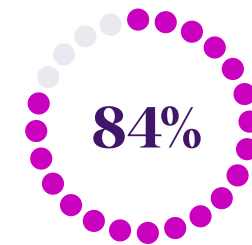
## Our employees have spoken



say they're proud to tell others they work here



say this is a great place to work



say they feel their unique background and identity is respected and valued

# Connecting colleagues



**1,500+**

employees involved in at least 1 BRG—a 10% increase YOY

**Our Business Resource Group (BRG) internal employee networks help amplify the Teladoc Health culture of inclusion** both within and beyond the company and serve as a critical space for networking, workshops, mentoring and more.



**AWE**

The mission of **Allied Women's Empowerment (AWE)** is 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.



**MERGE**

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.



**MOSAIC**

The **Multicultural Organization Supporting an Inclusive Culture (MOSAIC)** leverages 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.



**MVP**

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.



**NURTURE**

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.



**PRIDE & ALLIES**

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



**THRIVE**

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.

# Diversity, Equity and Inclusion



**At Teladoc Health, our work advancing DEI and health are deeply connected.** Our vision for DEI is for every person to have equal access to health, well-being and career success. We know that respect is foundational to the trust and collaboration necessary to transform healthcare and lives. Inclusion and equity for all is a core philosophy that informs how we deliver both employee and member wellness.

**Our enterprise DEI strategic framework is focused on three pillars:**

- Champion Equitable Care**
- Foster Inclusive Ecosystems**
- Cultivate Diversity**

## Everyone counts

We launched a volunteer self-identification initiative, "Everyone Counts" to support a greater understanding of the diversity of our workforce. This empowers more inclusive and equitable decisions about our employee programs. The campaign significantly increased self-reporting across a variety of dimensions of diversity.



## Recruitment

Our diversity recruitment strategy helps give our teams the skills and experience needed to deliver on our mission and business goals. In 2023, we set—and are proud to have exceeded—our goal to increase diversity within our senior leadership ranks.



## Supplier diversity

Since its launch in 2021, our supplier diversity initiative has helped accelerate and expand our investments into minority, women and veteran-owned businesses.





Every day, we strive to improve the healthcare experience for each of the millions of individuals we serve. Because when done well, the impact can be altogether life-changing. We hope you'll join us on our mission.

Information contained in this report is based on Teladoc Health internal data and reporting.

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

Teladoc Health is on a mission to empower all people everywhere to live their healthiest lives. As the world leader in whole-person virtual care, the company leverages its 20+ years of expertise and data-driven insights to meet the growing needs of individuals and healthcare professionals across the full care continuum, at every stage in a person's health journey.