



2025 Corporate Responsibility Report

April, 2025

Empowering the transformation of digital healthcare with purpose

Amwell offers payers and health systems a single, comprehensive, technology-enabled care platform. The platform uses technology to provide individuals with better access to more convenient, affordable, and effective care. It includes software and services that orchestrate access to many clinical programs from Amwell and a growing number of partners across the full care continuum. At Amwell, we help our clients achieve their digital care delivery goals to drive better clinical and financial outcomes.

Our mission

To connect and enable providers, payers, patients, and innovators to provide greater access to more affordable, higher quality care.

Our core values



Customer First

Focused on understanding and supporting clients by embracing change, innovating, and enriching patient-provider relationships



One Team

Focused on hiring and developing outstanding people who are encouraged to stay informed and speak up, to celebrate similarities and honor our differences, and to inspire service to our communities



Deliver Awesome

Focused on bringing passion and energy, acting with integrity, working with agility and a sense of urgency, being accountable, and delivering quality in all we that do

Amwell at a glance*

~900

Full-time employees

80M

Members have Amwell as a covered benefit

50+

Health plan partners

including Blues plans, Elevance Health, and UnitedHealthcare

2000~

Hospitals and health system partners

including Cleveland Clinic, Intermountain Healthcare, UCSF Health and UNC Health

*Updated year end 2024

At Amwell, we are committed to addressing the environmental, social and governance issues that are most material to our business. This Report serves to organize how we measure and manage our performance across these issues.

Our sustainability program is still in its early stages, but we are proud of the progress we have made to date. We published our initial framework in 2022.

As a matter of routine, we reach out annually to our top shareholders, this year representing nearly 40% of our outstanding stock, to listen to their ESG priorities and feedback for our team. These shareholders validated our approach, which is focused on establishing goals and achieving incremental improvement year after year.

Incorporating this valuable input from our shareholders, our ESG Taskforce, made up of subject matter experts from across the Amwell HR, Legal, Finance, and IT teams, as well as outside consultants, strives to make continual progress on our goals. Our guiding principles remain the same. We are focused on evaluating our business through an ESG lens with a focus on the three key pillars of our business: Our People, Our Products, and Our Operations. These pillars are important to developing solutions that are customer-first and deliver awesome through a one team approach.

By focusing on how we build a strong team and deliver a platform that connects and empowers the healthcare industry, we are building a profitable growth business that contributes to a more prosperous, sustainable, and healthy world.

Our People

- Talent development and engagement
- Total rewards and wellbeing
- Recruitment
- Belonging & Inclusion
- Social responsibility – investing in our communities

Our Products

- Operational efficiencies
- Environmental stewardship
- Clinician shortages and burnout
- Patient experience and outcomes
- Expanding access to care

Our Operations

- Cybersecurity and data privacy
- Compliance and ethics

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Corporate Responsibility is fundamental to our mission to transform healthcare. Healthcare is facing a worsening environmental footprint, challenging social standards and complex regulations. Our unique position at the center of a powerful and expanding network of health system and health plan clients provides us with a significant opportunity to embed responsible practices into our own business and help drive transformation that delivers measurable benefits. We believe if we live by our values and prioritize responsible business practices, we will be able to deliver sustainable growth that advances positive impacts for stakeholders around the world. ”



Dr. Ido Schoenberg
Chairman and CEO

Our People

One Team

Our People pillar embodies all aspects of our One Team culture with a focus on:

- Talent development and engagement
- Total rewards and wellbeing
- Recruitment
- Belonging & Inclusion
- Social responsibility – investing in our communities

Further, our culture is grounded in our mission, values, and purpose. We believe we will only be able to achieve our mission, live by our values and be purpose-driven if we are focused on creating a culture of inclusion, act in a socially responsible manner, enable health equity and promote business sustainability. Our MVP Framework serves as a guide to empower our employees to live by our mission, value and purpose (MVP) in their work for and on behalf of Amwell.

Talent development and engagement

Our talented team members devote themselves to serving our mission. We do the same for them by creating programs that expand their capabilities, support their growth and development, promote their wellbeing, and encourage them to use their voices to drive positive business outcomes.

We rely on a variety of resources to deliver on our talent development and engagement initiatives.

MVP Framework

Culture of Inclusion

Business Sustainability



Our partnerships with nationwide universities and organizations, internship programs, and active recruitment strategies help us build skilled teams.

Our learning management systems, role-specific trainings, certifications, and tuition assistance programs provide opportunities for our team members to enhance and refine their skills.

Our performance reviews, trainings and coaching create avenues for personal, professional, and leadership growth and development.

Among these programs and initiatives, we highly value and encourage our employees to share their insights and engage in active, open dialogues so that we may continue to improve. We create

moments for exchange at our All-Hands meetings and through our employee-manager discussions. We also have formal annual engagement surveys that gauge employee feedback and drive the creation and development of new tools, resources, and initiatives that better serve our team members.

We are proud of our employees' participation rate, which is industry leading at approximately 82% in 2024, and we aim to further encourage the inclusion of their voices throughout our company.

Amwell also has an open-door policy where employees are always welcome to voice concerns about anything related to Amwell or their

employment. They have options such as Human Resources, Legal or the ability to submit concerns anonymously through a number of avenues including our ethics hotline or by email.

Total rewards and wellbeing

We believe enabling best-in-class healthcare starts from within. That is why we invest heavily in the total wellbeing of our employees.

To support employees, we provide a comprehensive and competitive total rewards framework that is not only grounded in our mission to attract, engage and retain top talent, but is relevant, equitable, comprehensible, and flexible to meet the needs of our employees. Amwell offers competitive compensation packages consisting of, but not limited to, base salary, short-term incentive bonus, and the opportunity to receive long-term equity, that are linked to individual and company performance to ensure employees are rewarded for individual and company success.

There is a significant emphasis placed on utilizing benchmarks to ensure fair and equitable compensation packages at all levels of the organization.

Recognizing that our employees are all unique and have different physical, mental, financial and social needs, Amwell also provides a robust suite of benefit and wellbeing programs to support each of our employees. This includes, but is not limited to, health insurance, retirement and pension plans, generous paid time off policies, an employee stock purchase program (ESPP), free access to Amwell's digital care services, income replacement benefits,

flexible scheduling, remote working opportunities, and paid parental leave.

We know that mental and physical health are intertwined, and with research showing that up to 50% of employees have left a job for mental health reasons,¹ Amwell is taking action to proactively target employee mental health.

Amwell focuses on supporting employees' mental health with designated mental health days, free access to therapy and psychiatry visits, and complimentary access to wellness coaches via Amwell's digital behavioral health programs. We also provide robust mental health programming, including regular mental health webinars and fitness sessions.

In 2024 and 2025, Amwell received a Gold Bell Seal for Workplace Mental Health from Mental Health America. The Bell Seal for Workplace Mental Health certification recognizes employers committed to creating mentally healthy workplaces, and those meeting or exceeding workplace standards that promote positive worker mental health.

Recruitment

Amwell is committed to sourcing and developing the best talent. We ensure fair and equitable hiring practices to find the best and most qualified talent. We conduct merit-based selection and unbiased assessments and work to ensure our teams are as unique as the clients and patients we serve.

The Total Rewards Framework

Compensation

Base Salary • Short-term Incentives • Long-term Incentives • Employee Stock Purchase Program

Development

Tuition Assistance • Training Opportunities • Leadership Development • Career Planning • New Hire Onboarding



Rewards & Recognition

Recognition Program • Performance Feedback • Annual Merit and Bonus Program • Service Anniversaries

Benefits

Healthcare • Retirement/Pension • Life, Disability & Income Protection Programs • Voluntary Benefits • Mental Wellbeing Support

Work-Life

Virtual First Work Environment • Leave Programs • Paid Time Off • EAP Program • Volunteer Opportunities

Amwell also supports the next generation of talent through its robust internship program and seeks to hire exceptional talent directly from the program.



Belonging and inclusion

Amwell believes in fostering an inclusive culture where everyone feels valued, respected and empowered to be their authentic selves. Creating a culture where belonging and inclusion are deeply embedded into our mission and values, allows us to be better partners as we work to enable the industry with the tools to realize a better healthcare experience for all and improve financial and clinical outcomes.

In 2024, Amwell launched its first ERG, InspireHER, designed to empower and uplift women in the workplace. Since launching, the ERG has hosted conversations with female leaders on topics including mentorship, career development, work/life balance and more.



44%
Women in
leadership roles



32%
Global representation
of team members
of color

Social responsibility

Investing in our communities

We are enriching and giving back to our communities through our corporate social responsibility initiative, Amwell Cares. Driven by employees, with executive oversight, Amwell Cares works to support various causes, including health equity, hunger relief, environmental impact, and more through a variety of activities. These include company matches, sponsorship of and participation in charity walks/runs, donations and volunteer opportunities, and pro bono healthcare services delivered to communities affected by humanitarian crisis, hardship and natural disasters. For example, Amwell provided care and monetary donations to organizations supporting the CA wildfire victims in 2025, and the FL hurricane victims in 2024.

We work with our clients and partners to extend our impact. In 2024, Amwell executed its annual Santa Connections program to virtually bring Santa to the bedsides of children hospitalized during the holiday season with Amwell technology. Now in its sixth year, this program is deeply aligned with Amwell's commitment to giving back and using technology to improve the care experience for all.

Additionally, each of our team members are encouraged to volunteer on their own and are provided one designated volunteer day each year.

Our Products

Customer First

Our Products pillar embodies all aspects of our Customer First commitment with a focus on enabling our customers to:

- Drive operational efficiencies
- Advance environmental stewardship
- Reduce clinician shortage and burnout
- Improve patient experience and outcomes
- Expand access to care

At Amwell, our future is about supplying the infrastructure required to accelerate our customers' own unique vision for digital care delivery, resulting in meaningful benefits for providers, patients and our communities overall. At the heart of our solution is the Amwell software platform, which is designed to provide the industry and our clients with the tools needed to realize a better overall healthcare experience, improve access to care, achieve optimal clinical outcomes for patients, and reach key operational and financial goals.

Drive operational efficiencies

Our solutions are designed to address and enable our customers' operational goals. For example, emergency department (ED) re-admits are common and can be very costly to hospitals. By using an Amwell automated ED discharge program, the team at Corewell Health (formerly Spectrum Health) was able to maintain a connection between the ED team

and patients upon discharge, ensuring compliance with discharge instructions and answering questions with a text – an engagement that might otherwise have required a costly return visit. Corewell Health reports this program resulted in overall lower ED re-admits, saving them nearly one million dollars in unnecessary costs during the first year. Similarly, Prisma Health reported a four million dollar savings and high chat resolution rate with high provider satisfaction regarding our solution as well.

And, finally, Northwell Health was able to achieve efficiencies with a program educating patients pre and post-colonoscopy that reduced patient no shows by 48%, resulting in an additional one-million-dollar in revenues associated with recapturing 800 cases.

Our platform is both technologically advanced and energy efficient, replacing legacy, client/server-based systems.

The cloud-based, multi-tenant architecture of the Amwell platform reduces the overall energy footprint of our installed client base.

Advance environmental stewardship

The benefits of our services go beyond immediate operational efficiencies associated with health digitization to include environmental stewardship impacts.

By enabling the healthcare industry to move forward into a digital-first paradigm in the Cloud, we contribute to lowering the overall environmental impact of the delivery of healthcare.

For example, by providing automated care programs that reduce overall in person visits in addition to telehealth as an alternative to unnecessary physical appointments, it is estimated that the average carbon emissions from patient provider interactions may be reduced by as much as 40-70 times on a lifetime basis."



Our services are also providing greater ownership over the commuting options for healthcare practitioners. Now, a provider can connect with a patient in their home from anywhere to answer questions or provide follow up consultation without the need for an in-person visit.

Beyond the proliferation of our solutions, we are always considering ways we can integrate more environmentally sensitive practices within our own operations. As an enterprise software company, our

operational footprint and overall environmental impact are relatively small, but we still aim to lead by example with our actions and initiatives. One of the first opportunities was our adoption of a virtual-first workplace and the corresponding material reduction in our leased office space globally. Since rolling out our virtual-first workplace culture in 2020, we have reduced our leased office footprint by more than 50%.

To build on our commitment to environmental responsibility, we have conducted our first greenhouse gas emissions (GHG) inventory capturing our combined Scope 1 and 2 emissions, which stems from electricity consumption at our leased office spaces. Combined Scope 1 & 2 GHG Emissions were 97 metric tons of CO₂e*. With our goal of enabling the healthcare industry to move forward into a digital-first paradigm, we are committed to lowering the carbon emissions and overall environmental impact of the delivery of healthcare, including our own.

Reduce clinician shortages and burnout

Our world today is facing a mental health crisis that is not only impacting patients, but the clinicians and care professionals who serve them. Our platform is designed to address the challenges of care team burnout and the struggle clinicians face as they cope with exceptional workloads and fragmented, disconnected digital healthcare tools.

With our software platform, the patient and provider experiences are fast and seamless along the continuum of care.

Our platform offers options for clinicians to load balance and offload cases during peak times, and to improve the standard of care by leveraging integrations with automation programs that enhance continuity between visits. Designed to do the heavy lifting, our platform incorporates rules and regulations plus the documentation and payment systems that make digital care delivery so complex. Our solution can unify the care team's resources and drive new efficient workflows to achieve sought after efficiencies so that teams can focus on the delivery of care.

Our automated care programs augment the care team, enabling them to practice at the top of their license. Specifically, Corewell Health used our technology to create a new transition team that stands between patients and the ED to buffer the demand, manage care and allow care providers to spend their time appropriately. This solution is delivering such a compelling provider experience that the Corewell Health team uses the program as a recruiting tool when competing for talent.



These programs are also successfully reducing the administrative burden on nursing staff with their high chat resolution rate, with Prisma Health leveraging our programs to enact a 57% reduction in nurse calls.

With our virtual nursing solution, University of Pittsburgh Medical Center performed over 1300 virtual patient discharges, saving an average of 19 days of nursing time annually while reporting high patient satisfaction rates as well.

LMH Health, a Kansas-based health system, who offloaded 90% of all admissions and discharges and 90% of rounds to virtual nurses on their med surg floor, saved an average of 16 minutes of time for bedside nurses per patient

Our platform is also being leveraged to support providers and other clinical staff members. For example, St. Luke's University Health Network, used our behavioral health program and technology to help with self-care for its employees and their families, launching a program called "Supporting #StLukesStrong," which features weekly virtual sessions for employees led by either a psychotherapist, a psychiatrist or a chaplain trained in critical incident briefing. The first series alone benefited 1,276 employees.

Improve patient experience and outcomes

Our virtual visit platform is fast, seamless, and easy, addressing several of the biggest barriers to digital healthcare adoption and patient and provider experience.

*Reflects 2023 data

Today, when a patient seeks care, the experience is inconsistent and disconnected. Virtual visits can be inconsistent and delayed with disparate portals made even more confusing by referrals to specialists. With our platform as the digital infrastructure foundation, our customers can deliver a seamless patient experience, one that is electronically unified across all care settings and patient connections. Our platform is also designed to connect care teams to the information they need, helping them coordinate consultations, accelerate next steps, and deliver better outcomes.

As an example, the National Health Service, the UK's public healthcare system, used our automated behavioral programs in an initiative aimed at improving access to care and demonstrated 80% of subscribers showed improvement in reported depression and anxiety.ⁱⁱⁱ Furthermore, OSF HealthCare reduced its patient rates of both depression and anxiety by 50% each in part thanks to our digital behavioral health programs.

Further, our solutions are improving the patient experience. Through their partnerships with Amwell, Corewell Health reports a 90% patient satisfaction rate with their post ED-discharge program, and Northwell Health has a 96% patient satisfaction rate with their maternity chat program.

Expand access to care

We are empowering our customers to transform the healthcare experience and better meet the needs of providers and patients by being wherever they are, regardless of the care modality required. We never

forget that beyond the daily numbers and operating tasks, our goal is to transform how healthcare is delivered by improving access, convenience, economics and quality of care for all. We seek to improve outcomes in care disparities and social determinants of health (SDoH) by leveraging our unique place in the healthcare ecosystem.

In 2023, Amwell launched a Health Equity Task Force focused on 1) increasing cultural competencies around access, products and services, 2) leveraging cross-functional data to enhance culturally intelligent application of Amwell solutions, and 3) enabling our clients to improve access to equitable care.

Amwell has already made meaningful progress on this effort, including engaging in a partnership with Fenway Health to train Amwell Medical Group providers in LGBTQAI+ affirming care, expanding translator access for more users, capturing data about our vendor partnerships, expanding care to high-need populations such as State of Georgia employees and US Military service members, and streamlining social determinants of health (SDoH) questionnaires for patients enrolled in Virtual Primary Care, to name a few.

In 2024, the Task Force expanded into a Steering Committee, focusing on market impacts of inaccessible health care, better product inclusion and data tracking, and industry thought leadership. Committee members trained internal teams on how to include a lens of broader care accessibility in corporate and client initiatives to improve outcomes. Our platform is doing this by removing the distance barriers between patients and healthcare practitioners.

Access to care is particularly critical as more than 6 million Americans live more than 30 minutes from their nearest hospital.^{iv} A lack of access to quality care is contributing to rural Americans being more likely to die from heart disease, cancer, unintentional injury, chronic lower respiratory disease, and stroke than their urban counterparts. With our platform, customers can connect patients to top medical experts no matter where the patient is based.

We provide avenues of care for nearly one third of Americans who do not have a primary care provider (PCP)^v and for the one in five adults in the U.S. who experience mental illness, many of whom do not live within driving distance to a psychiatrist.^{vi}

In addition to geographical inequities, societal factors, such as financial stability, education, food security, environmental exposures, language barriers and community relationships also impact health outcomes. Through our solutions, services, and partnerships, including our Captions and Translations app, we support health outcomes that rise above some of the challenges caused by the social determinants of health. Our product group is augmented and informed by our multi-disciplinary Health Equity Task Force to layer in health equity interests into all of our product initiatives.

Among a myriad of other benefits, the digital delivery of care is helping to prevent the unnecessary exposure to diseases for susceptible or high-risk individuals, provide translation services to break down language barriers, and support a more resilient healthcare system with workload management and flexible tools to address physician shortages and combat clinician burnout.

Through our partnerships, we are delivering better health outcomes by expanding healthcare access to all.

For example, Horizon Health has seen a 40% reduction in psychiatric wait times by moving to the Amwell platform for scheduled virtual visits, further expanding access to needed behavioral health care and allowing patients to still see a mental health provider regardless of weather conditions or travel restrictions.

Wellstar MCG Health leverages our technology for provider-to-provider consultations spanning many specialties, including transplants, cardiology, school-based clinics, and sickle cell disease across 16 different rural hospital locations in Georgia. When a patient arrives at a rural site and needs to see a specialist, WellStar MCG Health is able to project a specialist into that room to connect with both the provider and the patient for real-time consultation and decision-making support. Patients are responding well to these programs that are benefiting providers. El Camino Health reported 92% of patients said automated chats made them feel more confident managing their respiratory health condition.

We designed the Amwell platform to work as a white-labeled, embedded offering in our clients' digital assets. It allows patients to enjoy unified, personalized, and simplified access to rich and diversified clinical programs across the care continuum.

Operations

Delivering Awesome

Our Operations pillar embodies all aspects of our Delivering Awesome approach with a focus on keeping our customers' and employees' data and systems safe with:

- Cybersecurity
- Compliance and ethics



Cybersecurity

Cybersecurity risk management is an integral part of our enterprise risk management program. Our cybersecurity program is designed to align with industry best practices and provide a framework for handling cybersecurity threats and incidents, including threats and incidents associated with third-party service providers.

Our Board has overall oversight responsibility for our risk management and is briefed regularly on cybersecurity and risk management issues by our Chief Information Officer, or CIO, and General Counsel. The Board of Directors is responsible for ensuring that management has processes in place designed to (i) identify and evaluate cybersecurity risks to which the company is exposed and (ii) manage cybersecurity risks and mitigate cybersecurity incidents.

Management is responsible for identifying, considering and assessing material cybersecurity risks on an ongoing basis, establishing processes to ensure that such potential cybersecurity risk exposures are monitored, putting in place appropriate mitigation measures and maintaining cybersecurity programs. Specifically, our Security Steering Committee ("SSC"), a cross-functional team of employees chaired by our CIO, is responsible for providing strategic guidance and execution oversight to Amwell's privacy, risk and security programs and policies.

Management has instituted an Information Security Management System ("ISMS"). The ISMS establishes risk-based safeguards that are designed to adequately protect the Company and information acquired through business operations. Amwell maintains its ISMS in accordance with ISO 27001 standards. Amwell is audited annually by a third-party assessment firm that determines the effectiveness of the procedures and processes of the ISMS. Amwell also self-assesses the performance and effectiveness of the ISMS through monitoring, measurement, analysis, and

evaluation of controls and control objectives. The SSC ensures the workforce complies with the ISMS policies, procedures and controls through many channels, including annual review of audit and risk assessment results, multifactor authentication, annual employee training and company-wide communications.

Our team of cybersecurity experts, under the direction of our CIO, is responsible for assessing our cybersecurity risk. Our CIO and dedicated personnel are certified and experienced information systems security professionals and information security managers. Personnel with significant security responsibilities receive specialized education and training for their roles and responsibilities prior to being granted access to systems and resources. The pre-employment process for these roles ensures that security responsibilities are specifically defined.

Amwell's cybersecurity team has implemented processes to:

- assess the severity of a cybersecurity threat through continuous monitoring and immediately determine the nature, scope and timing of the event to assess whether it is material;
- identify the source of a cybersecurity threat, including whether the cybersecurity threat is associated with a third-party service provider, utilizing our Information Security Incident Response Plan
- implement cybersecurity countermeasures and mitigation strategies;
- and inform our board of directors of material cybersecurity threats and incidents.

Validating the robustness of our internal processes, Amwell was recently selected by the US Department of Defense Health Agency to work in partnership with the Leidos Partnership for Defense Health to modernize the Military Health System which serves 9.6 million beneficiaries.

Amwell recently completed a successful Cyber Independent Verification and Validation (IV&V) for its Government Program. An IV&V is a comprehensive review, analysis, and testing, (software and/or hardware) performed by an objective third party to confirm (i.e., verify) that the requirements are correctly defined, and to confirm (i.e., validate) that the system correctly implements the required functionality and security requirements.

Our security-focused culture is reinforced throughout the organization by our ongoing training and awareness-building activities. From initial hire and each year thereafter, all employees must complete HIPAA-aligned security and compliance training. We also conduct periodic tests and provide regular updates to educate and inform our teams of the latest developments in the threat landscape.

The Amwell platform was successfully certified in 2023 under HITRUST and ISO 27001. Amwell technology has also achieved PCI-DSS, further underscoring the company's commitment to the highest safety and security standards.

Compliance and ethics

Our commitment to high ethical standards and strong governance are the foundation of our

business. We believe it is imperative for each of us at Amwell to conduct ourselves with integrity, professionalism, and fairness.

As a company operating in a highly regulated industry, we maintain effective controls and procedures to ensure compliance with all applicable rules and regulations in the regions in which we operate.



We reinforce good behaviors and promote ethical business conduct among our employees. Each year, our employees certify their understanding of our Code of Business Conduct and Ethics and participate in trainings that enhance their familiarity and knowledge of our policies and procedures on topics such as anti-bribery and corruption; HIPAA awareness and compliance; insider trading; and Medicare fraud, waste, abuse, and additional compliance training. We also encourage our employees to report acts of potential misconduct via an anonymous whistleblower hotline which we put in place in 2018. Any allegation is addressed and reviewed by our legal team. We value honesty and transparency, and do not tolerate any form of retaliation.

In 2023, we instituted Amwell's enterprise risk management program. Through this program, our employees are tasked with issue spotting and escalating operational risks in their area of focus which could have broad implications for Amwell as a whole. Once identified, these risks are recorded, managed, and remediated by a cross functional committee led by our CIO.

Finally, we have adopted the following policies as we continue to strengthen Amwell's compliance infrastructure:

- **Supplier Code of Conduct**
- **Environmental Policy**
- **Human Rights Policy**
- **Human Capital Management Policy**

11,600+

Compliance course completions

26,400+

Hours of compliance training

Corporate Governance

Amwell was founded by industry veterans who have changed the way people access healthcare. Their passion, energy and expertise have contributed to our success as one of the largest global digital healthcare enterprise software companies. As a public company, we continue to expand our sphere of expertise and implement oversight structures that enhance our strategic objectives.

Our management team is governed by our Board, which works alongside them to set our business strategy, ensure the sustainable growth of the company and oversee our enterprise risks and opportunities. To facilitate this process, the Board has three committees, whose members are all independent directors:

- Audit
- Compensation
- Nominating and Corporate Governance

Our Board consists of nine Directors, seven of whom are independent, who bring a plethora of perspectives, experience, and backgrounds to their role of monitoring and advising management. We maintain an eye towards further developing our Board to add additional skills and perspectives as we continue to evolve as a company. Please reference the Board Skill Matrix on the following page. We strive to understand and align our governance initiatives with the interests of our shareholders.

The Nominating and Corporate Governance Committee oversees much of our sustainability

efforts and management reports to this Committee on our relevant initiatives regularly. The Board's Audit Committee is responsible for cybersecurity, data and privacy.

Our Compensation Committee has designed our executive compensation program to motivate our executive officers to achieve our business objectives by closely linking the value of the compensation they receive to our performance relative to these business objectives. Our Compensation Committee is also responsible for all human capital management activities.

We strive to continually enhance the governance infrastructure of our company and to ensure that we are responsive and responsible to our shareholders with an investor relations program dedicated to providing a differentiated level of access. As part of this, we reach out annually to discuss our top shareholders' priorities related to corporate responsibility.

In 2025, we contacted shareholders holding approximately 40% of our stock, and had active participation from shareholders representing 24% of our shares outstanding. These shareholders support our commitment to ongoing incremental improvements on sustainability issues.

Every year we bring this important feedback to our Board of Directors. We have also received specific tactical feedback, much of which we operationalized. One such example was the inclusion of a detailed discussion in our proxy statement regarding the skills sets that each of our Directors brings to Amwell. We plan to continue our regular proxy listening efforts going forward.

Amwell Board of Directors Skills Matrix

Our Board believes that it should be a body with a mix of viewpoints, skills, and experience in order to ensure effective oversight of our business. As such, our Nominating and Corporate Governance Committee and our Board as a whole are focused on ensuring that a wide range of experience, qualifications, attributes, skills, and perspectives are represented on our Board.

Director Experiences, Qualifications, Attributes and Skills	Ido Schoenberg, MD	Roy Schoenberg, MD, MPH	Dr. Peter Slavin	Derek Ross	Stephen Schlegel	Dr. Delos (Toby) Cosgrove	Deborah Jackson	Rob Webb	Rivka Goldwasser
Healthcare and Medical Operational Expertise	●	●	●	●	●	●	●	●	●
Academics and Research			●			●	●		
Corporate Governance		●	●			●	●	●	
Technology & Cybersecurity		●		●					
Accounting and Financial Reporting				●	●			●	●
Government and Veteran Affairs	●	●				●			
Regulatory and Compliance						●			
Strategy and M&A	●	●	●	●	●	●	●	●	●
Independence			●	●	●	●	●	●	●

*22% Board Member's are women

*78% Independent Directors

*87% of our Directors have extensive operational expertise in the healthcare sector and strategy & M&A; Three members of the Audit Committee are "Audit Committee Financial Experts" per SEC rules; and Half of our directors are experts in corporate governance and fiduciary duties as evidenced by past and present participation on the Board of Directors

Endnotes

- I Mind Share Partners in partnership with Qualtrics and servicenow. "2021 Mental Health at Work Report." (2021).
- II Asa Holmner, Kristie L. Ebi, Lutfan Lazuardi, and Maria Nilsson. "Carbon Footprint of Telemedicine Solutions – Unexplored Opportunity for Reducing Carbon Emissions in the Health Sector." (September 4, 2014).
- III Derek Richards, Angel Enrique, Nora Eilert, Matthew Franklin, Jorge Palacios, Daniel Duffy, Caroline Earley, Judith Chapman, Grace Jell, Sarah Sollesse, and Ladislav Timulak. "A pragmatic randomized waitlist-controlled effectiveness and cost-effectiveness trial of digital interventions for depression and anxiety." *Npj Digital Medicine*, 3(85), (June 15, 2020).
- IV Ella Koeze, Jugal K. Patel and Anjali Singhvi. "Where Americans Live Far From the Emergency Room." (April 26, 2020).
- V National Association of Community Health Centers. "Closing the Primary Care Gap." (February, 2023)
- VI National Institute of Mental Health. "Mental Illness." (January 2022).

For more information please email
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