

# ENVIRONMENTAL, SOCIAL & GOVERNANCE FACT SHEET



## OUR PEOPLE

Our people are our most valuable asset as they represent our values and give life to our purpose of enabling healthy lives. Our culture embraces collaboration through diversity and inclusion based on fair compensation, equal rights and opportunities for career development.

### TRAINING AND DEVELOPMENT PROGRAMS



<b>2020</b>	+ 2,900 training hours
<b>2021</b>	+ 3,400 training hours

### A HOLISTIC APPROACH TO WELLBEING

We promote a holistic approach to the wellbeing of our people through:

- **Salus@Work:** on site clinics
- **Activate** (*Activate*): wellness activities
- **Annual Healthy Tour:** Health check- ups and screenings to address chronic conditions
- **Financial Acumen initiatives**
- **Employee Assistance Program:**  
Facilitates access to mental health resources and services

### EMPLOYEE HEALTH AND SAFETY

0%

Accident  
Rate



### DIVERSITY & INCLUSION



73%

identify as female



50%

of our executive  
team identifies as  
female



68%

of all company  
management  
identifies as female



7%

has indicated a  
disability or special  
need

### BUILDING A DIVERSE WORKFORCE FOR TOMORROW

To drive innovation in the future, we have established alliances with 6 universities in Puerto Rico to attract talent that supports the development of clinical, business, technology and other skills through guided internships and scholarships.

## STRENGTHENING OUR LINKS

We encourage building relationships and social connections as part of our work culture.



Our Valuable Children Week



4 Valuable Hours  
Volunteer Program



On the soccer field  
with Bobby - Our CEO



A Dog Friendly Workplace

## RESPONSE TO THE PANDEMIC

Caring for our people, members, customers and communities.

- **Implemented protocols** to comply with social distancing and other health and safety measures
- **Provided guidance** to our employees, members and clients.
- **Remote and hybrid work options** for over 92% of our workforce
- During lockdown **distributed produce and other food items** to most vulnerable members.
- **Provided Facebook programming** that included crafts projects, cooking classes and other to accompany seniors who were at home
- **Provided grants** to organizations feeding communities, including the Puerto Rico Food Bank, community kitchens and organizations caring for the homeless.
- **Promoted access to telehealth** through Teleconsulta MD
- **Awarded Company-granted days** that exceed regulatory requirements
- **Implemented flexible use of Personal Time Off** according to individual needs.
- **HR Cares initiative** to provide employees support during emergency.
- **Backed public awareness campaign** through industry wide organization.
- **Launched early home delivery** of medications Triple-S en casa.
- **Coordinated vaccine access for clients** and, through an industry organization, for senior members.
- **Salus@Work** available to employees for immediate care and treatment, avoiding the hassles of exposure.

## OUR COMMUNITIES

We strengthen our communities through our efforts to address health equity and social determinants of health. The Triple-S Foundation works with organizations and initiatives that focus on food insecurity and social isolation, while our **Four Valuable Hours Program** supports our people's community engagement with four monthly paid hours to volunteer in community organizations during work hours.

### OUR SOCIAL INVESTMENT





### COMMUNITY ALLIES

- + 76 in NGOs sponsorships
- World Central Kitchen
- Banco Central de Alimentos de Puerto Rico
- Bill's Kitchen
- Muscular Dystrophy Association
- American Cancer Society
- Fundación CAP
- Among others



### COMMUNITY OUTREACH AND HEALTH CARE INITIATIVES

2021

- Screenings
- Education



52,000

People impacted in outreach efforts



### EDUCATIONAL INITIATIVES

2021

- Contigo Cuidador (for Caretakers)
- Dementia Friends
- Alimenta tu cuerpo, alimenta tu alma (feed your body, feed your soul)



6,593

People impacted



### SOCIAL DETERMINANTS OF HEALTH AND HEALTH EQUITY INITIATIVES FOCUSED ON

- Maternal health
- Seniors
- People with chronic conditions
- Social isolation
- Food security
- Emergency relief conditions

# OUR ENVIRONMENT

Triple-S is committed to reducing the environmental impact of our business.



## ENERGY CONSERVATION

Use of energy saving appliances and reflective Paper on windows. Use of efficient data centers and cloud hosting operators.



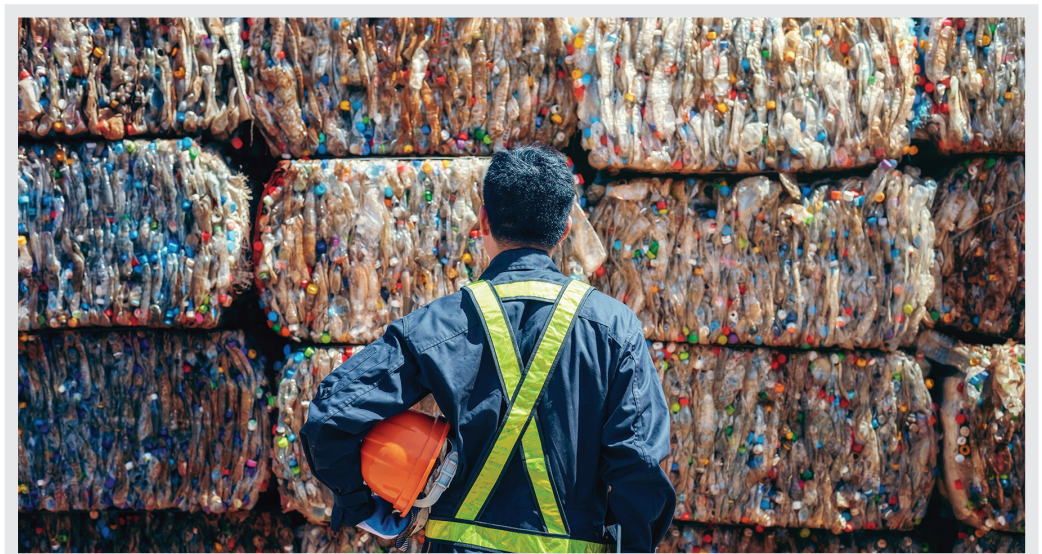
## RECYCLING EFFORTS

**2,000** refurbished modular stations  
**784,332** pounds of recycled material  
**470,000** pounds of recycled paper in 2019-21



## CISTERN

**60,000-gallon cistern** that collects rainwater to be used in the cooling towers of two of our main buildings.

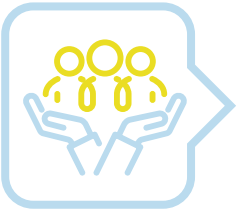


## OUR CORPORATE GOVERNANCE

Triple-S is proud to maintain strong governance practices throughout our company.



- 100% of our employees, officers and directors are trained on Compliance and Ethics on an annual basis.



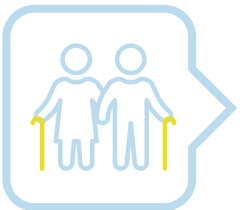
- Our Code of Business Conduct and Ethics applies to all employees, directors, officers, agents and vendors.



- The Executive Sustainability Committee responds directly to Triple-S Management Corporation's CEO, who oversees the Environmental, Social and Governance (ESG) corporate practices.



- All employees, and contractors are required to be in good standing with the federal government and must pass our rigorous background screening process, as well as follow the principles and values of our Code.



- Measures in place to work with federal and local task forces to identify and report those who incur in the financial exploitation of elderly and disabled individuals.



- Confidential hotline and portal to report Code of Business Conduct and Ethics violations or seek advice regarding its compliance, available 24/7.

## OUR CUSTOMERS AND PRODUCTS

Since 1959, we have continually diversified our products to provide easier access to health care, greater financial security for unexpected life events, such as catastrophic illnesses, and property and casualty protection. We continuously design new services and care programs to ensure holistic care.

### SDOH AND HEALTH EQUITY

#### Access for an underserved population:

A comprehensive initiative to provide access to Salus specialists through Telemedicine for patients living in rural areas.

#### Benefits and programs designed to address Social Determinants of Health:

- Transportation to medical and non-medical destinations
- Cash benefits to pay for utilities and food
- Caregivers
- In-home support care services
- Population management of chronic conditions

### HEALTHCARE PRODUCTS AND SERVICES

We have solutions that promise better health care for our members and especially for our Medicare Advantage population:

- Health navigators
- Collaborations to streamline services
- Telemedicine services
- Medical and patient training



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#### Investment in Provider Educational Programs

**\$102,951.93**



#### Investment in Wellness Initiatives

**\$91,600**

## DIGITAL ACCESS TO PRODUCTS AND SERVICES



### TRIPLE-S EN CASA



Delivery service for prescription drugs, which we offer exclusively to Triple-S members.

#### MEMBERS

- 26,102 registered
  - 70% are Triple-S Advantage members
  - 30% are enrolled in employer plans

#### COMPLETED DELIVERIES

- More than 6,000



### TELECONSULTA MD



Our TeleConsulta MD app connects Triple-S Salud members with online physicians for a virtual consultation, 7 days a week.

#### MEMBERS

- 32,371 registered

#### VIRTUAL VISITS

- More than 25,500 completed



### TRIPLE-S WEBSITE

Through the Triple-S website members have access to their personal information and that of their dependent minors, as well as manage several tasks related to their health plan. Also, the website offers providers access to tools and resources to manage their patients' health and their practice.

#### MEMBERS

- 80,000 registered

**DIGITAL ACCESS TO PRODUCTS AND SERVICES****MI TRIPLE-S WEBSITE**

Access to information regarding doctor visits, hospitalizations, and medication history. Preventive care alerts to help members make healthy choices that promote their short- and long-term wellbeing and learn about all the health benefits our plan has to offer.

**MEMBERS AND GUESTS**

- 8,277 registered

**PROVIDERS AND THEIR STAFF**

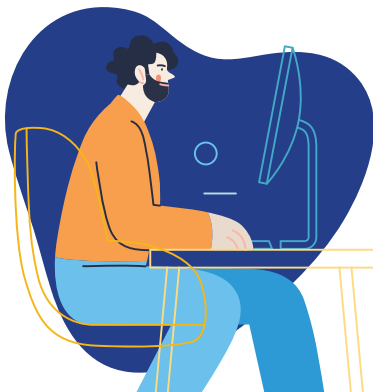
- 19,398 registered
- 

**TRIPLE-S VIDA WEBSITE**

Allows clients to choose the right insurance product for their needs. Access to policy information.

**USERS**

- 42,271
- 

**TRIPLE-S PROPIEDAD WEBSITE AND APP**

Clients can file a claim, request roadside assistance, access claim status.

**CLIENT USERS**

- 5,952