

Environmental, Social, and Governance Key Metrics

maple

Objective	Metric	F2021 Results
Environmental		
Reduce carbon footprint by reducing transport-associated emissions	Carbon footprint savings (metric tons CO2 emissions)	647 ¹
Social		
Make healthcare more accessible	# of 5-star reviews following a Maple consultation	213,326 ²
	Average patient satisfaction rating out of five stars	4.76 ³
	Average wait time in minutes for on-demand primary care visits	5.86 ⁴
	Health and wellness providers in the Maple network	1,600 ⁵
	Clinical specialties available on Maple	15 ⁵
Provide employees with a superior experience and sense of affinity at Maple	Average employee participation rate for Employee Net Promoter Score survey	97% ⁶
	Average Employee Net Promoter Score	52 ⁶
	Employee turnover	8.4%

Our fiscal year 2021 period is from August 1, 2020 to July 31, 2021. All data is as of July 31, 2021 unless otherwise specified.

1. Driven by a reduction in transport-associated emissions based on the total number of online Maple health and wellness consultations as at July 31, 2021.
2. Total 5-star reviews following a Maple consultation as at July 31, 2021.
3. During the fiscal year period.
4. Calculated based on all completed consultations during the fiscal year period. Weighted average is applied to publicly-funded and privately-funded consultations to attain a combined wait time.
5. As of April 30, 2021. Clinical specialties include primary care, dermatology, mental health therapy, and more.
6. Based on the average Net Promoter Score collected from two surveys during the fiscal year period.

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Governance		
Foster a diverse and inclusive workforce that is representative of the communities we serve	Board members who self-identify as female	14%
	Employees who self-identify as female	61%
	Senior management employees who self-identify as female	52.1% ⁷
	Eligible healthcare providers who self-identify as a visible minority or as an Indigenous person in Canada such as First Nation, Métis or Inuit	44% ⁸
Enable responsible conduct and compliance	Employees who completed Code of Conduct Training	100%
	Employees who completed Security Awareness Training	100%

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7. Senior management includes Senior Managers and above.

8. Based on responses from the 2021 Maple Provider Reappointment Survey completed on February 5, 2021. The survey had a total participation rate of 83%; and 87% of respondents answered the optional Diversity, Equity and Inclusion question resulting in the 44% statistic. Eligibility is based on meeting certain activity requirements on the Maple platform, such as conducting consultations.