

Environmental, Social, and Governance Key Metrics



Objective	Metric	F2021 Results	F2022 Results
Environmental			
Reduce carbon footprint by reducing transport-associated emissions	Carbon footprint savings (metric tons CO2 emissions)	647	976 ¹
Social			
Make healthcare more accessible	# of 5-star reviews following a Maple consultation	213,326	400,509 ²
	Average patient satisfaction rating out of five stars	4.8	4.7
	Average wait time in minutes for on-demand primary care visits	4.2	5.3 ³
	Health and wellness providers in the Maple network	1,535	2,159 ⁴
	Clinical specialties available on Maple	15	28 ⁴

Our fiscal year 2021 period is from August 1, 2021 to July 31, 2022. All data is as of July 31, 2022 unless specified otherwise.

1. Driven by a reduction in transport-associated emissions based on the total number of online Maple health and wellness consultations as of July 31, 2022.
2. Total 5-star reviews following a Maple consultation.
3. Calculated based on all completed direct-to-consumer privately-funded general practitioner consultations. Fiscal year 2021 figures were restated in 2022 as a result of methodology changes.
4. As of July 31, 2022. Clinical specialties include primary care, dermatology, mental health therapy, and more. Fiscal year 2021 figures were restated in 2022 as a result of methodology changes.

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maple

Objective	Metric	F2021 Results	F2022 Results
Governance			
Foster a diverse and inclusive workforce that is representative of the communities we serve	Board members who identify as female	14.3%	25%
	Employees who identify as female or non-binary	61%	66.7%
	Senior management employees who identify as female	52.1%	54.2% ⁵
	Eligible healthcare providers who self-identify as a visible minority or as a person of Indigenous or Aboriginal heritage	44%	43% ⁶
Enable responsible conduct and compliance	Employees who completed Code of Conduct Training	100%	100%
	Employees who completed Security Awareness Training	100%	100%

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5. Senior management includes Senior People Managers and above.

6. Based on responses from the F2022 Maple Provider Reappointment Survey completed on March 1, 2022. The survey had a total participation rate of 84% and 88% respondents answered the optional Diversity, Equity and Inclusion question resulting in the 43% statistic. Eligibility is based on meeting certain activity requirements on the Maple platform, such as conducting consultations.