

Phreesia

Sustainability Accounting Standards Board (SASB) Report



FISCAL YEAR 2024

SASB Code	Metric	Fiscal Year 2022 Disclosure	Fiscal Year 2023 Disclosure	Fiscal Year 2024 Disclosure
Environmental Footprint of Hardware Infrastructure				
TC-SI-130a.1	Total energy consumed	Phreesia's workforce has been fully remote since 2020, and Phreesia outsources all of its data center usage. As such, Phreesia does not currently report energy consumption information.	Phreesia's workforce has been fully remote since 2020, and Phreesia outsources all of its data center usage. As such, Phreesia does not currently report energy consumption information.	Phreesia's workforce has been fully remote since 2020, and Phreesia outsources all of its data center usage. As such, Phreesia does not currently report energy consumption information.
	Percentage grid electricity			
	Percentage renewable			
TC-SI-130a.2	Total water withdrawn	Phreesia's workforce has been fully remote since 2020, and Phreesia outsources all of its data center usage. As such, Phreesia does not currently report water withdrawal or consumption information.	Phreesia's workforce has been fully remote since 2020, and Phreesia outsources all of its data center usage. As such, Phreesia does not currently report water withdrawal or consumption information.	Phreesia's workforce has been fully remote since 2020, and Phreesia outsources all of its data center usage. As such, Phreesia does not currently report water withdrawal or consumption information.
	Total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress			
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Phreesia has consolidated all corporate data centers to utilize energy efficient vendors and to run workloads in a dense manner, reducing excess energy usage.	Phreesia has consolidated all corporate data centers to utilize energy efficient vendors and to run workloads in a dense manner, reducing excess energy usage.	Phreesia has consolidated all corporate data centers to utilize energy efficient vendors and to run workloads in a dense manner, reducing excess energy usage.

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Data Privacy & Freedom of Expression				
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	<p>Phreesia’s products and services necessarily involve the use and processing of personally identifiable information, including Protected Health Information (“PHI”), as that term is defined under the Health Insurance Portability and Accountability Act (“HIPAA”). On behalf of and at the direction of healthcare services organizations, the Phreesia platform registers patients for visits and collects demographic information and other personal information. Phreesia may use service providers and other third parties to deliver services, support the product and help Phreesia meet its mission and objectives. Phreesia retains information as necessary to perform its contractual, legal and business obligations. Phreesia may also deliver targeted content to patients on behalf of healthcare services organizations, which may include materials related to treatments and therapies specific to patients’ health conditions. Phreesia uses aggregated, anonymized data to measure the effectiveness of such content. Phreesia is committed to ensuring that its data policies and procedures are consistent with applicable legal and regulatory requirements. For instance, Phreesia obtains the appropriate agreements, consents and authorizations, as legally necessary, in order to perform its services and activities as they relate to data. Phreesia also implements privacy and information security policies that govern the protection of sensitive data, consistent with applicable laws and industry frameworks.</p>	<p>Phreesia’s products and services necessarily involve the use and processing of personally identifiable information, including Protected Health Information (“PHI”), as that term is defined under the Health Insurance Portability and Accountability Act (“HIPAA”). On behalf of and at the direction of healthcare services organizations, the Phreesia platform registers patients for visits and collects demographic information and other personal information. Phreesia may use service providers and other third parties to deliver services, support the product and help Phreesia meet its mission and objectives. Phreesia retains information as necessary to perform its contractual, legal and business obligations. With patient consent, Phreesia also may deliver targeted content to patients on behalf of healthcare services organizations that may include materials related to treatments and therapies specific to patients’ health conditions. Phreesia uses aggregated, anonymized data to measure the effectiveness of such content. Phreesia is committed to ensuring that its data policies and procedures are consistent with applicable legal and regulatory requirements. For instance, Phreesia obtains the appropriate agreements, consents and authorizations, as legally necessary, in order to perform its services and activities as they relate to data. Phreesia also implements privacy and information security policies that govern the protection of sensitive data, consistent with applicable laws and industry frameworks. Phreesia is annually assessed by trusted audit organizations for Sarbanes-Oxley, HITRUST, PCI DSS & SOC2 compliance.</p>	<p>Phreesia’s products and services necessarily involve the use and processing of personally identifiable information, including Protected Health Information (“PHI”), as that term is defined under the Health Insurance Portability and Accountability Act (“HIPAA”). On behalf of and at the direction of healthcare services organizations, the Phreesia platform registers patients for visits and collects demographic information and other health and personal information. Phreesia may use service providers and other third parties to deliver services, support the product and help Phreesia meet its mission and objectives. Phreesia retains information as necessary to perform its contractual, legal and business obligations. With patient consent, Phreesia also may deliver targeted content to patients on behalf of healthcare services organizations that may include materials related to treatments and therapies specific to patients’ health conditions. Phreesia is committed to ensuring that its data policies and procedures are consistent with applicable legal and regulatory requirements. For instance, Phreesia obtains the appropriate agreements, consents and authorizations, as legally necessary, in order to perform its services and activities. Phreesia also implements privacy and information security policies that govern the protection of sensitive data, consistent with applicable laws and industry frameworks. Phreesia is annually assessed by trusted audit organizations for Sarbanes-Oxley, HITRUST, PCI DSS & SOC2 compliance.</p>

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TC-SI-220a.2	Number of users whose information is used for secondary purposes	Phreesia uses anonymized client data to monitor product performance and usage, enhance and supplement product features, and for other lawful business purposes. Phreesia may also use anonymized data to collaborate with public health organizations or similar entities to support public health or research initiatives.	Phreesia uses anonymized client data to monitor product performance and usage, enhance and supplement product features, and for other lawful business purposes. Phreesia also may use anonymized data to collaborate with public health organizations or similar entities to support public health or research initiatives.	When allowed, Phreesia uses aggregated and/or de-identified data to monitor product performance and usage, enhance and supplement product features, and for other lawful business purposes. Phreesia also may use de-identified data to collaborate with public health organizations or similar entities to support public health or research initiatives, when appropriate.
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with privacy	None	None	None
TC-SI-220a.4	(1) Number of law enforcement requests for user information; (2) number of users whose information was requested; (3) percentage resulting in disclosure	None	None	None
TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering or censoring	Phreesia delivers its core products and services to clients located in the U.S.	Phreesia delivers its core products and services to clients in the U.S.	Phreesia delivers its core products and services to clients, which are mostly located in the U.S. Any core products or services offered outside of the U.S. are not offered in countries where those products and services would be subject to government monitoring, blocking, content filtering or censoring.

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Data Security				
TC-SI-230a.1	Number of data breaches	In its fiscal year ended January 31, 2022, Phreesia had no breaches as defined under HIPAA.	In its fiscal year ended January 31, 2023, Phreesia had no data breaches as defined under HIPAA.	In its fiscal year ended January 31, 2024, Phreesia had no data breaches as defined under HIPAA.
	Percentage of data breaches involving personally identifiable information	N/A	N/A	N/A
	Number of users affected by data breaches	N/A	N/A	N/A
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	<p>Phreesia identifies and addresses risks using a layered approach from both a technical and governance perspective. Phreesia follows HIPAA security and privacy requirements along National Institute of Standards and Technology (NIST) and ISO/IEC 27001 best practices. In addition, Phreesia undergoes rigorous third-party testing including:</p> <ul style="list-style-type: none"> SSAE 18 SOC 2 Type 2 attestation HITRUST Certification PCI DSS Level 1 Service Provider Compliance Sarbanes-Oxley (SOX) Compliance Network Penetration testing PCI Approved Scanning Vendor (ASV) testing <p>Phreesia requires and conducts regular additional internal and external testing of its security controls, above and beyond those mandated by compliance frameworks. Any risks are attended to by the Phreesia Privacy, Compliance and Security teams, as appropriate.</p>	<p>Phreesia identifies and addresses risks using a layered approach from both a technical and governance perspective. Phreesia follows HIPAA security and privacy requirements along with National Institute of Standards and Technology (NIST) and ISO/IEC 27001 best practices. In addition, Phreesia undergoes rigorous third-party testing including:</p> <ul style="list-style-type: none"> SSAE 18 SOC 2 Type 2 attestation HITRUST Certification PCI DSS Level 1 Service Provider Compliance Sarbanes-Oxley (SOX) Compliance Network Penetration testing PCI Approved Scanning Vendor (ASV) testing <p>Phreesia requires and conducts regular additional internal and external testing of its security controls, above and beyond those mandated by compliance frameworks. Any risks are attended to by Phreesia's Privacy, Compliance and Security teams as appropriate.</p>	<p>Phreesia identifies and addresses risks using a layered approach from both a technical and governance perspective. Phreesia follows HIPAA security and privacy requirements along with National Institute of Standards and Technology (NIST) and ISO/IEC 27001 best practices. In addition, Phreesia undergoes rigorous third-party testing including:</p> <ul style="list-style-type: none"> SSAE 18 SOC 2 Type 2 attestation HITRUST Certification PCI DSS Level 1 Service Provider Compliance Sarbanes-Oxley (SOX) Compliance Network Penetration testing PCI Approved Scanning Vendor (ASV) testing <p>Phreesia requires and conducts regular additional internal and external testing of its security controls, above and beyond those mandated by compliance frameworks. Any risks are attended to by Phreesia's Privacy, Compliance and Security teams as appropriate.</p>

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Recruiting & Managing a Global, Diverse & Skilled Workforce				
TC-SI-330a.1	Percentage of employees in the U.S.	67%	67%	66%
	Percentage of employees outside of the U.S.	33%	33%	34%
TC-SI-330a.2	Employee engagement as a percentage	See “Human Capital Resources” under Item 1, Business of Phreesia’s Annual Report on Form 10-K for the fiscal year ended January 31, 2022 for information regarding Phreesia’s culture and employees.	Using the Workday Peakon platform, Phreesia conducts an annual employee engagement survey to amplify the employee voice and identify priorities throughout the organization. The participation rate in Phreesia’s first engagement survey in August 2022 was 72%, with an overall engagement score of 8.0/10.0. When asked if they believe Phreesia is a diverse workplace, employees reported an 8.6/10.0 score, ranking Phreesia above the industry benchmark of 8.3. Employees also reported feeling cared about by their manager, with a score of 9.0/10.0, positioning the company in the top 25% of the industry. A majority of employees understand how their job contributes to Phreesia’s strategic priorities and goals, with a reported score of 8.8/10.0. Lastly, Phreesia’s teams highly prioritize solving clients’ most important frustrations/challenges, with a score of 9.0/10.0. Phreesia provides all of its leaders with both comprehensive and team-level views of strengths and opportunities, along with support, tools, resources and guidance through a strategic action planning process. Throughout the year, the results of Phreesia’s engagement survey will be consistently used to drive operational and strategic actions. The results of Phreesia’s first engagement survey will serve as the baseline for measuring the success of its Life@Phreesia employee engagement portfolio, which provides opportunities for all employees in the areas of Development, Recognition, Giving, Community and Wellness.	Using the Workday Peakon platform, Phreesia conducts an annual employee engagement survey to amplify the employee voice and identify priorities throughout the organization. The participation rate in Phreesia’s engagement survey in August 2023 was 82%, with an overall engagement score of 8.0/10.0. When asked if they believe Phreesia is a diverse workplace, employees reported an 8.7/10.0 score, ranking Phreesia above the industry benchmark of 8.4. Employees also reported feeling cared about by their manager, with a score of 8.9/10.0, ranking Phreesia above the industry benchmark of 8.5. A majority of employees understand how their job contributes to Phreesia’s strategic priorities and goals, with a reported score of 8.5/10.0. Lastly, Phreesia’s teams highly prioritize solving clients’ most important frustrations/challenges, with a score of 8.9/10.0. Phreesia provides all of its leaders with both comprehensive and team-level views of strengths and opportunities, along with support, tools, resources and guidance through a strategic action planning process. Throughout the year, the results of Phreesia’s engagement survey will be consistently used to drive operational and strategic actions. The results of Phreesia’s engagement survey will serve as the baseline for measuring the success of its Life@Phreesia employee engagement portfolio, which provides opportunities for all employees in the areas of Development, Recognition, Giving, Community and Wellness.

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TC-SI-330a.3	Percentage of people managers with one or more underrepresented racial/ethnic backgrounds	22.9%	23.2%	24.0%
	Percentage of technical staff with one or more underrepresented racial/ethnic backgrounds	50.9%	54.1%	51.5%
	Percentage of all other employees with one or more underrepresented racial/ethnic backgrounds	32.6%	34.5%	34.0%
	Percentage of people managers who identify as female	47.0%	46.7%	48.5%
	Percentage of technical staff who identify as female	25.7%	25.4%	23.1%
	Percentage of all other employees who identify as female	55.1%	55.5%	57.9%
Intellectual Property Protection & Competitive Behavior				
TC-SI-520a.1	Total monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	None	None	None
Managing Systemic Risks from Technology Disruptions				
TC-SI-550a.1	(1) Number of performance issues; (2) number of service disruptions; (3) total customer downtime	From time to time Phreesia experiences minor performance issues and service disruptions that affect the use of its products. These issues are rare, and the performance issues and service disruptions that Phreesia experienced in the fiscal year ended January 31, 2022 did not have a material impact on its business.	From time-to-time, Phreesia experiences minor performance issues and service disruptions that affect the use of its products. These issues are rare, and the performance issues and service disruptions that Phreesia experienced in the fiscal year ended January 31, 2023, did not have a material impact on its business.	From time-to-time, Phreesia experiences minor performance issues and service disruptions that affect the use of its products. These issues are rare, and the performance issues and service disruptions that Phreesia experienced in the fiscal year ended January 31, 2024, did not have a material impact on its business.

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TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	See Item 1A. Risk Factors of Phreesia's Annual Report on Form 10-K for the fiscal year ended January 31, 2022 for information regarding the risk of service disruptions to our operations.	See Item 1A. Risk Factors of Phreesia's Annual Report on Form 10-K for the fiscal year ended January 31, 2023, for information regarding the risk of service disruptions to our operations.	See Item 1A. Risk Factors of Phreesia's Annual Report on Form 10-K for the fiscal year ended January 31, 2024, for information regarding the risk of service disruptions to Phreesia's operations.

This report may include forward-looking statements relating to future events or Phreesia's future performance. Actual results may differ materially from those described in the forward-looking statements and may be affected by a variety of risks and factors that are beyond Phreesia's control. The forward-looking statements contained in this report are also subject to other risks and uncertainties, including those more fully described in Phreesia's filings with the Securities and Exchange Commission ("SEC"), including in Phreesia's most recently filed Annual Report on Form 10-K and quarterly reports on Form 10-Q and Phreesia's other SEC filings. The forward-looking statements in this report speak only as of the date on which the statements are made. Phreesia undertakes no obligation to update, and expressly disclaims the obligation to update, any forward-looking statements made in this report to reflect events or circumstances after the date of this report or to reflect new information or the occurrence of unanticipated events, except as required by law.