Phreesia, Inc. Fiscal Year 2024 ESG Scorecard

Introduction

Phreesia, Inc. is proud to present its first ESG scorecard. This scorecard was developed by our internal ESG committee, under the oversight of our executive sponsor and the Nominating and Corporate Governance Committee of our Board of Directors, in order to highlight some of our ESG initiatives that are not required to be disclosed in our reports filed with the Securities and Exchange Commission ("SEC") and that we believe may be important to our stakeholders. Where possible, we have aligned the disclosure in this scorecard with various ESG frameworks, including SASB, GRI and ISS. Unless otherwise noted below, the metrics reported in our ESG scorecard are for the fiscal year ended January 31, 2024. Unless the context otherwise requires, the terms "Phreesia," "the Company," "we," "us," and "our" in this scorecard refer to Phreesia, Inc.

Social

SOCIAL IMPACT OF OUR PRODUCTS

Phreesia is proud to create solutions that have a positive impact on the populations we serve. The following are some of our most important areas of impact, as well as some statistics on that impact:

Product Accessibility: ISS: A.2.1.2, A.2.2.2.4, A.2.2.2.4.1

Accessibility is a critical part of activating patients in their care. Ensuring our product is accessible and meets patients where they are is an ongoing priority for Phreesia. Our products include a range of key accessibility features, including:

- Our Branding Manager tool, which alerts clients when they select color combinations that could be difficult for people with visual impairments to see.
- All images in patient intake workflows include alt text, helping people who use screen readers comprehend information conveyed through images.
- The option for voice appointment reminders to assist people with visual impairments.
- The body diagram module in Phreesia's intake workflow, which is now accessible by patients who use keyboards or other assistive technology to navigate the internet.
- Workflows that are available in 20+ languages.

Phreesia has also partnered with its employee resource groups ("ERGs")—including LatinX@Phreesia and LGBTQIA@Phreesia—to help accomplish shared goals of improving accessibility and health equity. Members of these ERGs participated in multidisciplinary committees to survey patients and provide feedback that resulted in product updates, including multi-language capability for Phreesia's appointment self-scheduling product, which was a direct result of collaboration with the LatinX ERG.

Health Literacy

Phreesia is committed to meeting patients where they are, including through content that our team creates on behalf of our sponsors. In a recent blog post, our Content Strategy team shared best practices for optimizing content for health literacy. Those recommendations included using simple, conversational language; using design elements to make the copy easier to understand; tailoring content to the intended audience; and remembering that stress at point of care can impact health literacy.

Life Sciences Work with Advocacy Groups: ISS: A.2.1.3.3; SASB: TC-SI-220a.1, TC-SI-220a.2

Our Life Sciences solutions enable us to inform and activate patients at critical moments in their healthcare journey to help improve health outcomes. Phreesia delivers engagements—including some on a pro bono basis—to patients on a range of population health-focused topics, including sun safety, flu shots, cancer screenings, adolescent mental health and peripheral artery disease.

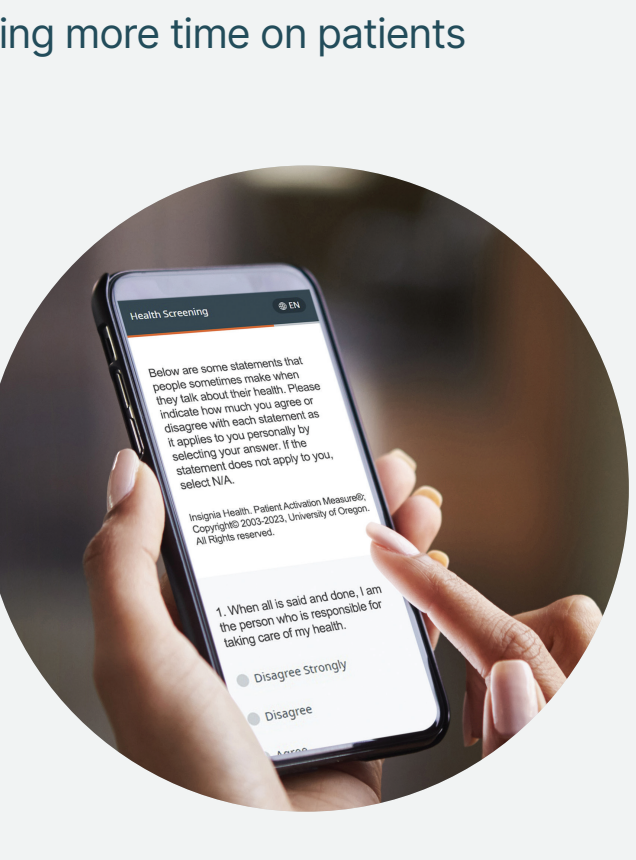
We're proud to partner with advocacy groups and not-for-profit organizations, including the American Lung Association, the American Heart Association, the National Kidney Foundation, the Prevent Cancer Foundation and the Ad Council.

Patient Activation

Supporting patients in taking a more active role in their care is central to Phreesia's vision. Through its wholly owned subsidiary, Insignia Health, Phreesia is the steward of the Patient Activation Measure ("PAM"®), a brief survey that measures a patient's knowledge, skills and confidence to self-manage their own health. The PAM has been used in more than 800 peer-reviewed studies and is in use by healthcare providers across the country. The PAM performance measure is also in use in quality programs, including the CMS Innovation Center's Kidney Care Choices program and the Merit-Based Incentive Payment System ("MIPS").

The PAM scores patients and sorts them into four levels, from those who need more support to those who are highly activated and don't need as much help with the management of their healthcare. Clinicians can tailor their approach accordingly, spending more time on patients who need it most.

We complete **170K+** Patient Activation Measure screenings monthly on Phreesia's platform, assessing patients' ability to self-manage their health and healthcare.



Impact Statistics: ISS: A.2, A.2.2.1, A.2.2.1.2, A.2.2.2.7; GRI: 203-2, 413-1, 413-2

- Phreesia enabled approximately **150 million** visits in 2023
- Phreesia has **3,600+** healthcare organization clients
- **1 in 5** patients are activated by Phreesia to request a flu shot during their appointment
- **52%** of patients who engaged with an Alzheimer's Public Service Announcement said they were likely to talk to their doctor about it
- **78%** of women who saw a message about breast cancer risk said they were likely or very likely to talk to their doctor about screening
- Patients 50-80 years old with a history of smoking were **234%** more likely to get screened for lung cancer after seeing a message
- **87%** of patients who saw a message about managing high blood pressure said they were somewhat or very likely to talk to their doctor about it
- **22%** improvement in patient activation after engaging patients with low ability to self-manage their care, on average
- **270,000+** social determinants of health screenings administered digitally every month, helping providers identify patients with unmet needs to address during their visit

SOCIAL IMPACT FOR OUR EMPLOYEES

Diversity, Equity, Inclusion & Belonging: ISS: A.1.1.2, A.1.1.2.1, A.1.1.2.2, A.1.1.2.3, A.1.1.6; GRI: 405-1; SASB: TC-SI-330a.3

Phreesia is committed to creating a culture of diversity free from discrimination and harassment. We ensure that strong representation is included in our recruitment marketing materials, which is part of our strategy to acquire and retain a diverse workforce. In addition, we geo-target our job postings and candidate outreach in diversity-dense areas, participate in recruitment events that cater to diverse affinity groups and promote our ERG activities to assure candidates that our efforts are genuine. In addition, we believe our fully remote work environment enables us to achieve diversity as we are not tied to any physical location for our hiring needs.

We maintain a diverse workforce at all levels of our organization.

Racial/Ethnic Diversity as of January 31, 2024:

Employment Level	Percentage of underrepresented racial/ethnic backgrounds
People Managers	24.00%
Technical Staff	51.50%
Other employees	34.00%

Gender Diversity as of January 31, 2024:

Gender	Count of Workers	% of Workers
Female	686	47.61%
Male	751	52.12%
Not declared	4	0.28%
Grand Total	1441	100.00%

Gender Diversity as of January 31, 2024:

Management Level	Female	Male	Not declared
Individual Contributor	45.53%	54.07%	0.39%
Team Lead	60.53%	39.47%	0.00%
Manager	46.88%	53.13%	0.00%
Lead Manager	42.86%	57.14%	0.00%
Senior Manager	53.85%	46.15%	0.00%
Associate Director	41.18%	58.82%	0.00%
Director	57.75%	42.25%	0.00%
Senior Director	50.00%	50.00%	0.00%
Vice President	56.00%	44.00%	0.00%
C Level/SVP	20.00%	80.00%	0.00%
Grand Total	47.61%	52.12%	0.28%

Phreesia has been included in Bloomberg's Gender Equality Index for the past three years in a row, reflecting our commitment to supporting gender equality through an inclusive and innovative culture, with pathways to leadership for women.

Phreesia provides training to eliminate bias in the workplace. Leaders complete annual required DE&I trainings, including about how to eliminate bias; manage employees from different races, abilities and other characteristics; and create high-performing teams by highlighting individual differences. DE&I trainings are required for new hires, empowering them to learn about DE&I at Phreesia and how they can identify what it means to truly recognize and leverage diversity to improve the quality of our innovation, collaboration and relationships. All Phreesians are required to take DE&I trainings annually, with specific teachings on the concepts of inclusion and the psychology behind it. Multiple sessions are offered to accommodate work schedules and ensure everyone can attend.

Phreesia Employee Resource Groups: ("ERGs") ISS: A.1.1.2, A.1.1.2.2; GRI: 405-1; SASB: TC-SI-330a.2

Our eight ERGs establish a sense of shared community and empowerment across the organization that also drive connections and promote health equity in our products and services. ERGs are not just social organizations but are mandated to have their events tie to Phreesia's values as well as impact in the healthcare setting. ERGs are employee-led with strong executive-level sponsorship, giving employees access to leadership and a voice for change. Through our ERGs, we created a mentorship program to facilitate connections amongst executives and employees. This program prioritizes career development for employees that come from underrepresented populations like ethnic minorities, people with disabilities, women, veterans and more. It provides opportunities that encourage an inclusive company culture that contributes to both individual and company growth on a professional and personal level. Our 2023 iteration of the program welcomed 82 senior leaders matched 1:1 with 82 employees who partnered for a full nine months. ERGs are financially supported by Phreesia, and in fiscal 2024 Phreesia invested approximately $145,000 in its ERGs. In addition, ERG leaders receive equity compensation for their service.

Our ERG enrollment as of January 31, 2024 was:

ERG Committee	Count of Enrolled
PWN - Phreesia Women's Network	393
LGBTQIA+	165
PHR-Asians	155
Phree & Able	133
Black@Phreesia	132
LatinX	96
MENA - Middle Eastern and North African	66
Military Exchange	57
Total	701

Employee Engagement: ISS: A.1.1.4., A.1.1.3.3, A.2.1.2; SASB: TC-SI-330a.2

Phreesia understands the significance of creating a culture that keeps employees engaged and supported while working remotely, which we believe improves **work-life balance** and flexibility. We foster an **inclusive culture** and provide pathways for growth and leadership, strong benefits, internal resources and reward programs. Our engagement strategy, Life@Phreesia, develops initiatives that support our core values and prioritize **engagement pillars: Wellness, Development, Recognition and Community**. The C-suite hosts weekly all-company calls to deliver updates, announce product enhancements, spotlight employees and provide direction on processes. We also distribute a weekly internal newsletter that shares relevant news, upcoming events, announcements, product milestones and updates. Teams are empowered to plan offsite meetings annually to discuss projects, participate in team-building activities and create connections.

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. Additional results include:

- **8.7/10.0** employees believe Phreesia is a diverse workplace, ranking above the industry benchmark of 8.4
- **8.9/10.0** employees reported feeling cared about by their manager, ranking Phreesia above the industry benchmark of 8.5
- **8.5/10.0** employees understand how their job contributes to Phreesia's strategic priorities and goals
- **8.9/10.0** employees highly prioritize solving clients' most important frustrations/challenges

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 the engagement survey are used to drive operational and strategic actions.

Through feedback and research, we've recognized the importance of employee engagement and its associated impact on both company culture and growth. To increase employee engagement at Phreesia, we offer our engagement, recognition and rewards program, Phireworks. This program not only allows employees to shine a spotlight on their colleagues' outstanding performance at work, but also promotes employees to recognize one another for wellness focused achievements. Through Phireworks, we give all of our people leaders a minimum monthly allotment of $50 USD to a maximum of $250 USD to recognize employee contributions across the company. Over the past year, 84% of our people leaders have sent recognitions to employees, with a sent-recognition ratio of People Leaders to Individual Contributors of 6.18 to 1.

Employee Benefits: ISS: A.1.1.3.3, A.1.1.4, A.1.1.4.1, A.1.1.4.2; GRI: 201-1; SASB: TC-SI-330a.2

Benefits:

At Phreesia, we recognize our strength is our people. We offer a fully remote work environment, generous compensation and benefits, and development opportunities so that all Phreesians can bring their authentic self to work, feel supported and perform at their best.

Phreesia is committed to providing a benefits program that offers the support our employees need to prioritize health and wellbeing at home and work. We offer full benefit eligibility for employees, their spouses, domestic partners, common law partners and their children. Phreesia also offers a variety of medical and behavioral health and telehealth solutions for employees, including MD Live, Headspace, Ginger, Talkspace, Happify and Inkblot, among others. For U.S. employees, Phreesia offers a dependent care FSA that can be used for eligible out-of-pocket childcare expenses. Phreesia also offers Breakthru, an app designed to encourage micro-breaks, promote movement and healthy habits during the workday.

Our healthcare benefits include:

- ✓ Medical coverage, including transgender-care coverage, specialized care managers for transgender individuals, fertility treatments—including IVF and other fertility needs for same-sex couples—and a behavioral health network with expertise in LGBTQ, cultural and race-related counseling
- ✓ Telemedicine
- ✓ Mental health resources
- ✓ HSA with employer match and FSA (U.S. only)
- ✓ Dental
- ✓ Vision
- ✓ Employer-paid group life/AD&D
- ✓ Voluntary life/AD&D
- ✓ Short and long-term disability
- ✓ Critical illness
- ✓ Employee assistance program
- ✓ Pet insurance
- ✓ Retirement savings program

Our paid leave benefits include:

- ✓ Family care leave to care for an ill family member (up to 4 weeks at 100% pay)
- ✓ Fully paid maternity & parental leave for all parents (duration of 100% paid leave varies by country)
- ✓ Fully paid medical leave (duration of 100% paid leave varies by country)

Phreesia is committed to promoting employees' mental, physical and financial wellness. Phreesia's Wellness Team hosts two annual wellness challenges in which all employees can earn rewards for completing healthy activities through our Phireworks platform.

Competitive compensation

Paid parental leave

Flexible paid time off

Focus on wellness

Remote positions

Professional development

Inclusive work environment

Healthcare coverage

Employee Training: ISS: A.1.1.6, A.3.2.2, A.1.1.6.1; GRI: 2-24-a-iv

In addition to diversity, equity and inclusion trainings, all employees are required to take the following mandatory trainings:

- Privacy training
- Public company training, which includes anti-corruption and code of conduct training segments
- IT security training, including phishing and other cyber safety training
- Harassment and discrimination training

Employees are required to take various additional trainings based on their roles and have the opportunity to take optional trainings throughout the year.

Employee Health and Safety: ISS: A.1.1.3, A.1.1.3.1, A.1.1.3.1.1, A.1.1.3.2; GRI: 408-1, 409-1

We maintain a partnership with GovDocs. GovDocs helps us to efficiently manage labor law postings for our remote workforce by providing us with a customized IPP link, which is available through our employee SharePoint page. All federal and state and provincial posters are automatically updated as legislation changes occur to ensure we consistently stay compliant with current employment law.

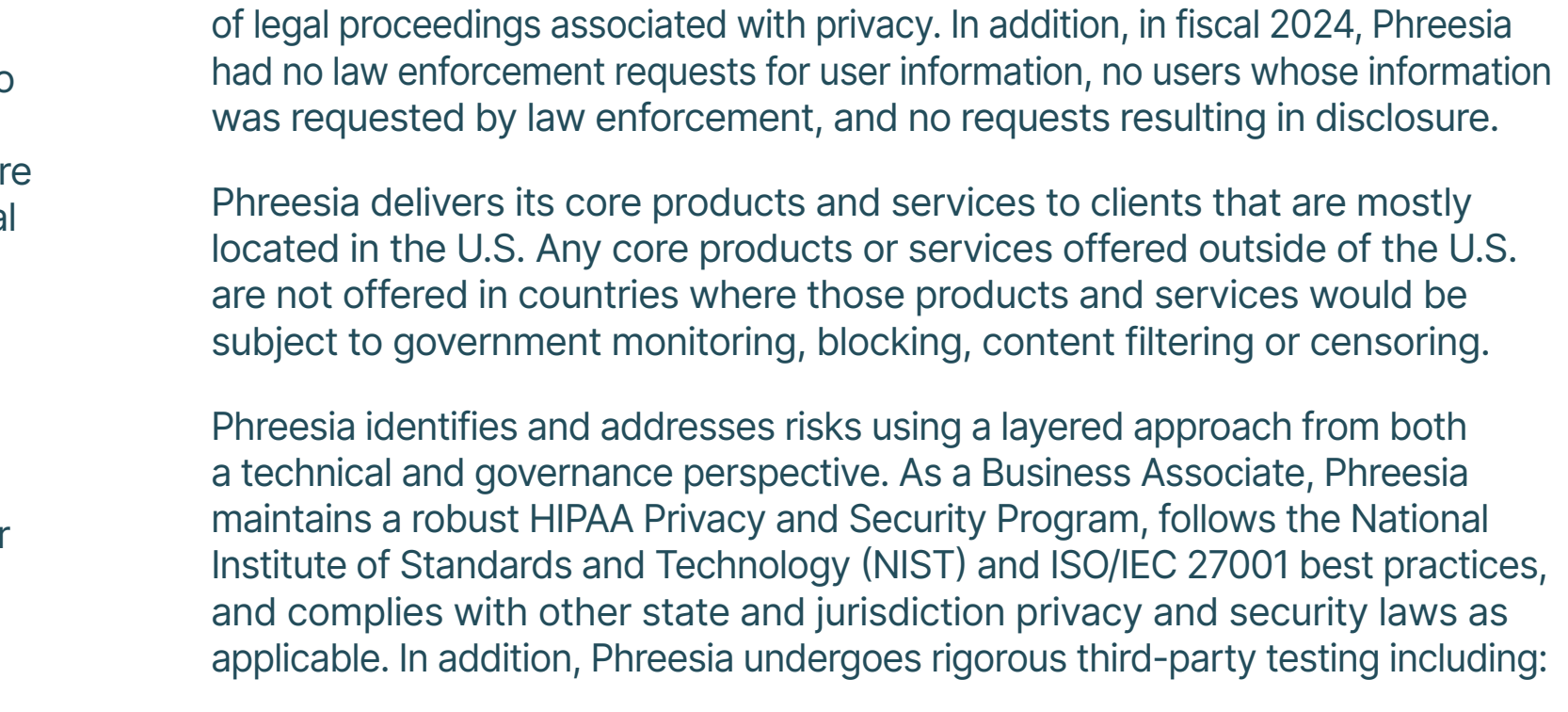
Awards and Recognition: ISS: A.1.1.4, A.1.1.2.3; GRI: 405-1, 201-1; SASB: TC-SI-330a.2

Our focus on our employee experience and a strong company culture has earned us third-party recognition in a number of areas, as evidenced by the following recent recognitions:

- Phreesia named to *Modern Healthcare's* 2024 list of "Best Places to Work in Healthcare" for the eighth time
- Phreesia named to *Inc. Magazine's* list of "Best-Led Companies of 2022"
- Phreesia Life Sciences named to *Medical Marketing and Media's (MM+M)* "Best Places to Work 2022"
- Phreesia included in 2023 *Bloomberg* Gender Equality Index for the third year in a row
- Representation on *The Software Report's* Top 50 Women Leaders in SaaS for the past six years
- Phreesia named as one of the 2023 Achievers 50 Most Engaged Workplaces
- Phreesia named one of *Becker's Healthcare's* 2022 "150 Top Places to Work in Healthcare"
- Phreesia named to *The Software Report's* 2023 "Top 100 Software Companies" for the second consecutive year

Data Privacy and Security

ISS: A.2.2.2.2.1.1, A.2.2.2.1, A.2.2.2.1.1, A.2.2.2.2, A.2.2.2.2.1, A.2.2.2.2.1.1.1; GRI: 418-1; SASB: TC-SI-230a.2, TC-SI-230a.2, TC-SI-220a.1, TC-SI-220a.2, TC-SI-220a.3, TC-SI-220a.4, TC-SI-220a.5



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") and Consumer Health Data, as defined by other U.S. state health privacy laws, along with other regulated data. Maintaining strong security and privacy controls for the personal data we handle is of utmost importance to us at Phreesia. We want our users to understand how our products collect data, how we use personal data to deliver information and services, and how we protect personal data. We also want our users to understand what their rights are when it comes to their personal data and what choices or preferences they may exercise. Phreesia believes in the core tenets of consent and transparency when it comes to how we use personal data, and we have built our products with those tenets in mind.

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. We partner with life sciences companies, advocacy groups, public health associations, health insurance companies and other organizations to show patients who use our platform and provide the appropriate consent, personalized content. This content includes information about treatments or therapies, specific diseases or conditions, or other general health topics. Our goal is to help patients have more informed conversations and make decisions about their care. At the same time, we are committed to ensuring that our data policies and procedures are consistent with applicable legal and regulatory requirements and our users are well-informed about their rights and options for our use of their data. 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.

And importantly, Phreesia maintains channels in which users of our products may reach out to our team to ask questions about privacy and exercise their rights when it comes to Phreesia's use of their data.

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.

During fiscal 2024, Phreesia did not have any monetary losses as a result of legal proceedings associated with privacy. In addition, in fiscal 2024, Phreesia had no law enforcement requests for user information, no users whose information was requested by law enforcement, and no requests resulting in disclosure.

Phreesia delivers its core products and services to clients that 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.

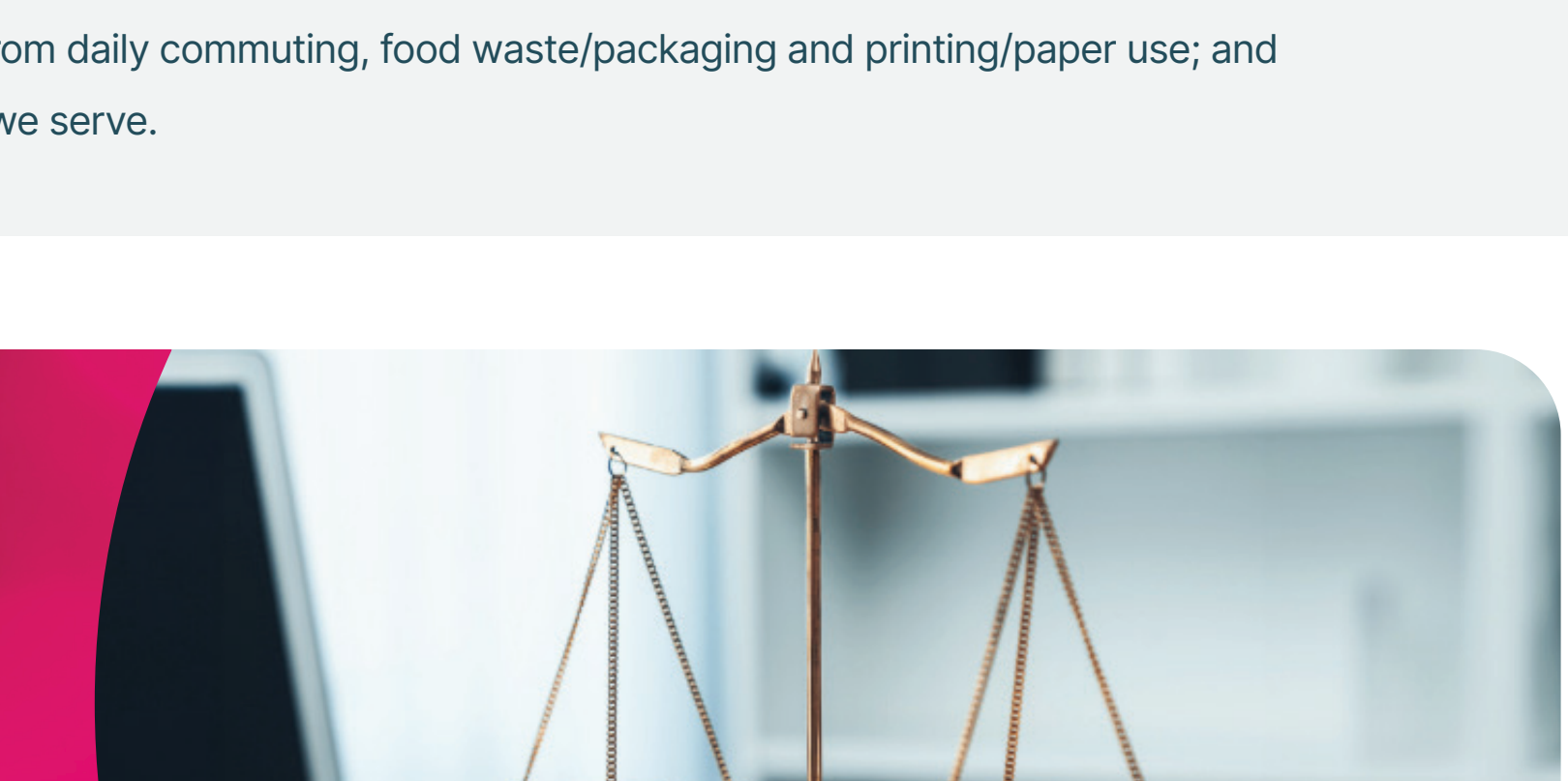
Phreesia identifies and addresses risks using a layered approach from both a technical and governance perspective. As a Business Associate, Phreesia maintains a robust HIPAA Privacy and Security Program, follows the National Institute of Standards and Technology (NIST) and ISO/IEC 27001 best practices, and complies with other state and jurisdiction privacy and security laws as applicable. In addition, Phreesia undergoes rigorous third-party testing including:

- 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

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 remediated by Phreesia's Privacy, Compliance and Security teams as appropriate.

Environmental Impact

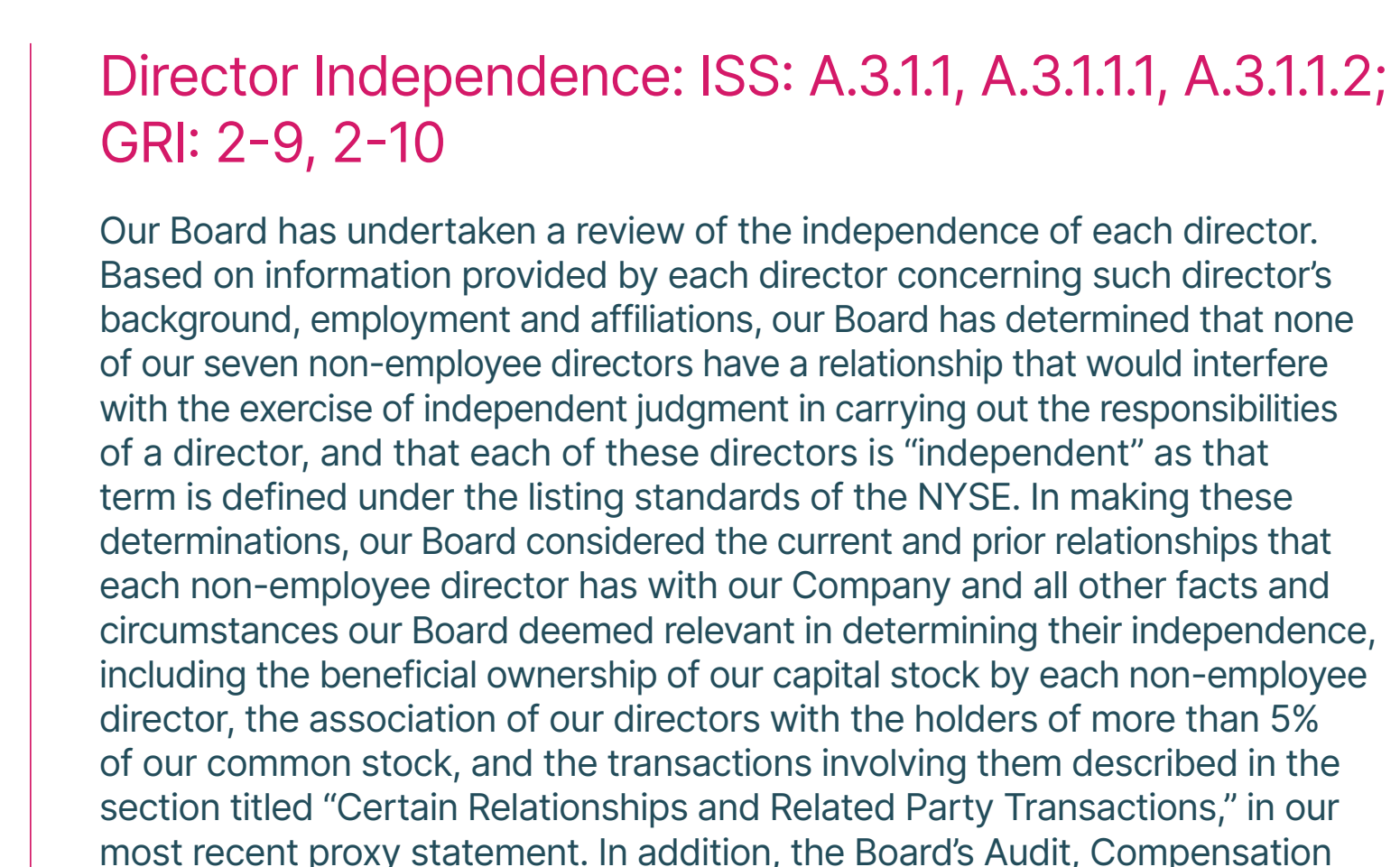
ISS: B.1, B.2.1, B.2.2.1, B.2.2.1.1, B.2.2.4.2;
GRI: 306-1, 306-2, 306-3, 305-5;
SASB: C-SI-130a.1, C-SI-130a.1, TC-SI-130a.3



We have consolidated all corporate data centers to utilize energy efficient vendors and run workloads in a dense manner, reducing excess energy usage. In addition to our energy efficient vendors, we believe we have decreased our negative impact on the environment in the following ways:

- We have eliminated all of our physical office space, including a corporate headquarters;
- We maintain a fully remote workforce, reducing the environmental impact from daily commuting, food waste/packaging and printing/paper use; and
- Our solutions replace the need for paper forms for many of the customers we serve.

Governance



Board Diversity: ISS: A.3, A.3.1, A.1.1.2.2; GRI: 2-9, 2-10; SASB: TC-SI-330a.3

- 3 of 8 directors identify as female
- 2 directors identify as African American
- 1 director identifies as Asian and Middle Eastern

Our Board believes that diversity in its membership should represent a diverse mix of skills, industry experience, backgrounds (including race, ethnicity and gender), ages and other unique characteristics. In evaluating director candidates, our Board considers diversity as it deems appropriate given the current needs of the Board and the Company. To reflect this commitment in identifying potential director candidates, our nominating and corporate governance committee will include in its initial list of director candidates for consideration in connection with any vacancy (or new director search) one or more qualified diverse candidates, and will instruct any search firm, if used, to do the same. After completing its review and evaluation of director candidates, our nominating and corporate governance committee recommends to our full Board the director nominees for selection.

Five of our eight current directors, or 63%, identify as diverse in terms of gender or race/ethnicity, including three of whom identify as women, and three of whom identify as racially or ethnically diverse.

Shareholder Rights: ISS: A.3.1.2, A.3.1.2.1; GRI: 2-29

We have only one class of stock with equal voting rights, and we do not have a controlling shareholder. A voting rights ceiling is not applied.

Director Independence: ISS: A.3.1.1, A.3.1.1.1, A.3.1.1.2; GRI: 2-9, 2-10

Our Board has undertaken a review of the independence of each director. Based on information provided by each director concerning such director's background, employment and affiliations, our Board has determined that none of our seven non-employee directors have a relationship that would interfere with the exercise of independent judgment in carrying out the responsibilities of a director, and that each of these directors is "independent" as that term is defined under the listing standards of the NYSE. In making these determinations, our Board considered the current and prior relationships that each non-employee director has with our Company and all other facts and circumstances our Board deemed relevant in determining their independence, including the beneficial ownership of our capital stock by each non-employee director, the association of our directors with the holders of more than 5% of our common stock, and the transactions involving them described in the section titled "Certain Relationships and Related Party Transactions," in our most recent proxy statement. In addition, the Board's Audit, Compensation and Nominating and Corporate Governance committees are comprised of only independent directors.

Board Oversight of ESG: ISS: B.1, A.3.1.1

Our Nominating and Corporate Governance committee monitors the effectiveness of our corporate governance guidelines, evaluates our Board and committees' composition and oversees our ESG initiatives and regularly reports progress on these initiatives to the full Board.

Board Oversight of Cybersecurity:

Our Board holds oversight responsibility over our enterprise risk management ("ERM") program, which incorporates our cybersecurity risk management program. The Board's oversight of cybersecurity risk management is supported by the Audit Committee, which regularly interacts with our ERM function, our Chief Technology Officer, who serves as our Security Officer, along with other members of management including the Senior Director of Security Engineering, the Chief Privacy Officer, and the compliance, audit and risk teams. In addition, we have a dedicated Audit Committee member who spearheads cybersecurity initiatives due to his extensive experience in the cybersecurity space.

The Board and the Audit Committee each receive regular presentations and reports from our Chief Technology Officer and/or General Counsel on cybersecurity risks, which address a wide range of topics including, among others, recent developments, evolving standards, vulnerability assessments, third-party and independent reviews, the threat environment, technological trends and information security considerations arising with respect to our peers and third-party service providers. The Board and Audit Committee also receive prompt and timely information regarding any cybersecurity incident that meets established reporting thresholds under our incident response plan.

Forward-Looking Statements

This scorecard includes express or implied statements that are not historical facts and are considered forward-looking within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. Forward-looking statements generally relate to future events or our future financial or operating performance and may contain projections of our future results of operations or of our financial information or state other forward-looking information. In some cases, you can identify forward-looking statements by the following words: "may," "will," "could," "would," "should," "expect," "intend," "plan," "anticipate," "believe," "estimate," "predict," "project," "potential," "continue," "ongoing," or the negative of these terms or other comparable terminology, although not all forward-looking statements contain these words. Although we believe that the expectations reflected in these forward-looking statements are reasonable, these statements relate to future events or our future operational or financial performance and involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by these forward-looking statements. Furthermore, actual results may differ materially from those described in the forward-looking statements and will be affected by a variety of risks and factors that are beyond our control. The forward-looking statements contained in this scorecard are also subject to other risks and uncertainties, including those listed or described in our filings with the SEC, including in our Annual Report on Form 10-K for the fiscal year ended January 31, 2024, that has been filed with the SEC. The forward-looking statements in this scorecard speak only as of the date on which the statements are made. We undertake no obligation to update, and expressly disclaim the obligation to update, any forward-looking statements made in this scorecard to reflect events or circumstances after the date of this scorecard or to reflect new information or the occurrence of unanticipated events, except as required by law.