



Letter from Our CEO

We are pleased to deliver our first Environmental, Social, and Governance (ESG) report to our valued stakeholders. This inaugural report marks a milestone for Modivcare – a foundation on which to build and grow our ESG disclosure over time. As a purpose-driven company with a vision to eliminate inequities in the U.S. healthcare system, ESG factors are embedded in our company culture, our business processes, and in the way we fulfill our purpose – making connections to care – every day.

We have assembled a holistic platform of integrated supportive care solutions, and with the collective experience and compassion of our teams, we are creating a social determinants of health company ready to tackle the future of healthcare. Modivcare serves the nation’s most vulnerable populations by facilitating non-emergency medical transportation (NEMT), remote patient monitoring, personal and home care, and home delivered meals. These services enable greater access to care, reduce healthcare costs to the system, and improve health outcomes. We also use technology to better deliver our services and improve our member experience. Our technology-enabled remote patient monitoring business allows us to offer a suite of services such as personal emergency response systems (PERS), vitals monitoring, medication management, and data-driven member engagement solutions that complement our business strategy and will allow us to further advance our mission. With insights from all four of our supportive care verticals, we expect to unlock the total health picture of our patients to enable improved health outcomes.

The COVID-19 pandemic highlighted existing health disparities in our country and placed increased pressures on companies such as ours to address the root causes of inequities by focusing on the social determinants of health. We are extremely proud of our network of team members, transportation providers, and caregivers, who stepped up to serve our members in the most unprecedented of circumstances, and we will continue to focus on the safety and well-being of our people as we grow and scale.

This report highlights the incredible progress we have made in our business, and we encourage feedback during this transformative and exciting time for Modivcare.

Daniel E. Greenleaf
President and Chief Executive Officer

ESG Governance

Our Board is charged with governing our vision to drive positive health outcomes by transforming the way we connect people to care. Our Nominating & Governance Committee oversees Modivcare's ESG management, communication and strategy. Our Compensation and Audit committees also play a role in relevant ESG topic areas such as risk management, cybersecurity, and human capital management.



Board of Directors and Leadership

Nominating & Corporate Governance Committee

In 2021, we amended the charter of the Nominating & Governance Committee of the Board to include oversight of ESG practices. The committee will report to the Board on progress on a bi-annual basis.



Corporate Leadership and Execution

ESG Working Group

The ESG Working Group carries out and implements our ESG initiatives, ensures our ESG data is current, and leads our disclosure process. It is a cross-functional group made up of subject matter experts representing HR, legal, investor relations, corporate risk, communications, compliance and IT led by members of the Company's executive leadership team.

Sustainability Framework

We understand that advancing our ESG strategy is central to our deep-rooted vision and company values, which is why we are committed to ensuring our business upholds ethical and environmental practices, our members receive quality access to care, and our communities feel supported. Our sustainability framework is made up of the following four areas.

Social Responsibility

We are committed to providing vulnerable populations access to care services in a safe and ethical way. We also understand our community is larger than our customer base, which is why we focus our philanthropic and volunteering efforts on providing resources to schools, food banks and other local community organizations.

Human Capital

Our approximately 20,000 team members are our greatest asset, and we strive to put them first. We connect with our teams through engagement programs, by offering learning and professional development opportunities, by providing a generous and competitive benefits package, and by championing diversity, equity, and inclusion through our policies and practices.

Environmental Management

Climate change and other global environmental challenges threaten the health and well-being of our team members, our customers, and our communities. We work to reduce our environmental footprint by consolidating and modernizing our facilities, building and strengthening relationships with vendors and transportation providers that align with our core values, and transitioning to an efficient, more digital network.

Corporate Governance

Good governance is essential for managing our business successfully. We are committed to upholding ethical business practices, routinely conducting team member training and implementing safeguards to identify and manage potential risks.

Performance Highlights



Environment

WASTE & RECYCLING:

We have taken measures to reduce and divert our operational waste from landfill by reducing paper use and recycling in every facility. We also partner with a third-party to ensure all our electronic waste is responsibly recycled once it reaches the end of its life.

TRANSPORTATION:

We are investing in improved route optimization technology, including through our 2021 acquisition of WellRyde, in order to reduce our miles driven per trip. We are working toward a goal to be 90% digital by the end of 2022, which includes an optimization package for transportation providers that will reduce our collective footprint. We also plan to engage in a dialogue with our independent transportation providers regarding carbon reduction goals and electric vehicle usage.

ENERGY:

Our headquarters building is LEED Gold certified, with many energy reduction and efficiency features embedded in the design. The majority of our equipment purchased in the U.S is energy efficient and Energy STAR certified.



Social

MEMBER EXPERIENCE:

We aim to serve our members with compassion and respect to give them the best experience possible. As such, we conduct extensive training with our customer service representatives. In 2021, we responded to over 25 million calls from our contact centers around the country.

ACCESS AND AFFORDABILITY:

Modivcare services all 50 states. In 2021, we became the number two personal care business in the country, servicing over 20,000 members with approximately 30 million hours of care. Our industry-leading NEMT business also provided 75 million rides, and delivered 2 million meals to underserved populations.

PHILANTHROPY AND VOLUNTEERISM:

We have a goal to encourage our teams to invest in their communities. In 2021, we grew our participation in more local partnerships, transporting meals to disabled families, supporting pandemic relief efforts, and fulfilling gift requests for hundreds of children.



Governance

ETHICS AND COMPLIANCE:

Upon hire, every team member undergoes compliance training, which includes Code of Conduct, health and safety, data security and anti-discrimination and harassment training.

SYSTEMIC RISK MANAGEMENT:

We conduct an Enterprise Risk Management (ERM) survey to identify and rank organizational risks, which is presented to senior leadership and our Board of Directors and incorporated into our business strategy.

BOARD DIVERSITY AND INDEPENDENCE:

In April 2021, we appointed three new Board members. Our Board is composed of 20% women and 20% underrepresented minorities. 100% of our Board committees are chaired by an independent director.

MODIVCARE ACADEMY:

In 2021, we launched an innovative program to support transportation providers who own, work for, or operate NEMT companies by providing education, networking opportunities, and training resources. The transportation providers represent a broad and diverse pool of businesses, including disadvantaged, small, minority, and women-owned firms who are committed to providing safe and reliable transportation to the patients we jointly serve.



Human Capital

TEAM MEMBER ENGAGEMENT:

In our 2021 survey, we captured 82% engagement by our NEMT team members, indicating high satisfaction in their roles despite challenges of transitioning to remote work. Feedback from our teams is reviewed by leadership and helps inform strategic initiatives such as expanded benefits offerings and coaching.

HEALTH AND WELL-BEING:

Given the nature of our business, we are committed to health and wellness for both the members we serve and our own teams. In 2021 and 2022, Modivcare has expanded its employee benefits programs to offer its personal care workforce the opportunity to obtain medical and other benefits that were previously not realistic options for personal care aids.

DIVERSITY, EQUITY, AND INCLUSION (DE&I):

In February 2022, we hired a Chief Diversity Officer who will deepen our efforts for diverse hiring and inclusion. As of December 2021, approximately 80% of all team members at Modivcare are women, and over 50% are underrepresented minorities.

Attracting and Retaining Key Talent

Our knowledgeable, talented and diverse team drives the success and mission of Modivcare. In 2021, our organizational development team revamped our onboarding and training procedures for customer service representatives, the largest team serving Modivcare's NEMT business, to ensure they are well-equipped to serve our members and feel a sense of belonging upon joining. We hire a diverse team that reflects our member population. Approximately 80% of all team members are women and over 50% are members of underrepresented minority groups.



Our corporate and NEMT team members, regardless of role, receive a comprehensive benefits package. Some of these benefits include:

- Paid parental leave for up to 12 weeks for the primary caregiver
- Long-term disability coverage
- HSA offering with front-loaded company contribution
- 401k with a 4% match by the company

As we continue to integrate our recent personal care and remote monitoring acquisitions, we plan to harmonize our benefits offerings on a company-wide basis.

Promoting Health and Safety



Health and safety is integrated into every layer of our business model. We comply with all applicable health and safety laws in the regions we operate, and we also maintain Occupational Safety and Health Administration (OSHA) regulatory compliance across our operations. All team members receive annual health and safety training as a part of our annual compliance program. In the event of a health and safety incident, we have a detailed plan to report, investigate and mitigate the situation, as well as document ways to prevent such risks in the future. In 2021, we initiated a plan to improve our understanding of the health and safety incidents that occur, with the objective of identifying trends

and creating training focused on mitigating these risks. As members of the Community Transportation Association of America, we exchange health and safety best practices and stay informed of best-in-class measures in our industry.

The caregivers in our personal care business receive additional training to ensure their own safety, the safety of their patients, and proper management of hazardous substances. We maintain guidelines set forth in the Management of Regulated and Non-regulated Waste Disposal Policy and Communication of Hazards to Personnel Policy, which detail the proper handling and disposal of hazardous substances. We have also developed plans to support our caregivers in the COVID-19 pandemic.

From the onset of the COVID-19 pandemic, we worked closely with our partners to adapt our services to best support members and healthcare workers in a safe and reliable way. As examples, we added needed transportation services to members for grocery shopping and to healthcare professionals for their daily commutes.

Safeguarding Data and Privacy



Protecting the privacy and security of our customers' data is crucial for delivering on our mission, and we have a robust program of safeguards, audits, and team member training in place to do just that. Our practices are rooted in globally recognized standards and third-party audits to ensure our customers that their information is secure with us.

We comply with the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH) which protects the privacy and security of health information of individuals receiving health care services. We ensure the

confidentiality, integrity, and availability of all electronic protected health information, protect against any reasonably anticipated threats, and protect against any reasonably anticipated uses or disclosures of information that are not permitted or required by HIPAA and HITECH.

Our Compliance department conducts comprehensive Enterprise Risk Assessments annually that allow us to plan for and mitigate corporate risks including data security and privacy. Our Cybersecurity Team and Governance, Risk, and Compliance (GRC) Team work together to manage our information security program, and our Chief Information Security Officer and Chief Compliance Officer report progress and issues up to the Board on a quarterly basis. For cybersecurity, we are SOC 2 Type II certified, and in 2022, we also achieved ISO 27001 certification. We undergo regular third-party audits to ensure compliance and alignment to these standards and train our teams annually on cybersecurity threats and risks.

Responsible Environmental Management

Modivcare's operational footprint consists of administrative offices and contact centers nationwide. We continue to automate and modernize our operations, including optimizing our transportation routes as we transition to a digital network in order to reduce our miles driven per trip. We also ensure all of our technology hardware and infrastructure is responsibly reused, recycled or disposed of with a third-party.

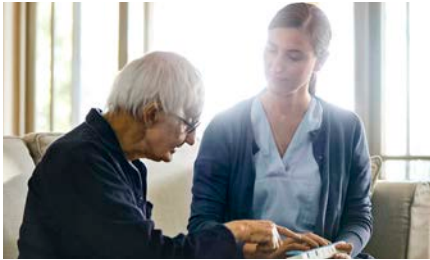
We recognize that the effects of climate change will impact our business. According to the CDC, "climate change, together with other natural and human-made health stressors, influences human health and disease in numerous ways. Some existing health threats will intensify, and new health threats will emerge." As health conditions emerge and intensify because of climate change, we understand our role as a care provider will continue to adapt to the changing public health needs of the populations we serve. Climate change also poses physical risks on our business as the frequency of natural disasters increases. We have an emergency management and disaster preparedness plan in place for our caregivers, which is activated when there is a potential threat of interruption of services to members in their homes due to an emergency or natural disaster. During 2022, we intend to review and update our Emergency Preparedness Plan and training with weather-related risks and climate change in mind.

At Modivcare, we are committed to ensuring we responsibly manage our operations and continually seek opportunities to reduce the environmental impact of our operations. We are currently working towards gathering the data to calculate our emissions in 2022 to develop a baseline and better understand our current impact. With millions of trips each year, we understand a large part of our footprint stems from our transportation operations. We are dedicated to lowering the transportation impact over time, leveraging technology and innovation to optimize routes. In 2020, we began digitizing our network of 5,500 transportation providers and will have a substantial majority of our network digitized by the end of 2022.

We also monitor and manage the energy impact of our two data centers. Our cloud-based operations continue to grow, which we hope can reduce our reliance on our data centers, reducing our energy and carbon footprint. We also partner with a national vendor to ensure our technology hardware is properly recycled and disposed of at the end of its life.

Carrying Out Our Core Values

Our culture is rooted in our core values of Respect, Trust, Reliability, Compassion, Safety and Transparency.



Respect

Our Code of Conduct outlines our policy and expectation to treat everyone with dignity and respect. Our Ethics Hotline is available for anyone to report issues or complaints to our Chief Compliance Officer.



Trust

Whether it be non-emergency medical transportation, meal delivery, personal care, or remote monitoring, we equip our teams with the proper training to foster trust with our customers and deliver outstanding service to our members. For our personal care business, we train all caregivers on safety measures, including proper handling and disposal of medication and supplies.



Reliability

We are using predictive analytics to achieve on-time arrivals for appointments. Our NEMT software can help us reroute trips on the fly, make and change trips, and significantly decrease the time a member waits for a ride, which can increase member satisfaction, lower healthcare costs and improve health outcomes.



Compassion

Since the onset of the pandemic, we have worked tirelessly to support our teams and members. In 2021, we completed over 65,000 trips related to COVID-19 vaccinations and 72,000 trips enabling COVID-19 patients to get treated in a timely manner. Our services enable patients to reach providers under this and many other challenging circumstances.



Safety

We have served eight consecutive years on the National Safety Council and follow OSHA guidelines for safety. We have employee safety policies and protocols that all fieldworkers are trained on annually.



Transparency

We value input from our stakeholders and work to continuously improve our ESG practices and disclosure over time. We use the Sustainable Accounting Standards Board (SASB) to identify ESG issues most relevant to our industry and our investors.

Alignment to the U.N. Sustainable Development Goals

Modivcare supports the United Nations Sustainable Development Goals (SDGs) and remains committed to driving progress on select goals that are closely aligned to our ESG priorities.



SASB Sustainability Disclosure Topics & Accounting Metrics from Relevant Industries

Since we have a unique business model, we pulled material issues identified by SASB that are relevant to our company. The following table references accounting metrics within this report and other sources.

Topic	Accounting Metric	SASB Code	SASB Industry	Reference
Environmental Footprint of Hardware Infrastructure	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-IM-130a.3	Internet and Media Services	See "Responsible Environmental Management"
Fleet Fuel Management	Description of efforts to reduce the environmental impact of logistics	HC-DI-110a.2	Health Care Distributors	See "Responsible Environmental Management"
Patient Privacy & Electronic Health Records	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	HC-DY-230a.2	Health Care Delivery Services	See "Safeguarding Data and Privacy" and our Privacy Notice
Access for Low-Income Patients	Discussion of strategy to manage the mix of patient insurance status	HC-DY-240a.1	Health Care Delivery Services	Access and Affordability
Pricing & Billing Transparency	Description of policies or initiatives to ensure that patients are adequately informed about price before undergoing a procedure	HC-DY-270a.1	Health Care Delivery Services	Patients are provided: (1) A statement of the services available by the agency and related charges; (2) An advisory before care is initiated of the extent to which payment for agency services may be expected from any third party payors and the extent to which payment may be required from the patient.

Topic	Accounting Metric	SASB Code	SASB Industry	Reference
Pricing & Billing Transparency	Discussion of how pricing information for services is made publicly available	HC-DY-270a.2	Health Care Delivery Services	Homecare patients have the right to be given a statement of services available by the agency and related charges. They must also be advised before care is initiated of the extent to which payment for agency services may be expected from any third party payers and the extent to which payment may be required by the patient. If this information ever changes, patients must get 30 day advance notice. Our admission materials and agreements contain pricing information.
Counterfeit Drugs	Discussion of due diligence process to qualify suppliers of drug products and medical equipment and devices	HC-DI-260a.2	Health Care Distributors	Not applicable; Modivcare's caregivers do not administer medication, although our caregivers may assist in organization of medication.
Climate Change Impacts on Human Health & Infrastructure	Description of policies and practices to address: (1) the physical risks due to an increased frequency and intensity of extreme weather events and (2) changes in the morbidity and mortality rates of illnesses and diseases, associated with climate change	HC-DY-450a.1	Health Care Delivery Services	See "Responsible Environmental Management"

