

Double Materiality Stakeholder Engagement

We engaged with a variety of stakeholders - including customers, associates, investors, and community groups, among others - to inform the results of our double materiality assessment. We solicited extensive feedback from stakeholders using an array of methods mentioned below.

Stakeholder Group	Engagement Approach
Health Plan Customers	<ul style="list-style-type: none"> • In-person interactions • Focus groups • 24/7 customer relations hotline • Consumer effort surveys • Social media • Websites • Annual reporting • Mail/email • Sydney Health mobile app • 24/7 Nurseline
Employer Clients	<ul style="list-style-type: none"> • Elevance Health Customer Advisory Group (CAG) • Meetings • Surveys • Responding to disclosure requests • Corporate wellness programs
Associates	<ul style="list-style-type: none"> • Double Materiality Survey • Engagement surveys • Pulse (Elevance Health intranet) • CEO town halls • Training and professional development opportunities • Business Resource Groups • Community giving/volunteer opportunities tracked via Elevance Health for Good • Performance management • Ethics and Compliance HelpLine

Stakeholder Group	Engagement Approach
Investors and Shareholders	<ul style="list-style-type: none"> • Double Materiality Survey • Annual reporting • Annual shareholder meeting • Quarterly earnings calls • Investor outreach • Investor relations website • Phone briefings • Email correspondence • Healthcare investor conferences • Actively responding to third-party environmental, social, and governance surveys/ratings
Suppliers and Healthcare Providers	<ul style="list-style-type: none"> • Double Materiality Survey • Briefings and meetings • Conferences and industry events • Email correspondence • Supplier Code of Conduct • Environmental, social, and governance screenings, including CDP assessments for suppliers • Training and workshops • Scorecards • Ethics and Compliance HelpLine
Government, Regulators, and Industry Associations	<ul style="list-style-type: none"> • Double Materiality Survey • Briefings and meetings • Email correspondence • White papers and other briefing materials • Trade organizations • Participation in coalitions • Roundtable discussions • Public events • Speaking engagements • Conferences • Public policy research