



Serving Our Present, Caring for Our Future

Sustainability & Global Citizenship Report 2022

We are proud to present our 13th consecutive annual sustainability and global citizenship report detailing our work in the 2021 calendar year—our centennial year. Cleveland Clinic is committed to advancing practices that promote a just, thriving and green global economy. As such, we are a signatory of the United Nations (UN) Global Compact—a voluntary call to companies to align strategies and operations with universal principles on human and labor rights, environmental stewardship and anti-corruption—and take actions that advance societal goals. In this Communication on Progress, we include goals, progress metrics, highlight stories and our approach for managing the various environmental, social and governance topics that are most important to our organization and valued stakeholders.

In addition to addressing the Ten Principles of the UN Global Compact, we prepared this report in accordance with the Global Reporting Initiative's (GRI) core option standards. The GRI standards provide guidance on identifying, prioritizing and measuring progress on an organization's most significant impacts, risks and opportunities. This document maps our report content to the GRI standards, UN Global Compact Principles and UN Sustainable Development Goals with accompanying links to report content. To view the full report, please visit clevelandclinic.org/ungc.

Dear Patients, Caregivers and Community Members,

Since our founding more than a century ago, Cleveland Clinic has strived to provide the best healthcare to the greatest number of people.

That goal has driven our growth from a small outpatient clinic to the world's first integrated international healthcare system.

But widely delivering advanced clinical care is not enough.

As a global citizen, Cleveland Clinic must act in ways that are good for our planet and that improve its inhabitants' wellbeing, dignity and quality of life. We are proud to be a signatory of the United Nations (UN) Global Compact, a commitment to improve society by championing principles of human rights, environmental stewardship and corporate integrity.

We offer this 13th annual Communication on Progress, reporting on our performance on environmental, social and governance issues in 2021.

In the COVID-19 pandemic's grueling second year, our caregivers continued to respond with extraordinary resilience, empathy and teamwork. We cared for tens of thousands of COVID-19 patients in our hospitals. We collaborated on a drive-through community testing site. We provided vaccinations at our family health centers and community-based clinics and co-led a nationwide campaign to encourage adults to get vaccinated.

Internationally, caregivers from our newest location, Cleveland Clinic London, helped administer shots as part of the National Health Service's vaccination program. And we shipped 138 pallets of medical supplies to assist the Indian Red Cross's pandemic relief work.

Locally, Cleveland Clinic must heal, hire and invest to support the communities we serve. We resolve to improve the social determinants of health — the economic, educational and environmental factors that affect wellness and quality of life.

In 2021, our nonprofit health system contributed \$1.41 billion in annual community benefits from its operations in Ohio, Nevada and Florida — the largest community benefit in our 100-year history.

To end the scourge of childhood lead poisoning, we partnered with the Lead Safe Cleveland Coalition and pledged \$52.5 million to remove sources of lead exposure from city homes. We expanded our work to reduce infant mortality and took comprehensive action to decrease opioid prescribing.

We welcomed nearly 1,100 Cleveland residents as new caregivers in 2021. By hiring our neighbors, we help make our communities stronger. And in Cleveland's Fairfax neighborhood, adjacent to our main campus, we teamed with other organizations to build a grocery market and 196-unit apartment complex that will provide access to healthy food and new housing in the area, which had been classified as an urban food desert.

Cleveland Clinic celebrated its centennial in 2021, but in many ways, our work is just beginning. I invite you to learn more from this Communication on Progress. Thank you for your interest.



Sincerely,

A handwritten signature in black ink that reads "Tomislav Mihaljevic".

[Tomislav Mihaljevic, MD](#)

Chief Executive Officer and President

Materiality and Stakeholder Engagement

As a community anchor and the largest employer in the state of Ohio, our decisions have the potential to impact many different stakeholders. Our stakeholders also have unique perspectives, needs and areas of expertise that shape the way we deliver our mission. By engaging with our stakeholders on a regular basis, we can work together more proactively to address challenges, create opportunities and deliver value.

Cleveland Clinic conducted a materiality update in 2021 to ensure the topics in our report reflected our most current and significant ESG impacts, risks and opportunities. Conducting our materiality update in 2021—the year of our centennial—provided a unique opportunity to ask our stakeholders to reflect upon Cleveland Clinic's history and solicit feedback on how we shape our future.

Material Topic Identification

To identify material topics, we reviewed our previous materiality assessment, engaged subject matter experts on our Executive Steering Committee and researched local, national, industry and global ESG issues and trends. We worked with members of the Executive Steering Committee to identify stakeholders and stakeholder groups to interview as part of our materiality assessment. For our 2021 materiality assessment, we identified 40-50 stakeholders to interview, half of which were internal and half of which were external. In addition to soliciting input on the prioritization of the material topics we identified, we asked all 40-50 stakeholders that we interviewed as part of our materiality assessment if there were any additional material topics we should consider in our assessment.

Stakeholder Engagement

We interviewed 40-50 internal and external stakeholders for input on our most significant ESG impacts, opportunities and risks. During interviews, we asked stakeholders to provide feedback based on their areas of expertise, current events and trends. We also inquired about the significance of topics in relation to Cleveland Clinic's vision, value chain, geographic footprint and more. In addition to interviews, we also incorporated survey data from some stakeholder groups in our materiality assessment.

Some of the external groups we engaged for this report include:

- City of Cleveland
- Clean Production Action
- Cleveland Foundation
- Department of Energy
- Environmental Protection Agency
- Evergreen Cooperatives
- Florida Hospital Association
- Health and Human Services
- Local, state and federal government stakeholders
- National Institute of Health
- North Union Farmers Market
- Ohio Hospital Association
- Our top suppliers

Topic Prioritization

Once we completed interviews and surveys with our stakeholders, we used their input in addition to other ESG research and data to prioritize topics and group them into three distinct tiers. Tier 1 topics have the greatest influence on our stakeholders and/or the greatest impact on the economy, the environment and society.

- Tier 1: topics for which we provide the most robust reporting, including our management approach, goals, progress metrics and multiple stories detailing our efforts in the last year
- Tier 2: topics for which we report our management approach, goals, progress metrics and highlights from the past year
- Tier 3: topics for which we report our management approach and progress updates, and monitor for changes in significance

To finalize the prioritization of topics in our materiality assessment, our Executive Steering Committee reviewed and approved the results.

Cleveland Clinic Materiality Assessment

Tier 1	Tier 2	Tier 3
 Access to care	 Caregiver engagement	 Education
 Climate mitigation and resilience	 Caregiver safety	 Government relations
 Community health strategy	 Data privacy and security	 Healthy buildings
 Diversity, equity and inclusion	 Ethics and integrity	 Pandemics
 Patient experience	 Research and innovation	 Water stewardship
 Patient safety and quality of care	 Sustainable cities and communities	 Workplace wellness
 Sustainable value chain	 Talent development	
	 Transparency	
 Social  Environmental  Governance		

GRI Index

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
ORGANIZATIONAL PROFILE, GRI 102: General Disclosures 2016		
102-1	Cleveland Clinic	a. Name of the organization.
102-2	Organizational Profile	a. A description of the organization's activities. b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.
102-3	Cleveland, Ohio, United States of America	a. Location of the organization's headquarters.
102-4	Organizational Profile	a. Number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report.
102-5	The Cleveland Clinic Foundation is an Ohio nonprofit corporation. As such, it is not owned by any individuals or corporate entities. The Cleveland Clinic Foundation serves as a direct or indirect parent or as the "sole member" or "sole regular member" of each affiliate within the Cleveland Clinic Health System (CCHS).	a. Nature of ownership and legal form.
102-6	Who Are Our Patients?	a. Markets served, including: i. geographic locations where products and services are offered; ii. sectors served; iii. types of customers and beneficiaries.
102-7	By The Numbers	a. Scale of the organization, including: i. total number of employees; ii. total number of operations; iii. net sales (for private sector organizations) or net revenues (for public sector organizations); iv. total capitalization (for private sector organizations) broken down in terms of debt and equity; v. quantity of products or services provided.
	State of the Clinic 2021	
102-8	Enterprise Demographics	a. Total number of employees by employment contract (permanent and temporary), by gender. b. Total number of employees by employment contract (permanent and temporary), by region. c. Total number of employees by employment type (full-time and part-time), by gender. d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees. e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries). f. An explanation of how the data have been compiled, including any assumptions made.
102-9	Sustainable Procurement	a. A description of the organization's supply chain, including its main elements as they relate to the organization's activities, primary brands, products, and services.
102-10	State of the Clinic 2021	a. Significant changes to the organization's size, structure, ownership, or supply chain, including: i. changes in the location of, or changes in, operations, including facility openings, closings, and expansions; ii. changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations); iii. changes in the location of suppliers, the structure of the supply chain, or relationships with suppliers, including selection and termination.

GRI Index

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
102-11	Healthy Buildings We apply the precautionary approach in our operations through our green design and construction standards. We have avoided the use of materials, chemicals and elements on the International Living Future Institute's Living Building Challenge (LBC) Red List for their human and/or environmental health and toxicity concerns in the construction of our buildings since 2010.	a. Whether and how the organization applies the Precautionary Principle or approach.
102-12	Healthcare Anchor Network's Impact Purchasing Commitment, Practice Greenhealth's Environmentally Preferable Purchasing Pledge, United Nations Sustainable Development Goals, United Nations Global Compact, Greater University Circle Initiative, Department of Energy's Better Building Challenge, Cleveland Climate Action Plan and Healthcare Without Harm's Healthcare Climate Pledge, Cleveland Tree Plan and OneTen Initiative	a. A list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses.
102-13	Memberships	a. A list of the main memberships of industry or other associations, and national or international advocacy organizations.
STRATEGY, GRI 102: General Disclosures 2016		
102-14	Letter from Tomislav Mihaljevic, MD Chief Executive Officer and President	a. A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.
102-15	Materiality & Boundary	a. A description of key impacts, risks, and opportunities.
ETHICS AND INTEGRITY, GRI 102: General Disclosures 2016		
102-16	Mission, Vision, Values	a. A description of the organization's values, principles, standards, and norms of behavior.
102-17	Governance	a. A description of internal and external mechanisms for: i. seeking advice about ethical and lawful behavior, and organizational integrity; ii. reporting concerns about unethical or unlawful behavior, and organizational integrity.
GOVERNANCE, GRI 102: General Disclosures 2016		
102-18	Governance	a. Governance structure of the organization, including committees of the highest governance body. b. Committees responsible for decision-making on economic, environmental, and social topics.
STAKEHOLDER ENGAGEMENT, GRI 102: General Disclosures 2016		
102-40	Stakeholder Engagement	a. A list of stakeholder groups engaged by the organization.
102-41	3.3% of Cleveland Clinic employees were covered by collective bargaining agreements in 2021.	a. Percentage of total employees covered by collective bargaining agreements.
102-42	Stakeholder Engagement, Materiality & Boundary	a. The basis for identifying and selecting stakeholders with whom to engage.
102-43	We engage with all of the stakeholder groups involved in our materiality process on an annual basis or more frequently. Stakeholder Engagement	a. The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.

GRI Index

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
102-44	Stakeholder Engagement, Materiality & Boundary Confidentiality Constraints : In our materiality process, we respect the confidentiality of information individual stakeholders share with us and report the responses of all our external stakeholders in aggregate. We invited subject matter experts in environmental, social and governance issues to aid in the prioritization process and to provide additional context around key topics specific to their areas of expertise.	a. Key topics and concerns that have been raised through stakeholder engagement, including: i. how the organization has responded to those key topics and concerns, including through its reporting; ii. the stakeholder groups that raised each of the key topics and concerns.
REPORTING PRACTICE, GRI 102: General Disclosures 2016		
102-45	Financial Statements	a. A list of all entities included in the organization's consolidated financial statements or equivalent documents. b. Whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.
102-46	Materiality & Boundary	a. An explanation of the process for defining the report content and the topic Boundaries. b. An explanation of how the organization has implemented the Reporting Principles for defining report content.
102-47	Materiality & Boundary	a. A list of the material topics identified in the process for defining report content.
102-48	We adjusted our energy use intensity baseline in 2021 to include natural gas and electricity consumption from all of our Florida facilities—including family health centers—and Mercy and Union hospitals (recent acquisitions). Additionally, we adjusted our electricity factor to a weighted average of Emissions & Generation Resource Integrated Database (eGRID) data tied to our locations by state. These changes impacted our historic energy use intensity and carbon emissions data.	a. The effect of any restatements of information given in previous reports, and the reasons for such restatements.
102-49	Materiality & Boundary	a. Significant changes from previous reporting periods in the list of material topics and topic Boundaries.
102-50	Calendar year, January - December 2021	a. Reporting period for the information provided.
102-51	Dec-21	a. If applicable, the date of the most recent previous report.
102-52	Annual	a. Reporting cycle.
102-53	For more information regarding this report's content, contact Cleveland Clinic's Corporate Communications Department at +1.216.444.0141	a. The contact point for questions regarding the report or its contents.
102-54	This report has been prepared in accordance with the GRI Standards: Core option	a. The claim made by the organization, if it has prepared a report in accordance with the GRI Standards, either: i. 'This report has been prepared in accordance with the GRI Standards: Core option'; ii. 'This report has been prepared in accordance with the GRI Standards: Comprehensive option'.
102-55		The reporting organization shall report the following information: a. The GRI content index, which specifies each of the GRI Standards used and lists all disclosures included in the report. b. For each disclosure, the content index shall include: i. the number of the disclosure (for disclosures covered by the GRI Standards); ii. the page number(s) or URL(s) where the information can be found, either within the report or in other published materials; iii. if applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made.

GRI Index

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
102-56	The Cleveland Clinic Foundation (“Cleveland Clinic”) is an Ohio nonprofit corporation that is tax-exempt under Section 501(c)(3) of the Internal Revenue Code. It operates an academic medical center and health system. Cleveland Clinic makes mandatory and voluntary disclosures to a variety of governmental and nongovernmental entities, including the Internal Revenue Services, the Centers for Medicare and Medical Services, the Environmental Protection Agency, Ohio Department of Health, Department of Energy, Ohio Hospital Association and Practice Greenhealth. Cleveland Clinic’s financial statements are audited on an annual basis by Ernst & Young LLP, and it makes quarterly financial disclosures pursuant to requirements of its outstanding debt. The Cleveland Clinic’s Executive Steering Committee has determined it will not seek third-party verification of this report at this time.	<ul style="list-style-type: none"> a. A description of the organization’s policy and current practice with regard to seeking external assurance for the report. b. If the report has been externally assured: <ul style="list-style-type: none"> i. A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; ii. The relationship between the organization and the assurance provider; iii. Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization’s sustainability report.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
MATERIAL TOPICS		
CATEGORY: ECONOMIC		
COMMUNITY HEALTH STRATEGY (GRI 203: Indirect Economic Impacts 2016, GRI 413: Local Communities)		
103-1	Community	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. any specific limitation regarding the topic Boundary
103-2		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.
203-1	Community , Anchor Institution Initiatives , Accessible & Integrated Care , Community Health Needs Assessment Reports	The reporting organization shall report the following information: a. Extent of development of significant infrastructure investments and services supported. b. Current or expected impacts on communities and local economies, including positive and negative impacts where relevant. c. Whether these investments and services are commercial, in-kind, or pro bono engagements.
203-2	Anchor Institution Initiatives , Public Health Programs , Our Stories , Advocacy & Policy , Community Health Needs Assessment Reports	The reporting organization shall report the following information: a. Examples of significant identified indirect economic impacts of the organization, including positive and negative impacts. b. Significance of the indirect economic impacts in the context of external benchmarks and stakeholder priorities, such as national and international standards, protocols, and policy agendas.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
413-1	Community, Community Health Needs Assessment Reports We have community advisory boards for every hospital comprised of local community members to discuss and address concerns.	a. Percentage of operations with implemented local community engagement, impact assessments, and/or development programs, including the use of: <ol style="list-style-type: none"> social impact assessments, including gender impact assessments, based on participatory processes; environmental impact assessments and ongoing monitoring; public disclosure of results of environmental and social impact assessments; local community development programs based on local communities' needs; stakeholder engagement plans based on stakeholder mapping; broad based local community consultation committees and processes that include vulnerable groups; works councils, occupational health and safety committees and other worker representation bodies to deal with impacts; formal local community grievance processes.
413-2	Community Health Needs Assessment Reports Our stakeholders have not identified material potential or actual negative impacts on local communities from our operations.	a. Operations with significant actual and potential negative impacts on local communities, including: <ol style="list-style-type: none"> the location of the operations; the significant actual and potential negative impacts of operations.
CATEGORY: ENVIRONMENTAL		
SUSTAINABLE CITIES AND COMMUNITIES		
103-1	Environment	For each material topic, the reporting organization shall report the following information: <ol style="list-style-type: none"> An explanation of why the topic is material. The Boundary for the material topic, which includes a description of: <ol style="list-style-type: none"> where the impacts occur; the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. Any specific limitation regarding the topic Boundary.
103-2		For each material topic, the reporting organization shall report the following information: <ol style="list-style-type: none"> An explanation of how the organization manages the topic. A statement of the purpose of the management approach. A description of the following, if the management approach includes that component: <ol style="list-style-type: none"> Policies Commitments Goals and targets Responsibilities Resources Grievance mechanisms Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: <ol style="list-style-type: none"> An explanation of how the organization evaluates the management approach, including: <ol style="list-style-type: none"> the mechanisms for evaluating the effectiveness of the management approach; the results of the evaluation of the management approach; any related adjustments to the management approach.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
CLIMATE MITIGATION AND RESILIENCE (GRI 305: Emissions 2016)		
103-1	Climate Resilience	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.
305-1	We use the GHG protocol methodologies and factors to calculate our carbon footprint. Our Scope 1 emissions, or CO ₂ e generated from on-site combustion and consumption, include carbon emissions from natural gas, generator fuel, fleet vehicle fuels and anesthesia gases. Measuring & Reducing Our Carbon Footprint	a. Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent. b. Gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , or all. c. Biogenic CO ₂ emissions in metric tons of CO ₂ equivalent. d. Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions. e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source. f. Consolidation approach for emissions; whether equity share, financial control, or operational control. g. Standards, methodologies, assumptions, and/or calculation tools used.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
305-2	We use the GHG protocol methodologies and factors to calculate our carbon footprint. Our Scope 2 emissions, or CO ₂ e generated from utility providers, include carbon emissions from purchased electricity. Measuring & Reducing Our Carbon Footprint	<ul style="list-style-type: none"> a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent. b. If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent. c. If available, the gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all. d. Base year for the calculation, if applicable, including: <ul style="list-style-type: none"> i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions. e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source. f. Consolidation approach for emissions; whether equity share, financial control, or operational control. g. Standards, methodologies, assumptions, and/or calculation tools used.
305-3	Information Unavailable: In 2021, we measured our Scope 3 carbon footprint working with a third-party consultant. We learned that purchased goods and services, investments, capital goods and employee commuting represent more than 80% of our Scope 3 emissions. We are still in the process of refining the data included in our Scope 3 emissions and finalizing our Scope 3 emissions strategy, and will include more data and information in our 2023 report.	<ul style="list-style-type: none"> a. Gross other indirect (Scope 3) GHG emissions in metric tons of CO₂ equivalent. b. If available, the gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all. c. Biogenic CO₂ emissions in metric tons of CO₂ equivalent. d. Other indirect (Scope 3) GHG emissions categories and activities included in the calculation. e. Base year for the calculation, if applicable, including: <ul style="list-style-type: none"> i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions. f. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source. g. Standards, methodologies, assumptions, and/or calculation tools used.
305-4	Measuring & Reducing Our Carbon Footprint	<ul style="list-style-type: none"> a. GHG emissions intensity ratio for the organization. b. Organization-specific metric (the denominator) chosen to calculate the ratio. c. Types of GHG emissions included in the intensity ratio; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3). d. Gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all.
305-5	Measuring & Reducing Our Carbon Footprint	<ul style="list-style-type: none"> a. GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO₂ equivalent. b. Gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all. c. Base year or baseline, including the rationale for choosing it. d. Scopes in which reductions took place; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3). e. Standards, methodologies, assumptions, and/or calculation tools used.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
305-6	Not applicable: CFC emissions comprise an immaterial proportion of our emissions (less than 1%).	<ul style="list-style-type: none"> a. Production, imports, and exports of ODS in metric tons of CFC-11 (trichlorofluoromethane) equivalent. b. Substances included in the calculation. c. Source of the emission factors used. d. Standards, methodologies, assumptions, and/or calculation tools used.
305-7	<u>Regulated Air Emissions</u>	<ul style="list-style-type: none"> a. Significant air emissions, in kilograms or multiples, for each of the following: <ul style="list-style-type: none"> i. NOX ii. SOX iii. Persistent organic pollutants (POP) iv. Volatile organic compounds (VOC) v. Hazardous air pollutants (HAP) vi. Particulate matter (PM) vii. Other standard categories of air emissions identified in relevant regulations b. Source of the emission factors used. c. Standards, methodologies, assumptions, and/or calculation tools used.
Sustainable Value Chain (GRI 204: Procurement Practices 2016, GRI 308: Supplier Environmental Assessment 2016, GRI 306: Effluents and Waste 2016)		
103-1	<u>Sustainable Procurement, Economic Development (Local and Diverse Spending)</u>	<p>For each material topic, the reporting organization shall report the following information:</p> <ul style="list-style-type: none"> a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: <ul style="list-style-type: none"> i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		<p>For each material topic, the reporting organization shall report the following information:</p> <ul style="list-style-type: none"> a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: <ul style="list-style-type: none"> i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		<p>For each material topic, the reporting organization shall report the following information:</p> <ul style="list-style-type: none"> a. An explanation of how the organization evaluates the management approach, including: <ul style="list-style-type: none"> i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
SUSTAINABLE VALUE CHAIN (GRI 204: Procurement Practices 2016, GRI 308: Supplier Environmental Assessment 2016)		
204-1	Sustainable Procurement, Economic Development (Local and Diverse Spending)	<p>The reporting organization shall report the following information:</p> <ol style="list-style-type: none"> Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally). The organization's geographical definition of 'local'. The definition used for 'significant locations of operation'.
306-2	Landfill Diversion, Reprocessing and Recycling	<ol style="list-style-type: none"> Total weight of hazardous waste, with a breakdown by the following disposal methods where applicable: <ol style="list-style-type: none"> Reuse Recycling Composting Recovery, including energy recovery Incineration (mass burn) Deep well injection Landfill On-site storage Other (to be specified by the organization) Total weight of non-hazardous waste, with a breakdown by the following disposal methods where applicable: <ol style="list-style-type: none"> Reuse Recycling Composting Recovery, including energy recovery Incineration (mass burn) Deep well injection Landfill On-site storage Other (to be specified by the organization) How the waste disposal method has been determined: <ol style="list-style-type: none"> Disposed of directly by the organization, or otherwise directly confirmed Information provided by the waste disposal contractor Organizational defaults of the waste disposal contractor
306-4	Hazardous and Regulated Medical Waste	<ol style="list-style-type: none"> Total weight for each of the following: <ol style="list-style-type: none"> Hazardous waste transported Hazardous waste imported Hazardous waste exported Hazardous waste treated Percentage of hazardous waste shipped internationally. Standards, methodologies, and assumptions used.
308-1	<p>We currently do not screen new suppliers using environmental criteria, but are screening products using environmental criteria and eliminating polyvinyl chloride (PVC) and Di-2-ethylhexyl phthalate (DEHP) from our supply chain. Additionally, in 2020 we added sustainability language to our Supplier Handbook outlining our expectations that suppliers are aligned with our ESG commitments and ESG data requests.</p> <p>Sustainable Procurement</p>	<p>The reporting organization shall report the following information:</p> <ol style="list-style-type: none"> Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally). The organization's geographical definition of 'local'. The definition used for 'significant locations of operation'.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
308-2	In 2021, we began assessing our top suppliers by spend on their disclosure and management of climate change impacts, and completed assessments of 25 suppliers. Information is currently unavailable for b.-e. We are focusing on screening products using environmental criteria and eliminating polyvinyl chloride (PVC) and Di-2-ethylhexyl phthalate (DEHP) from our supply chain. Additionally, in 2020 we added sustainability language to our Supplier Handbook outlining our expectations that suppliers are aligned with our ESG commitments and ESG data requests. Sustainable Procurement	<ul style="list-style-type: none"> a. Number of suppliers assessed for environmental impacts. b. Number of suppliers identified as having significant actual and potential negative environmental impacts. c. Significant actual and potential negative environmental impacts identified in the supply chain. d. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment. e. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why.
CATEGORY: SOCIAL		
CAREGIVER ENGAGEMENT		
103-1	Caregiver Engagement	<p>For each material topic, the reporting organization shall report the following information:</p> <ul style="list-style-type: none"> a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: <ul style="list-style-type: none"> i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		<p>For each material topic, the reporting organization shall report the following information:</p> <ul style="list-style-type: none"> a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: <ul style="list-style-type: none"> i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		<p>For each material topic, the reporting organization shall report the following information:</p> <ul style="list-style-type: none"> a. An explanation of how the organization evaluates the management approach, including: <ul style="list-style-type: none"> i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
TALENT DEVELOPMENT, EDUCATION (GRI 404: Training and Education 2016)		
103-1	Talent Development, Hiring and Pathways for Advancement, Education and Training	<p>For each material topic, the reporting organization shall report the following information:</p> <ul style="list-style-type: none"> a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: <ul style="list-style-type: none"> i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		<p>For each material topic, the reporting organization shall report the following information:</p> <ul style="list-style-type: none"> a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: <ul style="list-style-type: none"> i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		<p>For each material topic, the reporting organization shall report the following information:</p> <ul style="list-style-type: none"> a. An explanation of how the organization evaluates the management approach, including: <ul style="list-style-type: none"> i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.
404-1	Development Resources, Learning Culture, Education and Training We offer a multitude of training and professional development programs to caregivers. All instructor-led training, virtual instructor-led training, self-guided learning modules and compliance courses are tracked in our Learning Management System, however, we do not track all of our professional development resources through this platform and report outcomes of some programs individually. Information Unavailable: We do not currently have data for average hours of training by gender available and will explore obtaining it for the next reporting period.	<ul style="list-style-type: none"> a. Average hours of training that the organization's employees have undertaken during the reporting period, by: <ul style="list-style-type: none"> i. gender; ii. employee category.
404-2	Talent Development	<ul style="list-style-type: none"> a. Type and scope of programs implemented and assistance provided to upgrade employee skills. b. Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.
404-3	Feedback and Performance Information Unavailable: We do not currently have this data by employee category available and will explore obtaining it for the next reporting period.	<ul style="list-style-type: none"> a. Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
DIVERSITY, EQUITY AND INCLUSION (GRI 405: Diversity and Equal Opportunity 2016)		
103-1	Diversity, Equity and Inclusion	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.
405-1	Governance As of March 2022, there are 30 members of the Cleveland Clinic Board of Directors, which includes three senior members of the Cleveland Clinic Board of Governors, eight female Directors (including the Board Chair), two African-American Directors, two Asian Directors and one Hispanic Director. All members are over 50 years of age.	a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories: i. Gender; ii. Age group: under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups). b. Percentage of employees per employee category in each of the following diversity categories: i. Gender; ii. Age group: under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).
405-2	Information Unavailable: We do not currently have this data available and will explore obtaining it for the next reporting period.	a. Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation. b. The definition used for 'significant locations of operation'.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
CAREGIVER SAFETY (GRI 403: Occupational Health and Safety 2018)		
103-1	<u>Caregiver Safety, Care for Caregivers</u>	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.
403-1	Cleveland Clinic has not implemented an occupational health and safety management system.	a. A statement of whether an occupational health and safety management system has been implemented, including whether: i. the system has been implemented because of legal requirements and, if so, a list of the requirements; ii. the system has been implemented based on recognized risk management and/or management system standards/guidelines and, if so, a list of the standards/guidelines. b. A description of the scope of workers, activities, and workplaces covered by the occupational health and safety management system, and an explanation of whether and, if so, why any workers, activities, or workplaces are not covered.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
403-2	As part of the Compliance Program, employees are expected to report suspected noncompliant behavior to their manager, the Corporate Compliance Office, or the Chief Legal Officer. To promote reporting, Cleveland Clinic maintains anonymous reporting phone lines and email options. Non-Retaliation is included in our code of conduct: There will be no negative consequences or retaliation for good faith reporting of possible misconduct. Caregiver Safety, Compliance and Ethics	<ul style="list-style-type: none"> a. A description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimize risks, including: <ul style="list-style-type: none"> i. how the organization ensures the quality of these processes, including the competency of persons who carry them out; ii. how the results of these processes are used to evaluate and continually improve the occupational health and safety management system. b. A description of the processes for workers to report work-related hazards and hazardous situations, and an explanation of how workers are protected against reprisals. c. A description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health, and an explanation of how workers are protected against reprisals. d. A description of the processes used to investigate work-related incidents, including the processes to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls, and to determine improvements needed in the occupational health and safety management system.
403-3	Caregiver Safety	<ul style="list-style-type: none"> a. A description of the occupational health services' functions that contribute to the identification and elimination of hazards and minimization of risks, and an explanation of how the organization ensures the quality of these services and facilitates workers' access to them.
403-4	Cleveland Clinic has not implemented an occupational health and safety management system. Through our daily tiered huddles, workers at all levels of the organization share information, including any health and safety concerns, which are reported up to executive leadership. Caregiver Safety	<ul style="list-style-type: none"> a. A description of the processes for worker participation and consultation in the development, implementation, and evaluation of the occupational health and safety management system, and for providing access to and communicating relevant information on occupational health and safety to workers. b. Where formal joint management-worker health and safety committees exist, a description of their responsibilities, meeting frequency, decision-making authority, and whether and, if so, why any workers are not represented by these committees.
403-5	All new hires complete safety training and all caregivers complete safety training on an annual basis. We provide additional training for caregivers relating to any and all specific work-related safety issues pertaining to their work areas. Caregiver Safety	<ul style="list-style-type: none"> a. A description of any occupational health and safety training provided to workers, including generic training as well as training on specific work-related hazards, hazardous activities, or hazardous situations.
403-6	Workplace Well-being, Communications, Support Programs	<ul style="list-style-type: none"> a. An explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided. b. A description of any voluntary health promotion services and programs offered to workers to address major non-work-related health risks, including the specific health risks addressed, and how the organization facilitates workers' access to these services and programs.
403-7	Caregiver Safety	<ul style="list-style-type: none"> a. A description of the organization's approach to preventing or mitigating significant negative occupational health and safety impacts that are directly linked to its operations, products or services by its business relationships, and the related hazards and risks.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
403-8	Not Applicable: Cleveland Clinic has not implemented an occupational health and safety management system.	<p>a. If the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/guidelines:</p> <ul style="list-style-type: none"> i. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system; ii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited; iii. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party. <p>b. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p> <p>c. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p>
403-9	<p><u>Caregiver Safety</u></p> <p>Information Unavailable: We do not currently have all the information available for this disclosure and will explore obtaining it for the next reporting period.</p>	<p>a. For all employees:</p> <ul style="list-style-type: none"> i. The number and rate of fatalities as a result of work-related injury; ii. The number and rate of high-consequence work-related injuries (excluding fatalities); iii. The number and rate of recordable work-related injuries; iv. The main types of work-related injury; v. The number of hours worked. <p>b. For all workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <ul style="list-style-type: none"> i. The number and rate of fatalities as a result of work-related injury; ii. The number and rate of high-consequence work-related injuries (excluding fatalities); iii. The number and rate of recordable work-related injuries; iv. The main types of work-related injury; v. The number of hours worked. <p>c. The work-related hazards that pose a risk of high-consequence injury, including:</p> <ul style="list-style-type: none"> i. how these hazards have been determined; ii. which of these hazards have caused or contributed to high-consequence injuries during the reporting period; iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls. <p>d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls.</p> <p>e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.</p> <p>f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p> <p>g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p>

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
403-10	Caregiver Safety Information Unavailable: We do not currently have all the information available for this disclosure and will explore obtaining it for the next reporting period.	a. For all employees: <ul style="list-style-type: none"> i. The number of fatalities as a result of work-related ill health; ii. The number of cases of recordable work-related ill health; iii. The main types of work-related ill health. b. For all workers who are not employees but whose work and/or workplace is controlled by the organization: <ul style="list-style-type: none"> i. The number of fatalities as a result of work-related ill health; ii. The number of cases of recordable work-related ill health; iii. The main types of work-related ill health. c. The work-related hazards that pose a risk of ill health, including: <ul style="list-style-type: none"> i. how these hazards have been determined; ii. which of these hazards have caused or contributed to cases of ill health during the reporting period; iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls. d. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded. e. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.
ETHICS AND INTEGRITY		
103-1	Governance , Transparency & Anti-Corruption , Conflict of Interest , Human Rights & Labor Standards	For each material topic, the reporting organization shall report the following information: <ul style="list-style-type: none"> a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: <ul style="list-style-type: none"> i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		For each material topic, the reporting organization shall report the following information: <ul style="list-style-type: none"> a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: <ul style="list-style-type: none"> i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: <ul style="list-style-type: none"> a. An explanation of how the organization evaluates the management approach, including: <ul style="list-style-type: none"> i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
DATA PRIVACY AND SECURITY (GRI 418: Customer Privacy 2016)		
103-1	Patient Data, Compliance and Ethics	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.
	Information Unavailable: We do not currently have all the information available for this disclosure and will explore obtaining it for the next reporting period.	The reporting organization shall report the following information: a. Total number of substantiated complaints received concerning breaches of customer privacy categorized by: i. Complaints received from outside parties and substantiated by the organization; ii. Complaints from regulatory bodies. b. Total number of identified leaks, thefts, or losses of customer data. c. If the organization has not identified any substantiated complaints, a brief statement of this fact is sufficient.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
TRANSPARENCY		
103-1	<u>Reporting, Governance, Patient Safety & Quality of Care Data</u>	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
ACCESS TO CARE		
103-1	<u>Accessible & Integrated Care, Public Health Programs, COVID-19 Care for Patients</u>	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
RESEARCH AND INNOVATION		
103-1	<u>Research & Innovation, Accessible & Integrated Care, State of the Clinic</u>	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
PATIENT EXPERIENCE		
103-1	<u>Patients, Patient Data</u> (Outpatient Satisfaction Scores, HCAHPS and Complaints and Grievances data)	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
PATIENT SAFETY AND QUALITY OF CARE		
103-1	<u>Patient Safety & Quality of Care Data</u>	For each material topic, the reporting organization shall report the following information: a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur; ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary.
103-2		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives
103-3		For each material topic, the reporting organization shall report the following information: a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach.

United Nations Global Compact Principles

Principle	Description	Report Selection
Statement of Continuing Support		
		Letter from Tomislav Mihaljevic, MD Chief Executive Officer and President
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights; and	Human Rights and Labor Standards
Principle 2	make sure that they are not complicit in human rights abuses.	Human Rights and Labor Standards
Labor		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of collective bargaining;	Governance, Caregivers
Principle 4	the elimination of all forms of forced and compulsory labor;	Human Rights and Labor Standards
Principle 5	the effective abolition of child labor; and	Human Rights and Labor Standards
Principle 6	the elimination of discrimination in respect of employment and occupation.	Human Rights and Labor Standards; Diversity, Equity & Inclusion
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges;	Environment
Principle 8	undertake initiatives to promote greater environmental responsibility; and	Environment
Principle 9	encourage the development and diffusion of environmentally friendly technologies.	Environment
ANTI-CORRUPTION		
Principle 10		Transparency & Anti-Corruption

United Nations Sustainable Development Goals



Goal	Description	Report Link
No Poverty	End poverty in all its forms everywhere	Anchor Institution Initiatives
Zero Hunger	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Local and Sustainable Food
Good Health and Well-Being	Ensure healthy lives and promote well-being for all at all ages	Patients ; Public Health Programs
Quality Education	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Hiring & Pathways for Advancement ; Anchor Institution Initiatives ; Talent Development
Gender Equality	Achieve gender equality and empower all women and girls	Diversity, Equity & Inclusion
Clean Water and Sanitation	Ensure availability and sustainable management of water and sanitation for all	Water Stewardship
Affordable and Clean Energy	Ensure access to affordable, reliable, sustainable and modern energy for all	Energy Efficiency ; Climate Resilience
Decent Work and Economic Growth	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Caregivers
Industry, Innovation, and Infrastructure	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Community ; Healthy Buildings ; Research and Innovation
Reduced Inequalities	Reduce inequality within and among countries	Diversity, Equity & Inclusion
Sustainable Cities and Communities	Make cities and human settlements inclusive, safe, resilient and sustainable	Community ; Climate Resilience
Responsible Consumption and Production	Ensure sustainable consumption and production patterns	Sustainable Procurement
Climate Action	Take urgent action to combat climate change and its impacts	Climate Resilience
Life Below Water	Conserve and sustainably use the oceans, seas, and marine resources for sustainable development	Water Stewardship
Life on Land	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	Community Tree Planting
Peace and Justice, Strong Institutions	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	Governance ; Diversity, Equity & Inclusion ; Community
Partnerships for the Goals	Strengthen the means of implementation and revitalize the global partnership for sustainable development	Stakeholder Engagement ; Climate Resilience