

About Humana's Impact Report

[Humana's 2021 Impact Report](#) highlights our commitment to the health of each person, each community, the healthcare system, and the environment. We've established five key metrics categories that showcase our progress on this commitment and align to our strategic business goals: **Access to Healthcare, Data Protection & Privacy, Environmental Impact, Product Quality & Safety, and Talent & Diversity**. Quantitative and/or qualitative metrics within each category track, monitor, measure and report our performance.

We prepared this report and metrics in accordance with the Global Reporting Initiative (GRI) Standards: Core option. This is our eighth GRI report, with the most recent GRI report being our 2020 Corporate Social Responsibility (CSR) Report. In recognition of our strong ESG program, we have also [mapped our ESG disclosures](#) to frameworks established by the United Nations Sustainable Development Goals, Sustainability Accounting Standards Board (SASB) Managed Care Standard, and the Task Force on Climate-Related Financial Disclosures (TCFD). Humana publishes impact reports annually.

Content and topic boundaries

Humana's 2021 Impact Report document progress in January 1, 2021, through December 31, 2021, unless otherwise noted. Within this report and our [SEC Filing](#), as well as [our mapped ESG disclosures](#), we have reported all Environmental, Social and Governance (ESG) and Corporate Social Responsibility (CSR) issues that we determined are material to our business, as described in the materiality section below.

Humana welcomes your feedback on this information. Please send your questions or comments to csr@humana.com.

Materiality

At Humana, we value our stakeholders' opinions and recognize there are many intersections between our interests and those of our stakeholders. In 2018, we completed a third-party facilitated materiality assessment, and each year between 2019 - 2021 we have revisited the results of that assessment with an internal, cross-functional team. We evaluated the topics our stakeholders identified, based, in part, on the influence these topics have on Humana's business decisions. We understand that our employees and members and the community at large consider many topics important. We invest our resources where it makes sense for our business to do so to yield the greatest impacts. We are currently conducting a new materiality assessment, with results to be published in 2023.

MATERIALITY MATRIX

- A GHG emissions
- B Economic performance
- C Product responsibility
- D Inclusion and diversity
- E Employee well-being
- F Anti-corruption
- G Member privacy
- H Access to healthcare
- I Member health
- J Non-discrimination

