

## GRI Content Index

GRI Disclosure No.	Location	Omissions and/or Additional Details
<b>2-1 Organizational details</b>		
The eHealth of Today: Scale of the Organization		
GRI 2-1	Organizational details	eHealth Company Timeline
	Legal name of the organization	eHealth, Inc.
	Location of headquarters	Santa Clara, California
	Location of operation(s)	Gold River, California, Salt Lake City, Utah, Indianapolis, Indiana, Austin, Texas, and Xiamen, China.
	Ownership and legal form	Ownership: publicly traded Legal form: as of 2013, eHealth became a “Web-based Entity” under the rules and regulations of the Centers for Medicare and Medicaid Services (“CMS”) to enroll eligible consumers into Qualified Health Plans (“QHPs”) under the Affordable Care Act (“ACA”)
<b>2-3 Reporting period, frequency and contact point</b>		
About this Report		
GRI 2-3	Reporting period, frequency and contact point	Our Sustainability Approach
	Type of reporting	Sustainability
	Reporting period–Start Date	2021-1-01
	Reporting period–End Date	2022-12-31
	Frequency (e.g. annual, bi-annual)	Annual
	Publication date of the report or reported information	—
	Contact point for questions regarding the report	investors@ehealth.com

GRI Disclosure No. (continued)		Location	Omissions and/or Additional Details	
<b>2-7 Employees</b>				
Human Capital Development: Employment and Engagement				
GRI 2-7	Employees	Human Capital Development	<b>FY2022</b>	<b>FY2021</b>
	Total number of full-time employees - USA		1263	2120
	Total number of contingent workers - USA		178	183
	Total number of full-time employees - China		252	259
	Total number of contingent workers - China		0	1
	Total number of full-time employees		1515	2379
	Total number of contingent workers		178	184
	Combined Full-Time Employees and Contingent Workers		1693	2563
	Customer Care & Enrollment		951	1692
	Technology & Content		284	367
	General & Administrative		225	224
	Marketing & Advertising		55	96
	Male (%)		47%	44%
	Female (%)		53%	48%
	Other & Unidentified (%)		0%	1%
	Percentage of total employees - China		15%	11%
	Percentage of total employees - USA		85%	89%
	Number of Male Employees - United States		612	1015
	Number of Female Employees - United States		646	1096
	Number of Female Employees - China		144	145
	Number of Male Employees - China		96	102

GRI Disclosure No. (continued)	Location	Omissions and/or Additional Details
<b>2-10 Nomination and selection of the highest governance body</b>		
Governance		
GRI 2-10	Nomination and selection of the highest governance body	Governance
	Nominating and selecting the highest governance body	<p>The policy of our board of directors is to consider recommendations for director candidates from stockholders holding not less than one percent (1%) of the outstanding shares of our common stock continuously for at least twelve months prior to the date of submission of the recommendation. Our board of directors has established a following procedures by which these stockholders may submit recommendations. The full procedure can be found on our annual Proxy filings.</p>
<b>2-11 Chair of the highest governance body</b>		
Governance		
GRI 2-11	Chair of the highest governance body	Governance
		Dale Wolf, Chair of the Board of Directors

GRI Disclosure No. (continued)	Location	Omissions and/or Additional Details
<b>2-12 Role of the highest governance body in overseeing the management of impacts</b>		
Governance		
GRI 2-12	Identifying and managing economic, environmental, and social impacts	<p>Our senior leadership team keeps the Board apprised on a quarterly basis of significant risks facing the company and the approach being taken to understand, manage, and mitigate such risks. Additional review or reporting on enterprise risks is conducted as needed or as requested by the full Board of Directors or the appropriate committee. The executive sponsor of the ESG strategy is the Senior Vice President of Investor Relations and Strategy. The SVP of IR and Strategy is responsible for championing and guiding the climate strategy, providing executive-level oversight, and accountability for the ESG program, including climate-related issues, across the enterprise. The executive sponsor reviews and approves, along with the Senior Leadership Team also reporting directly to the CEO, decisions regarding eHealth's climate strategy, climate-related disclosures and governance of the overall ESG program. In addition, the executive sponsor advocates for ESG and climate-related issues and opportunities to be integrated into the overall business strategy. An executive sponsor and business unit leaders from across the company collaborate on risk management and strategy development on all ESG matters, including climate. Strategy- Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning, where such information is material.</p>
	Consulting stakeholders on economic, environmental, and social topics	<p>The importance to stakeholders in determining their assessments and decisions about eHealth. With the help of an external advisory firm, we evaluated stakeholder perspectives by proxy through benchmarking assessments and interviews held with cross-functional team members and senior leaders. Once we shortlisted applicable topics, we surveyed a wide group of stakeholders to help us prioritize relevant issues. More than 2,100 people, including our employees, members of our board of directors, customers, and insurance carriers provided feedback vital for shaping our sustainability strategy and overall organizational improvements.</p>

GRI Disclosure No. (continued)		Location	Omissions and/or Additional Details
<b>2-15 Conflicts of interest</b>			
Ethical and Responsible Business Conduct			
GRI 2-15	Conflicts of interest	Responsible Business	
	Discussion of processes for identifying and assessing conflicts of interest		Risks associated with director independence and potential conflicts of interest are overseen by the Nominating and Corporate Governance Committee.
<b>2-22 Statement on sustainable development strategy</b>			
Advancing our Mission for Sustainable Development			
GRI 2-22	Statement on sustainable development strategy	Responsible Business	
<b>2-23 Policy commitments</b>			
Responsible Business			
GRI 2-23	Policy Commitments	Responsible Business	
<b>2-24 Embedding policy commitments</b>			
Responsible Business			
GRI 2-24	Embedding policy commitments	Responsible Business	
<b>2-26 Mechanisms for seeking advice and raising concerns</b>			
Responsible Business			
GRI 2-26	Mechanisms for seeking advice and raising concerns	Responsible Business	
<b>2-27 Compliance with laws and regulations</b>			
Ethical and Responsible Business Conduct: Supply Chain Management; & Human Rights			
GRI 2-27	Compliance with laws and regulations	Responsible Business	
<b>2-29 Approach to stakeholder engagement</b>			
Responsible Business			
GRI 2-29	Approach to stakeholder engagement	Responsible Business	

GRI Disclosure No. (continued)		Location	Omissions and/or Additional Details
<b>2-30 Collective bargaining agreements</b>			
Responsible Business			
GRI 2-30	Collective bargaining agreements	Human Capital Development	
	Number of employees covered by collective bargaining agreements - China		252
	Percentage of employees covered by collective bargaining agreements - China		100
	Number of employees covered by collective bargaining agreements - USA		0
	Percentage of employees covered by collective bargaining agreements - USA		0.00%
<b>3-1 Process to determine material topics</b>			
eHealth's Approach to Sustainability: Materiality			
GRI 3-1	Process to determine material topics	Our Sustainability Approach	
<b>3-2 List of material topics</b>			
eHealth's Approach to Sustainability: Materiality			
GRI 3-2	List of material topics	Our Sustainability Approach	
<b>201-1 Direct economic value generated and distributed</b>			
Economic Performance			
GRI 201-1	Direct economic value generated and distributed	Economic Performance	
<b>201-2 Financial implications and other risks and opportunities due to climate change</b>			
Economic Performance			
GRI 201-2	Financial implications and other risks and opportunities due to climate change	Economic Performance	

GRI Disclosure No. (continued)		Location	Omissions and/or Additional Details	
<b>201-3 Defined benefit plan obligations and other retirement plans</b>				
Economic Performance				
GRI 201-3	Defined benefit plan obligations and other retirement plans	Human Capital Development		
<b>205-1 Operations assessed for risks related to corruption</b>				
Ethical and Responsible Business Conduct				
GRI 205-1	Operations assessed for risks related to corruption	Responsible Business		
<b>205-2 Communication and training about anti-corruption policies and procedures</b>				
Ethical and Responsible Business Conduct				
GRI 205-2	Communication and training about anti-corruption policies and procedures	Responsible Business	Information related to our anti-corruption policies and procedures is embedded in our Code of Business Conduct. Required training occurs during the onboarding process and throughout the year, as needed.	
<b>205-3 Confirmed incidents of corruption and actions taken</b>				
Ethical and Responsible Business Conduct				
			<b>FY2022</b>	<b>FY2021</b>
GRI 205-3	Confirmed incidents of corruption and actions taken	Responsible Business	0	0
	Total number of confirmed incidents of corruption		0	0
<b>207-1 Approach to tax</b>				
Economic Performance				
GRI 207-1	Approach to tax	Economic Performance		
<b>207-2 Tax governance, control, and risk management</b>				
Economic Performance				
GRI 207-2	Tax governance, control, and risk management	Economic Performance		

GRI Disclosure No. (continued)	Location	Omissions and/or Additional Details
<b>302-1 Energy consumption within the organization</b>		
Climate Change		
GRI 302-1	Energy consumption within the organization	Climate Change
		<b>FY2022</b>
		<b>FY2021</b>
	Non-Renewable fuel (MWh)	796
	Natural Gas (MWh)	796
	Renewable fuel (MWh)	—
	Energy Purchased (MWh)	2,889
	Energy Sold (MWh)	—
	Electricity (MWh)	2,889
	Total energy consumed within the organization (MWh)	3,685
	Standards, methodologies, assumptions, and/or calculation tools used	Conversion Factors: 1 therm = 0.029 MWhGWP (AR5) Emissions Factors (kg CO <sub>2</sub> e/kWh) Natural Gas 0.181EPA Emissions Factors (03.26.2020) China 0.623 IEA 2019China 0.613 IEA 2020 CAMX 0.233 EPA eGRID (2020)ERCT 0.371 EPA eGRID (2020)NWPP 0.272EPA eGRID (2020)RFC West 0.487EPA eGRID (2020)SRMW 0.672EPA eGRID (2020)
	Source of the conversion factors used	Energy consumption within the organization is reported for our corporate offices. Conversion factors are based on the U.S. Energy Information Administration (EIA).
<b>302-3 Energy intensity</b>		
Climate Change		
GRI 302-3	Energy intensity	Climate Change
		<b>FY2022</b>
		<b>FY2021</b>
	Absolute energy consumption (kWh)	2,889,000
	Square footage	294,057.00 ft <sup>2</sup>
	Energy Intensity per Square Foot (kWh/sf)	13
	Energy intensity per headcount (kWh per head)	2,432
		4,004,000
		299,897.00 ft <sup>2</sup>
		16
		2,379

GRI Disclosure No. (continued)		Location	Omissions and/or Additional Details	
<b>302-4 Reduction of energy consumption</b>				
Climate Change				
GRI 302-4	Reduction of energy consumption	Climate Change		
<b>303-1 Interactions with water as a shared resource</b>				
Climate Change				
GRI 303-1	Interactions with water as a shared resource	Climate Change		
<b>305-1 Direct (Scope 1) GHG emissions</b>				
Climate Change				
GRI 305-1	Direct (Scope 1) GHG emissions	Climate Change	<b>FY2022</b>	<b>FY2021</b>
	Gross direct (Scope 1) GHG emissions		145.10 t CO <sub>2</sub> e	95.00 t CO <sub>2</sub> e
	Standards, methodologies, assumptions, and/or calculation tools used		Emissions reporting is aligned with the WRI's Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard. Scope 1 and 2 emissions are reported for our corporate offices. Greenhouse gas emissions apply U.S. Environmental Protection Agency's (EPA) Emissions Factors for Greenhouse Gas Inventories for stationary combustion, U.S. EPA's eGRID 2019 for electricity use, and the Intergovernmental Panel on Climate Change (IPCC), Fifth Assessment Report.	
<b>305-2 Energy indirect (Scope 2) GHG emissions</b>				
Climate Change				
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Climate Change	<b>FY2022</b>	<b>FY2021</b>
	Energy indirect from purchased electricity, steam, heat & cooling (location-based)		1,379.10 t CO <sub>2</sub> e	1,547.00 t CO <sub>2</sub> e
	Energy indirect GHG Emissions (Scope 2 location based)		1,379.10 t CO <sub>2</sub> e	1,547.00 t CO <sub>2</sub> e
	Total Scope 1 & 2		1,524.2 t CO <sub>2</sub> e	1,641.9 t CO <sub>2</sub> e

GRI Disclosure No. (continued)		Location	Omissions and/or Additional Details	
<b>305-3 Other indirect (Scope 3) GHG emissions</b>				
Climate Change				
GRI 305-3	Other indirect (Scope 3) GHG emissions	Climate Change	<b>FY2022</b>	<b>FY2021</b>
	1. Purchased goods and services		13,929.00 t CO <sub>2</sub> e	13,929.00 t CO <sub>2</sub> e
	2. Capital goods		21.00 t CO <sub>2</sub> e	21.00 t CO <sub>2</sub> e
	3. Fuel- and energy related activities (not included in scope 1 or scope 2)		53.00 t CO <sub>2</sub> e	53.00 t CO <sub>2</sub> e
	4. Upstream transportation and distribution		337.00 t CO <sub>2</sub> e	337.00 t CO <sub>2</sub> e
	5. Waste generated in operations		47.00 t CO <sub>2</sub> e	47.00 t CO <sub>2</sub> e
	6. Business travel		946.00 t CO <sub>2</sub> e	946.00 t CO <sub>2</sub> e
	7. Employee commuting		4,880.00 t CO <sub>2</sub> e	4,880.00 t CO <sub>2</sub> e
	8. Upstream leased assets		91.00 t CO <sub>2</sub> e	91.00 t CO <sub>2</sub> e
	Total other indirect (Scope 3) GHG emissions		20,304.00 t CO <sub>2</sub>	20,304.00 t CO <sub>2</sub>
	1. Purchased goods and services		68.6 %	68.6 %
	2. Capital Goods		0.1 %	0.1 %
	3. Fuel- and energy related activities (not included in scope 1 or scope 2)		0.3 %	0.3 %
	4. Upstream transportation and distribution		1.7 %	1.7 %
	5. Waste generated in operations		0.2 %	0.2 %
	6. Business travel		4.7 %	4.7 %
	7. Employee commuting		24.0 %	24.0 %
	8. Upstream leased assets		0.4 %	0.4 %
	Gases included in the calculation, whether CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , or all		CO <sub>2</sub> equivalent	CO <sub>2</sub> equivalent

GRI Disclosure No. (continued)		Location	Omissions and/or Additional Details	
<b>305-4 GHG emissions intensity</b>				
Climate Change				
GRI 305-4	GHG emissions intensity	Climate Change	<b>FY2022</b>	<b>FY2021</b>
	GHG Emissions Intensity per Square Foot (kg CO2e/sf)		5.2	5.5
	GHG Emissions Intensity per Headcount (kg CO2e/head)		1,006.1	774.5
<b>305-5 Reduction of GHG emissions</b>				
Climate Change				
GRI 305-5	Reduction of GHG emissions	Climate Change		
	Describe the initiative		To offset our Scope 1 & 2 emissions, eHealth purchases renewable energy certificates as a first step managing and mitigating our climate impact. We are working to create a more robust next-generation greenhouse gas reduction target in accordance with the Science Based Targets initiative (SBTi), which requires targets meet the level of decarbonization needed to limit average global temperature increase to well-below 2° Celsius compared to pre-industrial levels. We are making changes where we can lessen our footprint. Over the last 24 months, we have made significant progress shifting our data centers from physical infrastructure in San Jose, California, and Ashburn, Virginia, to cloud-based storage in order to reduce environmental impacts and more effectively manage and access our data. The data migration project was completed in early 2022.	
<b>306-1 Waste generation and significant waste-related impacts</b>				
Climate Change				
GRI 306-1	Waste generation and significant waste-related impacts	Climate Change		
<b>308-2 Negative environmental impacts in the supply chain and actions taken</b>				
Ethical and Responsible Business Conduct				
GRI 308-2	Negative environmental impacts in the supply chain and actions taken	Climate Change	No significant issues of non-compliance.	

GRI Disclosure No. (continued)		Location	Omissions and/or Additional Details	
<b>401-1 New employee hires and employee turnover</b>				
Human Capital Development				
GRI 401-1	New employee hires and employee turnover	Human Capital Development	<b>FY2022</b>	<b>FY2021</b>
	Employee turnover rate		66.4 %	52.3 %
	Employee turnover number		1157	—
	Employee turnover rate - Female (%)		66.0 %	50.3 %
	Employee turnover number - Female		763	—
	Employee turnover rate - Male (%)		66.6 %	54.3 %
	Employee turnover number - Male		771	—
	Employee turnover rate - Other & Undisclosed (%)		88.2 %	0.0 %
	Employee turnover - Other & Undisclosed		1021	—
<b>401-3 Parental leave</b>				
Human Capital Development				
GRI 401-3	Parental leave	Human Capital Development	<b>FY2022</b>	<b>FY2021</b>
	Total number of employees entitled to parental leave		1257	not disclosed
	Please provide details on eHealth's parental leave policy		We offer 6 weeks paid pregnancy disability leave for birthing mothers and 6 weeks paid parental bonding leave for the employee who is a new parent. Eligible Employee is working 30 hours or more and employed at eHealth for at least 90 days when the leave begins.	
<b>404-1 Average hours of training per year per employee</b>				
Human Capital Development				
GRI 404-1	Average hours of training per year per employee	Human Capital Development	<b>FY2022</b>	<b>FY2021</b>
	Total Mandatory Corp Training		9,450 h	23,328 h
	Sales Staff Training		47,978 h	162,931 h

GRI Disclosure No. (continued)		Location	Omissions and/or Additional Details
	Sales Support Staff Training		51,725 h 498 h
	Voluntary Training		1,569 h 1,691 h
	Aggregate Total Training hours		114,469 h 188,448 h
<b>404-2 Programs for upgrading employee skills and transition assistance programs</b>			
Human Capital Development			
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Human Capital Development	
<b>404-3 Percentage of employees receiving regular performance and career development reviews</b>			
Human Capital Development			
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Human Capital Development	
<b>413-1 Operations with local community engagement, impact assessments, and development programs</b>			
Ethical and Responsible Business Conduct			
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	Innovation	
<b>414-1 New suppliers that were screened using social criteria</b>			
Ethical and Responsible Business Conduct			
GRI 414-1	New suppliers that were screened using social criteria	Responsible Business	
<b>418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>			
Responsible Business: Data Privacy and Information Security			
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Responsible Business	No significant issues of non-compliance.