

Purpose	To codify Amwell's human capital management strategy and expectations
Applicable Parties	Amwell's employees
Effective Date	August 1, 2023
Policy Oversight	Chief People Officer, General Counsel
Related Policies	Code of Business Ethics & Conduct, Non-Discrimination and Non-Harassment Policy, Equal Opportunity Employer
Review Cycle	Annual
Last Reviewed	August 2023
Last Modified	August 2023

**American Well Corporation**  
**Human Capital Management Policy**  
Adopted August 1, 2023

### 1. Overview

As a leading digital care delivery platform for healthcare's key stakeholders, American Well Corporation and its subsidiaries (collectively, "Amwell" or the "Company") are committed to providing a great place to work where everyone is treated with dignity and respect. This Human Capital Management Policy ("the Policy") is intended to supplement (and not amend) Amwell's [Code of Business Conduct & Ethics](#), [Non-Discrimination and Non-Harassment Policy](#), [Equal Opportunity Employer Policy](#), Core Values, and local policies and practices developed in accordance with local regulations and requirements. This Policy applies to all Amwell employees. This Policy shall be periodically reviewed by Amwell and may be amended or modified at the discretion of the Company.

### 2. One Team

Amwell's human capital management philosophy is rooted in our commitment to our values of being customer first, acting as one team, and delivering awesome. Our values are core to who we are and serve as the foundation on which we are able to build a strong organization filled with employees who deliver exceptional products and services to our clients.

### 3. Talent Development

At Amwell, we believe that supporting our employees' growth and development is key to the Company's long-term financial success. Amwell is committed to creating opportunities for our employees to expand their capabilities through a variety of initiatives including our learning management systems, role-specific trainings, certifications, tuition assistance, and leadership development programs. Our annual performance review process and frequent coaching opportunities create avenues for personal, professional, and leadership growth and development. Our goal is to support every employee's unique aspirations, situations, skillsets, career objectives, and career paths by providing opportunities for them to prepare for their next step in the Company and their careers.

Amwell is also invested in establishing a formal talent pipeline to support the Company's future growth, including partnerships with nationwide universities and organizations, providing internship opportunities, and maintaining active recruitment strategies to continue building a diverse, skilled team.

### 4. Employee Engagement

Amwell highly values and encourages our employees to share their insights and engage in active, open dialogues so that we may continue to improve. To ensure we are aware of their needs and listening to their insights, Amwell conducts formal annual engagement surveys with all employees that drive the creation and development of new tools, resources, and initiatives that better serve our team members.

Results from our annual engagement surveys are communicated internally and used to identify areas where adjustments and enhancements to Amwell's employee processes and related programs would be beneficial.

### 5. Diversity, Equity and Inclusion

Amwell recognizes the many benefits of celebrating diversity and is committed to attracting and developing a workforce that is inclusive and representative of diverse individuals. Our culture is built on diverse perspectives, which make us think differently and help us to equip our clients, providers, and patients with the tools to realize a better digital healthcare experience for all.

Our DEI initiatives are focused on developing resources to educate, celebrate, and elevate diversity within the Company. Amwell has established a Diversity, Equity & Inclusion (DEI) Committee comprised of individuals across the Company that is governed and sponsored by our Chief People Officer and our EVP of Enterprise platforms. Our DEI Committee meets regularly to spark dialogue and effect change, as well as help us educate, formulate and select inclusion and management training opportunities and support company-wide trainings.

Amwell's Chief People Officer reports regularly to the Board of Directors on the Company's workforce demographics and progress on its diversity and inclusion initiatives.

#### **6. Safe and Healthy Working Conditions**

Amwell strives to provide a safe and healthy work environment for our employees. Achieving this goal is the responsibility of all officers, directors, and employees. We also believe that best-in-class healthcare starts from within, and mental and physical wellbeing are intertwined. Amwell offers resources and benefits to support employee's mental and physical health to ensure they can continue to support our collective mission and be the best versions of themselves.

#### **7. Compensation and Benefits**

We believe that compensation should be competitive, transparent, and equitable. We also recognize the benefit of offering a comprehensive benefits package as another way we care for our employees. Amwell offers the full scope of healthcare coverage, retirement planning and contributions, life and disability insurance, employee assistance programs, financial education, mental health support and days off, Covid leave policy, unlimited personal time off, virtual-first work environment, and access to our suite of products and services. We also offer access to all virtual care services to our employees and their immediate family members. All non-salary benefits are made available to all full-time employees of the Company, as well as access to Amwell's employee stock purchase program (ESPP).

#### **8. Community Service**

Amwell's One Team culture is driven by our team's connection to each other and the communities in which we live and work. Guided by our purpose, mission, and values, Amwell is committed to enriching the communities we serve and advancing healthcare and equity for all. Each of our team members are encouraged to volunteer on their own and are provided one designated volunteer day each year. Amwell and our team members give back by donating, volunteering, participating in sponsored events, providing company matches, and regularly delivering pro bono health services to communities impacted by natural disasters and other crises.

#### **9. Compliance**

Amwell is committed to conducting business in compliance with all applicable labor and human capital management laws and regulations. All Amwell employees are responsible for understanding and complying with all applicable laws, rules, and regulations, as well as facility-specific policies.

#### **10. Oversight and Reporting**

Reporting and updates on relevant human capital management topics can be found in our proxy statement, annual report, and updates to our ESG Framework. Amwell believes in engaging with stakeholders, both internal and external, and welcomes all input regarding the Company's human capital management strategy.

For any questions regarding this Human Capital Management Policy or the expectations it sets forth, you can contact our Amwell Human Capital/Talent Team at [human.resources@amwell.com](mailto:human.resources@amwell.com)