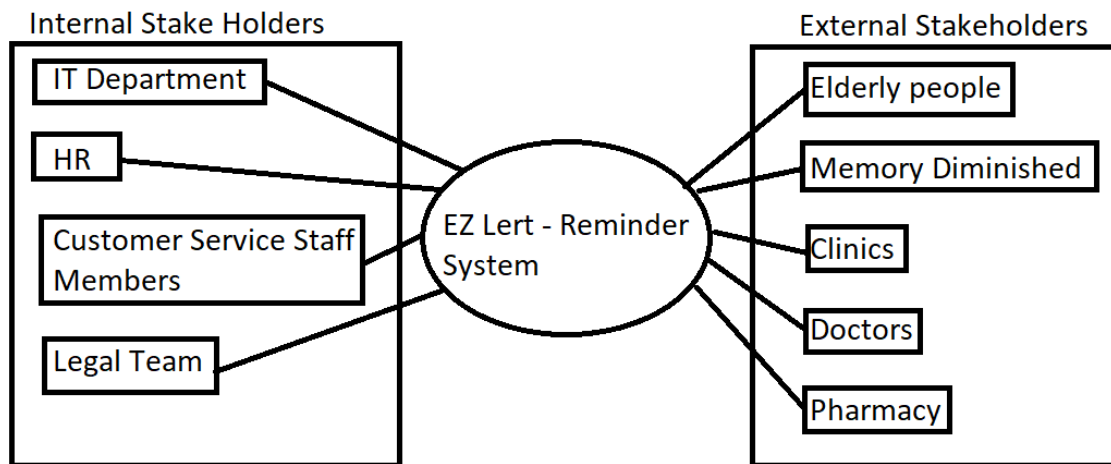


IT Stakeholders Map

Our stakeholders are divided up into two categories: Internal and External stakeholders. Internal stakeholders are people whose interest in a company comes through a direct relationship, such as employment, ownership, or investment. External stakeholders include clients or customers, investors and shareholders, suppliers, government agencies and the wider community. The figure below represents which stakeholders are in which category.



Business Stakeholders Map

<u>Stakeholder Benefits and Engagement</u>	<u>Stakeholder Management</u>
<ul style="list-style-type: none"> ● Low Risk Investment ● Low PPEs ● High ROI ● Stock Investment Increase ● Stock Liquidity Options ● Annual Dividends ● Stakeholder Board membership at 15% Ownership ● Healthcare Industry is increasing and has high elasticity 	<ul style="list-style-type: none"> ● Stakeholder Board Annual Meetings ● Stakeholder Management Executive (SME) responds to request and submits monthly statements ● The SME team reviews email submissions and requests.

<p style="text-align: center;"><u>General Operations</u></p> <ul style="list-style-type: none">● Case Managers review the workload of each representative and assign callbacks based on schedule hours● Case Managers serve as the escalations team and handle any High priority callbacks	<p style="text-align: center;"><u>Frontline Operations</u></p> <ul style="list-style-type: none">● Representatives receive incoming calls and text● Schedule appointments and process general callbacks and reminders