

IMC HEALTH
MEDICAL CENTERS

Corporate Social Responsibility Report 2020



MESSAGE FROM OUR CEO

Dear Stakeholders,

As one of the leading medical centers in South Florida with mostly elderly, high-risk patients, we are painstakingly aware of the repercussions the coronavirus has had on not only our patients, but the **community as a whole**. That is why we felt the responsibility to carry out a series of initiatives to lend relief to our patients and the South Florida community amidst the pandemic.

Corporate social responsibility cannot be an after-thought; it has to be part of our normal course of business.

It builds **empathy, trust** and **commitment** with our patients, communities and stakeholders, when done with the right intentions and with meaningful actions.

Corporate social responsibility **drives growth** and **value creation**, which allows us to positively impact those around us.

We are committed to a "whole person" approach to care where our main goal is the overall wellbeing of the patients and communities we serve to providing excellence, and doing what's right, always.

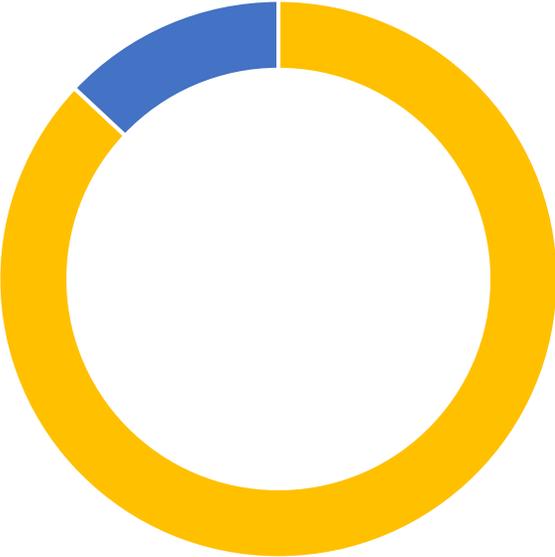


A handwritten signature in black ink, appearing to read "Bill Lamoreaux".

Bill Lamoreaux
Chief Executive Officer

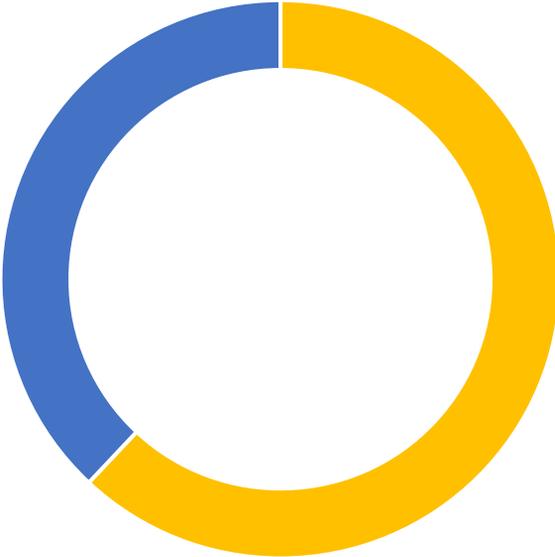
Our Demographics

Administrative



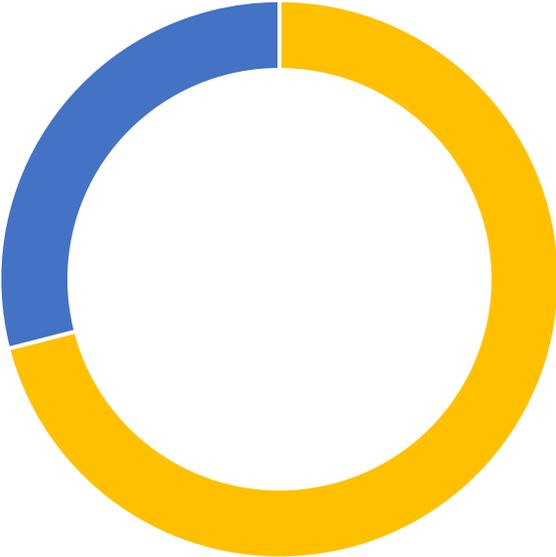
Female: 87% Male: 13%

Manager Level and Above
(excl. C Level)



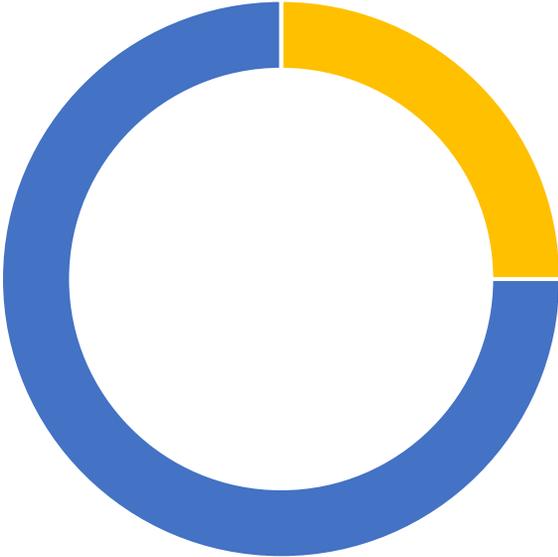
Female: 62% Male: 38%

Frontline Workers



Female: 71% Male: 29%

C Level



Female: 25% Male: 75%

 Female

 Male

Message from the IMC Family

The COVID-19 pandemic disrupted the status quo and served to reveal the inequalities in our society. It also demonstrated the important role corporations play in helping to create a **more equal world**.

For many of our members, IMC Health is a **trusted healthcare partner** and a credible resource for information. IMC Health is committed to be part of the solution by developing and sponsoring programs and initiatives that protect the most vulnerable members of society and help advance the communities we serve, in addition to the incredible work our people are doing to impact the lives of so many in a positive way.

These pages show how IMC Health is making a tremendous **difference in people's lives** day after day.

2020 Report

\$600K+

Raised for COVID-19 Relief

20,000

Families Impacted

7,000

Volunteer Hours

Contributions include cash, in-kind products and services, and volunteer hours from IMC Health and our partners

Our Commitment

Eighty-eight percent of consumers expect companies to do more and have a positive impact on their communities.*

We agree.

The United Nations' Sustainable Development Goals (SDG's), "a blueprint to achieve a better and more sustainable future for all by 2030", provide the framework for our growing corporate responsibility program.

As a community healthcare organization designed to treat the whole person, we designed our initiatives to leverage our strengths in addressing the first five SDG goals.

*Source: Futerra's Survey by One Pulse

UN's Sustainable Development Goals

1 NO POVERTY



- Donated health and hygiene products to families and seniors in need
- Provided services to enroll community members in available programs, including food stamps, free cell phone service, citizenship applications and much more

2 ZERO HUNGER



- Partnered with Helping America to donate food to children, seniors and pregnant women
- Delivered meals to daily to needy seniors
- Hosted free webinars on health eating

UN's Sustainable Development Goals

3 GOOD HEALTH AND WELL-BEING



- Donated and delivered free face masks to vulnerable seniors
- Created Tele-Amigos, a mental health helpline to lend a caring ear to lonely, elderly patients during the lockdown and continuing isolation demands of the pandemic

4 QUALITY EDUCATION



- IMC Health staff has volunteered hours in mentorship and webinars in the areas of Leadership, Professional Development and Finance
- Recipients include young professionals and underrepresented women, men and college students

5 GENDER EQUALITY



- Our work environment strives for an inclusive, gender-equal environment where everyone's contributions are valued

2020 Community Partners

National Partners

Beam Suntory, Modelo USA, Procter & Gamble, PepsiCo, We Are All Human, The Hispanic Star, Love Soldiers, T-Mobile, Valmet

Government Partners

City of Doral, City of Hialeah, Town of Miami Lakes

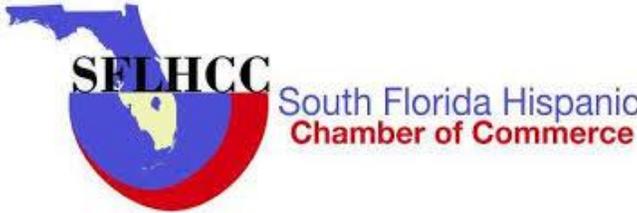
Local Partners

Accountable Impact, Buena Vida Media, US Census Bureau, Health Foundation of South Florida, Emergent Global Investments, Excellence Customer Service, Best Office, Florida Venture Foundation, gadMCinc, El Indio Bakery, Miami Dade College, Moonlighter Fab Lab, MultiService Group, NonMedia, SemillaAD, Social Impact Movement, Autobiography, LLC

2020 Organizations Impacted

- Baptist Health South Florida
- Palmetto General Hospital
- Memorial Healthcare System
- Jackson Health
- Nicklaus Children Health System
- Mexican American Council
- Homestead Housing Authority
- Farmworkers Association
- King The Christ Catholic Church
- Showering Love
- Spark Her Change
- Overtown Youth Center
- Lotus House
- Broward Partnership for the Homeless
- Casa Valentina
- Miami Bridge
- Hispanic Unity
- Autism Soccer
- Venezuela Awareness
- Miami Diaper Bank
- Hospitality Helping Hands
- Sacred Heart Catholic Church

2020 Awards and Recognitions



2020 Media Highlights

IMC HEALTH
MEDICAL CENTERS

MDCNEWS [Contact Us](#) | [Press Room](#)

HOME ACADEMICS ALUMNI ARTS AND CULTURE ATHLETICS CAMPUS LIFE

IN THE COMMUNITY MDC FOUNDATION

MDC Hialeah Campus, Farm Share and IMC Health Partner for Thanksgiving Giveaway Event Nov. 21

Miami, FL, Nov. 5, 2020 – In an effort to support City of Hialeah residents impacted by the pandemic, Miami Dade College's (MDC) Hialeah Campus will host a free drive-thru Thanksgiving Giveaway event on Saturday, Nov. 21, from 10 a.m. to 1 p.m. This event is presented in collaboration with Farm Share and IMC Health.

LATINX newswire Categories ▾



Helping South Florida Families for the Holiday Season

December 11, 2020 | 03:33 pm

LATINX newswire Categories ▾



IMC Health Medical Centers Takes Action to Help the Community During COVID-19 Pandemic

— IMC Health Medical Centers galvanizes its staff, transportation assets and resources to help the community affected by COVID-19 and takes the lead in a partnership with the Hispanic Star Miami, P&G, PepsiCo and other organizations in outreach initiatives to the community —

August 18, 2020 | 08:00 am

LATINX newswire Categories ▾



Hispanic Star Miami, IMC Health, Procter & Gamble, and partners reach thousands most impacted by COVID-19 in South Florida

— Hispanic Star Miami partners with IMC Health Medical Centers, P&G and other organizations to provide essential care products to over 20,000 families most impacted by COVID-19 so far this year —

October 30, 2020 | 10:38 am

https://tamacc.org/latinx-newswire/?l=imc-health-medical-centers-wins-humanitarian-organization-of-the-year-award

TAMACC ADVOCACY • COMMERCE • LEADERSHIP
The Leading Hispanic Business Organization In Texas Since 1975

LATINO BUSINESS REPORT A Podcast Covering Business, People & Issues of the Day

HOME ABOUT US HISTORY MEMBERS LBR PODCAST FOUNDATION PARTNERS EVENTS MEDIA JOIN TAMACC CONTACT MEMBERS ONLY

Latinx Newswire

IMC Health Medical Centers Wins Humanitarian Organization of the Year Award

PRESS RELEASE - Mon, 19 Oct 2020 17:33:05
— Latin American Business Association and Buena Vida Media recognize the medical group for its charitable efforts during the COVID-19 pandemic —

IMC HEALTH MEDICAL CENTERS

TAMACC presents **Dr. Anthony Fauci** Webinar Participants & Roundtable Guests

LATINX newswire Categories ▾



IMC Health Medical Centers Wins Humanitarian Organization of the Year Award
 — Latin American Business Association and Buena Vida Media recognize the medical group for its charitable efforts during the COVID-19 pandemic —

📅 October 19, 2020 | 01:33 pm

23 univision MIAMI - FT. LAUDERDALE 62°F

Inicio Video Tiempo Política Trabajos Lotería Contigo Más ▾



#EdicionDigitalMiami
KAREN CINTRÓN
 @KARENCINTRONTV

Dos organizaciones unen esfuerzos para proveer artículos de cuidado personal a familias del sur de Florida

LATINX newswire Categories ▾



Hispanic Star Miami, IMC Health, Procter & Gamble, and partners reach thousands most impacted by COVID-19 in South Florida

ESPRESSO CON LECHE

SOROS NOSOTROS / ABOUT US LATINX NEWSWIRE 🔍

LATINX NEWSWIRE

THREE SOUTH FLORIDA CITIES RECOGNIZE IMC HEALTH FOR OUTSTANDING SERVICE TO ITS MEMBERS AND THE COMMUNITY DURING THE COVID-19 PANDEMIC

NEWS RELEASE - Thu, 17 Dec 2020 14:41:00

MIAMI, FL - DECEMBER 17, 2020 - (LATINX NEWSWIRE) - THE TOWN OF MIAMI LAKES, CITY OF HIALEAH AND CITY OF DORAL RECENTLY PRESENTED IMC HEALTH MEDICAL CENTERS WITH CERTIFICATES OF RECOGNITION FOR EXCEPTIONAL CARE AND THE PHILANTHROPIC EFFORTS THE MEDICAL GROUP HAS CARRIED OUT IN LIGHT OF COVID-19 FOR ITS MEMBERS AND THE COMMUNITY...



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Blog



Helping South Florida Families for the Holiday Season

Chandler Scott - 📅 December 11, 2020

LATINX newswire Categories ▾



IMC Health Medical Centers Takes Action to Help the Community During COVID-19 Pandemic

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📅 August 18, 2020 | 08:00 am

LATINX newswire Categories ▾



Three South Florida Cities Recognize IMC Health for Outstanding Service to its Members and the Community During the COVID-19 Pandemic

📅 December 17, 2020 | 09:41 am

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7 NEWS LIVE NEWS 72°

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SHARE JULY 16, 2020

Local businesses team up to prepare care packages for front-line workers, low-income residents

NEWS TODAY GENEROUS GESTURE 5:36 89°

LATIN newswire Categories

MEDIA ALERT: IMC Health, Hispanic Star Miami and Super Insurance Group Partner to Distribute Care Packages to 1,000 South Florida Families Impacted by COVID-19 on September 11th

— U.S. Census Representatives Will Attend to Speak to Families About Census 2020 —

September 10, 2020 | 09:00 am

2021 Strategy: Sustainable Development

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We aim to champion sustainable development in Miami as a purpose-led company by advancing projects and initiatives that build on deep and ongoing engagement with the people and communities our work impacts.



2021 Strategy: Sustainable Development

Interested in becoming a **partner or volunteer** with IMC Health? Please reach out to us at programs@imchealth.com to learn more about our social impact opportunities.

Want to learn more about our **social impact projects**? Please visit our website at moreimchealth.com/social-impact or follow us on Facebook ([@IMCHealthMC](https://www.facebook.com/IMCHealthMC)) to stay up-to-date on our latest events.

We are dedicated to the well-being and health of our patients and the communities we serve. Join us.

