



SOCIAL RESPONSIBILITY REPORT

2022



CEO LETTER

Reviewing our second annual Social Responsibility Report, it's exciting to measure the ways that we are progressing as a company. Throughout our nearly 50 years in business, we've developed systems and programs that enable us to invest in our partnerships and our team members. We continue to build upon what has made us successful as we strive to create a better tomorrow for the communities we serve.

The report on the following pages details how social responsibility has guided our approach to achieving a high level of operational performance. Some highlights from this year's report include:

- The development of our first employee resource groups (ERGs) to support our women, LGBTQIA+, and Black employees.
- The launch of our first annual 'HHS Gives Back' month in honor of our company's anniversary.
- An increase in sustainability initiatives, including an expansion of our partnership with the Humane Society of the United States.
- The appointment of our first female C-suite leader.

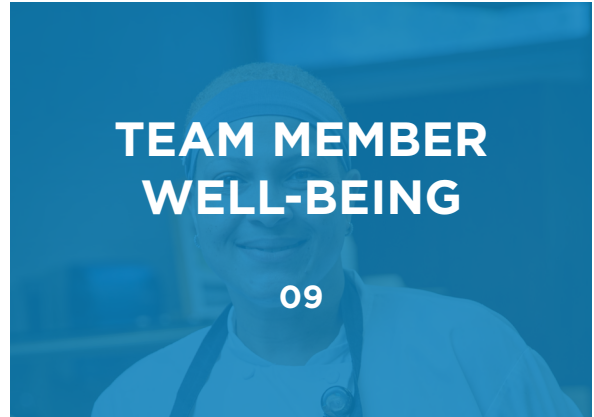
The efforts outlined in this report require an ongoing commitment to improvement, and it starts with a leadership team that cares. Our leadership team looks forward to the continued success of our partnerships and building on our efforts to consistently perform and execute sustainable and responsible operations.

BOBBY FLOYD

HHS CEO



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TRAINING & DEVELOPMENT

TRAINING & DEVELOPMENT

HHS is committed to investing in its employees and creating a positive work environment for all individuals. We have created training and development programs that equip our team members with the necessary tools and resources to thrive in their job and help them grow both personally and professionally. This leads to a more sustainable and socially responsible business model that benefits our company, employees, and stakeholders.

During orientation, we educate our new managers on our sustainability and financial stewardship programs through a series of training modules and testing. This training reinforces our programs and the importance of sustainability. In 2022, **405** managers graduated from our orientation program, including **80** hourly to salary promotions and **7** salary to salary promotions.

Each month, managers receive continuing education assignments to keep them informed of new initiatives and reinforce their knowledge of our existing programs.

- In 2022, HHS managers completed **12,667** monthly training programs. These training programs cover topics such as compliance, leadership development, and company systems and processes.

We provide our team members with online training and testing on programs specific to their assignment areas, and they receive hands-on support from their on-site management team. We use competency evaluations and performance improvement technology to measure their performance against these programs.

- In 2022, our hourly team members completed **431,148** team member tests, and our managers performed a total of **858,257** Performance Improvement Reports (PIs). PIs enable us to track, monitor and improve operational performance at all HHS facilities.



Continuing Education Opportunities



In November 2021, HHS partnered with Southwest University (SU) in El Paso, Texas to provide our team members with access to higher education. Through the partnership, HHS team members are invited to enroll in a two-year online associate’s degree program. The total cost of the program is approximately \$25,000, but SU offers a scholarship of nearly \$14,000 for HHS team members to offset tuition fees. The majority of the team members are eligible to receive federal financial aid assistance to cover the remaining cost of the program. This allows them to earn their degree at effectively no cost to them. This program is open to all interested HHS team members and enables them to gain the skills needed to pursue additional career goals, whether that is with HHS or elsewhere. A new program begins every 12 weeks, so our team members can start their education when it’s right for them. There are nearly 100 active HHS team members currently enrolled in the program. 21 active HHS team members who enrolled in the inaugural program that began in November 2021 earned their degrees in February 2023. Five of those team members have earned promotions—in some cases from an hourly to a salaried position—since enrolling in the program.

Read: [HHS and Southwest University Make College Easier for Full-Time Workers](#)

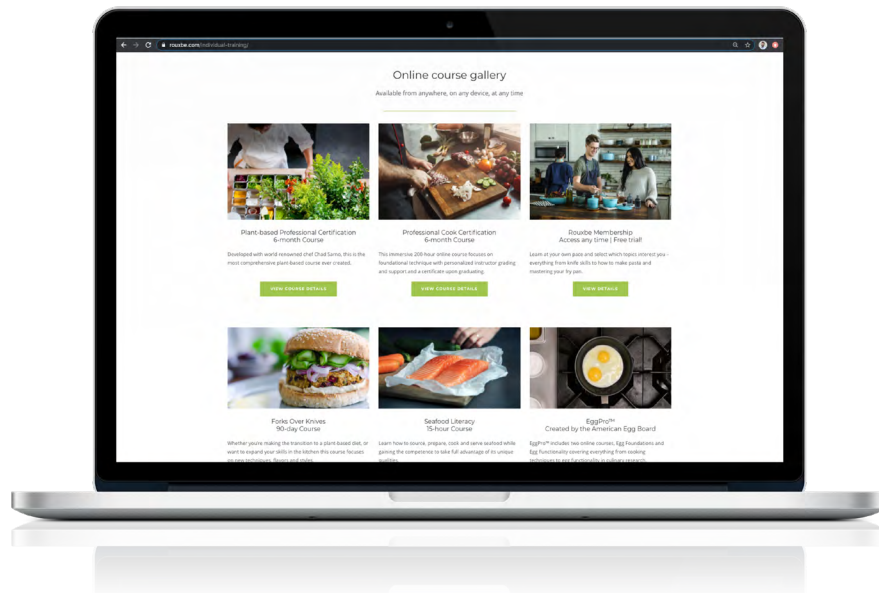


ROUXBE

PROFESSIONAL ONLINE CULINARY TRAINING

Rouxbe offers an online cooking school that teaches students the fundamentals of cooking. HHS partnered with Rouxbe to provide hourly frontline team members with opportunities to grow their careers within the culinary field. Topics covered in this training include food and kitchen safety, proper cooking methods, plating techniques, basic nutrition, and more. This is a self-guided program that typically takes anywhere from eight to 24 months to complete depending on the team member's schedule.

HHS began our partnership with Rouxbe in 2018 and enrolls **20** team members in this training each year. Job-site managers select candidates for the program based on merit, performance, and tenure, and a committee reviews the candidates to select students to participate. This program is provided **completely free of charge** for team members. About **60%** of Rouxbe graduates have been promoted to leadership positions with HHS.



**AUGUSTE**
Escoffier
SCHOOL OF CULINARY ARTS™

In 2021, HHS formed a new partnership with Escoffier to provide team members with opportunities to pursue online associate degree or diploma programs in the culinary arts. Team members can select from seven different programs that allow them to specialize in their area of interest. Programs include culinary arts, food and beverage operations, baking and pastry, and plant-based culinary arts. The cost of the program is \$17,000, and Escoffier offers all HHS team members a \$2,000 scholarship. The majority of team members are eligible to receive federal financial aid that covers most of the remaining fee, enabling team members to earn a degree for about \$3,000 on average. Diploma programs can be completed in one year, and associate programs can be completed in 18 months. There are currently **four** team members enrolled in Escoffier programs, and one team member has graduated from the program. There are new enrollment dates every six to eight weeks. This program is open to all interested HHS team members.





**TEAM MEMBER
WELL-BEING**

Team Member Well-Being

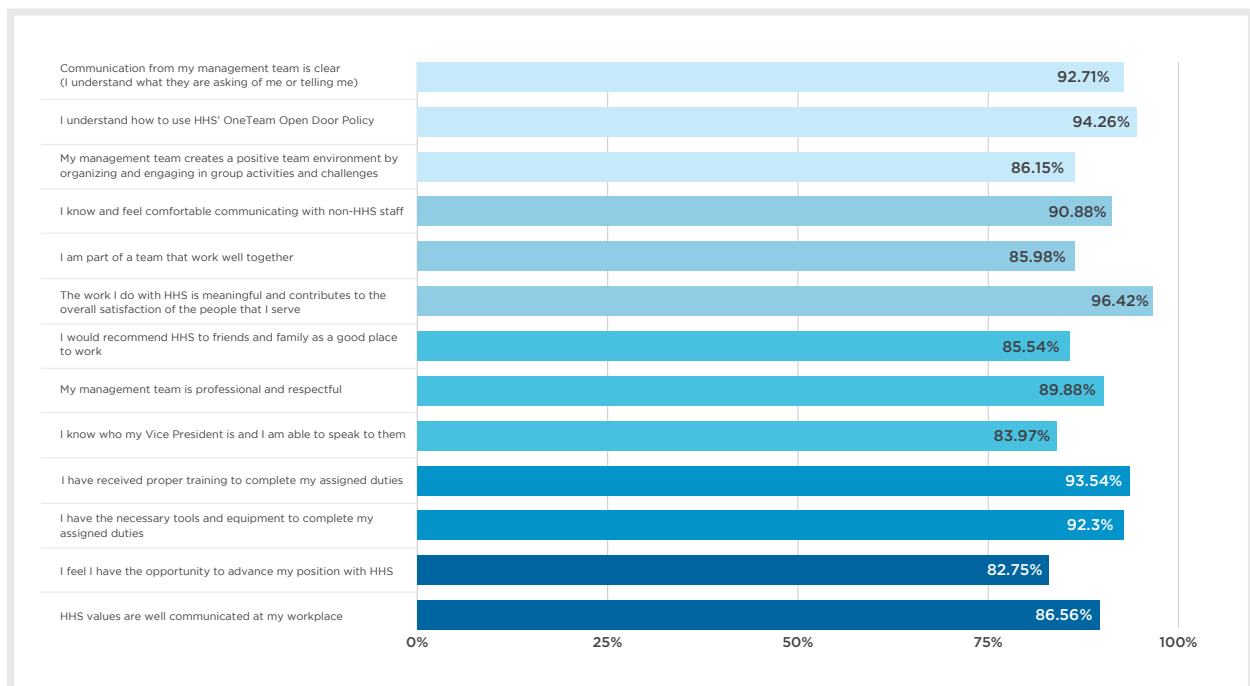
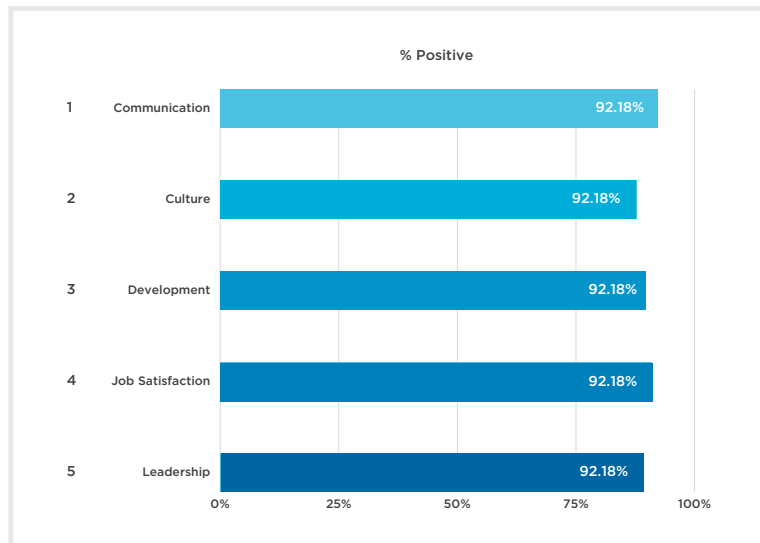
At HHS, adding to the quality of our team members' lives is just as important as adding their professional skills. HHS provides benefits and utilizes policies that promote the overall well-being of each team member. This is an integral aspect of our social responsibility plan as it directly impacts the physical and mental health of employees. HHS provides resources such as mental health support, work-life balance initiatives, and healthcare benefits, to create a positive impact on our teams and their families

Team Member Engagement Survey

Our success depends on the commitment, dedication, and well-being of our team members, which is why we conduct an annual, company-wide team member engagement survey.

This survey not only allows our team members an opportunity to voice their opinions but also helps our leadership team to determine how HHS can continue to improve productivity and job satisfaction.

Responses by Category



Open Door Policy



HHS encourages team members to bring concerns, complaints, or ideas about work-related issues to the attention of management. To help address such issues promptly and constructively, team members are given the opportunity to share them through our Open Door Policy and OneTeam Helpline, administered by Team Member Resources (TMR) at the HHS Home Office. Each concern brought forward is thoroughly investigated, and HHS is committed to ensuring there are no unfavorable recourse or actions against team members who submit a complaint. In 2022, Team Member Resources reviewed and successfully resolved 489 claims from HHS team members.




Benefits

HHS offers competitive benefits to all team members to ensure they can access care that supports their well-being. In addition to health, dental, and vision, insurance coverage, team members are encouraged to utilize the following benefits:


- Paid Time Off (PTO):** Full-time hourly team members accrue PTO throughout the year that can be used for vacation, sick, or personal time as needed. The amount of PTO that is accrued each year is based on each team member's tenure with the company. Team members are encouraged to use their PTO to rest, recharge, and care for themselves and their families.
- HealthJoy and Teladoc:** These options allow for HHS team members to meet their minor medical needs from the comfort of their homes. Team members who are enrolled in an HHS benefit plan can use these services free of charge.









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Teladoc gives you access 24 hours, 7 days a week to a U.S. board-certified doctor through the convenience of phone, video or mobile app visits.
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- 2 

Receive quality care via phone, video or mobile app
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- 4 

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- 5 

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- 6 

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Online Medical Consultations

AT HEALTHJOY


Simple. Convenient. Affordable.

HealthJoy is an easy and trusted way for adults and children to request visits with board-certified medical providers on demand for minor illnesses and injuries. Get the care you need, when and where you need it or using the HealthJoy app – 24/7/365.


When to use HealthJoy Online Medical Consultations:




YOU'RE NOT FEELING YOUR BEST.
Our medical team can diagnose common medical concerns and offer personalized care.



YOU NEED A SHORT-TERM PRESCRIPTION.
HealthJoy providers can send new prescriptions and short-term refills to your pharmacy.



IT'S THE MIDDLE OF THE NIGHT.
Illness and injury often happen at inconvenient times, so we offer care 24/7/365.





YOU'RE TRAVELING.
Get diagnosed and have a prescription sent to a local pharmacy nearby, wherever life takes you.*

We can help with:

- ▶ Abrasions, bruises
- ▶ Colds, flu and fever
- ▶ Sore throat, cough, congestion
- ▶ Allergies, hives, skin infections
- ▶ Bites and stings
- ▶ Minor headaches, arthritic pains
- ▶ Medication refills (short-term)*
- ▶ Diarrhea, vomiting, nausea
- ▶ Urinary tract infections
- ▶ Headaches, body aches
- ▶ Eye infections, conjunctivitis
- ▶ And more!

For best service, use the HealthJoy iPhone or Android app or call (877) 500-3212.

“

My daughter had an infection, so within 10 minutes I got a live consultation from a physician. He was able to diagnose the infection and send a prescription to my pharmacy. This saved me so much time!

- SHANNON P., HEALTHJOY MEMBER

- Employee Assistance Program (EAP): HHS team members who are facing challenges and hard times can utilize the Optum and Cigna Employee Assistance Programs to get the help they need. These programs offer free short-term counseling, online therapy, 24/7 access, and free access to the Sanvello mental health app.



Say hello to Sanvello

On-demand help with stress, anxiety and depression.
Sanvello is an app that offers clinical techniques to help dial down the symptoms of stress, anxiety and depression – anytime. Connect with powerful tools that are there for you right as symptoms come up. Stay engaged each day for benefits you can feel. Escape to Sanvello whenever you need to, track your progress and stay until you feel better.

The Sanvello app is available to you at no extra cost as part of your Employee Assistance Program benefits.

Daily mood tracking
Answer simple questions each day to capture your current mood, identify patterns and self-assess your progress.

Coping tools
Reach for just the right tool to relax, be in the moment or manage stressful situations, like test-taking, public speaking or morning dread.

Guided journeys
Designed by experts for a range of needs, journeys use techniques to help you feel more in control and build long-term life skills.

Personalized progress
Through weekly check-ins, Sanvello creates a roadmap for improvement. Track where you are, set goals and make strides week by week.

Community support
Connect with one of the largest peer communities in the field and share advice, stories and insights – anonymously, anytime.

To get started, scan the QR code or visit LiveandWorkWell.com. Register with your HealthSafe ID or login with your company access code IHS. Look for our self-care app on your homepage to register.

Questions? Email info@sanvello.com.




The Sanvello mobile application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained in the Sanvello mobile application is for informational purposes only. It does not constitute a diagnosis, assessment or provide treatment or advice for any medical condition. The Sanvello mobile application is available at no out-of-pocket cost to you through your Employee Assistance Program benefits. Participation in the program is voluntary and subject to the terms of use contained in the application.
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Because my anxiety doesn't define me

Connect with your EAP benefits for personalized support — because everyone's mental health matters.

There are a range of reasons you may need mental health support. From exploring help during a stressful time to dealing with life-long struggle with depression, or if you're curious if symptoms like insomnia are related to anxiety, we're here.

May is Mental Health Month. This month, let's focus on the importance of taking care of your mental health and what common symptoms or mental health concerns may look like. Because your mental health matters. You have support through your EAP benefits, which are provided at no extra cost.


Find what works best for you

Sanvello app for on-demand support with anxiety, depression and stress

Short-term counseling through your Employee Assistance Program (EAP)

Talkspace online therapy to connect virtually with a licensed therapist

For more information about mental health and to access your benefits, visit: cx.optum.com/mentalhealthmonth



24/7 support • Confidential in accordance with the law • For you and your family

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor or professional's care. Consult with your clinician for specific health care needs, treatment or medication. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or its entities through which the care is received. These services directly or indirectly by a, employer or health plan. This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.
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WE CAN HELP YOU WITH THAT.

Employee Assistance Program

When you experience life's challenges, Cigna's Employee Assistance Program is here to help. Our library of programs and services listed on the back of this sheet is a great place to start. If you can't seem to find exactly what you're looking for, we're always just a call or click away.

Call us anytime, any day.
We're here when you need us, 24/7/365. Our dedicated staff of personal advocates can get you the information you need and guide you toward the right solution.


We can:

- Assess your needs and find a solution to help resolve your concerns
- Get you the help you need when you're in a crisis situation
- Direct you to a variety of helpful resources in your community
- Show you how to get discounts on many health and wellness products through the Healthy RewardsSM program*

Get the support you need conveniently online.

- Get educational materials on almost any work or life issue
- Take a self-assessment to see how you're doing
- Take advantage of the Savings Center – free program for everyday savings of up to 25% on name brands and luxury items*
- Access our interactive tools and much more!

Together, all the way.™



88880 1275

Everyday resources to help make your everyday easier.

Give us a call or go online under "Find/Work Life Resources" to get up to five qualified referrals through LiveCONNECT.

Adoption: Adopting a child is one of the most wonderful times in an adoptive parent's life. But it can also be stressful. Our adoption services provide all the support you need to help find the right adoption specialists and support groups to get you headed in the right direction.

Children and Families

- Parenting:** Receive guidance on child development, sibling rivalry, separation anxiety and much more.
- Prenatal Care:** Get the information you need for a healthier pregnancy and delivery.
- Child Care:** Whether you need care all day or just after school, find a place that's right for your family.
- Children with Special Needs:** Let us help you better understand care for your unique family needs.
- Summer Care:** Our summer care services provide parents with the resources to help find the right summer camps and programs for your children.

Education: We understand the importance of your child's education. That's why we offer a full suite of education services for parents. From kindergarten to public schools to special programs and college preparation, we'll get the information you need to make the best decisions throughout your child's life.

Financial Services: When it comes to finances, most of us need a little help now and then. Get a free 30-minute talk with a qualified financial services specialist. In addition, you can get 25% off on tax preparation when you take advantage of this service.


Identity Theft: If you think you might be a victim of identity theft, talk to a fraud resolution specialist. To start, you'll get a free 60-minute consultation and resources to help you protect your identity.

Legal: Some of life's events call for expert advice. When you need legal assistance, contact us. You can be connected to a lawyer in your area for a free 30-minute consultation and up to a 25% discount on usual fees for most legal issues.

Pet Care: Your pet is part of your family, so we understand the importance of finding solutions to any number of needs. From vets to dog walkers, our pet care services will help connect you with the right resources so that your furry friends are well taken care of.

Senior Care: When it comes to managing important senior citizen care issues that arise in your family, making the right decisions can be difficult. That's why we provide the information you need along with a support system to help guide you through the process.

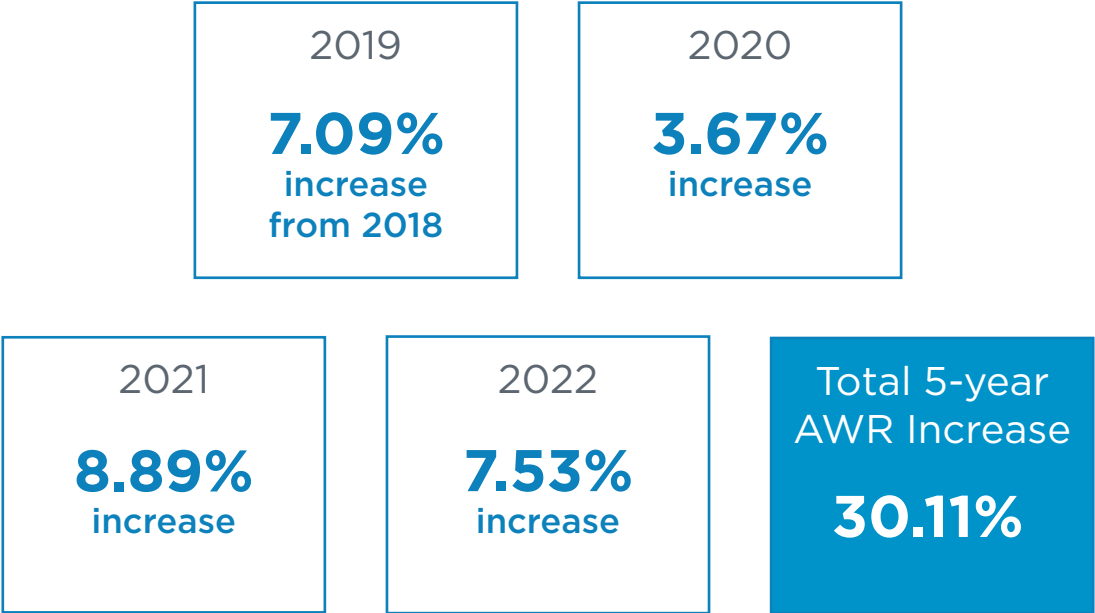
For unlimited phone consultations and work-life support, call EAP at 877.622.4327
Visit myCigna.com
Employer ID: IHS (for initial registration only)



* These are discount programs and NOT insurance. You are responsible for paying the entire discounted charge directly to participating third party suppliers who are solely responsible for all products and services provided. Some programs may not be available in all areas and programs may be discontinued at any time.
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Wage Rates

Over the past five years, HHS has grown our average wage rates (AWR) to help ensure our team members earn a liveable wage.



Safety and Compliance

At HHS, safety and compliance are not only important from the standpoint of accountability, risk, and the well-being of clients but also for the well-being of our team members.

Because staying safe is one of the most important aspects of what we do, HHS rewards team members who perform their assignments in a safe manner. HHS spent more than **\$500,000 on safety awareness recognition** for team members at job sites that remained consistently injury free. Across all HHS locations, we maintained a total of **204,000 injury-free days** in 2022.

Community Engagement

We encourage and empower our on-site teams to support their local communities in ways that make sense for them. They may choose opportunities based on their personal interests, the skills of their team, or the needs of those around them. Just a few ways that our teams support their communities include:

- Fundraising and supporting local charities to raise awareness for causes such as breast cancer, domestic violence, arthritis, heart health, and many others
- Collecting non-perishable food items for area food pantries
- Purchasing and collecting items to send to victims impacted by natural disasters
- Holding raffles and raising funds for individuals battling health challenges
- Purchasing holiday gifts and supplies for those in need
- Donating time and resources to cater meals at charity events



In 2022, we launched our first-annual “HHS Gives Back” event. The month-long initiative is held in July to correspond with HHS’ anniversary. Throughout the month, employees are encouraged to find creative ways to support their communities and share their activities with HHS.

On average, **one volunteer hour is worth \$29.95** to the organization. Throughout the month of July 2022,

Our team volunteered

909 hours

in our communities

Providing

\$27,225

in value

HHS Home Office Gets Into Gardening

A small team from the HHS Home Office had the opportunity to spend half a day volunteering at [Casa De Miel](#). Casa de Miel facilitates experiences with horse and nature-based programs for group homes, recovery programs, and special needs groups. They aim to promote deeper connections while also providing food for individuals who don't have access to fresh produce.

Upon arriving, the HHS team had a moment to meet the staff, hear about their mission and practice mindfulness. Then, they worked together as a team in the Texas summer heat rebuilding garden beds and restoring the soil in preparation for the fall planting season. The garden beds will be used to supply produce for communities in need.

Before departing, the team harvested a small portion of the summer harvest to create a refreshing snack.



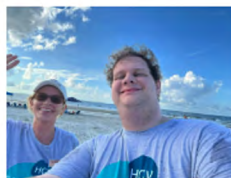
Miranda Anspach Prepares Meals for Kids with Type 1 Diabetes

Miranda Anspach has spent the last week volunteering her time at a summer camp for kids with type 1 diabetes. She works in the kitchen, and her assignment is to prepare meals for individuals who are vegetarian/vegan, gluten-free, or have other allergies or special diets. Each day the camp prepares meals for about 200 people, around 45 of whom have special diets. Miranda's goal is to provide each camper with the same great experience, regardless of their dietary needs.



Zachary Presnell Plans a Beach Clean Up

After a busy 4th of July weekend, the beach at Hilton Head Island, South Carolina was a mess. Zachary organized an opportunity for his team to help support their community by picking up litter from the beach, preventing it from contaminating the ocean waters. He says, "Being in hospitality is not only about serving our guests, but also our community."



Read: [Civil Air Patrol National Commander Recognizes HHS Director Julie Moses for Volunteer Work](#)

Read: [Making a Difference Using her Culinary Skills: Miranda Anspach Gives Back](#)

Social Support Networks

CareFUND

In 2014, HHS founded the CareFUND to support team members who have experienced financial hardship due to natural disasters, health issues, the COVID-19 pandemic, or other unexpected circumstances. The program is funded by HHS team members and owners who choose to contribute a small sum from each paycheck. With over **17,000** team members, contributions of just 50 cents or more per paycheck lead to significant funding each year to support our team members in need. In 2022, CareFUND provided more than **\$777,252** to team members in need. Since its inception, the CareFUND has provided more than \$2.2 million to team members in need.



HHS CareFUND

Read: [Stories from Hurricane Ian](#)



A photograph of a smiling man with short dark hair, wearing a blue polo shirt. He has a name tag on his chest that reads "Derek Daniels" and "BRHAM HEALTH" with "Patient Healthcare" below it. The image is overlaid with a semi-transparent blue filter. In the bottom left corner, the text "DIVERSITY, EQUITY, & INCLUSION" is written in large, white, bold, sans-serif capital letters.

DIVERSITY, EQUITY, & INCLUSION

Diversity, Equity, and Inclusion (DEI)

Diversity, equity, and inclusion (DEI) are essential components of social responsibility as they promote fairness, respect, and equal opportunities for all stakeholders, including employees, customers, suppliers, and communities. HHS strives to foster a culture that values differences, treats people equitably, and promotes diversity at all levels. DEI is an essential aspect of our social responsibility plan because it not only benefits the company but also creates a positive impact on society at large.



In early 2021, HHS formed a DEI team to review and inform company practices and policies through a diverse, equitable, and inclusive lens. HHS is committed to modeling diversity and inclusion throughout our organization and creating an equitable workplace for all. To achieve this, we are committed to the following goals and action steps:

- Connect diversity, equity, and inclusion to our mission, vision, and values, while increasing the visibility and accessibility of our efforts
- Create and support programs and policies to expand diversity within all levels of our leadership
- Establish and promote training sessions on diversity, equity, and inclusion to provide information and resources for our teams
- Identify and confront unconscious biases that interfere with inclusiveness and implement systems to be intentional and conscious during the hiring, promoting, and evaluating process
- Continually review and improve our policies, systems, programs, and services in pursuit of a just and equitable workplace for all team members
- Practice transparent communication in all interactions
- Lead with respect, empathy, and understanding

Our Accomplishments

The goal of the first year of the DEI Team was to create a foundation to build upon so we can achieve long-term success. Below are a few of our accomplishments from 2021.

- Created and sustained the first HHS DEI Team, consisting of members from across the organization.
- Wrote and published HHS' DEI statement.
- Rolled out HHS' first-ever DEI training curriculum to promote a culture of inclusion and belonging.
- Launched DEI pages on the company intranet and [website](#) to share our progress.
- Created a "DEI dashboard" to provide visibility into the breakdown of our workforce by gender, race/ethnicity, and age at every level of management.
- Conducted a survey of all HHS employees to understand how our employees view our company initiatives and which demographic groups are in need of most support.
- Developed a communications plan to recognize and celebrate diversity and inclusion events such as Pride, Black History, and Hispanic Heritage.
- Expanded opportunities for HHS team members to advance their careers through degree programs with Southwest University and Escoffier Culinary School.



Diversity Metrics

At HHS, we know that we're stronger together. We strive to build an inclusive environment where all team members feel valued, heard, and respected, and where everyone can be their true, authentic selves. We celebrate the unique skills, life experiences, and heritages that make us diverse. Through servant leadership and our OneHHS philosophy, we empower our teams and communities to grow and succeed.

Through our efforts to build a diverse leadership group, we strive to remain humble enough to listen to and bold enough to act on the perspectives and opinions of people representing different races, ages, genders, and sexual orientations. This helps drive innovation by creating a space where more ideas and viewpoints can be shared candidly.

While there is still a lot of progress to be made, the strides we're making now will help us know where we're doing well and identify specific areas where we need to improve so that we can work together to build a workplace environment where everyone belongs.

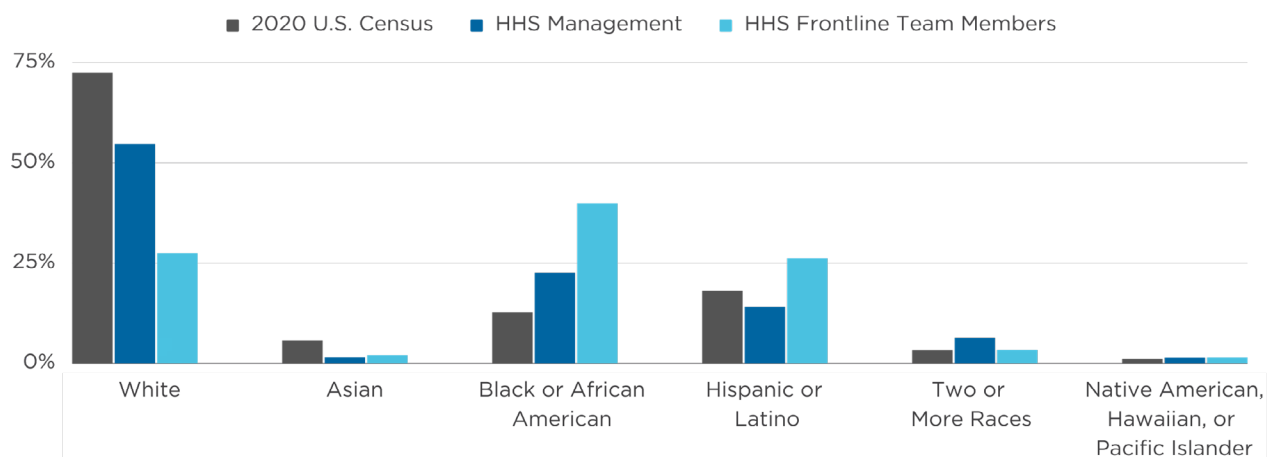


HHS DEI Survey Metrics

We conducted our second annual DEI survey of management and frontline team members in 2022. As a part of this survey, we gathered demographic metrics on HHS employees. With over 10,000 respondents to the survey, this provided new insight into the identities of our team at all levels.

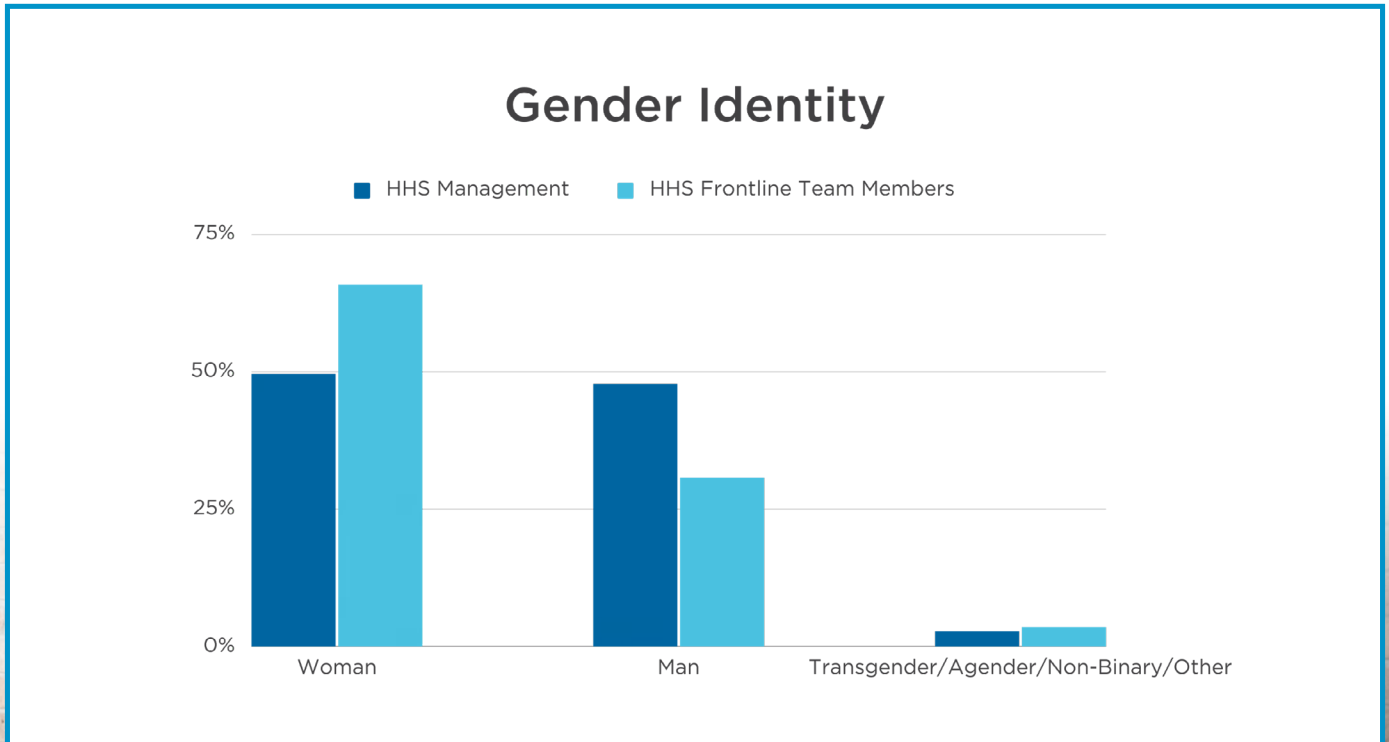
By comparing the population of HHS employees to that of the 2020 U.S. census data, we can see that HHS employs a diverse team, at both the frontline and management levels.

U.S. Census vs. HHS Employees

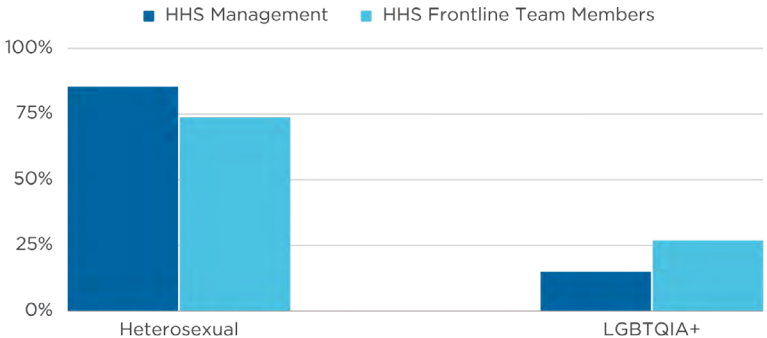


Per the U.S. Census Bureau, people of Middle Eastern descent have been categorized as white.

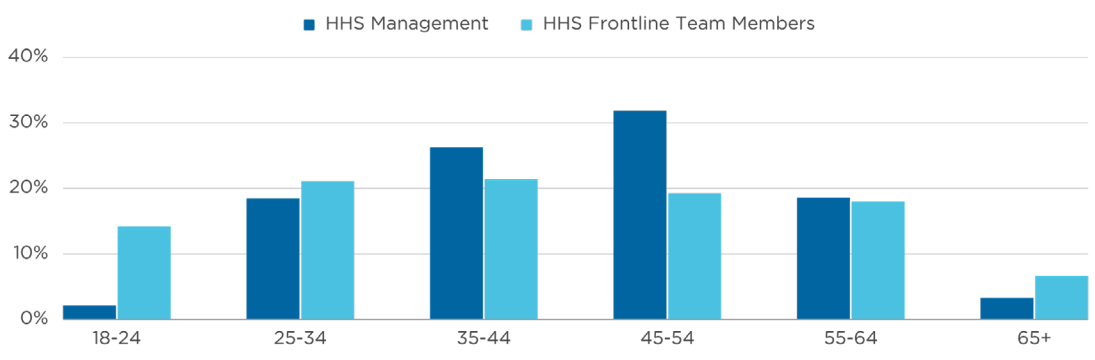
Historically, HHS has seen more men in management than women. We have significantly increased women leaders in the past five years, and our goal is to continue to provide equal opportunities for advancement for people of all backgrounds and walks of life. In 2022, HHS appointed [Lisa Molnar as Chief People Officer](#), making her the first woman appointed as a top executive in the company. We continue to seek out opportunities to develop people from our internal ranks to leadership positions.



Sexual Orientation



Age



Inclusion

While it's fairly simple to view and track diversity, measuring inclusion is a greater challenge. As part of our DEI survey, we asked questions about inclusion to understand how our workforce views HHS' efforts in this area. The anonymous survey includes demographic information so that we can determine which groups of individuals feel included and which groups may need additional support. By conducting this survey each year, we will be able to see the impact of our efforts on our workforce.

More than 10,000 HHS employees, including both management and frontline team members, responded to the survey. In the table below, you'll find a summary of the overall responses for both the hourly and management surveys. The table compares this data to the survey scores broken down by gender, sexual orientation, race/ethnicity, and age (as self-reported by employees in the survey). Meaningful gaps in average group scores have been highlighted below. Compared to 2021, we saw an increase in nearly every response category.

In both 2021 and 2022, we noticed slightly less positive responses from team members who self-identified as LGBTQIA+. Based on this, we created an employee resource group (ERG) for LGBTQIA+ team members and allies and we rolled out new training on LGBTQIA+ inclusion. We continue to monitor these trends and engage members of the community to provide support and resources to promote inclusion.

Read: [HHS Team Members Share Their Coming Out Stories](#)

Read: [Never Dim Your Glow: Ashley's Search for Family and Self-Acceptance](#)

	All (Management + Frontline Team Members)	Women / Gender Nonconforming	LGBTQIA+	BIPOC	Over 45
My manager supports diversity.	94.5%	94.1% (-0.4%)	92.0% (-2.5%)	94.1% (-0.4%)	94.0% (-0.5%)
I believe that my job performance is evaluated fairly.	90.8%	90.1% (-0.7%)	87.9% (-2.9%)	90.4% (-0.4%)	90.3% (-0.5%)
My pay is NOT impacted by my gender, race, sexual orientation, identity, or culture.	93.1%	92.9% (-0.2%)	89.6% (-3.5%)	92.2% (-0.9%)	92.4% (-0.7%)
People from all backgrounds have equal opportunities to succeed at HHS.	94.5%	94.3% (-0.2%)	91.6% (-2.9%)	94.0% (-0.5%)	94.1% (-0.4%)
I feel that my unique background and identity are valued at HHS.	92.3%	92.1% (-0.2%)	88.9% (-3.4%)	92.4% (+0.1%)	92.1% (-0.2%)
HHS is a safe and supportive workplace for Black, Hispanic, Indigenous, and all people of color.	96.2%	96.1% (-0.1%)	93.9% (-2.3%)	95.9% (-0.3%)	96.2% (0%)
My co-workers treat each other with respect regardless of identity.	90.5%	89.6% (-0.8%)	87.2% (-3.3%)	90.2% (-0.3%)	89.6% (-0.9%)
If I raised a concern about discrimination, I'm confident my employer would take action or do what's right.	92.9%	92.2% (-0.7%)	89.0% (-3.9%)	92.9% (0%)	92.8% (-0.1%)
I can share my suggestions or opinions at work.	91.8%	91.2% (-0.6%)	88.1% (-3.7%)	91.7% (-0.1%)	92.0% (+0.2%)

Key:

Women / Gender Nonconforming: Respondents who identified as female, agender, non-binary, transgender, or other.

LGBTQIA+: Respondents who identified as asexual, bisexual, gay or lesbian, pansexual, queer, or other.

BIPOC: Respondents who identified as African-American/Black, Asian, Hispanic/Latino, Indigenous/ Native American, Native Hawaiian/Pacific Islander, or Two or More Races.

Over 45: Respondents who identified as being aged 45-65+.

Celebrating Inclusive Holidays

In 2022, HHS launched a campaign to honor and recognize holidays and events that promote an inclusive work environment. This includes holidays such as Black History Month, National Coming Out Day, Mental Health Month, and more. The DEI team identified a list of holidays to recognize and developed a tiered approach to ensure holidays of similar magnitudes received equal recognition. Each month, HHS' Internal Communications team works with the DEI Team to create content to help our on-site leadership teams celebrate the holiday with their team members. Typical recognition avenues include:

- Flyers and fact sheets
- Graphics posted on HHS' social media (13,000+ followers) and internal communication platforms
- Information shared via company newsletter
- Blog posts highlighting team members who identify with the group being recognized
- Emails from leaders regarding their perspective on the holiday
- Facts about the holiday shared as part of daily huddles



Celebrating Asian American & Pacific Islander Heritage Month

Asian Americans and Pacific Islanders represent more than 50 ethnicities in the following regions:

- PACIFIC ISLANDS
- SOUTHEAST ASIA
- SOUTH ASIA
- CENTRAL ASIA
- EAST ASIA

ANG LEE
Taiwanese American film maker

TAMMY DUCKWORTH
The American's US senator and ampulose

KALPANA CHAWLA
First Indian American woman in space

United States Territories in Asia:

- American Samoa: Island near W. corner of I South Pacific region with a population of about 55,000.
- The Northern Mariana Islands: part of the Mariana, corner of I islands with a population of about 110,000.
- Guam: just south of the Northern Mariana Islands with a population of about 160,000.

Scan to learn more about our diverse Asian heritage

PRIDE 2022

Progress Pride Plan

- Red - Life
- Orange - Healing
- Yellow - Awareness
- Green - Nature
- Blue - Security
- Purple - Spirit
- Black/Brown - People of Color
- White/Pink/Gray - Transgender Community

What does LGBTQIA+ mean?

- Lesbian: A woman who is attracted to other women. Some lesbians may prefer to identify as gay.
- Gay: Someone who is attracted to people of the same sex.
- Bisexual: Someone who is attracted to people of the same sex and people of another sex.
- Transgender: Someone whose gender identity and/or gender expression is different from what is typically associated with the sex they were assigned at birth.
- Queer: Some people who are not exclusively heterosexual use this term to describe themselves if they feel the terms lesbian, gay, or bisexual are too limiting.
- Questioning: Someone who is questioning their sexual identity.
- Intersex: Someone who does not fit into the conventional definitions of male or female. An intersex person may have variations in chromosomes, hormones, and external or internal characteristics.
- Asexual: Someone who does not experience sexual attraction to others.
- +: The plus sign represents the countless other sexual labels and identifiers that individuals may use.

April 2022

ARAB-AMERICAN HERITAGE MONTH

The Arabic World

The Arabic World includes: Algeria, Bahrain, Comoros, Djibouti, Egypt, Iraq, Jordan, Kuwait, Lebanon, Libya, Mauritania, Morocco, Oman, Palestine, Qatar, Saudi Arabia, Somalia, Sudan, Syria, Tunisia, the United Arab Emirates, and Yemen

Who are the Arabs?

- Anyone who is a citizen of an Arab country or identifies as an Arab
- Culturally speaking, not everyone who lives in the Arab World sees themselves as Arab

Source: Arab American Foundation

HHS

A Message from Jack Wilder

I am honored to be chosen to share insights into my Native American culture and history. I was born in Pensacola, Florida, approximately 60 miles from the Poarch Band Creek of Creek Indian Reservation located near Atmore, Alabama. Although I never lived on the reservation, I have participated in many cultural activities, like our Annual Thanksgiving Powwow.

In the late 1700s, the center of the Creek Nation was located near present-day Montgomery, Alabama. By 1830, there were an estimated 22,000 Creek Indians living in the Southeast United States. The Poarch Creek Indians were originally members of the Creek Nation, but were separated during The Trail of Tears and formed a new, distinct tribe. Today, the Poarch Creek Indians are the only federally recognized tribe in the state of Alabama.

A few years ago I had the opportunity to attend the Gathering of Nations, which is the largest annual powwow celebration in North America, held in Albuquerque, New Mexico. My older sister was the Poarch Creek Indian's Elder Princess that year. I watched her take part in the Grand Entry, which is when the dancers enter the circle, led by the veteran and head dancers, and share an opening prayer. Seeing the talents of the Native artists and entertainers was a bucket list item for me.

One of the challenges for Native Americans is that people assume that our people still live in the past. We are a couple of generations removed from being sharecroppers, not being valued as productive members of society, and being seen as second-class citizens. We have seen changes in the last several years. Our reservation has first-class healthcare facilities and housing. We have opportunities to gain an education, build on our own farms or small businesses, or work for great companies like HHS.

When I researched Poarch Creek recipes, I found that most of the foods consisted of small game, root vegetables, corn, and winter and summer squashes. Tomato gravy was always a favorite recipe for my family, and I recently traced its roots to Poarch, Alabama. It can be served at breakfast, lunch, and dinner on top of biscuits or rice. I hope you'll enjoy it.

Thank you, or in Creek Language, Msh-Dae.

Jack Wilder
Vice President, Business Excellence, HHS Culinary

Read: [Celebrating Past Achievements and Working Towards an Equal Future](#)



Employee Resource Groups

OneHHS Connect Groups are HHS' employee resource groups (ERGs). An ERG is an employee-led and employer-recognized group that supports a group of individuals with shared characteristics. Those characteristics may include race, ethnicity, gender, sexual orientation, disability, age, and more. OneHHS Connect Groups are open to individuals who identify as a member of the group as well as those who would like to support their colleagues as an ally.

OneHHS Connect Groups support several primary purposes:

- To create a sense of belonging and provide support
- To foster an inclusive environment that values our diversity and interconnectedness
- To advise on practices and policies that support an inclusive environment
- To help group members grow professionally and personally
- To support groups that are underrepresented and whose needs might not be well-reflected in company policy otherwise
- To connect members to the larger organization





HHS Women
Connect



HHS Pride
Connect



HHS Afro
Connect

HHS launched our first three Connect Groups in Summer 2022. Each group meets virtually once per month and has an email group for members to connect and share ideas outside of meeting times.

During group meetings, the group leaders lead discussions on topics that are relevant to their group. Recent discussion topics include:

- Mentorship and sponsorship
- Empowerment and positive affirmations
- Support for mental health and healthcare for underserved communities
- Finding support and community after tragedy
- Current affairs and trending news topics
- Recognizing and celebrating heritage months and relevant holidays

Read: [HHS Afro Connect Provides a Place for Voices to Be Heard](#)



A blue-tinted photograph of a warehouse or factory floor. In the foreground, there are several large, light-colored cardboard boxes. In the background, there is a complex arrangement of industrial equipment, including what appears to be a conveyor belt system with rollers and a small red-handled tool or component. The overall scene is industrial and organized.

SUPPLY CHAIN

SUPPLY CHAIN

We prioritize proper supply chain management to demonstrate a commitment to responsible business practices, reduce risks associated with supply chain disruptions, and promote sustainable economic development in the communities where we operate. Proper supply chain management promotes transparency, accountability, and ethical behavior, leading to a more sustainable and socially responsible business model.

We partner with procurement specialists who source, negotiate, and contract with suppliers that provide environmentally preferred chemicals and locally farmed and sustainable food products to the locations we serve. HHS procurement specialists help us maintain strong supplier diversity and responsibility programs.



ENVIRONMENTAL SERVICES & OUR COMMITMENT TO SUSTAINABILITY

We are committed to being good stewards of all the resources under the care of our environmental services teams. HHS managers and executive leadership work closely with our facilities to achieve our joint sustainability goals to help improve conservation efforts and reduce waste.

EVS Supplier Diversity

HHS partners with procurement specialists who help us track our Diverse vendor spend. Our procurement specialist source, negotiate and contract with the suppliers and minority-owned businesses we purchase products and services from. HHS and our procurement partners are committed to advancing DEI initiatives, strengthening our supply chain with various diverse vendors, and increase our diverse vendor spend year of year.

Below is a summary of our EVS supplier diversity spend by diverse business classification in 2022.

- \$24,734.61 - Minority Business
- \$1,682.57 - Physically Challenged
- \$671,779.14 - Women-Owned Business

Total: \$698,196.32

Floor Care Best Practices

We've implemented new floor care initiatives at **299** facilities that reduce the need for restorative care and ongoing maintenance. In turn, this also reduces our use of chemical and raw materials, such as water and packaging, improving indoor air quality while protecting our natural resources.

We are committed to implementing these new practices at **all HHS locations** we serve by 2023.



Chemical Dilution Systems

We use chemical dilution systems at all the facilities we serve to ensure chemicals are properly diluted. By guaranteeing proper dilution, we are able to decrease chemical waste due to dilution errors and save on packing materials, transportation costs, and raw materials. Total chemical spend in 2022 amounted to **\$3,097,883**. Total cleaning products dispensed through a dilution station accounted for **23%** of our total chemical spend, or **\$716,950** a 67 percent increase year over year. Our goal is to increase our use of chemical dilution systems by ten percent in 2023.

Microfiber Materials

We utilize microfiber mops and cloths in all our cleaning practices to reduce the amount of water and chemicals being used. Microfiber materials can be laundered more than double the number of times of traditional mops, meaning they'll last longer and help save resources and money.

Eco-Friendly Cleaning Chemicals

When possible, we use **Eco-Friendly** cleaning products and chemical dilution systems with green attributes to help protect our natural resources. HHS' environmental product penetration as a percentage of our total chemical spend, at the facilities we serve is **30%** or **\$2,738,23**. This percentage will increase as we work towards expanding the use of green chemicals and dilution stations in place of non-green chemicals and ready-to-use (RTU) products.



Right-Sizing Standardization Program

Our trash liners standardization program determines which liners can be used to serve multiple purposes. This process helps to reduce waste and saves **10 to 15%** on liner costs.

Proper Medical Waste Disposal

Our management team educates our customers and team members on how to identify and properly dispose of biohazardous and medical waste. This helps to reduce unnecessary costs and resources by ensuring regular waste is not processed as biohazardous or medical waste.



FOOD SERVICES & OUR COMMITMENT TO SUSTAINABILITY

Food is an integral part of our daily lives, and we are committed to sustainably sourcing the items we use in our cafes. We collaborate with each facility to be good stewards of our resources by sourcing locally farmed produce and sustainable seafood and implementing waste reduction programs.

Animal Welfare Policy

In early 2017, HHS pledged to foster responsible stewardship, animal welfare, and sustainability practices companywide. To further our commitment, we created an Animal Welfare Position Policy and have worked diligently to create an environment consistent with [The 5-Step Animal Welfare Rating Program developed by the Global Animal Partnership \(GAP\)](#). Since making that pledge and establishing our animal welfare policy, HHS has:

- Purchased only cage-free eggs from the United States. In 2022, this amounts to **\$280,608** in total purchases
- Eliminated all seafood raised in unsustainable environments
- Removed veal in all culinary operations due to unethical treatment
- Eliminated the use of gestational crate pork bacon in 2022

Joyce Farms

Joyce Farms' mission is to provide all-natural meat and poultry with the flavor and health benefits that Mother Nature intended. Their animals are raised humanely and naturally, without antibiotics or growth stimulants, and are either allowed to graze the pastures or roam free in barns. Through this partnership, HHS is able to provide the facilities we serve with the highest quality and best tasting meat products available on the market today. Joyce Farms utilizes regenerative agriculture, which is a farming practice that helps to restore habitats, reduces carbon in the atmosphere and supports animal welfare.





Waste-a-Weigh

We track and measure all the food that goes into the trash — from vegetable peelings to expired inventory and leftover food — to see where we can make improvements and optimize our ordering. This saves money by enabling us to only buy what is needed and allows us to implement best practices to reduce waste.



Monterey Bay Seafood Program

We purchase only sustainable seafood certified by the Monterey Bay Seafood Program to help decrease destructive fishing and farming practices. The guidelines in this program ensure responsible seafood choices that are eco-certified and of the highest quality grade. The total spend at our facilities on sustainable seafood in 2022 was **\$792,129**.

Monterey Bay Aquarium
Seafood Watch



Clean Water

Our on-site management teams ensure all outgoing water from our kitchens is efficiently filtered through grease traps to reduce unwanted materials flowing back into the gray water system.

100% Sustainable Disposable Products

We work with our vendors and GPOs to offer our partners 100% sustainable disposable products based on their facility's preference.

Sustainabowls

The Humane Society of the United States and HHS have partnered together to establish a plant-based, sustainable menu program called Sustainabowls, which is featured as part of HHS' Global Bowls. The initiative brings more humane and sustainable food options and biodegradable packaging into the facilities we serve. This program is a crucial component of reducing our carbon footprint and meeting our emission reduction goals. Additionally, through this partnership, we've established a goal of moving our retail menus to 33% vegetarian/plant-based by the end of 2024.



Local Purchasing Initiatives

We partner with area farms, in collaboration with our current vendors, to purchase products, meats, and produce to support sustainability practices and positively impact the local economy. In 2022, HHS purchased more than **\$4,512,123** worth of fresh food products for our facilities from more than **115** local vendors.



OPERATIONS & MAINTENANCE (O&M)

O&M is committed to a supplier diversity program that builds sustainable economic strength by creating mutually beneficial business relationships with a network of diverse suppliers in the communities we serve.



Through materials and subcontracts, O&M has contributed more than \$7.1 million to the growth of diverse businesses. Below is a breakdown of O&M's contribution to supplier diversity by diverse business classification in 2022.



26.68%
\$723,354.00
Small Disadvantaged Business

33.83%
\$917,159.50
Woman Owned Small Business

25.08%
\$679,929.98
HubZone

7.20%
\$195,172.09
Veteran Owned Small Business

7.20%
\$195,172.09
Small Disabled Veteran Owned Small Business

Total Small Business Spend:
\$2,710,787.66

Total Spend: **\$3,172,730.50**

LINEN UTILIZATION MANAGEMENT (LUM)

HHS provides LUM to over 50 facilities throughout the United States. The reduction in linen usage and waste has not only provided financial savings to our partners but has paved the way for sustainable stewardship of our environment. Below are the reductions that can speak to LUM's environmental impact.

Environmental Impact - 1/1/2022 - 12/31/2022

17,669,444

Pounds of Linen Use Eliminated

47,530,805

Gallons of Water Preserved

353,389

Kilowatt Hours Saved

2,191,011

Pounds of Greenhouse Gas Reduced

So far, HHS has saved **47,530,805** gallons of water.

Which is equivalent to



2,066,602 loads of laundry,



or the water used in



2,763,419 showers.

Additionally, HHS has reduced linen usage by **17,669,444** pounds.

That's the equivalent of



8,834,723 bed sheet changes,



or the weight of

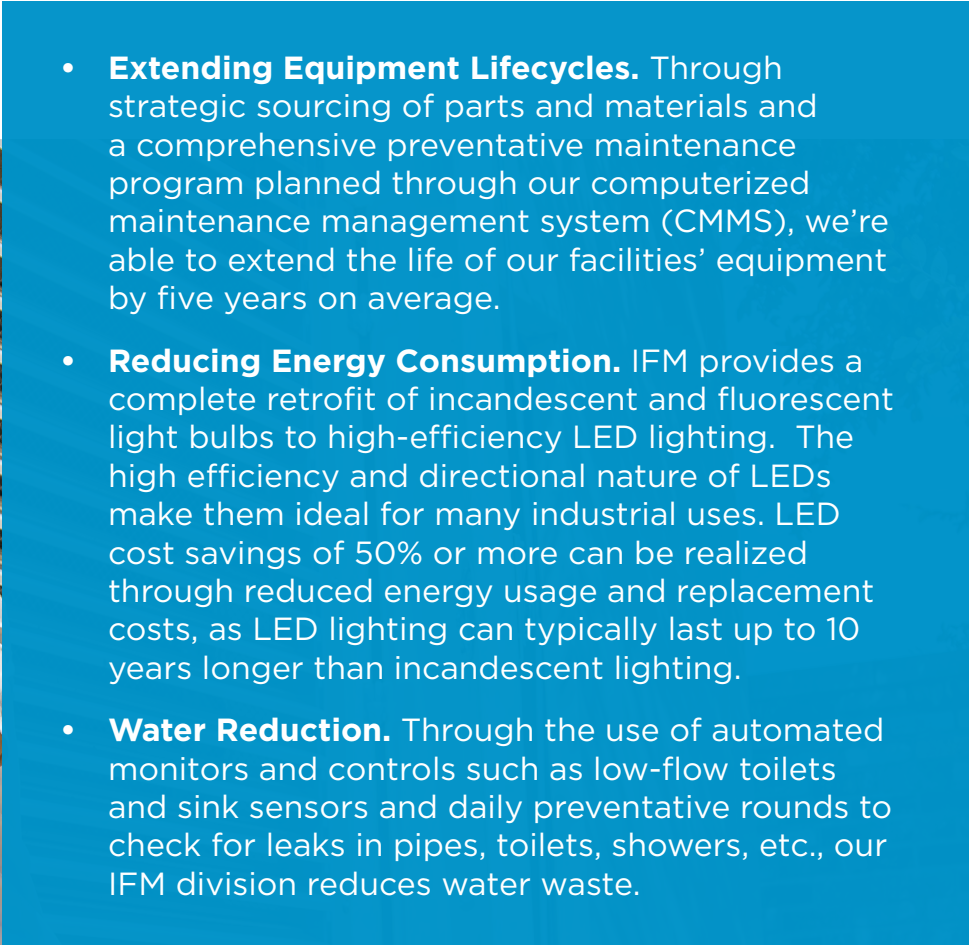


1,147 adult African elephants.

INTEGRATED FACILITIES MANAGEMENT (IFM)

Through various sustainable practices and initiatives, IFM ensures our partner facilities run smoothly, efficiently, and safely. Some IFM practices that lessen our environmental impact include:

- **Extending Equipment Lifecycles.** Through strategic sourcing of parts and materials and a comprehensive preventative maintenance program planned through our computerized maintenance management system (CMMS), we're able to extend the life of our facilities' equipment by five years on average.
- **Reducing Energy Consumption.** IFM provides a complete retrofit of incandescent and fluorescent light bulbs to high-efficiency LED lighting. The high efficiency and directional nature of LEDs make them ideal for many industrial uses. LED cost savings of 50% or more can be realized through reduced energy usage and replacement costs, as LED lighting can typically last up to 10 years longer than incandescent lighting.
- **Water Reduction.** Through the use of automated monitors and controls such as low-flow toilets and sink sensors and daily preventative rounds to check for leaks in pipes, toilets, showers, etc., our IFM division reduces water waste.

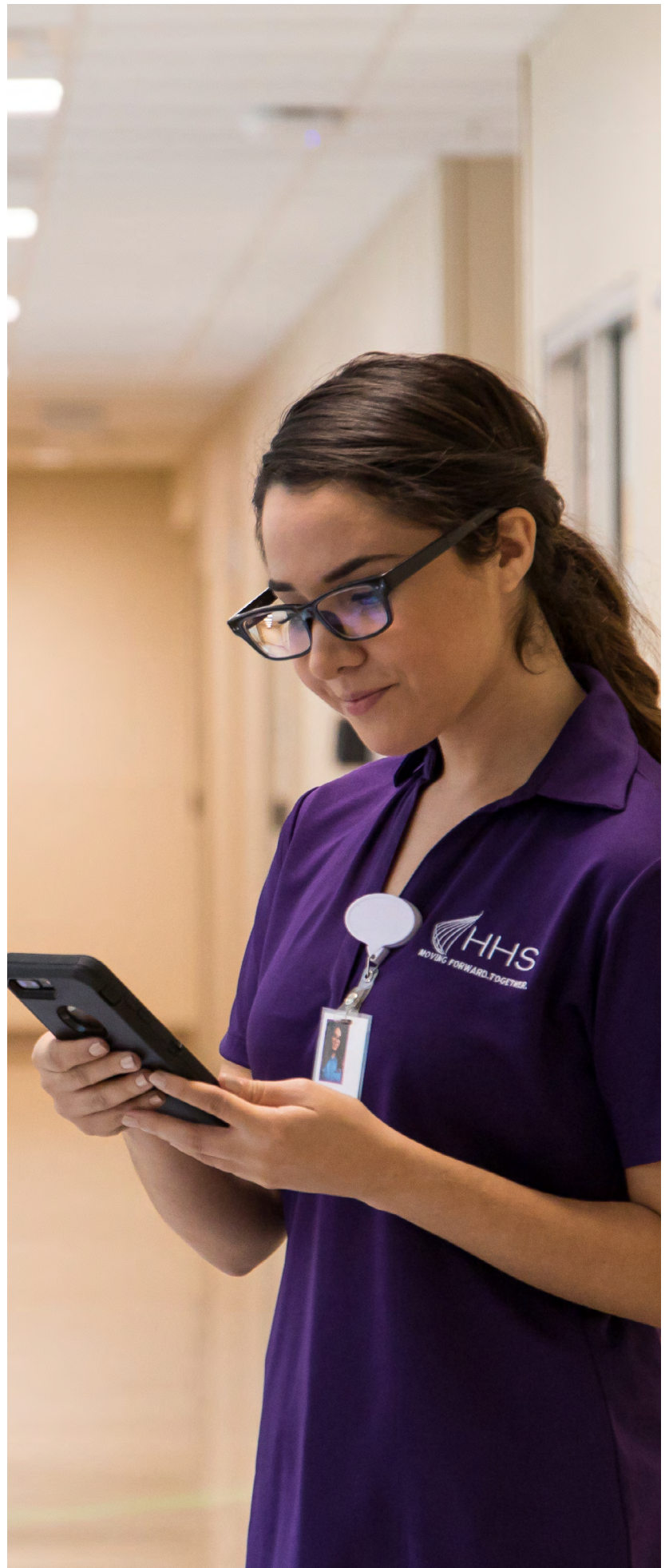


PATIENT FLOW

BedWatch® offers a suite of software modules providing advanced visibility of patient throughput and facility management. As a cloud-based, mobile application, BedWatch is designed to lead to a more sustainable environment, by removing dependencies on products and industries driving the use of non-renewable resources.

BedWatch reduces the reliance on traditional paper and ink resources within a facility, as well as printers, fax machines, ink cartridges, and toners. Shrinking the use of these resources leads to less manufacturing waste and deforestation.

All BedWatch team members work remotely, which includes the implementation of our software at seven new facilities and sustaining technical support for over 70 hospitals. This greatly reduces the overall effects of car and airplane travel and the emissions generated by those industries.





AWARDS & RECOGNITION

2022

- Austin-American Statesman Top Workplaces
- Food Management's (FM) Top 50 Contract Management Companies
 - HHS Culinary named #19
- Food Management's 9 Largest Healthcare Food Service Operators
- The Humane Society of the United States - 'A' ranking and #7 on The Food Service Industry Protein Sustainability Scorecard

2021

- SEAL Business Sustainability Award in Innovation for Linen Utilization Management
- Food Management's (FM) Top 50 Contract Management Companies
 - HHS Culinary named #19
- FM Top 9 Risers
 - HHS Culinary named #1

2020

- Food Management's (FM) Top 50 Contract Management Companies

2019

- ISSA CIMS-quality systems; service delivery; human resources; health, safety, and environmental stewardship, management commitment, green building certified with honors
- Food Management's (FM) Top 50 Contract Management Companies
- FM Top 8 Risers

2018

- Austin Business Journal's Fast 50
- ISSA CIMS-quality systems; service delivery; human resources; health, safety, and environmental stewardship, management commitment, green building certified
- Food Management's (FM) Top 50 Contract Management Companies
- FM Top 10 Risers

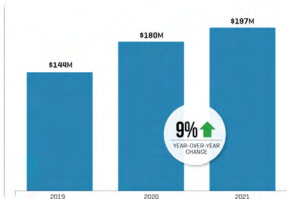


FEATURED ARTICLES



Meet the 2022 winners of Food Management's Best Healthcare Recipe Contest

19
HHS CULINARY & NUTRITION SOLUTIONS



The Top 50's Nine Largest Healthcare Companies: HHS



Delta Airlines Expands Partnership with HHS



Havasu Regional Medical Center Beats Out 20 Restaurants to Win Top Chef Competition



Take Action: Steps for an Effective Emergency Management Plan



Leaders in Supplier Diversity



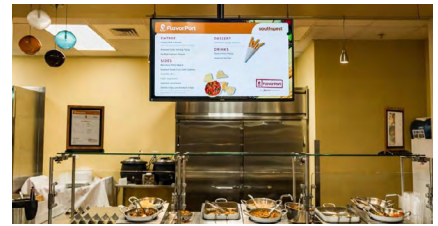
4 Ways to Customize Your Dining Experience



The Cool Collaboration Behind HHS' New Sustainabowls



How a Team Doubled Staff Satisfaction Scores Amid Covid



FlavorPort Turns Hospital Cafeterias Into Street Food Destinations

FEATURED ARTICLES



Building Your Best Bowl
Menu Ever



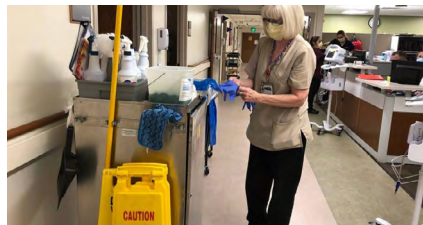
The Humane Society of
the United States and HHS
bring sustainable menu
options to people across
the country



Hospital housekeeping staff
using UV light technology
to fight COVID-19 spread



Hospital cleaning crews are
first line of defense against
COVID-19



Quiet heroes: Hospital
housekeepers on the front
lines of COVID



'There's still good people in
this world' says woman who
lost ring in Myrtle Beach