







SOCIAL RESPONSIBILITY REPORT

2023







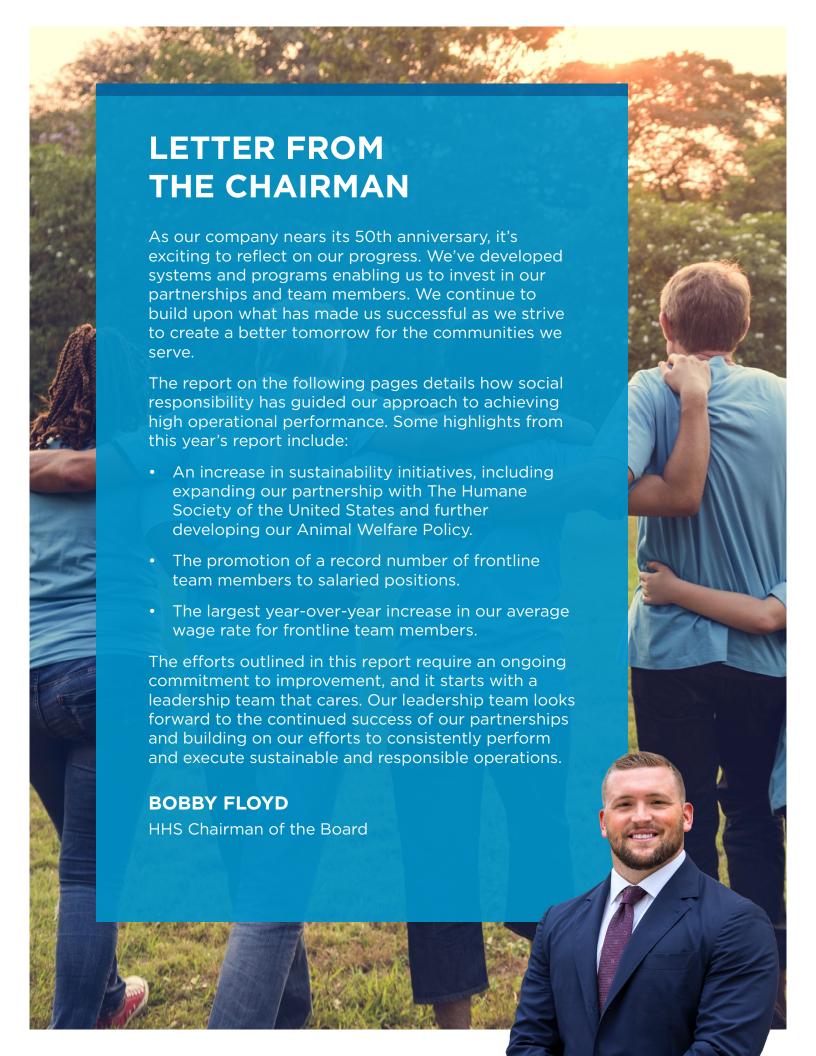


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TRAINING & DEVELOPMENT

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 2023, **800** managers graduated from our orientation program, including **125** hourly to salary promotions and **135** 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 2023, HHS managers completed 16,040 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 2023, our frontline team members completed 443,365 team member tests, and our managers performed a total of 903,181 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 <u>Southwest University (SU)</u> 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 15-month 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, and participants receive a laptop as part of the program.

Many 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.

There are nearly **143 students** currently enrolled in the associate's program and **81 graduates**, 19 of whom earned promotions after enrolling, with **11 promotions** being from hourly to salaried positions.

In 2023, we expanded the partnership by adding two bachelor's degree programs and four master's degree programs, all online. We now extend this opportunity to employees of HHS partner facilities at the HHS rate, so long as their facility's HR department approves.

Current Degree Offerings

New terms begin every six to 18 weeks, depending on the program, allowing team members to start their education when it's right for them.

- Associate of Applied Science of Business Management in Healthcare Support Systems
- Bachelor of Science in Nursing (RN to BSN Bridge)
- Bachelor of Science in Radiology Management
- Master of Science in Nursing (MSN)
- Master of Business Administration (MBA)
- Master of Science in Healthcare Administration (MSHA)
- Master of Science in Healthcare Leadership & Mgmt (MSHLM)

Read: <u>HHS and Southwest University Make College Easier for Full-Time Workers</u>



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 self-guided program typically takes 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.





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.















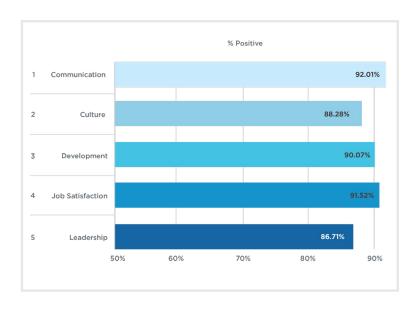
Team Member Well-Being

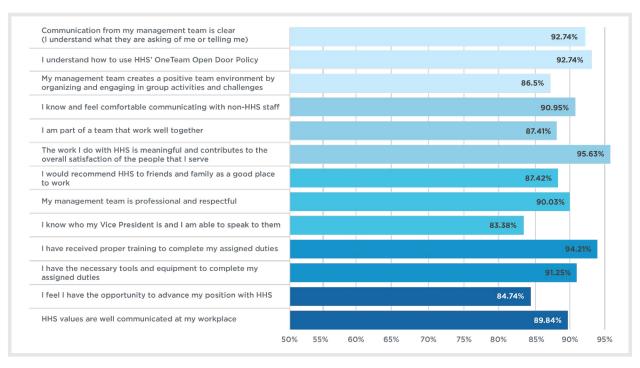
At HHS, adding to the quality of our team members' lives is just as important as adding their professional skills. HHS provides benefits and utilizes policies that promote the overall well-being of each team member. This is an integral aspect of our social responsibility plan as it directly impacts the 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 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 Human Resources (HR) 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 2023, HR reviewed and successfully resolved **605 claims** from HHS team members.



Benefits

HHS offers competitive benefits to all team members to ensure they can access care that supports their wellbeing. 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 **HealthiestYOU Benefits:** These options allow 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.

Health Joy.

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 Consulations:



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HealthJoy providers can send new

prescriptions and short-term refills to

PRESCRIPTION.

your pharmacy.

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

SHANNON P. HEALTHJOY MEMBER

so much time!

Our medical team can diagnose common medical concerns and offer personalized care.



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
- ► Bites and stings
- Minor headaches, arthritic pains
- ► Medication refills (short-term) Diarrhea, vomiting, nausea
- ► Urinary tract infections
- ▶ Eye infections, conjunctivitis
- ► And more!

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













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mbers to maintain adequats insurance from a responsible provider. HealthiestTou is designed to complement, and not replace the care you receive from your primary car diagnose, and prescribe of their own discretion. Physicians periods cross coverage and operate subject to state regulations. Physicians in the independent network do not not may be harmfull-because of their potential for adrust. Healthirst out down or parameter bett a prescribing and be written. recomendamos a todos los socios que mantengan cobertura medica adecuada con un proveedor responsible. Healtheeff ou esta aqui para complementar, y no para mempiagar las alección medica que health ou financia para de uma rela independiente de footores que accreação diagnostican, y dan nexidas medicas espán major les persona. Los médicas obtenenua combrescos de coberturas o pesera ne a la rela independiente no recolar unabstracia controlatada por la ESA, Arigona to interpuedica, y chartes cales diada de pueda ser acroinas de la prolitada de duban. Healtheefforum o guarma. • Employee Assistance Program (EAP): HHS team members who are facing challenges and hard times can utilize the Cigna Employee Assistance Program to get the help they need. This program offers free sessions with a Master's level EAP specialist, resources, and tools through TalkSpace, 24/7 access, and the myCigna mobile app.





FOLX Health

In 2023, HHS began offering a new benefit for all HHS managers and corporate employees via a partnership with FOLX Health. FOLX is a digital healthcare service provider for the LGBTQIA+ community and those who work with or love someone in the community. Services and support offered by FOLX include:

- Prescription Medications Gender Affirming Hormone Replacement Therapy (HRT), PfEP, and ED
- Care Navigation FOLX's expert team can answer questions and guide employees and their families through their journey



- Affirming Provider Referral Network FOLX has the largest network of affirming providers across the US, spanning both clinical and non-clinical providers
- Innerspace FOLX's community hub for educational resources, peer groups, expert-led support groups, live events, and more
- Clinical Services Virtual care for primary care, sexual wellness, fertility and family building, parenting consultations for parents of LGBTQ+ youth, and more

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.

2020

3.67% increase from 2019

2021

8.89% increase

2022

7.53% increase

2023

12.53% increase

Total 5-year AWR Increase

39.8%

Safety Team

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 **283,358 injury-free days** in 2023.

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 monthlong 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 \$31.80** to the organization.

July 2023 HHS Gives Back:

Our team volunteered

290 hours

in your communites

Providing a value of

\$9,206.10

for the organizations you support



Julie Moses Volunteers with Mission to Document Disaster Area & Secure Funding

Julie Moses, Culinary Director at Heartland Regional Medical Center, served with the Civil Air Patrol (CAP) last week, acting as the FASC (Finance Admin Section Chief). Her team took aerial photos of tornado and derecho damage in their local territory, gathering enough documentation for Illinois Governor J.B. Pritzker to proclaim a disaster area and allow more funding to the impacted counties. Julie is pictured at the computer ensuring all the reporting and finances of the mission are done correctly.

Home Office Departments Band Together to Serve at Foster Village

The Home Office Marketing department, William Hawkins, Allison Kiligore, Steph Sonik, and Shannon Steck, and Frank Ormonde from Pricing and Analytics, volunteered last week at Foster Village, a non-profit in Austin, TX dedicated to supporting and serving local foster families.

Some watered plants and pulled weeds in the garden while others organized back-to-school supplies, the shoe room, and clothing areas. They also packed supplies into the cars, broke down boxes, and cleaned the common areas. The photos below capture some of the areas the group served.









Alexus Kirkpatrick Volunteers at MUDGIRL to Empower Women

On July 1st, Alexus Kirkpatrick, Customer Service Supervisor at Charlotte Douglas International Airport, volunteered at MUDGIRL, an obstacle course dedicated to empowering women and raising funds for breast cancer research. Pictured is Alexus with fellow participants of the Charlotte MUDGIRL Run.



Tim Underwood Builds Beds for Children in Need

Over the last two months, Tim Underwood, Culinary Director at St. Francis Health, has lent his time and carpentry skills to Sleep in Heavenly Peace. The non-profit builds and provides beds to children without one of their own. Pictured below are several of the beds Tim built in May and June.





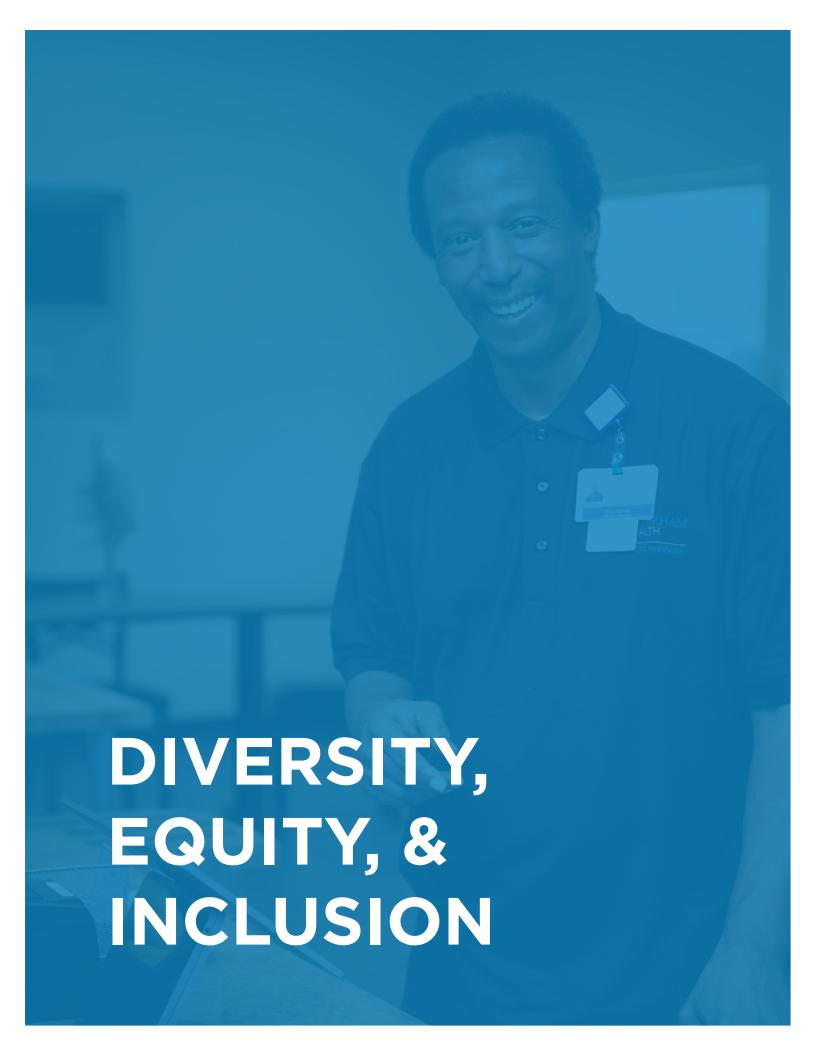




Read: <u>Civil Air Patrol National Commander Recognizes HHS Director Julie Moses</u> <u>for Volunteer Work</u>

Read: Making a Difference Using Her Culinary Skills: Miranda Anspach Gives Back





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. In 2022 and 2023, the DEI team built upon this foundation. Below are a few of our accomplishments from 2022-2023:

- Conducted our third annual survey of all HHS employees to understand how our employees view our company initiatives and which demographic groups are in need of most support.
- Executed and improved the 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.
- Developed an Inclusive Conversations Toolkit to enable managers to lead supportive conversations with all members of their team.
- Expanded diversity and inclusion training to ensure team members are equipped with the knowledge they need to support inclusive workplaces.
- Implemented a leadership development program (LEAD) and assessment program (MSAP) to better evaluate and prepare individuals for promotion.



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.

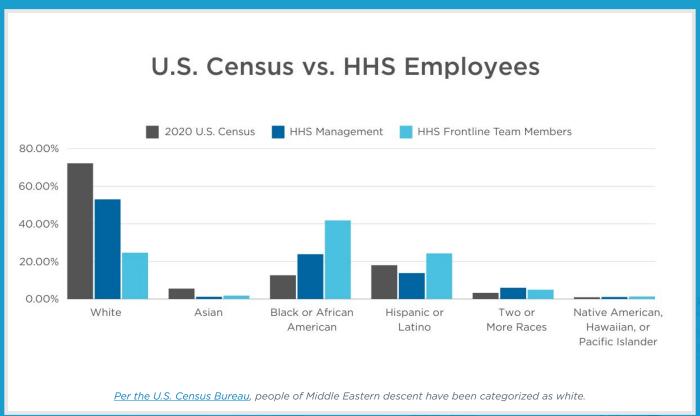
While there is still a lot of progress to be made, the strides we're making now will help us know where we're doing well and identify specific areas where we need to improve so that we can work together to build a workplace environment where everyone belongs.



HHS DEI Survey Metrics

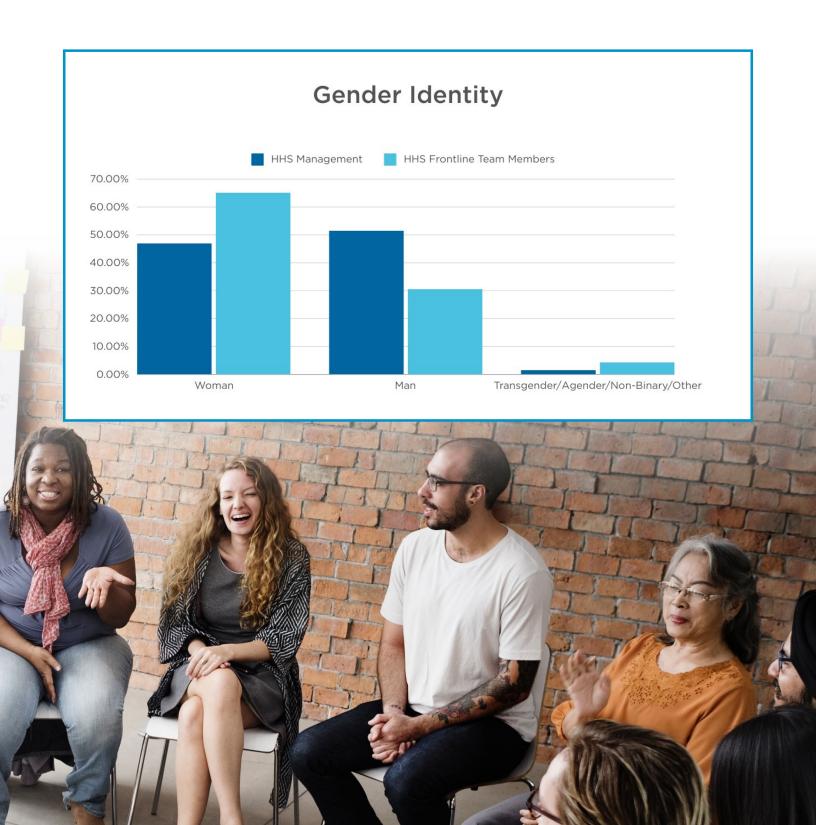
We conducted our third annual DEI survey of management and frontline team members in 2023. As a part of this survey, we gathered demographic metrics on HHS employees. With nearly 12,000 respondents to the survey, this provided new insight into the identities of our team at all levels.

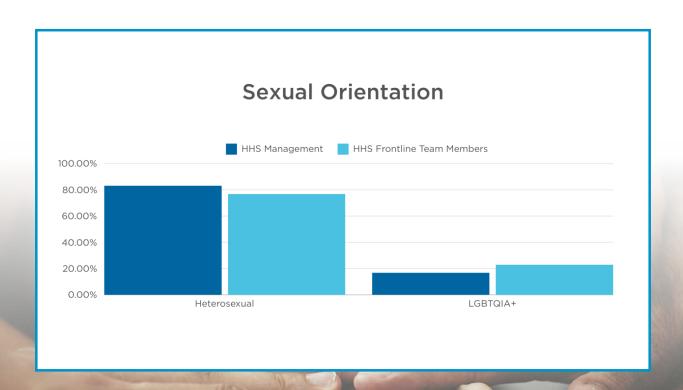
By comparing the population of HHS employees to that of the 2020 U.S. census data, we can see that HHS employs a diverse team, at both the frontline and management levels.





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 2023, HHS appointed its first female Corporate Chef, Brittney Horn, and our second female C-suite member, Debra Stilwell, Chief Accounting Officer. We continue to seek out opportunities to develop people from our internal ranks to leadership positions.







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.

Over 12,000 HHS team members, 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 frontline 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.

In the last three years, we noticed slightly less positive responses from team members who self-identified as LGBTQIA+. Based on this, we rolled out new training on LGBTQIA+ inclusion in 2023 as well as new LGBTQIA+ benefits with FOLX Health. We continue to monitor these trends and engage members of the community to provide support and resources to promote inclusion.

Read: <u>Mother-Daughter Culinary Team Walk Through a Transformational Journey Together</u>

	All (Management + Frontline Team Members)	Women / Gender Nonconforming	LGBTQIA+	ВІРОС	Over 45
My manager supports diversity.	93.9%	93.6% (-0.3%)	83.6% (-10.3%)	93.1% (-0.8%)	93.8% (-0.1%)
I believe that my job performance is evaluated fairly.	90.4%	90.0% (-0.4%)	81.5% (-9.3%)	89.9% (-0.5%)	90.3% (-0.1%)
My pay is NOT impacted by my gender, race, sexual orientation, identity, or culture.	93.3%	93.5% (+0.2%)	85.7% (-7.6%)	92.8% (-0.5%)	93.3% (0.0%)
People from all backgrounds have equal opportunities to succeed at HHS.	94.2%	94.5% (+0.3%)	82.3% (-12.1%)	93.5% (-0.7%)	94.2% (0.0%)
I feel that my unique background and identity are valued at HHS.	91.6%	92.2% (+0.6%)	77.3% (-14.3%)	91.4% (-0.2%)	92.0% (+0.4%)
HHS is a safe and supportive workplace for Black, Hispanic, Indigenous, and all people of color.	96.1%	96.3% (+0.2%)	85.7% (-10.4%)	95.7% (-0.4%)	96.3% (+0.2%)
My co-workers treat each other with respect regardless of identity.	89.3%	88.3% (-1.0%)	76.8% (-12.5%)	89.9% (+0.6%)	89.2% (-0.1%)
If I raised a concern about discrimination, I'm confident my employer would take action or do what's right.	92.0%	92.0% (-0.0%)	77.1% (-14.9%)	91.6% (-0.4%)	92.2% (+0.2%)
I can share my suggestions or opinions at work.	90.3%	90.1% (-0.2%)	76.3% (-14.0%)	90.1% (-0.2%)	90.1% (-0.2%)

Key:

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

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

BIPOC: Respondents who identified as African-American/Black, East Asian, Hispanic/Latino/Spanish Origin, Indigenous/Native American, Native Hawaiian/Pacific Islander, Middle Eastern, South Asian, Southeast Asian, 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 onsite leadership teams celebrate the holiday with their team members. Typical recognition avenues include:

- Educational Flyers
- 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



Read: From a Kitchen in the Philippines to a Kitchen in a Kitchen in Texas: Arceli Crittenden's Talent Shines





ENIVORONMENTAL SERVICES

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 specialists 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 diverse vendors, and increasing our diverse vendor spend year over year.

Below is a summary of our EVS supplier diversity spend by diverse business classification in 2023.

- HUB \$1,209.71
- Minority \$26,402.78
- Minority (Tejas, Hispanic, MBE) \$448,148.90
- Minority Hub Zone \$161.38
- Physically Challenged \$4,847.00
- Women-Owned Business \$1,405,090.73
- Women-Owned Small Business \$1,035.04

Total: \$1.886.895.54





Floor Care Best Practices

We've implemented new floor care initiatives at **386** 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.

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 2023 amounted to \$2,737,949. Total cleaning products dispensed through a dilution station accounted for 28.64% of our total chemical spend, or \$784,019. Our goal is to increase our use of chemical dilution systems in our cleaning products to 30% in 2024.

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 **29.75%** or **\$814,483.03**. This percentage will increase as we work towards expanding the use of green chemicals and dilution stations in place of nongreen chemicals and ready-to-use (RTU) products.



Right-Sizing Standardization Program

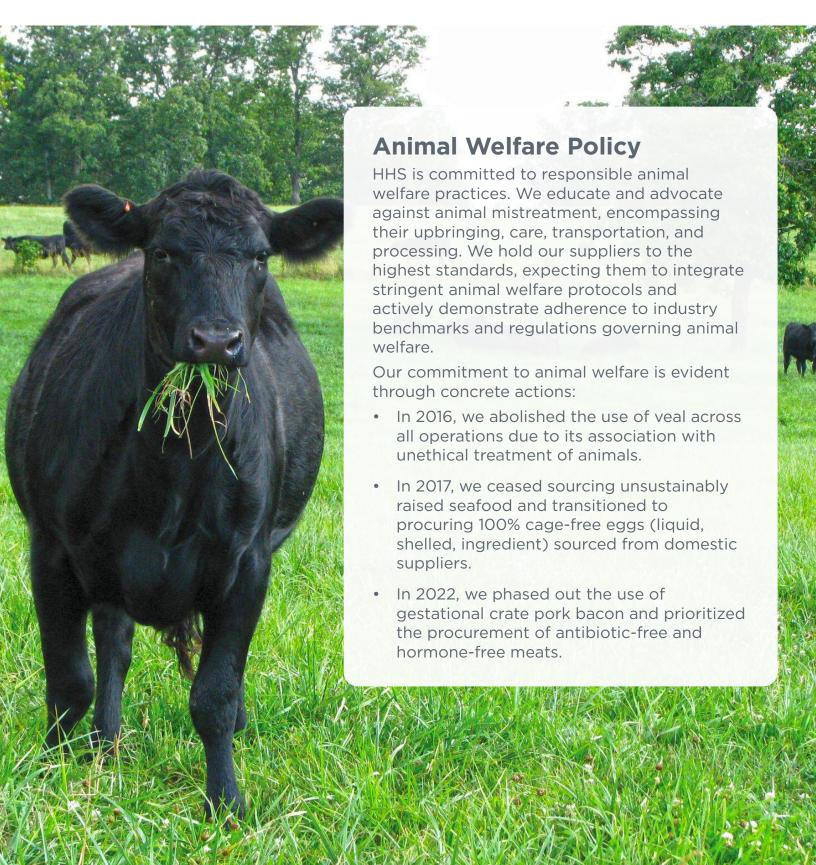
Our trash liners standardization program determines which liners can be used to serve multiple purposes. This process helps to reduce waste and saves **10 to 15%** on liner costs.





FOOD SERVICES

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.



Global Animal Partnershhip

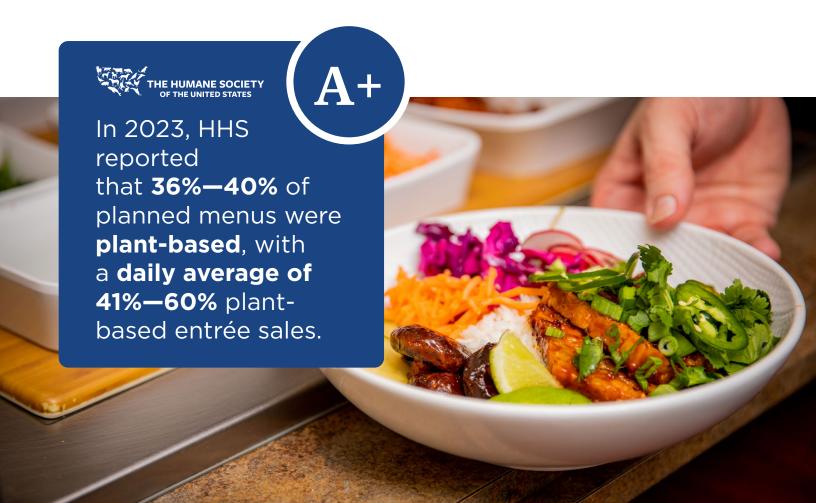
We align ourselves with the principles outlined in <u>The 5-Step Animal Welfare Rating Program developed by the Global Animal Partnership (GAP)</u> and expect our suppliers to uphold these standards. These steps serve as a benchmark for creating environments that prioritize the well-being of animals. We aim to progressively increase the percentage of our animal products sourced from higher welfare tiers. We actively endorse the Global Animal Partnership's multi-tiered animal welfare standards, utilizing them as a framework to educate our team members, clients, and consumers on current and emerging animal welfare concerns.

Plant-Forward Initiatives

HHS partnered with The Humane Society of the United States (HSUS) to promote a plant-based, sustainable menu program in all of our locations.

In addition to our ongoing efforts to promote plant-based, sustainable menu options, HHS is committed to further enhancing our impact by setting ambitious targets:

- We aim to increase plant-based meals to represent 50% of our menu offerings by the year 2027.
- Concurrently, we pledge to reduce our total expenditure on animal-derived ingredients by 25% by 2030.



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 buy only what is needed and implementing best practices to reduce waste.





Better Chicken Committment

HHS is actively working to source chickens raised according to the Better Chicken Commitment (BCC) standards throughout our supply chain. This commitment includes collaborating with suppliers to implement BCC practices and transition to pre-shackle, controlled-atmosphere processing, eliminating live-dumping and live-shackling. While market availability and progress may impact specific timelines, we remain committed to transparency and ongoing efforts toward achieving these industry-wide improvements in chicken welfare.

Sustainable Seafood

We exclusively buy sustainable seafood certified by the Monterey Bay Seafood Program, adhering to their guidelines to combat harmful fishing and farming methods. Our commitment ensures eco-certified, top-quality seafood, following Seafood Watch recommendations to prioritize "Best Choice" (Green) and "Good Alternative" (Yellow) rated options from sustainable sources. The total spent at all our facilities on sustainable seafood in 2023 was \$1,174,421.



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.

Local Purchasing Initiatives

We partner with area farms and our current vendors to purchase products, meats, and produce to support sustainability practices and positively impact the local economy. In 2023, HHS ordered more than **\$6,918,038** worth of fresh food products for our facilities from more than **400** 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 \$10.9 million to the growth of diverse businesses. Below is a breakdown of O&M's contribution to supplier diversity by diverse business classification in 2023.







7%

\$1,150,786.28

Small Disadvantaged Business

9%

\$1,480,235.19

Woman-Owned **Small Business**

4%

\$656,903.07

HubZone

4%

\$664,606.37

Veteran-Owned Small Business

1%

\$149,016.46

Small. Disabled. Veteran-Owned **Small Business**

42%

Total Small **Business Spend:**

\$6,819,117.67

33%

Large Business (not diverse spend):

\$5,272,194.39

Total Spend: **\$16,192,859.43**

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.

15,531,161 Pounds of Linen

Pounds of Linen Use Eliminated

41,778,823

Gallons of Water Preserved

Environmental Impact - 1/1/2023 - 12/31/2023

310,624

Kilowatt Hours Saved

1,925,864

Pounds of Greenhouse Gas Reduced

So far, HHS has saved **41,778,823** gallons of water.

Which is equivalent to



1,816,510 loads of laundry,



or the water used in



2,429,001 showers.

Additionally, HHS has reduced linen usage by **15,531,161** pounds.

That's the equivalent of



7,765,581 bed sheet changes,



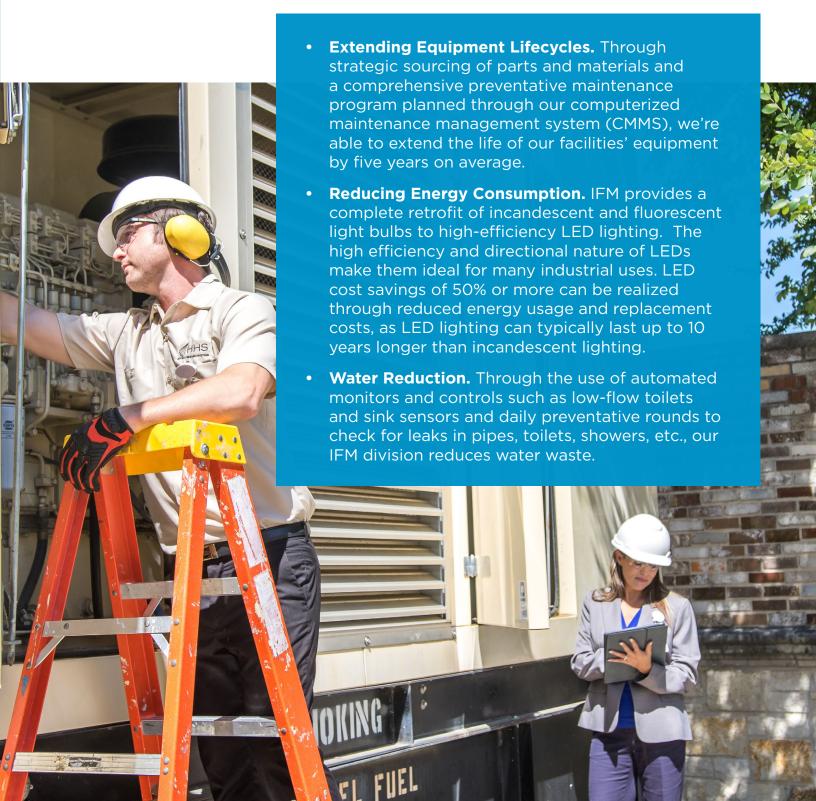
or the weight of



1,008 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:

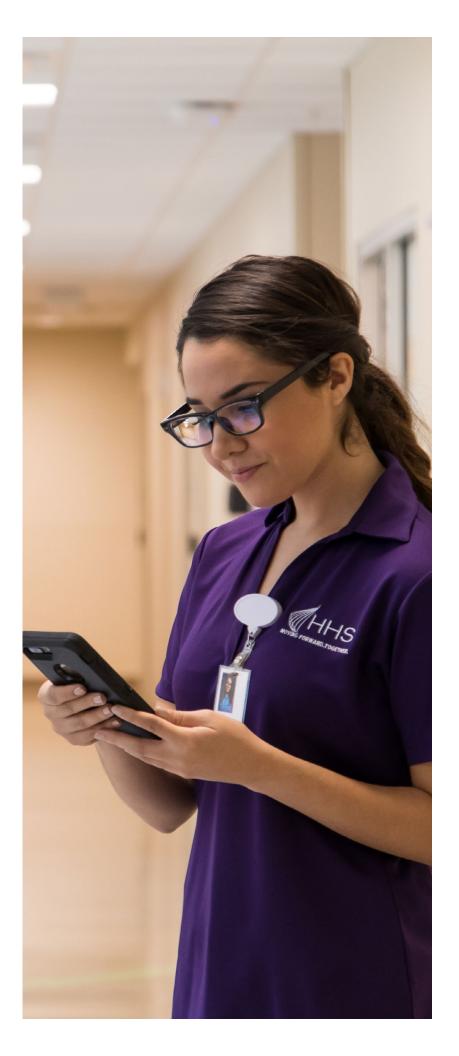


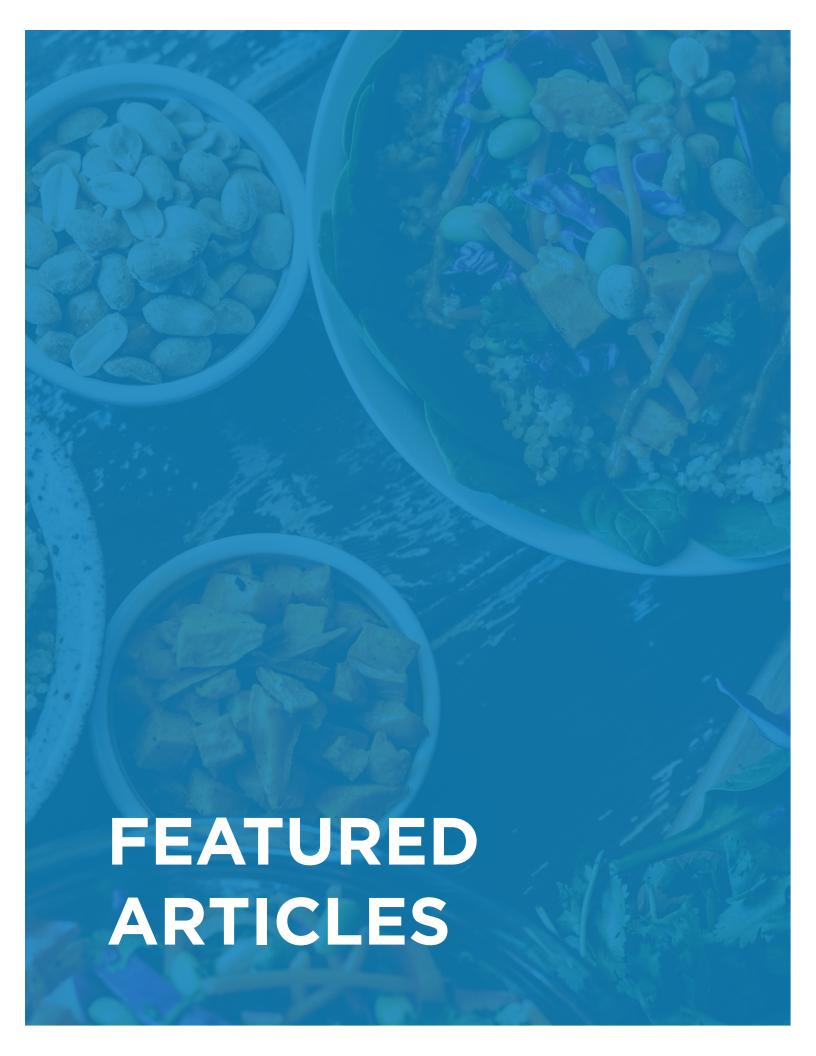
PATIENT FLOW

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.







<u>Chef-curated salads triple</u> <u>salad bar sales at Minnesota</u> <u>hospital</u>



Choice Moves in Senior Living



Delta and HHS Partner at FLL



HHS Expands Benefits for LGBTQIA+ Employees



How Advantus Health
And HHS' \$1.2 Billion
Agreement Will Expand
Hospitality Services



How Northfield Hospital is making small changes that matter



Humane Society's latest
Protein Sustainability
Scorecard



Medical center's cookie concept is a sweet success



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



4 Ways to Customize Your Dining Experience



How a Team Doubled Staff
Satisfaction Scores Amid
Covid



<u>Leaders in Supplier</u> <u>Diversity</u>