

# Sustainability Report

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**SERVICE CORPORATION INTERNATIONAL**

Memorial Park Funeral Home & Cemetery, Oklahoma City, OK



# Message to Stakeholders

Each year our associates' commitment to service drives our Company forward, while still delivering on our shared vision to celebrate life with dedication, excellence, and innovation. I am proud of the progress we have made in 2022 in support of our associates and communities through our diversity, equity, and inclusion efforts, as well as the knowledge gained about our environmental impact.

This year, however, was an especially difficult one for our associates due to significant inflationary pressures experienced across the globe. In recognition of these difficult times, we decided to provide an inflationary bonus to each of our non-bonus eligible associates and to absorb all of the inflationary increases to our employee health care costs allowing the premiums to remain unchanged from the prior year.

The emotional and mental health of our associates are a top priority, which is one of many reasons we have added two new Associate Resource Communities (ARCs). The first, HOPE, delivers education and support for associates to care for their mental and emotional health. The second, FaithRISE, offers a space for associates to rally around their faiths, providing inclusive encouragement and spiritual support.

Our ARCs have already made an impressive impact on our Company culture and the communities we serve, enabling associates to connect in new ways. In addition, we launched the Day Off for a

Donation program, providing full-time associates with an opportunity to contribute to a nonprofit organization selected by the ARCs or the SCI Foundation and, in return, receive one additional paid day off a year.

In another step forward, we added new benefit options to better address the needs of our diverse workforce. Our expanded adoption assistance benefit and new fertility coverage both help to defray costs for those who would like to grow their families. In addition, we now offer medical treatment coverage for associates who identify as transgender, allowing associates to bring their authentic selves to work.

Another area of significant progress includes greater awareness of our environmental impact. In 2022, we began gathering data about our greenhouse gas emissions and we share those results within this report. Moving forward we will be able to explore ways to understand our carbon footprint. This report also includes a summary of our electricity consumption data. Each year, we continue to improve our data collection processes to refine our reporting.

At SCI, our compassionate and caregiving culture extends beyond our Company to our communities and our environment. To ensure our long-term growth model is sustainable, we must hear and understand the diverse needs of our stakeholders. We are making progress every day and this Sustainability Report serves as our Environment,



Social, and Governance Report and illustrates our commitment and progress to all of our stakeholders.

  
**Thomas L. Ryan**  
Chairman and CEO

# Table of Contents

<b>SCI Overview</b>	<b>4</b>
<b>Environmental, Social and Governance (ESG) Program Overview</b>	<b>5</b>
<b>Oversight of ESG</b>	<b>6</b>
<b>Social</b>	<b>7</b>
Associate Engagement Efforts	8
Diversity, Equity and Inclusion (DEI)	9
Commitment to our Workplace, Community, & the Families We Serve	15
Community Involvement	16
Client Family Satisfaction	20
Our Social Policies and Practices	21
<b>Governance</b>	<b>23</b>
Policies and Practices	24
Cybersecurity	27
Corporate Governance Highlights	28
<b>Environment</b>	<b>29</b>
Our Sustainability Efforts	30
Supply Chain Management and Responsible Sourcing	33
<b>Cautionary Statement on Forward-Looking Statements</b>	<b>34</b>
<b>Appendix</b>	<b>36</b>



## About this Report

This 2022 Sustainability Report represents our stewardship and ESG efforts and demonstrates our commitment as a contributing corporate citizen to have a positive impact on the people, communities, and environment in which we live and work. Included in the report are a range of topics covering environmental and social programs, as well as the governance structure in place to support and oversee our activities. Our stakeholders include our associates, the families we serve, the communities in which we operate, and our investors.

Data used in this report is for the year ending December 31, 2022.

In preparing this report, we have begun utilizing the disclosure guidance from the Sustainability Accounting Standards Board (SASB) and the Task Force on Climate-Related Financial Disclosures (TCFD) for reporting ESG matters relevant to the Company. We also acknowledge the formation of the Taskforce on Nature-related Financial Disclosures (TNFD) and may follow their guidance for potential future disclosures.

As used herein, all references to “SCI,” “Service Corporation International,” or the “Company” refer to Service Corporation International and all its affiliated companies.



# SCI Overview

SCI is guided by our purpose, core values and vision to treat each other, our client families and their loved ones with dignity and respect. Many of us see our work as a calling. We are a team of caregivers with a passion for compassion. Every time a family chooses us, we have the enormous privilege of making a challenging time a little easier, giving them the support they need and celebrating their loved one in the way they choose.

## Our Purpose

We are a Company committed to supporting families during tough times and dedicated to celebrating the life and legacy of every loved one with professionalism, compassion, and attention to detail.

## Our Core Values

RESPECT

INTEGRITY

SERVICE EXCELLENCE

ENDURING RELATIONSHIPS

## Our Vision

Celebrating life with dedication, excellence, and innovation.

## Our Size

(as of December 31, 2022)

**25,139**

Employees

**1,474**

Funeral Service Locations

**490**

Cemeteries

(of which 303 are combination locations)

**706,955**

Funeral, Cremation and Cemetery Services  
Performed (in 2022)

**44 STATES**

Plus the District of Columbia  
and Puerto Rico in the U.S.

**8 PROVINCES**

In Canada

“

**It's an honor and privilege each time a family places their trust in us to orchestrate a personalized tribute. Every time they do, we strive to provide unparalleled service and compassionate care.**

**Jay Waring**

Senior Vice President,  
Chief Operating Officer



# Environmental, Social and Governance (ESG) Program Overview

This Sustainability Report demonstrates the importance we place on embedding a sustainability mindset into our business and culture, as well as the need for enhanced transparency about our current environmental, social, and governance (ESG) focus areas and strategy. Both the associates we employ and families we serve guide our purpose and core values, making our Company's social impact our primary ESG focus.

## Recent Key Accomplishments



Two New Associate Resource Communities (ARCs)

- **HOPE**
- **FAITHRISE**

► See page 10



Expanded Benefit

- **ADOPTION ASSISTANCE PROGRAM**

► See page 12



New Benefits

- **FERTILITY BENEFITS**
- **TRANSGENDER BENEFITS**

► See page 12



New Program

- **DAY OFF FOR A DONATION**

► See page 11



New Disclosure  
GHG Emissions

- **SCOPE 1 EMISSIONS**
- **SCOPE 2 EMISSIONS**

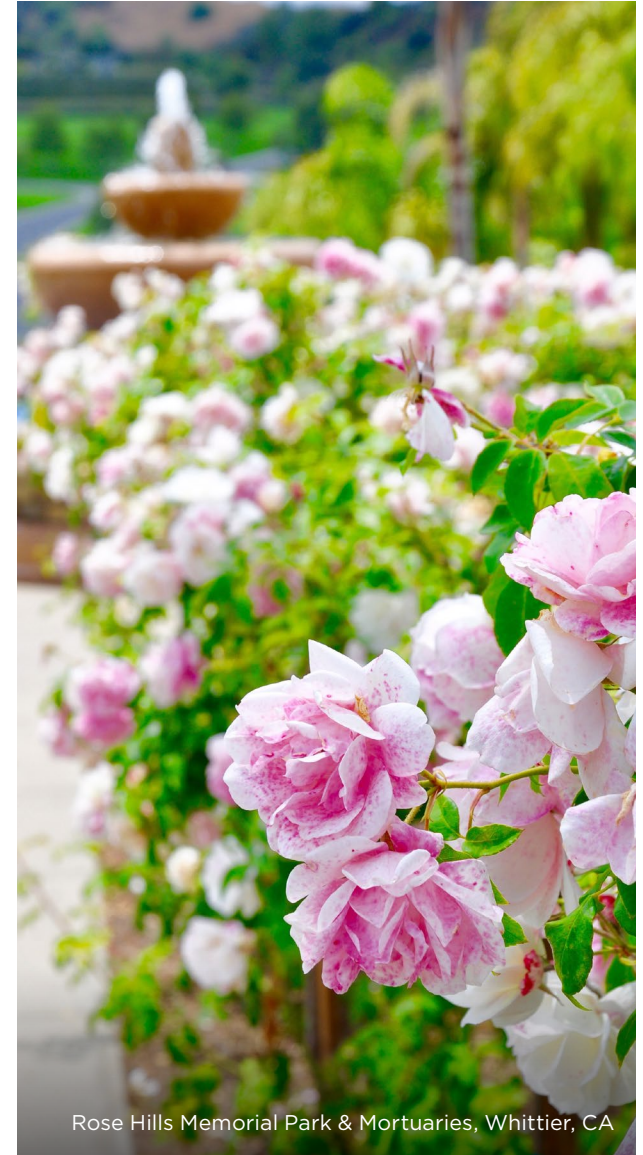
► See page 31



New Disclosure  
Energy Consumption

- **PURCHASED ELECTRICITY**

► See page 32



Rose Hills Memorial Park & Mortuaries, Whittier, CA

# Oversight of ESG

The oversight of environmental and social matters, and the governance of these topics, is the responsibility of the Board of Directors' Nominating and Corporate Governance Committee. Since 2020, the Nominating and Corporate Governance Committee has reviewed matters presented by the ESG Steering Committee and addressed other related risks through committee meetings throughout the year.

## BOARD OF DIRECTORS

The **Nominating and Corporate Governance Committee** has broad oversight of ESG matters. Other committees are delegated oversight of certain ESG issues. For example, the Audit Committee oversees cybersecurity risks.

## CEO AND SENIOR EXECUTIVE SPONSORS

### ESG STEERING COMMITTEE

Formed in 2020, this cross-functional team's purpose is to support the Company's ongoing commitment to managing human capital, the health and safety of our associates and client families, corporate social responsibility to our communities, corporate governance, sustainability, environmental impacts, and other public policy matters relevant to SCI.

The committee's focus is to measure what matters for the Company and to drive value for all our stakeholders.

The ESG Steering Committee includes management representatives from investor relations; corporate communications; legal; health, safety, and environmental compliance services; human resources; financial reporting; supply chain management; and the executive leadership team.

### DIVERSITY, EQUITY AND INCLUSION (DEI) COMMITTEE

Formed in 2017, this cross-functional committee of SCI associates oversees the development of diversity, equity and inclusion (DEI) programs at SCI, including the creation of a mentoring program and Associate Resource Communities or ARCs. Since the committee was established, seven ARCs have been formed including HOPE and FaithRISE in 2022. See [page 10](#) for more details.

See [page 9](#) to learn more about our DEI efforts.





# Social

Our associates are the key to our Company's future. It is their compassion, positive outlook, and enthusiasm that drive our high level of care for families and propel our Company's continued success. We aim to be the best, brightest, and most experienced in our profession. We strive for a workplace where ideas are welcomed, efforts are recognized, suggestions are put into practice, and innovative programs are deployed.

At SCI, we also believe in supporting causes that enhance and promote the well-being of the communities where we operate. Through strategic partnerships with various organizations, we make a difference in the communities where our associates and client families live and work.



# Associate Engagement Efforts

## Great Place to Work

Since 2017, we have been certified by Great Place to Work®, the global authority on high-trust, high-performance workplace cultures. We constantly focus on improving associate satisfaction and developing innovative programs.

Each year, a survey of all our associates provides positive remarks on our culture, the way we care for each other, and our sense of camaraderie. We outscore many of the top surveyed companies in the area of pride in the work we do. Between 2019 and 2021, we were also named one of Fortune's 35 Best Places to Work in our industry classification.

**87%**

of associates say they are made to feel welcome when they join the Company.

**89%**

of associates say they are treated fairly regardless of their race.

**87%**

of associates feel their work has special meaning and this is not "just a job."

**88%**

of associates feel a sense of pride at what we accomplish.

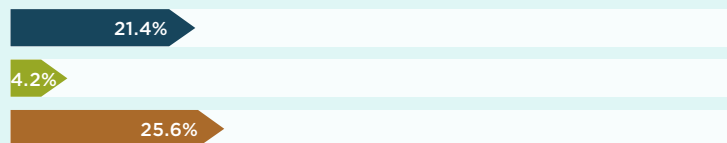


## Company Average Turnover

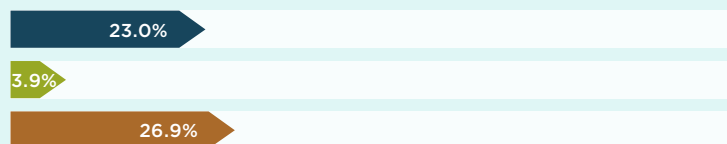
With approximately 25,000 associates, about 17,000 are full time and 8,000 are part time. Due to the seasonality of our business, we appreciate the flexibility of our part-time associates.

Within our workforce, our team of approximately 3,750 sales professionals has higher attrition than other roles due to the highly competitive nature of commission-based sales positions. While turnover slightly increased in 2022, we are encouraged by the minimal impact on our business given the current resignation trend within the United States economy.

### 2021



### 2022



■ Voluntary  
■ Involuntary  
■ Total Company turnover



## Employee Assistance Program (EAP)

We're dedicated to supporting our associates' mental health and offer an employee assistance program (EAP) to all associates. Our EAP offers free and confidential masters-level counseling services for associates and their families.

With resilience tools, educational resources, and referral services, the EAP offers support and guidance for a variety of personal concerns.



# Diversity, Equity and Inclusion (DEI)

**We believe in the power of inclusion and respect our fellow associates' work, ideas, beliefs, and lifestyles.**

Our leadership team is committed to advancing diversity, equity and inclusion (DEI) within the workplace and embracing the many backgrounds and perspectives that make each of us unique. In 2017, we established the Diversity, Equity and Inclusion Committee to develop and execute a vision for incorporating DEI into our business strategy. In 2021, we took our commitment a step further and added a senior management position to oversee the Company's DEI strategy. This role is critical in supporting the Company's belief that diversity of talent is a key driver of better business outcomes.

Throughout our DEI journey, we have implemented a variety of policies and programs designed to foster a culture of inclusion and belonging, including:

**Associate Resource Communities (ARCs)**

**Day Off for a Donation Program**

**Fertility Benefits**

**Military Paid Leave Program**

**CEO Action for Diversity & Inclusion™**

**Adoption Assistance Program**

**Transgender Benefits**



**EMBRACE ARC members support and advocate for the Black and African-American community through volunteer events.**



**Members of the UNITE ARC celebrate Pride Month at the Houston Pride Parade.**

## Associate Resource Communities (ARCs)

Our Associate Resource Communities (ARCs) are voluntary, collaborative groups that provide a space for associates with similar interests to connect, learn, and engage in the business. ARCs support our diversity, equity and inclusion (DEI) strategy and inspire meaningful change within our Company and in the communities we serve. In 2022, \$257,500 was disbursed through the SCI Foundation to nonprofit organizations that align with the ARCs' missions and passion points.



SALUTE aims to inspire, empower, support, and educate veterans, their families, and veteran advocates through a team dedicated to veteran wellness, leadership, and advancement.



UNITE advocates for our LGBTQ+ associates and believes that associates who are comfortable bringing their whole selves to work can inspire meaningful change within the Company and help leverage diverse perspectives and backgrounds.



EMBRACE focuses on equality and service by nurturing a culture which ensures the inclusion and representation of Black people as a part of our Company, community, and customer footprint.



ADELANTE champions the needs and advances the interests of Hispanic associates, customers, and communities through broadened awareness and appreciation of the rich histories, cultures, and traditions that comprise a collective Hispanic heritage.



SOAR cultivates an inclusive environment that supports, elevates, empowers, and encourages women.



HOPE educates and advocates for the emotional well-being of our associates and their families, and provides helpful information to associates who serve grieving families.



FaithRISE serves our associates and communities by embodying our Company's core values through interfaith encouragement, spiritual support, assistance, and resources with empathy, compassion, and inclusive fellowship.



**SALUTE sponsors nonprofit programs supporting veterans transitioning to civilian life.**



**SOAR celebrates the life and legacy of Ruth Bader Ginsburg.**



**Members of ADELANTE volunteer at a nonprofit event benefiting the Hispanic community.**



### Associate Resource Community (ARC) Charitable Giving

In support of our associates and the causes they care about most, each Associate Resource Community (ARC) is allocated \$50,000 annually through the SCI Foundation, the Company's nonprofit charitable giving arm, to support nonprofit organizations that align with the ARCs' missions and passion points. This allows each ARC to identify and champion causes that enhance and promote the well-being of individuals from all walks of life.

In 2022, the ARCs contributed a cumulative \$257,500 to 27 nonprofit organizations, such as the Patriot Guard Riders of New York, Dress for Success Worldwide, Rainbow Railroad, the Houston Independent School District Foundation, and select local Boys and Girls Clubs chapters in Atlanta, Florida, Louisiana and Texas. Our ARC Charitable Giving program gives associates a voice in how our Company supports programs focused on health and human services, education and youth, veterans, community development, human and civil rights, and grief support.

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**We believe in both giving back to our communities and supporting causes that align with our associates' passions and our business strategy.**

**Eric Tanzberger**

**Senior Vice President,  
Chief Financial Officer**

### CEO ACTION FOR DIVERSITY & INCLUSION

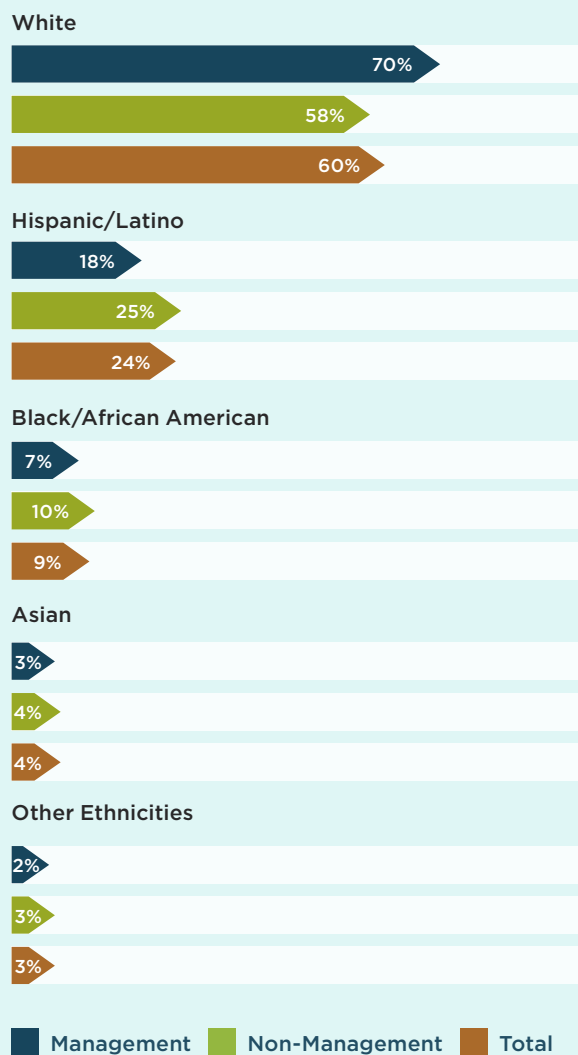
Recognizing that change starts at the executive level, in 2017 Chairman and CEO Tom Ryan joined the CEO Action for Diversity & Inclusion™, the largest CEO-driven business commitment to advancing diversity, equity and inclusion (DEI) in the workplace.

### DAY OFF FOR A DONATION PROGRAM

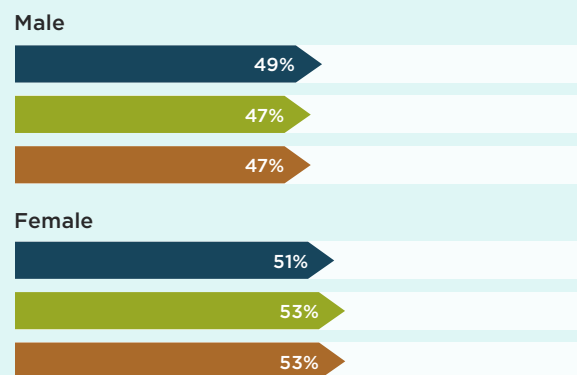
To further support the causes our associates care most about, we launched a new Day Off for a Donation program in 2022. Through the program, U.S. and Canada full-time associates can earn an extra day off with a contribution to a nonprofit organization selected by the ARCs or the SCI Foundation, the Company's nonprofit charitable giving arm.

## Our Diverse Workforce

### ETHNIC DIVERSITY



### GENDER DIVERSITY



### MILITARY PAID LEAVE PROGRAM

To support members of the U.S. Armed Forces, we expanded our military leave policy in 2020. Eligible associates receive up to 15 days of paid time off annually to attend required military training.

### SUPPORTED ASSOCIATES IN UNCERTAIN ECONOMIC TIMES

This year was an especially difficult one due to significant inflationary pressures experienced across the globe. Understanding how challenging inflation has been on our associates and their families, we provided an inflationary bonus to each of our full-time and part-time non-bonus eligible associates in September 2022. We also absorbed all of the inflationary increases to our employee health care costs allowing associate premiums to remain unchanged from the prior year.

### EXPANDED HEALTHCARE COVERAGE ADVANCES INCLUSION

In another step forward in 2022, we expanded our healthcare coverage options to meet the needs of our diverse workforce.

#### Adoption Assistance Program

We expanded our Adoption Assistance Program to help associates who want to add a child to their family. Eligible associates may receive up to \$10,000 per child to defray expenses associated with adoption.

#### Fertility Benefits

In 2022, we began coverage for certain benefits for treatments such as in vitro fertilization (IVF), drug therapy and artificial insemination, which can help put fertility procedures within reach and help our associates build the family they always wanted.

#### Transgender Benefits

Our expanded benefits now include an option to cover medical treatments for associates who identify as transgender. What this new coverage means for those in transition is recognition and acceptance. It is an affirmation that we see and support associates for who they are and that they can feel secure in bringing their authentic selves to work.



## Talent Development

**Supporting the professional goals of our associates is a priority at SCI.**

Helping our associates achieve their career aspirations is important to us. Many of our associates including several of our corporate officers, started in entry-level positions and now hold leadership roles. We strive to ensure that all our associates are given an equal opportunity to grow and develop in their careers. In 2022, over 70 percent of our leadership roles were filled with internal candidates.

Due to our size and scale, associates have access to countless training courses, including online, virtual, and live classroom sessions. In addition to our robust online training portal, Dignity University®, associates may participate in mentoring programs and take advantage of tuition reimbursement and discounts through our university partnerships. SCI also proudly offers scholarship and apprenticeship programs to those interested in joining our profession.

To ensure that our associates can reach their full potential, we offer a wide range of tools and resources. We take special interest to help associates grow in their roles and provide clear career paths to help them achieve their career goals.

### DIGNITY UNIVERSITY

To provide the best service, our associates need the best tools. Dignity University, our robust training platform, offers over 55,000 courses to enhance associates' knowledge and skills. These include online instruction, in-person classroom training and virtual instructor-led courses to provide diverse learning opportunities. The user-friendly application offers personalized coursework, trending topic recommendations, and mandatory job-related training on topics such as workplace safety, ethics, and discrimination and harassment prevention.

To continue to help associates achieve their full potential, in 2022 we launched two new schools under the Dignity University training platform:

The School of Business provides tools and resources in three areas: leadership and management; business and financial acumen; and ethics and regulatory compliance.

The School of Operations includes a variety of training programs that enhance the technical and operations-related skills associates need to continue to deliver Service Excellence. This school focuses on three key learning tracks including Funeral, Cemetery and Administration.

### LEADERSHIP TRAINING

Our required management skills training course, Leading With Dignity, teaches leaders how to work with different communication styles, establish a positive and inclusive work environment, deliver effective and actionable feedback, and execute best practices for recruiting and retaining talent.

**OVER 70%**

of our leadership roles were filled with internal candidates in 2022.



### SCI SCHOLARSHIP PROGRAM AND APPRENTICESHIP PROGRAM

We established the SCI Scholarship Program to promote excellence in funeral service by recognizing and supporting mortuary students with exceptional leadership potential, and investing in the future of our profession. Read more about our scholarship program and how to apply [here](#).

Associates also have the opportunity to take advantage of our Apprenticeship Program that provides the practical experience necessary to obtain a professional funeral director/embalmer license.

### DAY IN THE LIFE PROGRAM

New associates in our corporate offices have the opportunity to participate in our Day In the Life program, by spending time with our colleagues at our funeral homes and cemeteries. Participants have the chance to experience what a typical workday entails for our teams that interact with families we serve. This program illustrates the delicate balance of exhibiting care and compassion while also meeting the business objectives of our Company.

### MENTORSHIP PROGRAM

We offer year-long mentorship programs that provide participants an opportunity to grow their skills through well-matched, one-on-one partnerships. Mentors offer a broad vision and perspective to mentees around specific business and developmental activities. The program has positively impacted many associates over the years, and continues to expand.

### TUITION REIMBURSEMENT

To help our associates reach their career goals, we offer a tuition reimbursement program which allows associates to improve their job skills and technical knowledge. Associates who wish to further their education may receive up to \$5,250 annually through this program. In addition, we have established several university partnerships that enable associates to earn a bachelor's or master's degree at discounted tuition rates. In 2022, 74 associates received over \$254,000 in tuition reimbursement.

### TRAINING BY THE NUMBERS



SCI leaders completed more than  
**20,000 HOURS**  
of leadership development training in 2022.



SCI associates spent more than  
**250,000 HOURS**  
completing trainings dedicated to health and safety, privacy and cybersecurity, and ethics.



In total, SCI associates spent more than  
**440,000 HOURS**  
completing Dignity University® online courses in 2022.



# Commitment to our Workplace, Community, & the Families We Serve

## Ensuring a Safe & Ethical Workplace

We are committed to ensuring a safe workplace for all our associates and conducting every aspect of our business with the highest ethical standards. We strive to maintain a culture where that commitment is an integral part of our business practices and continually reinforced through our communications and training.

## Code of Conduct

Our **Code of Conduct** provides the foundation of who we are as an organization and helps define what families, vendors, and colleagues can expect every time they interact with us. It considers our spirit of inclusion and enables us to leverage our diverse perspectives to make ethical business decisions that align with our core values.

## Ethics Training

Every associate is required to complete “This is Who We Are,” our standard ethics training. This video-based training module addresses the importance of ethics in all interactions and business conduct related to our profession.

## Health & Safety

Our Health, Safety, and Environmental (HSE) Compliance Services Department’s mission is to provide efficient and effective compliance and review services in support of our safety mission, policies, and procedures. This department works with our funeral homes, crematories and cemeteries to comply with health, fire, and environmental safety standards, providing a safe workplace for our associates. They also ensure we remain an ethical steward of regulatory compliance by promoting a culture of shared accountability.

Our Compliance Services team assists with OSHA inspections, reviews matters related to the Americans with Disabilities Act, and provides assistance and guidance on corrective matters. We provide many training resources and mandatory online courses for associates on topics including office safety, fire safety and prevention, and forklift safety awareness.



### Associate Disaster Relief Program

Since 2012, we have provided approximately \$1.8 million in tax-free grants to associates impacted by federally-declared natural disasters, such as hurricanes, earthquakes, wildfires, and tornadoes. We also provide displaced associates with a per diem to cover unexpected costs, including hotel stays, food, clothing, and other personal items. Further exemplifying our culture, SCI associates often come together to clean up and support each other and their communities after natural disasters, as seen in the picture above.

# Community Involvement

At SCI, we believe in giving back and are committed to supporting causes that enhance and promote the well-being of the communities where we do business. Through strategic partnerships with multiple organizations, we make a difference in the communities where our associates live, work, and play.

## Fostering a culture of giving and volunteerism

Everything we do is in support of people – our associates, the families we serve, and the people who live in the communities where we operate. One of the many ways we are uniquely positioned to fulfill that commitment is through the SCI Foundation, our Company's nonprofit charitable giving arm. To drive our long-term charitable giving objectives, we funded \$6 million to the SCI Foundation in 2020.

We also established a new charitable giving strategy in 2020 that aligns with our core values and business strategy, and with the causes our associates care about the most. As part of the new strategy, giving through the SCI Foundation is guided by three mission statements that support our signature causes:

### Honoring Those Who Serve

We are dedicated to supporting and honoring military veterans.

### Comforting Those Who Grieve

We are determined to ensure no one grieves alone.

### Celebrating the Significance of Life

We are committed to raising awareness of the lifesaving gifts of organ, eye, and tissue donation.

## CHARITABLE GIVING AT A GLANCE



# \$4.5 MILLION

SERVICE CORPORATION INTERNATIONAL'S  
2022 CHARITABLE GIVING

## \$1,197,505

SIGNATURE CAUSES

Grief Support \$528,657

Veterans \$344,371

Organ & Tissue Donation \$324,477

## \$1,155,219

CONTRIBUTIONS TO  
LOCAL NONPROFITS IN  
COMMUNITIES WHERE  
WE OPERATE

## \$653,489

ASSOCIATE FUNDRAISING

## \$212,500

BOARD SERVICE GRANTS

## \$653,489

COMPANY MATCH PROGRAMS

## \$400,000

FUNERAL AND  
CEMETERY PROFESSION  
DEVELOPMENT

## \$257,500

ASSOCIATE RESOURCE  
COMMUNITY (ARC)  
CHARITABLE GIVING



We have developed multi-year partnerships with nonprofit organizations whose programming aligns with these missions, including the Tragedy Assistance Program for Survivors (TAPS), the National Alliance for Children's Grief, and Donate Life America. We also support the United Way of Greater Houston and Southeast Louisiana.



Honoring those who serve is one of our Company's steadfast missions. TAPS provides comfort, care, and resources to all those grieving a military or veteran loss. Their programming includes educational seminars, grief camps for children and teens, grief support groups, peer mentorships, and more. Through our partnership with TAPS, we can support individuals who have experienced a military or veteran loss, and the veteran community.



Comforting those who grieve is a shared purpose of SCI and the National Alliance for Children's Grief, which provides resources and education for professional and family caregivers that support grieving children and teens. Their extensive network of member organizations provides opportunities for our funeral homes to better support the families we serve.



Through our partnership with Donate Life America, we provide Service Excellence to families of organ, eye, and tissue donors, as well as resources to support them through the grieving process. We are also able to build Enduring Relationships with the community and make a direct impact by advocating for individuals to **register** as an organ, eye, and tissue donor.



At our home offices in Houston and New Orleans, we are long-time supporters and champions of the United Ways of Greater Houston and Southeast Louisiana. We believe supporting United Way is the best way to reach numerous community-based organizations dedicated to strengthening the local area. Through associate donations and the Company's dollar-for-dollar match, we were proud to contribute over \$1 million for the eighth year in a row in 2022.

In addition to the organizations listed on the previous page, SCI supports and encourages associates to help the communities we serve through volunteerism and our national and local programs, including:

#### **Dignity Memorial® Homeless Veterans Burial Program**

Through the Dignity Memorial Homeless Veterans Burial Program, we offer dignified funeral services with military honors to homeless or indigent veterans. We are proud to partner with the U.S. Department of Veterans Affairs and other veterans' organizations to ensure the service members who served our country are not forgotten.

#### **Dignity Memorial Public Servants Program**

The Dignity Memorial Public Servants Program recognizes the courage and selflessness of first responders who serve our communities. This program offers dignified and honorable tributes at no cost, including funeral services and cemetery property, for career and volunteer law enforcement officers, firefighters, and emergency services personnel who fall in the line of duty.

#### **Assistance with Veterans Benefits**

Every veteran is entitled to receive certain Veteran's Affairs benefits, but these do not come automatically. Whether veterans and their families are planning in advance or have an immediate need, our knowledgeable advisers can help them understand and maximize the benefits they're entitled to receive. Our Dignity Memorial brand is also the preferred provider of funeral and cremation services for members of the Veterans of Foreign Wars and certain American Legion State Departments.



**Our wide range of community programs is deeply rooted in our commitment to provide comfort during difficult times. By partnering with national nonprofit organizations, as well as our commitment to honor those who serve and comfort those who grieve, we are dedicated to supporting causes that enhance and promote the well-being of people from all walks of life.**

### **Dignity Memorial Guidance Series®**

The loss of a loved one and the accompanying grief can be extremely difficult to overcome. To help people cope, we developed the Dignity Memorial Guidance Series featuring the insights of renowned grief experts. This extensive collection of booklets and brochures offers professional advice and compassionate guidance to help caregivers assist others in dealing with the complex emotions of grief.

### **In Times of Tragedy**

When our communities hurt the most, we are there to help. In the aftermath of national tragedies, including natural disasters and mass shootings, our teams work closely with local and state authorities to provide resources, equipment, and volunteers.

We may provide free or deeply discounted services to families affected by these tragedies in an effort to alleviate the financial burden of an unexpected funeral. We also know that grief is ongoing, and we help our communities commemorate, honor, and remember the lives lost on the anniversaries of recent tragedies.

### **Continuing Education for Professional Caregivers**

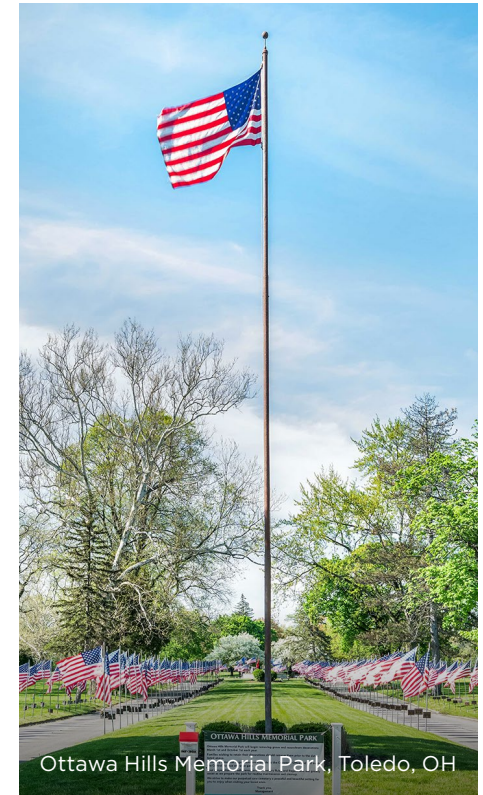
We are committed to educating professional caregivers about the funeral profession, so together, we can effectively support families of all cultures and religions and provide a continuum of care for the individuals we serve. In partnership with the Hospice Foundation of America, participating locations offer free funeral education courses to professional caregivers for continuing education credit.

### **Dignity Memorial LIFT®**

The Dignity Memorial LIFT program, offered in select areas, helps surviving spouses adjust to the loss of a spouse. Activities such as luncheons, sporting events, holiday activities, day trips and educational seminars provide opportunities for attendees to socialize with others who share similar feelings and experiences. There are no fees or dues to participate in the program. Members are only responsible for their personal expenses, and participation is not restricted to those who have been served by Dignity Memorial providers.

### **Compassion Helpline®**

Funerals and memorial services are just one part of the grieving process, and we are committed to supporting the families we serve before, during, and after the service. We are proud to provide families with helpful benefits and resources, such as the 24-hour Compassion Helpline, which provides free confidential phone access to professionals trained in grief counseling.





# Client Family Satisfaction

**As caregivers in the funeral and cemetery profession, we know that even the smallest act of kindness can make an enormous difference. We show compassion to our client families every day, and their satisfaction is of utmost importance to us.**

To emphasize the importance of customer satisfaction, in 2020 the Compensation Committee of the Board of Directors introduced an ESG metric into the annual performance-based incentive compensation plan (ICP) for the Executive Leadership Team. This non-financial performance measure is tied to online customer satisfaction ratings, specifically Google reviews, and aligns the compensation of our leadership team with how we serve families. In 2021, the Compensation Committee increased the threshold of the modifier further, up to 4.25 from 4.0, signifying the importance of satisfied client families. We believe this modifier encourages industry-leading Service Excellence and connects our compensation program to our social values.



“

**Service Excellence to our families is at the core of what we do. It's about listening to our families' needs, getting every detail right and integrating customer experience in the fabric of our Company values. Serving families is our passion, our commitment and our expertise.**

**Jamie Pierce**

Vice President,  
Chief Marketing Officer

# Our Social Policies and Practices

## Equal Employment

Discrimination based on race, color, national origin, religion, ethnicity, age, sex, sexual orientation, gender identification, veteran's status, disability, or any other legally protected status is strictly prohibited against any associate, applicant, customer, or any other person. This includes all employment decisions, such as recruitment, hiring, promotions, layoffs or terminations, rates of pay, and associate benefits.

By providing fair employment for all associates and ensuring that we are making hiring, promotion, and compensation decisions that support diversity, equity and inclusion, we are fostering an inclusive culture that helps us leverage the diversity of backgrounds, experiences, thoughts, and perspectives among our team of associates. It also enables us to make better business decisions and remain relevant with our customers.

## Equal Pay for Equal Work

We use benchmark data, where available, to establish competitive pay ranges, and through our annual performance and merit planning process, we review our associates' compensation to ensure we are providing equal pay for equal work and performance, regardless of gender, race, or any other legally protected status. We are committed to reviewing our practices to ensure fairness.



**Our policies and practices are guided by our purpose, core values, and vision. We aim to treat our colleagues, business partners, client families, and their loved ones with dignity and Respect.**

## Discrimination and Harassment

Any type of discrimination, harassment, or other unwelcome conduct, on the basis of race, color, national origin, religion, ethnicity, age, gender, sex, sexual orientation, gender identification, veteran's status, disability or any other legally protected status, is not tolerated. Examples include: (i) epithets, slurs, derogatory jokes, unwanted sexual advances, negative stereotyping, or intimidating acts; and (ii) written or graphic material circulated or posted within the workplace that shows hostility or degradation.

Sexual harassment directed at another on the basis of sex/gender is also not tolerated. Examples include: (i) quid pro quo, which requires an associate to submit to sexual conduct in exchange for continued employment, promotions, or other job benefits, and (ii) hostile workplace harassment, in which the conduct interferes with an associate's work performance or creates an intimidating, hostile or offensive work environment.

To maintain a culture that values Respect and Integrity, we require all associates to complete a harassment prevention training course annually. Read more about our anti-discrimination policy in our [Code of Conduct](#).

## Job Posting Policy

We take special interest in providing associates with clear career paths to help them achieve their professional goals. Open job positions are posted to an internal jobs page for a minimum of five days so associates can learn about and pursue opportunities within SCI that may be of interest to them. This facilitates internal movement and professional job growth. In 2022, over 70 percent of our leadership roles were filled with internal candidates.



### Ethics Link

We created Ethics Link to help associates navigate the gray areas, giving associates guidance regarding what is appropriate and consistent with our ethics policy and our commitment to ethical business practices. Associates can email their inquiries to [EthicsLink@sci-us.com](mailto:EthicsLink@sci-us.com), and they will receive a prompt written response from the assistant vice president of ethics and business conduct.



### Care Line

Open, two-way communication is of utmost importance. We encourage associates to come forward and discuss any concerns they have related to the workplace, including discrimination or harassment, with their manager. Associates also have the option to contact our Care Line anonymously to voice concerns. This resource is operated by an independent third-party firm that does not trace or record calls, and issues are investigated promptly.





# Governance

Our commitment to sustainable corporate governance policies and practices enables us to deliver long-term value to our diverse stakeholders and deliver on our core values of Respect, Integrity, Service Excellence, and Enduring Relationships. Strong governance practices support our knowledge of, and ability to respond to the various needs of our stakeholders.



# Policies and Practices

## Human Rights

**Respect for all individuals is a core value at SCI, which is why we incorporate human rights issues into our business standards. Ensuring that human rights are recognized and upheld is important to our associates, shareholders, customers, and the communities we serve.**

## Our Commitment

We are committed to ensuring human rights are respected at SCI and will not tolerate human rights violations across our Company. We will not intentionally do work that supports or enables human rights violations. We strive to comply with all human rights laws and do not tolerate physical violence, threats, bullying or verbal abuse of any kind.

We are also dedicated to addressing any adverse human rights issues we are aware of that impact our supply chain. We require our suppliers, business partners and other relevant stakeholders across our value chain to comply with our **Supplier Code of Conduct**.



“

**SCI's core values include Respect and Integrity which is why upholding human rights throughout our organization is an important part of our governance program.**

**Lori Spilde**

Senior Vice President,  
General Counsel

## Human Rights Guiding Principles

We require our associates to adhere to the principles outlined below, and expect the same from our suppliers and business partners.

We communicate these principles and expectations to associates, suppliers, business partners and other stakeholders through disclosures and engagement on our internal and external websites.

We also provide several ways for associates, suppliers, and other stakeholders to raise concerns or complaints. This includes the reporting of potential misconduct to managers, Human Resources professionals, the Legal Department, the Ethics & Compliance team, and our confidential CareLine.

### Minimum Age for Employment

We prohibit the employment of anyone under the legal working age as defined by local law. We do not tolerate the use of child labor.

### Forced Labor

We do not tolerate the use of forced or involuntary labor, including trafficking, prison labor, indentured labor, bonded labor, and any other forms of modern slavery.

### Abuse and Harassment

We prohibit the use of corporal punishment or other forms of physical or sexual harassment or abuse.

### Discrimination

We prohibit discrimination based on inequalities including race, ethnicity, sex, sexual orientation, gender identification, disability, language, religion, political or other opinion, national or social origin, or other legally protected status.

### Work Hours, Work Week and Payment of Wages

We provide fair and equitable wages and other employment conditions in accordance with applicable local laws.

### Health and Safety

We require working conditions to comply with all applicable laws regarding worker health and safety.

### Bribery

We prohibit improper payments in the conduct of our business and expect full compliance with all applicable anti-corruption laws.





## Code of Conduct and Ethics

**Integrity is one of our core values and we maintain policies to conduct our business with the highest ethical standards. Our Code of Conduct applies to all of our associates and is the foundation of who we are as an organization.**

Our Code of Conduct reflects our spirit of inclusion and commitment to Integrity and Respect. We strive to maintain a culture where that commitment is an integral part of our business practices and is continually reinforced through our communications and training.

We are guided by our purpose, values and vision every day to treat our colleagues, vendors, client families and their loved ones with dignity and Respect. We embody this spirit and our core values by complying with the Code, as well as all related policies, laws, and regulations.

Learn more by reading our  
**Code of Conduct.**



### We encourage you to read more in our Code of Conduct and learn about our practices and policies covering:

- General rules of conduct
- Discrimination and harassment
- Safe workplace
- Drugs and alcohol
- Company and customer property, information and records
- Fraudulent financial activity
- Antitrust/anti-competition policy
- Conflicts of interest and business gifts
- Accurate reporting of time, training and other information
- Accounting and disclosure practices
- Reports and filings with government agencies
- Government investigations and information requests
- Copyright policy
- Compliance with international trade laws and regulations
- Compliance with anti-bribery laws
- Securities trading and investment policy (U.S. only)
- Political contributions in the U.S.
- Records retention and litigation holds
- Intellectual property
- Respect for the deceased
- Guidelines for camera, audio, video and recording devices
- Romantic or intimate relationships
- Personal and family relationships
- Social media policy

## We are not aware of any known material cybersecurity breaches in 2022.

The Company's information security program includes security awareness training, security operations, incident response, security governance, third-party risk management, IT security risk management, security architecture, and vulnerability management. The program also includes a Cyber Security and Data Governance Executive Steering Committee which is made up of members from the senior leadership team that oversee our cybersecurity and data privacy policies, programs and projects.

Risk assessments are conducted when we onboard new services, including third-party vendors, applications, and other technology services, when there are significant changes to IT or security architecture, and when systems handle sensitive data.

Risks identified or reported are documented as part of our risk management process that follows an industry standard framework with a goal of remediation or mitigation. They are reported and reviewed by our leadership team for approval as required. Any exceptions identified are reviewed on a recurring basis and, if material, are reported to the Audit Committee of the Board of Directors.

### BOARD LEVEL OVERSIGHT

The Board of Directors recognizes the threats presented by cybersecurity incidents and is committed to the prevention, timely detection, and mitigation of the effects of any such incidents to the Company.

- The Audit Committee oversees the Company's cybersecurity risks.
- Management is responsible for identifying and managing cybersecurity risks and regularly reports to the Audit Committee on these matters.

# Corporate Governance Highlights



**3 new directors**

have been added since 2018, which has decreased our board's tenure by eight years.



**30% are women**

in the current board membership.

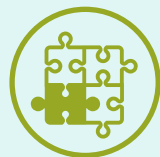


**80% are independent directors.**



**30%**

of the current board membership self-identify as a member of an underrepresented group.



**3 minority women**

are among our committee leadership (dependent on the May 2023 annual meeting results).



**90% of directors are non-management.**



With recent promotions:

**40% of our Corporate Officers are women**

## WHISTLEBLOWER POLICY & INFORMATION



In line with our core value of Integrity, our whistleblower policy protects reporting individuals from discharge, demotion, suspension, threats, harassment, or any other discrimination. Any complaint or concern, either written or verbally communicated, is shared with management and escalated to the Audit Committee or the Board of Directors as warranted.

See [page 22](#) for more information about certain available options for communication, such as the Care Line and Ethics Link.





Pierce Brothers Westwood Memorial Park, Los Angeles, CA

# Environment

SCI believes in the responsible use of resources to reduce adverse impacts on the communities in which we live and operate. We acknowledge our shared responsibility to reduce the impact of climate change on the environment, and we continue to look for opportunities to improve our end-to-end supply chain processes.





# Our Sustainability Efforts

**We recognize the importance of environmental matters and are working to align with the Sustainability Accounting Standards Board (SASB) and the Task Force On Climate-Related Financial Disclosure (TCFD) framework for guidance on our disclosures.**

As North America's leading provider of funeral, cremation and cemetery services, we have a responsibility to understand our impact and approach to environmental matters. To support our sustainability journey, we have started key initiatives that begin to measure factors that impact the environment including carbon emissions factors and energy consumption metrics. Our commitment to environmental stewardship continues to include water assessment efforts, exploring environmentally innovative technology, providing eco-friendly alternatives for families and protecting our 35,500 acres of green space. We support these efforts by collaborating with ethical suppliers and enhancing our supply chain practices and policies.

## Our Environmental Initiatives

We are currently exploring several opportunities regarding natural resources conservation, carbon emissions reduction and energy efficiency technologies through the following initiatives:



**Unconditional, continuous protective maintenance of 35,500 acres of green space.**



**Began converting electricity contracts to renewable sources in 2019.**



**Installing solar panels at certain locations.**



**Exploring water utilization and irrigation methods at select cemeteries.**



**Adding plug-in hybrid (PHEV) and electric (EV) vehicles to our fleet where appropriate.**



**Focusing on operating efficiencies of our crematories and opportunity to install a water cremation unit that utilizes a water-based process to reduce our carbon emissions.**

# Understanding Our Carbon Footprint

We continue to evaluate and measure our carbon footprint through the examination of processes within our business operations that include but are not limited to key drivers such as cremation, utilities and fleet. As we begin to understand our greenhouse gas emissions output, we have multiple initiatives to aid in reduction of our carbon footprint. With cremation services as a key part of our business, we began replacing older cremation units with newer models that have better automated controls and create a more efficient combustion environment.

Our fleet consists of funeral procession vehicles such as limousines and hearses, as well as trucks, vans, and cars for sales and operations associates. In 2019, we began testing the conversion of large vehicles with subcompact and hybrid vehicles in an effort to reduce fuel consumption. We plan to continue increasing the number of fuel-efficient vehicles in our fleet where appropriate.

Additionally, we understand the importance of maintaining established environmental habitats. It is important for us to aid in the protection of biological open spaces, resource protection areas, forest conservation areas, multiple species protection areas, multiple habitat protection areas, and conservation easement areas. We believe in continuing to preserve these local environments and to offer natural habitat areas at many of our cemeteries. We own approximately 35,500 acres of land, most of which is green space within our cemeteries that provides families a natural and peaceful environment to grieve the loss of their loved ones. As our cemeteries often serve as community parks in certain urban areas, we believe these open green spaces make a valuable environmental contribution to help reduce concentrations of greenhouse gases in the atmosphere.



## MEASURING OUR GHG EMISSIONS

To better understand and meaningfully address our climate impact, we began gathering carbon emissions data. Our Scope 1 and Scope 2 emissions have been calculated in line with the GHG Protocol, totaling approximately 285,028 metric tons for 2021 and 270,267 metric tons for 2022.

This model includes estimated amounts of:

### Scope 1 Emissions (direct)

**212,196**  
metric tons CO<sub>2</sub>e for 2021  
**189,064**  
metric tons CO<sub>2</sub>e for 2022

### Scope 2 Emissions (indirect)

**72,832**  
metric tons CO<sub>2</sub>e for 2021  
**81,203**  
metric tons CO<sub>2</sub>e for 2022



# Energy

We understand our Company footprint comes with responsibilities to monitor and evaluate our use of natural resources and its potential impact on the environment. In order to accurately track and measure our energy usage, we began implementing a utility usage reporting solution in 2021 to capture consumption across our 1,900+ funeral homes, cemeteries and crematory locations. This new system and process will help us understand our energy consumption and focus on our natural gas and electricity use.

These new reporting methods support our efforts in capturing the data needed for our carbon emissions footprint as well as purchased grid electricity for the applicable data coverage areas. Along with this, SCI has been converting energy contracts to renewable sources since 2019. With these new metrics, we are able to capture the percentage of renewable energy being consumed by our locations. We will continue to gain insights from this new program to help identify additional opportunities for improvement.

Utility	2022 Consumption
<b>Purchased Electricity (MWh)</b> These figures come from total reportable electricity purchased for consumption in 2022. Approximately 25 percent of electricity was estimated for properties where consumption data was not available at time of publication of this report. Estimates were based on square footage, region and business line of like properties.	<b>227,050</b>
<b>Renewable Energy Percentage</b>	<b>21%</b>

# Water

Water is an important natural resource that we understand can be difficult to manage and track. To aid in our responsibility towards environmental conservation, we have implemented reporting methods to begin providing visibility into the water use across our locations. As guidance for nature-related risks grows, we will begin to examine the Taskforce on Nature-related Financial Disclosures on recommendations to manage and plan for water related opportunities.

In addition to understanding our water consumption, we will begin assessing the water utilization and irrigation practices at select cemeteries. We hope to find opportunities for water use improvement and optimization.



Floral Hills Cemetery, Lynnwood, WA

# Supply Chain Management and Responsible Sourcing

**We are committed to creating a supply chain of local, diverse, and qualified suppliers that engages businesses owned by minorities, women, veterans, and other underrepresented groups.**

## Supply Chain Policies

Evaluating our water usage, reducing our carbon footprint and partnering with responsible and ethical suppliers are central to our sustainability efforts. The Supplier Code of Conduct aligns with our Code of Conduct as it outlines our minimum expectations regarding the workplace and business standards of suppliers, their parent entities, subsidiaries, affiliates, subcontractors, and any contributor to their supply chain. These expectations are to be considered the minimum requirements for doing business with SCI.

All suppliers are required to comply with all applicable state, federal, and local laws.

Learn more by reading our **Supplier Code of Conduct**.



1 See [https://www.greenburialcouncil.org/green\\_burial\\_glossary.html](https://www.greenburialcouncil.org/green_burial_glossary.html).

2 See [https://www.greenburialcouncil.org/why\\_certification\\_matters.html](https://www.greenburialcouncil.org/why_certification_matters.html).

## Environmentally-Friendly Products and Services

We recognize the importance of integrating innovative products and services that are protective of the environment.

We offer families the opportunity to honor their loved ones with biodegradable products<sup>1</sup> at many of our locations. We provide green burial services, certified by the Green Burial Council<sup>2</sup> at our **Florida Neptune Memorial Reef®** which provides an eco-friendly resting place under the ocean. We also offer all wood caskets and urn products made with natural, biodegradable materials. **Seven percent of our product sales of caskets and urns comes from eco-friendly or biodegradable products that families have selected.** Furthermore, with the purchase of select caskets, families may request a tree to be planted in a national forest. Planting a tree is a personal way to allow the memory of a loved one to live on while also contributing to one of the largest reforestation programs in North America. This exclusive program is provided by Batesville, our primary casket supplier, and in cooperation with the U.S. Forest Service, the Canadian Institute of Forestry and other international forestry and

conservation groups. The species and location of plantings are based on areas of need — typically locations damaged by fire, floods or other natural disasters. This memorial not only pays tribute to the loved one but the planting of trees helps the environment by providing shelter for wildlife, reducing erosion, and contributing to the purity of the air we breathe. SCI's casket purchases contribute to approximately 25,000 tree plantings per year.



**We are Green Burial Council Certified at Cedar Lawns Memorial Park in Washington and at our Neptune Memorial Reef in Miami, Florida, where we offer special green burial services.**

# Cautionary Statement on Forward-Looking Statements

**The statements in this Sustainability Report that are not historical facts are forward-looking statements made in reliance on the safe harbor protections provided under the Private Securities Litigation Reform Act of 1995.**

These statements may be accompanied by words such as “believe,” “estimate,” “project,” “expect,” “anticipate,” “predict,” or other similar words that convey the uncertainty of future events or outcomes. The absence of these words, however, does not mean that the statements are not forward-looking. These statements are based on assumptions that we believe are reasonable; however, many important factors could cause our actual consolidated results in the future to differ materially from the forward-looking statements made herein and in any other documents or oral presentations made by, or on behalf of, the Company. These factors are discussed below. We assume no obligation and make no undertaking to publicly update or revise any forward-looking statements made herein or any other forward-looking statements made by the Company, whether as a result of new information, future events, or otherwise.

Our affiliated trust funds own investments in securities, which are affected by market conditions that are beyond our control.

We may be required to replenish our affiliated funeral and cemetery trust funds to meet minimum funding requirements, which would have a negative effect on our earnings and cash flow.

Our ability to execute our strategic plan depends on many factors, some of which are beyond our control.

We may be adversely affected by the effects of inflation.

Our results may be adversely affected by significant weather events, natural disasters, catastrophic events or public health crises.

Our credit agreements contain covenants that may prevent us from engaging in certain transactions.

If we lost the ability to use surety bonding to support our preneed activities, we may be required to make material cash payments to fund certain trust funds.

Increasing death benefits related to preneed contracts funded through life insurance or annuity contracts may not cover future increases in the cost of providing a price-guaranteed service.

The financial condition of third-party life insurance companies that fund our preneed contracts may impact our future revenue.

Unfavorable publicity could affect our reputation and business.

Our failure to attract and retain qualified sales personnel could have an adverse effect on our business and financial condition.

We use a combination of insurance, self-insurance, and large deductibles in managing our exposure to certain inherent risks; therefore, we could be exposed to unexpected costs that could negatively affect our financial performance.

Declines in overall economic conditions beyond our control could reduce future potential earnings and cash flows and could result in future impairments to goodwill and/or other intangible assets.



Any failure to maintain the security of the information relating to our customers, their loved ones, our associates, and our vendors could damage our reputation, could cause us to incur substantial additional costs and to become subject to litigation, and could adversely affect our operating results, financial condition, or cash flow.

Our Canadian business exposes us to operational, economic, and currency risks.

Our level of indebtedness could adversely affect our ability to raise additional capital to fund our operations, limit our ability to react to changes in the economy or our industry, and may prevent us from fulfilling our obligations under our indebtedness.

A failure of a key information technology system or process could disrupt and adversely affect our business.

Failure to maintain effective internal control over financial reporting could adversely affect our results of operations, investor confidence, and our stock price.

The funeral and cemetery industry is competitive.

If the number of deaths in our markets declines, our cash flows and revenue may decrease. Changes in the number of deaths are not predictable from market to market or over the short term.

If we are not able to respond effectively to changing consumer preferences, our market share, revenue, and/or profitability could decrease.

The continuing upward trend in the number of cremations performed in North America could result in lower revenue, operating profit, and cash flows.

Our funeral and cemetery businesses are high fixed-cost businesses.

Risks associated with our supply chain could materially adversely affect our financial performance.

Regulation and compliance could have a material adverse impact on our financial results.

Unfavorable results of litigation could have a material adverse impact on our financial statements.

Cemetery burial practice claims could have a material adverse impact on our financial results.

The application of unclaimed property laws by certain states to our preneed funeral and cemetery backlog could have a material adverse impact on our liquidity, cash flows, and financial results.

Changes in taxation as well as the inherent difficulty in quantifying potential tax effects of business decisions could have a material adverse effect on the results of our operations, financial condition, or cash flows.

For further information on these and other risks and uncertainties, see our Securities and Exchange Commission filings, including our 2022 Annual Report on Form 10-K. Copies of this document as well as other SEC filings can be obtained from our website at [www.sci-corp.com](http://www.sci-corp.com). We assume no obligation and make no undertaking to publicly update or revise any forward-looking statements made herein or any other forward-looking statements made by us whether as a result of new information, future events, or otherwise.

# Appendix

## Sustainability Accounting Standards Board (SASB) Disclosure Matrix

**TABLE 1. SUSTAINABILITY DISCLOSURE TOPICS AND ACCOUNTING METRICS**

The Sustainability Accounting Standards Board (SASB) set industry specific standards to guide the disclosure of sustainability information. SCI is classified as a Leisure Facility within the Sustainable Industry Classification System, however certain accounting metrics within the SASB Standard for Leisure Facilities were deemed to be not material or not relevant based on SCI's business model. Further, the SASB Standard for Multiline and Specialty Retailers & Distributors was used to report against material topics not addressed by the SASB Standard for Leisure Facilities.

Accounting Metric	Category	Unit of Measure	Code	Source
<b>Energy Management in Retail and Distribution</b>				
(1) Total energy that is purchased grid electricity, (2) percentage renewable	Quantitative	Megawatt hours (MWh) and percentage (%)	SV-LF-130a.1	► See page 32
<b>Data Security</b>				
Description of approach to identifying and addressing data security risks	Discussion and Analysis	n/a	CG-MR-230a.1	► See page 27
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	Quantitative	Percentage (%)	CG-MR-230a.2	► See page 27
<b>Labor Practices</b>				
(1) Voluntary and (2) involuntary turnover rate for in-store employees	Quantitative	Percentage (%)	CG-MR-310a.2	► See page 8
<b>Workforce Diversity and Inclusion</b>				
Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees	Quantitative	Percentage (%)	CG-MR-330a.1	► See page 12

**TABLE 2. ACTIVITY METRICS**

Activity Metric	Category	Unit of Measure	Code	Source
Number of: (1) retail locations and (2) distribution centers	Quantitative	Number	CG-MR-000.A	► See page 4



**SERVICE CORPORATION INTERNATIONAL**

**Dignity**<sup>®</sup>  
MEMORIAL

**DEL ANGEL**<sup>®</sup>  
FUNERARIA  
Celebrating Our Traditions



**advantage**<sup>®</sup>  
FUNERAL & CREMATION SERVICES

**Neptune Society**<sup>™</sup>  
AMERICA'S MOST TRUSTED  
CREMATION SERVICES

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