

Our pulse
2024 sustainability report



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Our report

At Enhabit Home Health & Hospice our sustainability strategy focuses on four key areas: our business approach, our governance, our patients & our employees.

These key areas provide the foundation of our sustainability report. Each area covers important matters essential to the success of Enhabit's business, including the well-being of our patients, employees, investors and communities, which we refer to as our stakeholders.

Feedback: Your feedback is important to us as we continue to look for ways to improve our reporting and provide information to you. Please submit your comments or questions to InvestorRelations@ehab.com.

Forward-looking statements: This report contains certain forward-looking statements that are subject to risks and uncertainties. Actual results may differ materially from those contemplated by the forward-looking information for a number of reasons as described in our Securities and Exchange Commission (SEC) filings, including those set forth in the "Risk Factors" section in our most recently filed Annual Report on Form 10-K and Quarterly Reports on Form 10-Q. We refer readers of this report to all our SEC filings which provide important information about our business, operations and financial performance. Before making any investment or other decision relating to Enhabit, all such public filings should be considered in detail. Statements regarding Enhabit's future direction and intent are subject to change or withdrawal without notice and represent goals and objectives only.

A letter from Barb Jacobsmeyer, President and CEO



At Enhabit Home Health & Hospice, we strive to bring humanity, dignity and a sense of control to every patient's health care journey. As one of the largest home health and hospice providers in the nation, we recognize our responsibility to identify and implement sustainable practices throughout our operations and how we care for our patients.

Providing high-quality, compassionate care to our patients where they most prefer it—in their homes—is the foundation for our commitment to caring for our patients and our employees as well as the communities where we live and serve. We relentlessly pursue *A Better Way to Care*®, expanding what's possible for patient care in the home. We deliver on this commitment by continually evaluating opportunities for innovation and technologies that improve care.

We believe our employees, who share our steadfast commitment to providing outstanding care to our patients, are the most valuable asset of our business. Through our employee-first culture, we undertake significant efforts to ensure our clinical and support staff receive the education, training, support, and recognition necessary to provide the highest quality care in the most cost-effective manner.

Our Board of Directors and senior management are focused on implementing policies and practices that uphold our values and support our business sustainability. Just as the health care industry is continually evolving and expanding, so will our sustainability practices and reporting.

Sincerely,

A handwritten signature in black ink that reads "Barbara Jacobsmeyer".

Barb Jacobsmeyer, PT, BS, MA
President and CEO



Our company

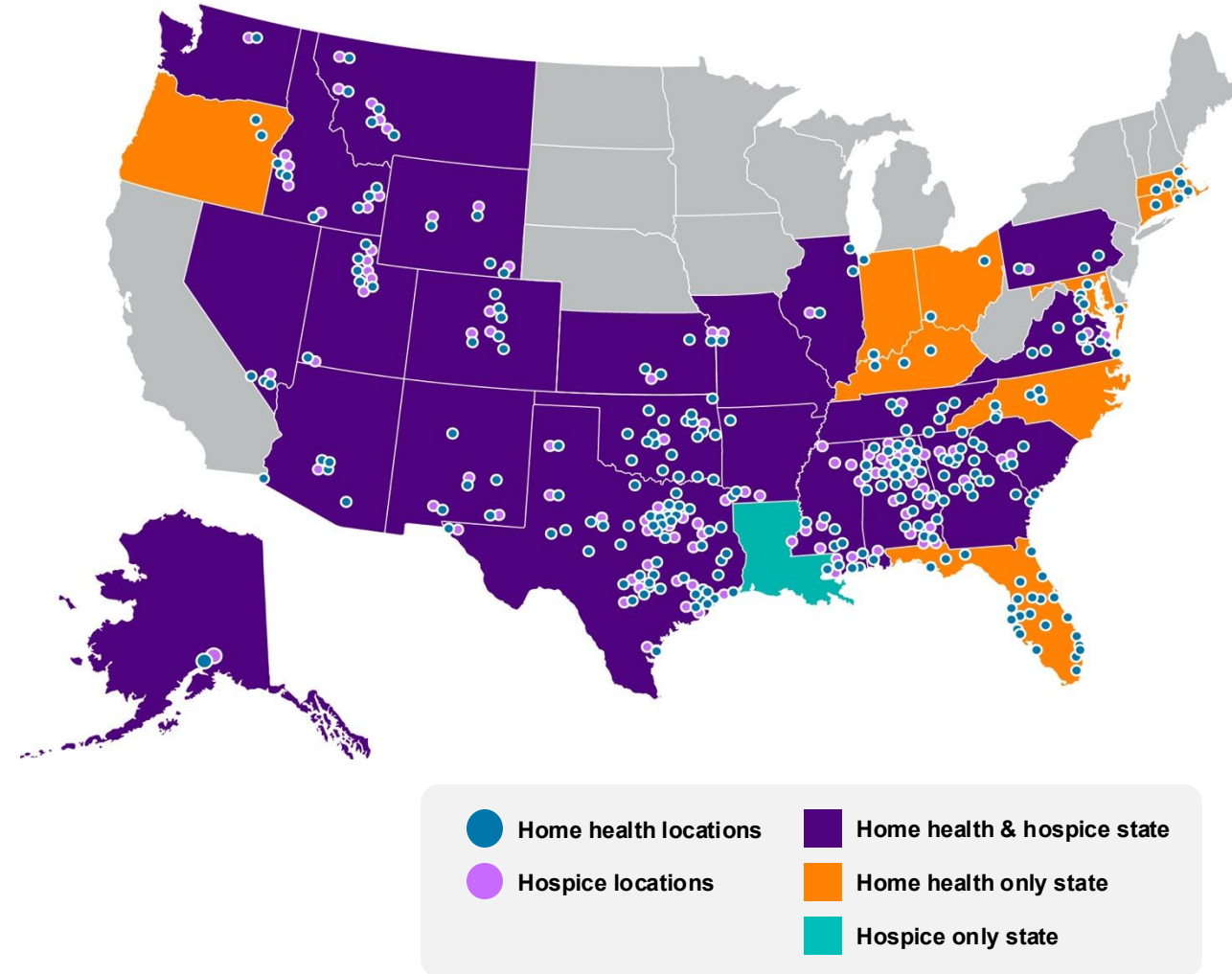
About us

At Enhabit Home Health & Hospice, we're raising the bar for what it means to provide **A Better Way to Care®**. Our approach is to give every patient the health care journey they want and deserve — and to provide the support they need every step of the way.

For over 25 years, we have remained a leading provider of home health and hospice services in the United States. We strive to provide superior, cost-effective care where patients prefer it – in their homes. We have an expansive nationwide footprint of 255 home health locations and 115 hospice locations across 34 states. Our highly skilled work together every day to expand what's possible for health care at home.



**For year ended December 31, 2024*



Executive leadership

Our executive team is dedicated to meeting our goals of delivering high quality care to our patients and sustainably growing our business for patients, our employees and other stakeholders.



Barb Jacobsmeyer
PT, BS, MA

*President and chief
executive officer*



Ryan Solomon

Chief financial officer



Julie Jolley
RN, BSN

*Executive vice president,
home health*



Jeanne Kalvaitis
RN, BSN

*Executive vice president,
hospice*



Tanya Marion

Chief human resources officer



Dylan Black

*General counsel
and secretary*

Board of directors

30% FEMALE DIRECTORS

90% INDEPENDENT

										
SKILLS & EXPERTISE	Bolton	Brown-Stevenson	Elson	Hoeflinger	Jacobsmeier	Ohlendorf	McGuigan	Rodgers	Rush	Schochet
Sales / Marketing / Digital Branding				•	•	•		•		
Public Company Board / Governance	•	•	•	•	•	•	•		•	•
Industry / Operations	•	•		•	•	•	•	•		•
Finance / Accounting	•		•			•		•	•	•
M&A / Investment Banking			•			•		•	•	•
Compliance / Risk Management	•	•	•	•	•	•	•	•	•	•
Public Policy / Govt. / Regulatory	•		•		•	•		•	•	•
Technology / Cybersecurity	•	•					•		•	
Human Capital Management				•	•	•	•	•	•	
Strategic Planning & Innovation	•	•		•	•	•	•	•	•	•
Payer Industry Experience	•	•		•	•	•		•		

Our business approach

Enhabit's guiding principles



Connecting with compassion

Our clinicians make personal connections with their patients, developing strong relationships to sustain them throughout their health care journey. Patients and their loved ones can count on us to listen, to adjust to their needs and help them achieve what's most important to them.



Achieving clinical excellence

We are committed to providing the highest quality care to every home health and hospice patient. To make this possible, we continually invest in our people and evidence-based practices, providing extraordinary care wherever our patients call home.



Bringing the best of what's next

Technology and data have enabled us to learn more, see more and predict more – improving the care we provide for every patient. We approach tech and data innovations with a strategic mindset, only leveraging advancements that help us provide *A Better Way to Care®*.



Leveraging our scale

Across our nationwide footprint, our team of caring professionals and innovative partners work together every day to expand what's possible for health care at home. Our scale allows us to provide the best people, processes and technology to continuously elevate the experience of every patient and their loved ones.



Building on decades of experience

Patients and their loved ones can count on Enhabit to provide the highest quality of care in their homes. With highly skilled clinicians, advanced technology and decades of experience, we're expanding what's possible in home health and hospice care.

Wildly important goals

Our wildly important goals (WIGs) outline specific objectives we are prioritizing as a team, creating a shared vision across our organization and emphasizing our dedication to providing *A Better Way to Care*® for patients and our people. Our WIGs are divided into five categories which we call pillars of excellence: people, service, quality, finance and growth. These five pillars remain the same each year, aligning both our goals and values. Each pillar has a specific WIG that highlights an important objective for the year. Achieving each WIG enables us to increase shareholder value and help more patients receive the care they need in the comfort of home.

Deliver *A Better Way to Care*® to our patients



People

We work to make retention a priority to help us be an even better place to work – and ensure that we have the best teams caring for our patients.



Service

A patient or family's willingness to recommend our company is a direct reflection of their overall outcomes and experiences. We remain committed to ensuring those we serve receive high-quality, compassionate care.



Quality

We recognize and respond to risk factors that contribute to hospitalization and revocation, ensuring we meet our goals and are the industry's provider of choice for home health and hospice.



Finance

We are focused on being good stewards of our resources, with a focus on controlling our expenses on labor, supplies, and mileage.



Growth

Delivering *A Better Way to Care*® to as many patients as possible starts with a strategic plan and intentional growth.

Managing our carbon footprint

While our business is not carbon-intensive, we nevertheless aim to limit our carbon footprint through the following efforts.



Our scale and density limits carbon emissions due to the short driving distances between patient visits.



We have contracted with an industry-leading fleet management partner that monitors for excessive mileage, fuel efficiency and the age of our vehicles.



We reduced our carbon footprint by leveraging virtual trainings and coaching for almost all our Enhabit Enrichment Community courses, optimizing our remote workforce.



Our home office is LEED Gold certified.

enhabit cares

Enhabit Cares is a nonprofit organization that allows employees and other contributors to collectively provide financial assistance and other resources to team members and local communities.

Areas of focus:

- Employee emergency financial assistance
- Community service projects

“We believe the Enhabit Cares philosophy of providing a better way to care makes a significant impact beyond our services by extending compassion and meaningful assistance to those in need within all the area communities we serve”

Mike Verner
Executive director of Enhabit Cares



Scan the
QR code to
learn more



“The VA was incredibly grateful,” Shana said. “They gave us a tour of the donation area and showed us the needs. We felt like we were really making a difference with this donation and partnership. We like to add value where we can and this was a perfect opportunity.”

Shana S., director of admissions for hospice



Our governance

Risk oversight

The board is responsible for oversight of our risk assessment and risk management. They oversee our enterprisewide risk management and aim to maximize the long-term value for our investors with due regard for our employees, patients and other stakeholders. The board receives regular updates and maintains an active dialogue with members of our management team and internal audit department. They discuss existing risk management processes and how management identifies, assesses and responds to our most significant risk exposures. These interactions enable the board to evaluate whether management is appropriately evaluating our most significant risks.

Individual committees monitor, by way of regular reports, the material risks that relate to the responsibilities of that committee and report to the board appropriate information.

	Audit & Finance	Compensation & Human Capital	Nominating & Corporate Governance	Care, Compliance & Cybersecurity
Committee composition				
Jeffrey W. Bolton [★]	●		●	
Tina L. Brown-Stevenson			●	✓
Charles M. Elson	●		●	
Erin P. Hoeflinger		✓		●
Mark W. Ohlendorf	●	●		
Stuart M. McGuigan		●		●
Stephan S. Rodgers			●	●
Gregory S. Rush	✓	●		
Barry P. Schochet	●		✓	

✓ Committee chair
 ● Committee member
 ★ Chairman of the board

Enterprise risk

Management formed the Enhabit Enterprise Risk Committee (ERC) to oversee its Enterprise Risk Management (ERM) Program. The ERC consists of our executive leadership team, chief compliance officer, chief information officer, internal audit personnel and other members of management as deemed necessary by the ERC. Employees throughout the company are responsible for monitoring enterprise risks and for mitigating the negative impacts or maximizing the positive impacts of risk events.

Our ERM program contains six key elements.



Ethics and compliance

Enhabit maintains a focus on ethics and compliance to ensure that the company and its employees always act consistently with the laws and regulations that govern us and make responsible, ethical decisions.

Enhabit's Standards of Business Ethics & Conduct describes our commitment to business integrity.

Our approach to ethics and compliance is built on the foundation of the "Seven Elements of an Effective Compliance" program as outlined by the Office of the Inspector General, U.S. Department of Health and Human Services.

The ethics and compliance department intends to prevent, find and fix potential and actual violations of the rules that we must follow as a health care company.

Employees receive comprehensive training on regulatory requirements and responsible decision-making upon hire and throughout the year.

Questions or concerns relating to health care or other regulatory issues, suspected violations of law, or Enhabit's Standards of Business Ethics and Conduct should be brought to the company's compliance hotline at **833-254-2212**. Your anonymity will be protected up to the limits of the law. All reports received by the hotline will be investigated.

Ethics and compliance framework

Implement

- Implementing written policies, procedures and standards of conduct
- Designating a compliance officer and committee
- Conducting effective training and education

Find

- Developing effective lines of communication
- Conducting internal monitoring and auditing

Fix

- Enforcing standards through well-publicized disciplinary guidelines
- Responding promptly to detected offenses and undertaking corrective action



Sustainability priority topics

Our Board and senior management are focused on implementing policies and practices that uphold our values and support our business sustainability, which focuses on how we treat patients, employees and the communities we serve.

Our current sustainability strategy focuses prioritizing governance, economic, environmental, and social factors that are important to our key stakeholders and tied to the fundamental aspects of our business – our priority sustainability topics.

In 2023, our board and senior management team conducted a sustainability prioritization assessment. The assessment considered guidance from reporting frameworks – including the Sustainability Accounting Standard Board Standards – and input from other stakeholders, including an employee and director survey on various governance, economic, environmental, and social factors. Following our first annual meeting in 2023, our investor relations team engaged in significant shareholder outreach and received feedback from numerous investors on sustainability matters important to them, which was included in our sustainability prioritization assessment.

Our board tasked the Nominating & Corporate Governance Committee with oversight of our priority sustainability topics and ongoing assessment of sustainability factors important to our key stakeholders and tied to the fundamental aspects of our business. The Nominating & Corporate Governance Committee assigned specific board committees to monitor each sustainability priority, except for “business ethics and company values” which is overseen by the full board. Committees will report to the board on their respective topics.

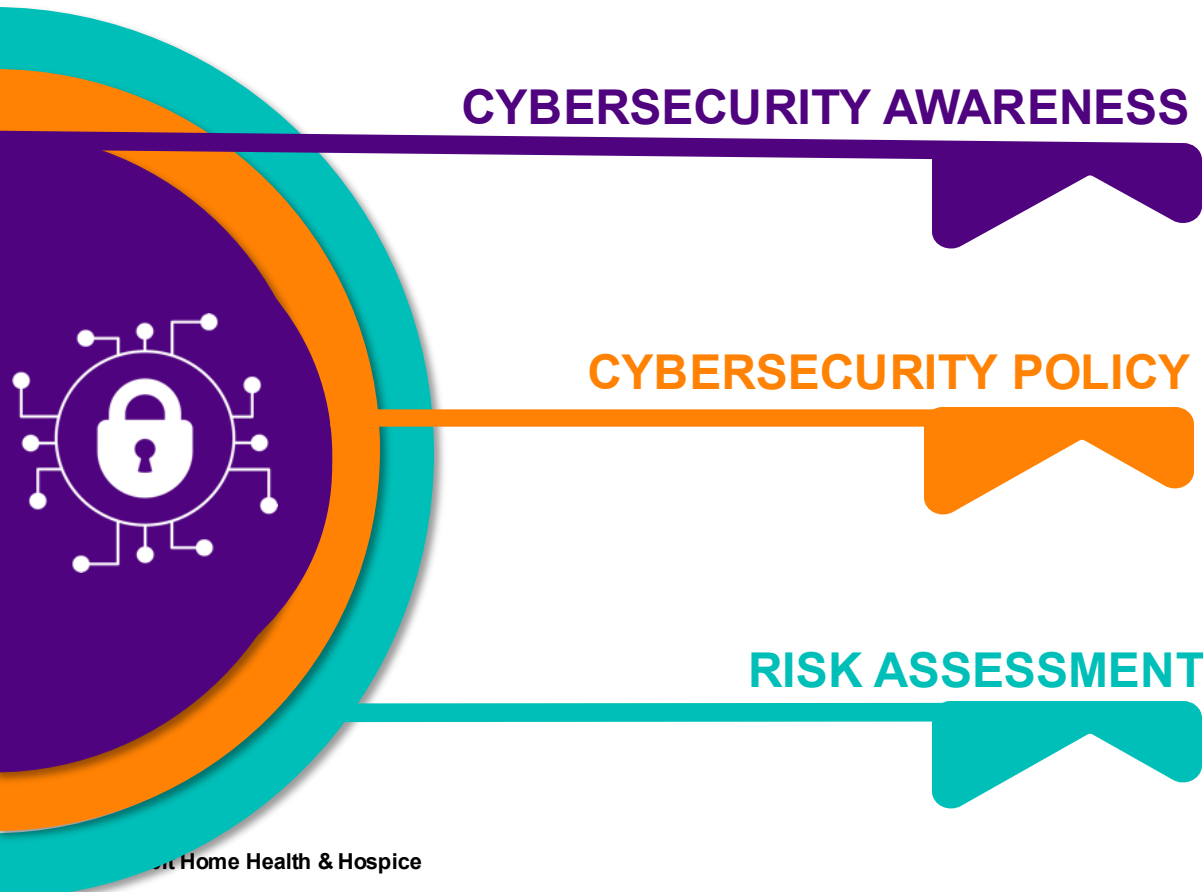
The Nominating & Corporate Governance Committee intends to continually refine the oversight structure for our sustainability priorities and internal reporting framework. The committee will also review our sustainability priorities with consideration of changes in the industry, feedback from stakeholders and recommendations from reporting frameworks. As our sustainability policies and practices evolve, so will our sustainability reporting.

- **Board composition, structure and effectiveness**
- **Business ethics and company values**
- **Compliance**
- **Employee health and safety**
- **Employee recruitment, development and retention**
- **Enterprise risk management**
- **Environment**
- **Patient privacy and cybersecurity**
- **Quality of care and patient satisfaction**

Cybersecurity

We recognize the critical importance of maintaining the integrity, availability and security of our information systems. We take a holistic, multi-layered approach to addressing cybersecurity risks, supported by management and the board of directors. Our board of directors has ultimate oversight of cybersecurity risk but has delegated to the Care, Compliance & Cybersecurity Committee focused and pertinent oversight responsibilities as part of our enterprise risk management program.

Our cybersecurity strategy focuses on implementing controls, technologies and processes to assess, identify and manage cybersecurity risks.



- Regular security awareness training for all employees
- Multi-disciplinary exercises and incident response plans
- Regular email phishing and disaster recovery exercises
- Annual corporate business continuity exercises

- Continual advancements of tools, techniques and software
- Expert security collaboration on current and emerging threats
- Follow best practices of the National Institute of Standards Technology Cybersecurity Framework
- Quarterly reports on our cybersecurity program are provided to the board's Care, Compliance & Cybersecurity Committee

- Focus on vulnerability discovery, patching and mitigation
- Regular cybersecurity audits and penetration tests
- Continuous internet perimeter vulnerability scanning

A photograph of a caregiver, a man in a dark blue polo shirt, shaking hands with an elderly male patient in a light-colored button-down shirt. They are standing in front of a large glass door of a house. The image is overlaid with a semi-transparent red filter. The text "Our patients" is written in a large, bold, dark blue font on the left side of the image.

Our patients

About our patients



Home health

Our patients are typically older adults* with chronic conditions and significant functional limitations who are on multiple medications.

The top three reasons our patients use our home health services are to treat:



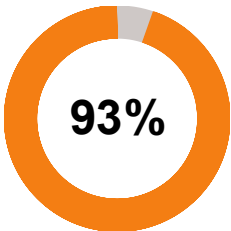
Surgery recovery



Circulatory system problems



Trauma, injury or fracture

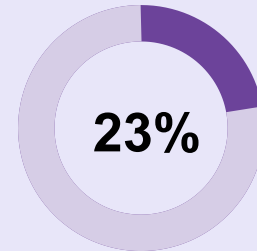


of older adults* have at least one chronic condition and nearly 78% have two or more, according to the Center for Disease Control and Prevention.

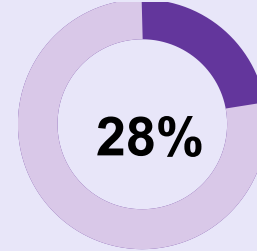


Hospice

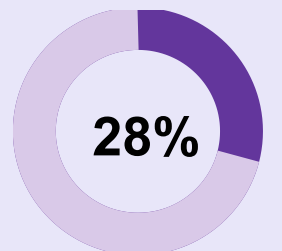
Due to the overlap in demographics, many of our home health patients will eventually require our hospice services.



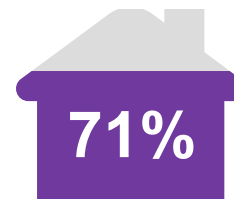
of our hospice patients had a **cancer diagnosis** in 2023.



had a **neurodegenerative condition** in 2023.



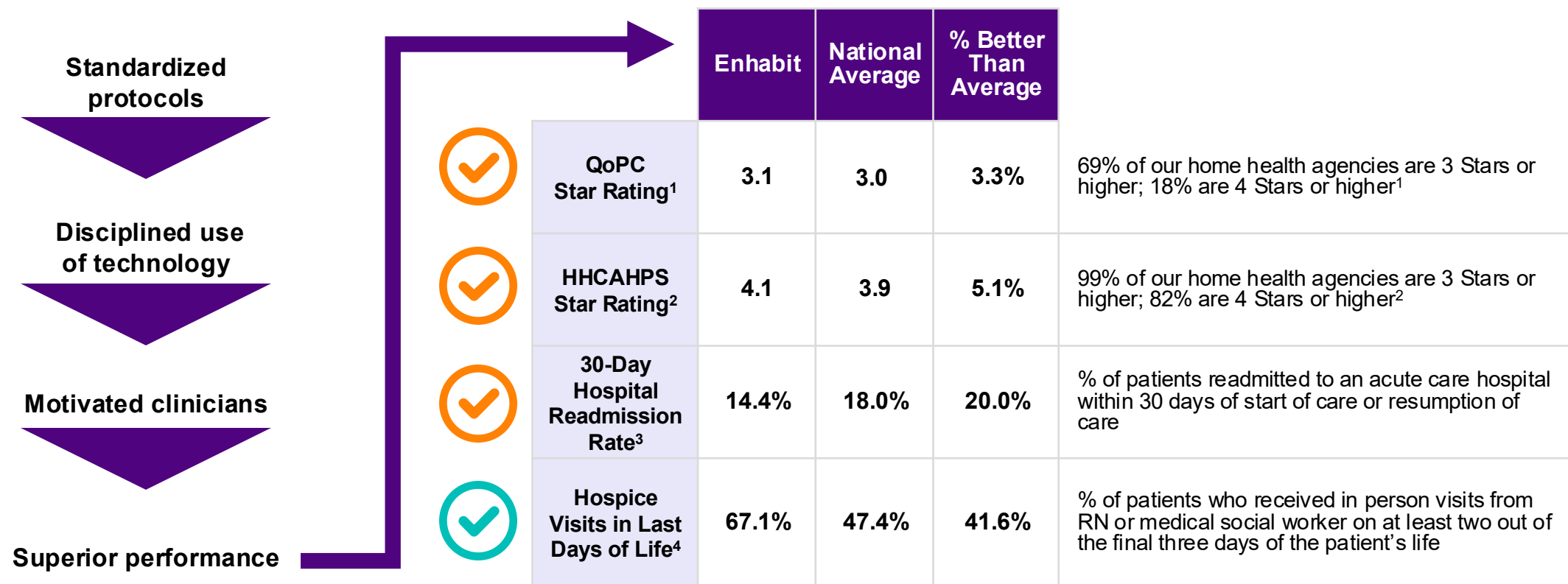
had a **circulatory condition** in 2023.



of Americans say they would prefer to reach the end of life from the comfort of their home, according to KFF.

Clinical expertise and high-quality outcomes

Our greatest contribution to sustainability is the inherent nature of our services. We provide high-quality, cost-effective patient care to the communities we serve by transferring patients from higher-cost, more resource-intense facilities to pre-existing lower-cost settings.



1) Quality of Patient Care (QoPC) Star Ratings as of January 31, 2025 for dates of service current year 2023; April 2023 through March 2024
 2) Home Health Care Consumer Assessment of Healthcare Providers (HHCAHPS) Patient Survey Star Ratings as of January 31, 2025 for dates of service July 1, 2023 - June 30, 2024
 3) Research Institute for Home Care 2024 Chartbook (data from Medicare Standard Analytics Files for CY 2023), Enhabit data is as of Q4 2024
 4) Medicare fee for service claims data from January 1, 2022 to December 31, 2023 (source Medicare Provider Data catalog - February 2025)

Patient privacy

Enhabit is committed to respecting patient privacy and safeguarding patient information. Our program is designed to comply with federal and state requirements for patient privacy. The federal requirements are outlined in HIPAA (Health Insurance Portability and Accountability Act) and in HITECH (Health Information Technology for Economic and Clinical Health Act). Each state also carries its own set of regulations for safeguarding patient information.

New employees receive training related to our patient privacy requirements. Additional training occurs throughout the year so that each employee understands his role in safeguarding information as well as permissible uses and disclosures of patient information.

The privacy team works closely with the cybersecurity team to ensure that our employees are aware of both privacy and security risks to our patient information.

We believe that a responsible patient privacy program contributes to ensuring that our patients receive the high-quality health care we offer to the communities we serve.

The goals of the privacy program are to:

- Establish policies and procedures comply with all applicable federal and state privacy-related laws and regulations
- Outline institutional privacy and compliance roles
- Conduct audits and otherwise proactively identify risks to patient PHI
- Provide education and training
- Establish other mechanisms to implement the privacy program



Patient testimonials

*"Please thank all who came to help me. I could not have made it without their excellent help. They are my **earth angels**."*

*"I had so many fears when my loved one was dying, but I had wonderful care from the hospice workers. They explained and comforted me and my loved one if there was anything we didn't understand. **Enhabit helped us to see and feel joy in the last few days.**"*

*"I don't know how they do it! They are **the best company** I've ever seen. They are my **heroes!** I love all of them."*

*"I've used other home health agencies. **Enhabit is by far the best.**"*





Our employees

Our company values



People

We value our people.



Integrity

We act with honesty and integrity.



Compassion

We provide compassionate care.



Excellence

We expect excellence in all we do.



Teamwork

We consistently collaborate as a team.



Communication

We communicate respectfully and openly.

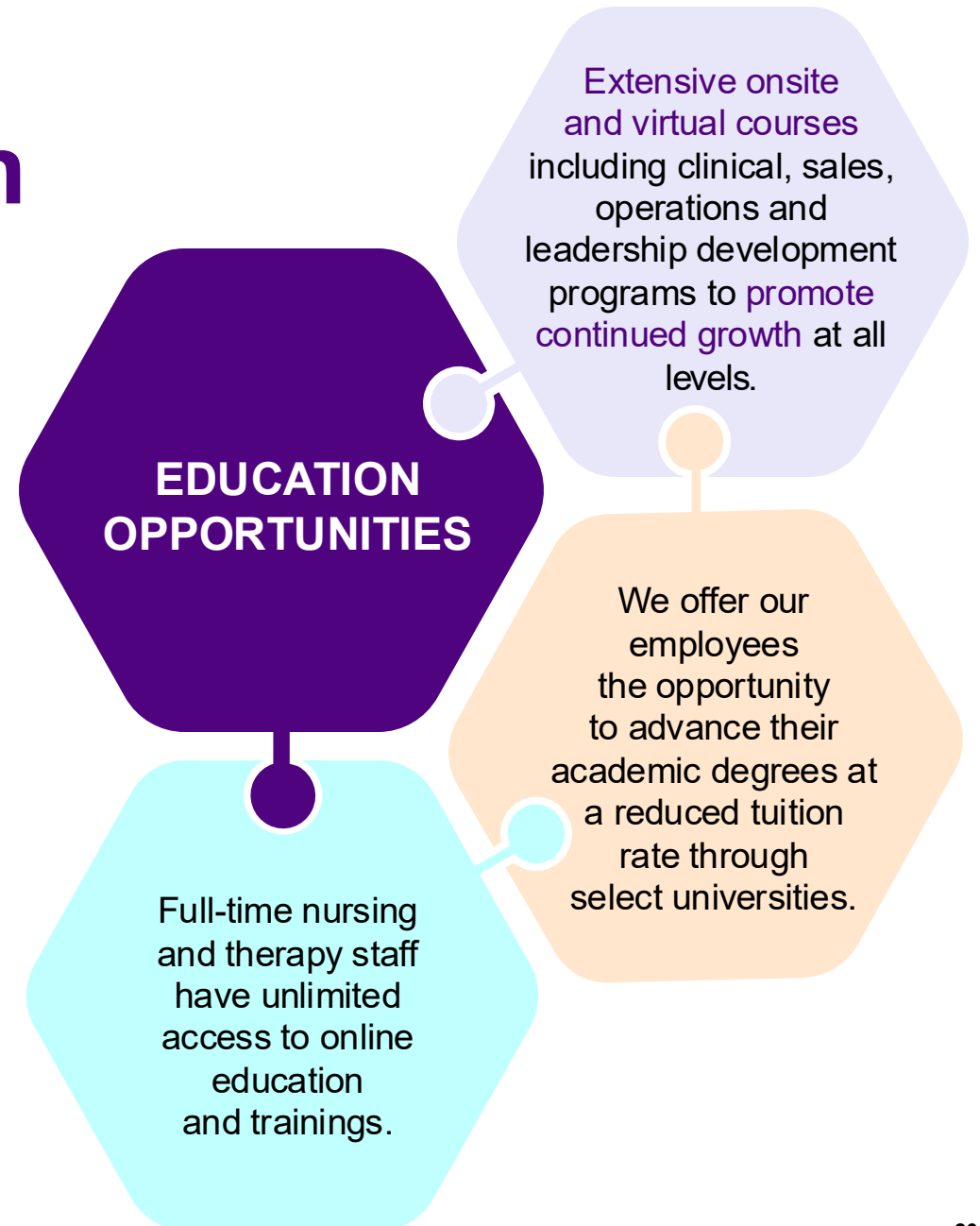
Our values – which we call “**Enhabit in Action**” – represent our fundamental beliefs and guide how we behave and make decisions as an organization. Having a defined set of shared values ensures that all team members understand how to provide high-quality care, work better together, strengthen our relationships and make a lasting impact on all those we serve.

Employee engagement was an important part of this process because values make up our fundamental beliefs and guide how we behave and make decisions as an organization. We believe it is essential that our values are centered around our employees’ feedback as our values significantly impact their personal experience at Enhabit and will help us deliver *A Better Way to Care®* to our patients and each other.

Employee recruitment, development and retention

Our human capital management strategy focuses on recruitment and retention efforts. We researched numerous studies and implemented initiatives and programs targeted at improving these metrics and are now seeing improvements in clinical staffing.

By promoting professional development and employee engagement, we believe we can increase our ability to attract and retain health care professionals in a highly competitive environment.



The Enhabit Advantage

A unique and robust offering of perks and benefits that fulfill our employees through growth, reward and purpose.

Flexible positions

With full-time, part-time and PRN (as needed) positions available, our employees have the flexibility to choose a schedule that fits their work-life balance needs.

Professional development

With a continuous investment in education and professional development, our employees have frequent opportunities to continue moving their careers forward.

Culture of caring

With a compassionate leadership team focus on creating and understanding workplace culture, our employees have continued support from the top-down.

Culture

We believe fostering a strong culture that values inclusion and belonging allows us to be competitive in recruiting and retaining employees. We invite employees to bring their whole selves to work, so they can be fully engaged and do their best work.



- Leadership support that empowers leaders to model inclusive behavior as a way to foster a sense of belonging for all employees;
- Employee resource groups that create a space that provides employees of various cultural identity groups with opportunities to connect, share, support and collaborate with each other; and
- Companywide touchpoints that provide communication and educational opportunities that enhance the cultural awareness and understanding of all Enhabit employees.

Best places to work

Enhabit is consistently recognized as a best place work.

U.S. News & World
Report's 2024-2025
Best Companies to
Work For in the South

U.S. News & World
Report's 2023
Best Healthcare
Companies to Work For



2022
2021
2020
2019
2018
2017
2016



FORTUNE



Modern Healthcare
Best Places
to Work 2022™

2021 2020 2019
2018 2017 2016
2015 2014 2013
2011

Employee testimonials



“Enhabit continuously pours into us professionally – from professional development support in the Enhabit Enrichment Center to staying up-to-date with information in the company-wide email Blast. They ensure we have all the tools in our toolkit that we need to not only fulfill our role but to support us as we continue to grow professionally.”

Lyndi H.
Director of operations



“The autonomy and flexibility within my position has allowed me to become a better mother, wife, friend and clinician, and feel equally fulfilled in both aspects of my life.”

Christina N.
Occupational therapist



“The greatest thing about Enhabit is that they listen to your ideas, give your ideas a lot of thought, give constructive feedback and then they usually make it happen! I have never felt that my ideas were not important. Several of them are currently staples in our day-to-day operations and have been so for many years.”

Wade B.
Manager of culture and engagement

Appendix

A photograph of two men shaking hands in front of a glass door, overlaid with a purple tint. The man on the left is older, with grey hair and a beard, wearing a light-colored button-down shirt and trousers. The man on the right is younger, wearing a dark polo shirt and trousers. They are standing on a porch with a brick wall in the background. The image is used as a background for the 'Appendix' section header.

Employee demographics

Enhabit’s total employee count as of December 31, 2024, was 10,700

Employment Type	
Status	~ Percent
Full-Time	73%
Part-Time	2%
PRN*	25%

Ethnicity	
Ethnic Group	~ Percent
American Indian	1%
Asian	3%
Black	12%
Hispanic	9%
Pacific Islander	1%
White	74%

Gender	
Gender	~ Percent
Female	83%
Male	17%

Age	
Age	~ Percent
18-29	9%
30-55	70%
56+	21%

**As needed employees*

Employee benefits

Primary Benefits*

Medical Coverage

Dental Coverage

Vision Coverage

Health Savings Account (HSA)

Flexible Savings Account (FSA)

Employee Assistance Program (EAP)^

Life and Accidental Death & Dismemberment (AD&D) Insurance

Disability Insurance

Retirement Savings Plan^

** Only full-time employees are eligible for all benefits*

^ All part-time and PRNs are eligible

† Part-time exempt employees are eligible

Additional Benefits*

Tria Health

Wondr

Lantern

Voluntary health benefits (accident, critical illness and hospital indemnity insurance)

Minimal essential coverage (MEC) plan^

Permanent life insurance with long-term care

Pet insurance

Identity theft protection

Legal plans

PerkSpot discount program^

Purchasing Power

Travel assistance^

Paid days off (PDO)†

Extended illness benefits (EIB)†

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