







2021 Trilogy's
BEST
INITIATIVE

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An Introduction from President and CEO Leigh Ann Barney

Since 1997, our goal here at Trilogy has been to be the Best Healthcare Company in the Midwest, or, as we say around Trilogy, the BHCM. This goal is purposefully broad, because for us, it's not enough to excel in one area of our business. We believe in relentlessly pursuing excellence across the board.

Being the BHCM means providing exceptional care to the seniors we serve, and treating their families as an extension of our own. It also means creating a work culture that values diversity, equity, inclusion, and most importantly, compassion. Being the best means pursuing ways to decrease our environmental footprint and increase our transparency. To put it simply, we believe that if we want to be the best, we need to do what's right – for the families we serve, the people we employ, and the partners we are privileged to work with.

In the pages that follow, we are pleased to introduce Trilogy's BEST Initiative, which outlines our plans to learn, grow, and move closer towards our ultimate goal of being the best. If our past 23 years is any indicator of what the future holds for Trilogy, 2021 will bring us closer to this goal than ever before.

Thank you for joining us on this journey, and for taking the time to learn more about Trilogy Health Services. It is an honor to serve you.

WHO WE ARE:

Trilogy Health Services owns and operates over 110 senior living communities throughout Kentucky, Indiana, Ohio and Michigan. We offer Independent Living, Assisted Living, Personal Care, Memory Care and Post-Acute Healthcare Services. Today, we have the honor of serving almost 9,000 residents and over 14,000 employees across the Midwest.

TRILOGY'S **BEST** INITIATIVE

OUR MISSION:

To be the **Best Healthcare Company in the Midwest** through employee and resident satisfaction, environmentally friendly communities, socially conscious decisions, and transparent business practices.



BELOVED BY OUR FAMILY

- Resident and Customer Satisfaction
- Employee Satisfaction
- Community Outreach and Philanthropy



ENVIRONMENTALLY FRIENDLY

- Energy Conservation
- Medical and Hazardous Waste
- Water Conservation



SOCIALLY CONSCIOUS

- Diversity, Equity and Inclusion (DEI) practices



TRANSPARENT BUSINESS PRACTICES

- Corporate Governance
- SOX Compliance
- Risk Assessment

B

BELOVED BY OUR FAMILY

Every Trilogy Senior Living Community is built on the same foundation - of being a place Where Family Comes to Live. We forge unique bonds with our residents, employees, and community members through the services that we offer, and approach those same relationships with a spirit of compassion and commitment to quality care. By doing this, we create homelike environments where our families are assured that they are loved, valued, and appreciated in all that they do.



2021 RESIDENT & CUSTOMER SATISFACTION GOALS

Enhance Family Pulse App

- In December 2020, we launched the first generation of an interactive application our family members can use to stay up-to-date on their loved one's vitals, medications, meals, and more.
- In 2021, we will continue to enhance the family member experience and make the app available to every resident POA who requests access.

Reenergize Live a Dream Program

- Launch virtual dreams connecting residents to celebrities, athletes and artists for private meetings or shout-outs
- Relaunch Group Dreams with at least 100 residents
- Relaunch DreamVR and add activities to assist residents' experiences

2021 COMMUNITY OUTREACH AND PHILANTHROPY GOALS

Develop a Minority Business Enterprise (MBE) Vendor Selection Process

- MBE is a company level ownership/diversity certification that requires a company be owned and operated by a member of a minority group such as African American, Native American, Asian or Hispanic American

Provide greater access to education, support services, and leadership opportunities for historically disadvantaged populations

- Develop two external university partnerships to recruit BIPOC (black, indigenous and people of color) into our AIT program and or Nursing for leadership diversity.
- Expand scholarship program to provide low-cost nursing degree programs at three colleges and expand support services to employee students including free TEAS testing prep course, FAFSA assistance, academic counseling support, and case management services for Social Determinants of Health barriers.

Raise \$700,000 through our annual Hope for the Holidays campaign.

- Supports local charities designated by our campuses that are within our communities during the holidays.

Collect 1.5 million lbs of food through our annual Independence from Hunger campaign.


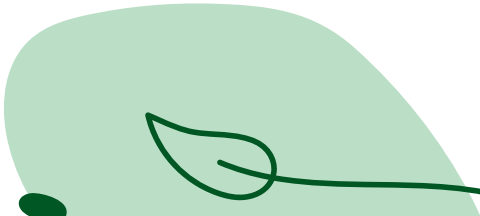
- Supports local food banks in our communities to help those struggling to put food on their tables.



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ENVIRONMENTALLY FRIENDLY

Trilogy is committed to reducing our environmental footprint through the pursuit of innovative technology, responsible resource stewardship, and ongoing education. By treating our environment with the same compassion we show one another, we can create a better world – for the families we serve today, and for all the families of tomorrow.



2021 ENVIRONMENTAL GOALS:

UNDERSTAND OUR USAGE

Benchmark all Trilogy Senior Living Communities based on the following criteria.

- Energy Conservation
 - Total Energy Consumed
 - Percentage Grid Electricity
 - Percentage Renewable Energy
- Medical and Hazardous Waste
 - Total Amount of Medical Waste
 - Percentage of Waste Incinerated, Recycled or Treated and Landfilled
 - Total Amount of Hazardous Waste
 - Total Amount of Nonhazardous, Pharmaceutical Waste
 - Percentage Incinerated, Recycled or Treated and Landfilled

TAKE INITIAL STEPS TO INCREASE EFFICIENCIES

Select an energy dashboard for campus leadership.

Develop a playbook for energy reductions, including

- Operational Changes
- New Build and/or Renovation Changes

IMPROVE ENVIRONMENTAL HEALTH OF OUR RESIDENTS & EMPLOYEES

Expand our Trilogy SHIELD Program, including:

- Rollout 3M™ Clean-Trace™
 - The Clean-Trace technology can quantify the cleanliness of a surface in just 30 seconds. With the associated software, Trilogy can track cleanliness data by campus, generate reports, identify issues, and focus on process improvement efforts where they're needed most.
- Earn 3M™ Clean and Protect Program Certification
 - This certification requires use of 3M cleaning and disinfectant products and participation in required trainings associated with these products.



SOCIALLY CONSCIOUS

Our employees are the heart of our company. Their dedication to our residents and one another makes every Trilogy Senior Living Community a great place to live and work. Our Diversity, Equity and Inclusion initiative is how we'll cultivate a culture of compassion and belonging, embrace our differences, provide equitable career opportunities, and value all our employees for their unique abilities and perspectives. Because those who choose a career of serving others deserve to be served in return.

Diversity

We commit to increasing diversity by embracing every aspect of what makes our employees unique, including race and ethnicity, gender and gender identity, sexual orientation, socio-economic status, language, culture, national origin, religious commitments, age, (dis) ability status, and political perspective.

Equity

We commit to actively challenging and responding to bias, harassment, and discrimination. We enforce a policy of equal opportunity for all persons, and do not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, height, weight, or veteran status.

Inclusion

We commit to reinforcing a culture of compassion where differences are welcomed, perspectives are heard, and a sense of belonging and inclusion is felt by every individual. By celebrating the diversity of our employees, we can more effectively leverage the resources of diversity to advance our capabilities as a collective and as individuals.



2021 DEI GOALS

Create initiatives that promote a sense of belonging for all, regardless of gender, race, color, religion or belief, national origin, age, sexual orientation, marital status, (dis)ability, or any other protected class.

Focus on recruitment, retention, training, leadership development and employee engagement.

Launch programs that continue to support and celebrate our inclusive culture and our Trilogy Service Standards.

Create a dashboard for BEST Initiatives and create committees to engage employees in our goals and progress.

Focus on initiatives that support our culture of diversity, inclusion, equity, and employee development, including mentorships, campus ambassadors, employee resource groups, inclusive celebrations and more.

Launch the Power of Inclusive Teams training to all campus leaders, Trilogy, PCA, and Paragon home office employees, and expand this training to all employees through 2021.



TRANSPARENT BUSINESS PRACTICES

The basis of any successful relationship is trust, and trust can only be achieved through transparency. At Trilogy, we're honored to have the trust of our customers, employees and partners. We understand that it's only through transparent business practices and an insistence on accountability that we keep that trust. To put it plainly, you can count on us to practice what we preach.



2021 CORPORATE GOVERNANCE GOALS

100% compliance to Employee Standards and Code of Ethical Conduct

- Our Compliance Department conducts Employee Standards and Ethical Conduct Training for all employees when hired. All employees, including our Board of Managers, must receive Employee Standards and Code of Ethical Conduct Training during the onboarding process. Employees then sign an affirmation statement.

Create a tracking report for Compliance Hotline submissions that are related to BEST concerns.

- The Compliance Hotline includes a toll-free number and email address where concerns may be communicated anonymously or openly.

Complete conflict of interest attestations for all director and above positions to promote transparency in decision-making.

100% commitment from all senior leaders to demonstrate integrity and ethics on a daily basis.

- This is demonstrated by interactions with employees, vendors, and customers. Compliance with Employee Standards and Ethical Conduct is included in the evaluation and is a condition of employment. Trilogy's position regarding integrity and ethics is documented and apparent when interacting with management.

2021 SOX COMPLIANCE GOALS

Promote accuracy in financial disclosures and the prevention and detection of accounting errors for improvement in corporate governance and accountability.

Management receives accurate, timely, and appropriate information which facilitates making proper and timely business and financial reporting decisions. Trilogy communicates financial reporting roles and responsibilities and significant matters related to financial reporting to appropriate parties, both internal and external. This communication provides timely transparency to the Trilogy's goals and objectives, financial results, and risks.

2021 RISK ASSESSMENT GOALS

100% compliance to monthly detailed reviews of the financial statements including reviews of reserves and adequacy from management.

On a monthly basis, management performs trend analysis as part of revenue review on a campus level.

