

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT



2021 ESG REPORT



Making Progress During A Challenging Year

LHC Group's commitment to pursuing important Environment-Social-Governance (ESG) initiatives served us well in the challenging year that was 2020. For both our company and the world at large, the COVID-19 pandemic overshadowed virtually everything. But thanks to our team's preparation and perseverance, we made significant progress in a number of key areas.

Environmentally, our greenhouse gas (GHG) emissions, coming from our clinician's travel (96 million miles), fell 17 percent – even while serving a slightly larger population of patients. We have nearly completed the multi-year expansion of our LEED-certified “Home Office” corporate campus and will soon move all our Home Office staff in while closing less environmentally friendly satellite offices.

Socially, we continue to be an industry leader in quality of care and patient satisfaction ratings. We strengthened our commitment to diversity, equity, and inclusion, naming a chief diversity officer, creating a diversity, equity, and inclusion council, elevating women and minorities to major leadership roles on our board of directors, and promoted two women to chief accounting officer and chief revenue officer – joining women in current leadership positions of chief clinical officer and chief compliance officer. Our vibrant corporate culture was voted one of the top 30 in America, we were recognized as the No. 7 best place for women to work in the country, and our high employee satisfaction scores were above national averages. We provided COVID-19 care directly to our patients – taking care of 18,925 COVID-confirmed or suspected patients in 2020 and approximately 26,600 through February 2021 as we go to press with this report – and offered leadership at a national level that has helped our industry develop effective responses to this once-in-a-century challenge. We once again supported the American Red Cross at the highest level of sponsorship, while donating an overall \$2 million to the various charities to which we are committed. And as we look to a future beyond COVID, we entered into a transformational partnership with the University of Louisiana Lafayette (ULL) that will provide ongoing and extensive education and professional development opportunities for ALL present and future full-time and part-time LHC Group employees.

Our commitment to ethical behavior continued to guide our approach to governance. Our “Code of Conduct and Ethics” served as our foundation, and our Compliance and Risk Management departments – along with our commitment to best practices in governance policies, board independence, and shareholder focus – provided reliable, high-integrity governance.

At the same time, the urgent demand for our response to the COVID pandemic slowed our ability to build the ESG infrastructural elements we had initially intended to develop. While we made progress in several specific ESG areas, we were not able to devote the intensity of effort needed to create the kind of systemic elements we are convinced our ESG initiatives need. As we look to 2021, we are planning to improve on that.

In this report we both outline our progress and identify areas for improvement throughout 2020 – and share our vision of what we hope to achieve in 2021.

2020 ESG Highlights



Cared for 18,925 COVID patients, and designed and implemented a comprehensive COVID management task force that led extensive company and national support in battling the pandemic



Reduced GHG emissions from clinicians' travel of 96 million miles by 17 percent – emitting 7,000 fewer tons of CO₂ than 2019 – while number of patients increased slightly, number of employees decreased slightly, and revenue held steady



Initiated Diversity, Equity & Inclusion Council while creating the role of and naming a chief diversity officer



Elevated women to major new leadership roles as chairs of key committees on our board of directors, and the positions of chief accounting officer and chief revenue officer



Won national awards for **“Best Company Culture”** and **“Best Company for Women”**



Averaged 18 hours of training per employee



Continued as a home healthcare sector **leader in quality of care and patient satisfaction** ratings



Donated more than \$2 million to charitable causes, including the highest level of national sponsorship with the American Red Cross

LHC Group At A Glance

- 827 service provider locations in 35 states and the District of Columbia
- Over 450,000 patients served by 30,000 employees; annual revenue of \$2 billion
- 5 Service Segments:
 - (1) Home health services (537 locations)
 - (2) Hospice services (120 locations)
 - (3) Home and community-based services (124 locations)
 - (4) Facility-based services, primarily in our long-term acute care hospitals (377 beds in 12 locations; 22 physical therapy and other small clinics)
 - (5) Healthcare innovations (12 locations, providing technology, information, care-coordination, clinical advancements, and technology-enabled, in-home clinical assessments)



A Message From Our CEO



“The core elements of our Environment-Social-Governance (ESG) initiative have been fundamental components of our company culture since we founded LHC Group in 1994. Caring for people is our prime mission, and for us that includes environmental stewardship, diversity, and pro-active inclusion. I am pleased to note our team’s accomplishments over the past year: We achieved a 17 percent reduction in our Scope 1 greenhouse gas emissions, welcomed highly qualified women and minorities into board leadership roles, and continued our strong performance in measurements of quality, patient satisfaction, and company culture.

“With our ongoing ESG initiatives and appointment of a chief diversity officer, we are committed to developing and implementing actionable items that will take our initiatives to new heights. There is much work to be done to ensure people are cared for with true empathy, that we have a genuine culture of fairness and inclusion across our nation, and that we make real progress in our environmental pursuits and opportunities – and we want to be at the forefront in driving the changes that are long overdue.”

Keith Myers, Chairman and CEO

LHC Group’s Board Of Directors Is Committed To Leading The Way With Our ESG Initiatives



“Our board is committed to providing wise counsel and leadership, as well as efficient and productive oversight, as we continue to build upon and enhance our ESG and diversity programs. We accomplished many important goals on this front this past year – and, as our company has grown, we also learned a great deal about how much more we can achieve. It is imperative that we keep pushing forward. As the incoming chair of the nominating and corporate governance committee – responsible for LHC Group’s corporate governance policies and principles – I can assure you that LHC Group, with support and leadership from our committee, intends to pursue a vigorous agenda regarding our ESG efforts.

“As a leading healthcare company, we have a responsibility to our industry and our society to clearly demonstrate – through measurable action – that we will do all we can to help build a future that is as caring, healthy, fair, and equitable as possible for everyone. The generations to come are counting on us to do our part in full, and will hold us responsible for living up to our words. We are committed to meeting that challenge.”

Monica F. Azare, Board Member (2007-present), **Chair – Compensation Committee** (through May 2021)
Chair – Nominating and Corporate Governance Committee (as of June 2021)

We Are Reducing Our Carbon Intensity

Our most significant environmental priority is carbon intensity. As a healthcare company, LHC Group is not particularly carbon-intensive, but scientists are clear that climate change is a critical risk that everyone worldwide needs to address. In addition, many of our investors are specifically concerned about the carbon-related risks we may be facing. Therefore, as we began our 2020 ESG journey, we started by considering our carbon intensity and the resulting greenhouse gas emissions.

LHC Group has two major sets of GHG emissions: Scope 1 and Scope 2. Our Scope 1 emissions come primarily from the fuel consumed as our clinicians drive to the homes of our patients. In addressing this, we improved our logistics management and increased our efforts in planning efficient routes. And a combination of mileage and in-person clinical and business meeting reductions due to COVID, as well as these increased efficiencies, has led to a reduction in our emissions. For these Scope 1 emissions, we have valid and complete data. In 2020, we served just over 462,000 patients, 2.5 percent more than in 2019, in nearly 12 million patient visits. Our improvement efforts paid off, allowing us to reduce our travel by over 20 million miles – driving 96 million miles, 17.2 percent fewer than the 116 million miles we drove in 2019. This resulted in 17.2 percent less CO₂ emissions, for a total of 34,000 metric tons of Scope 1 CO₂ emissions – almost 7,119 fewer metric tons emitted than last year’s 41,000. All of our GHG emissions intensity measures – per patient, patient visit, employee, and revenue dollar – also similarly decreased by 12 percent to 19 percent. All of our Scope 1 emissions are shown in the accompanying table.

Our Scope 2 emissions come from our purchased electricity. These emissions are more modest than our Scope 1 emissions, as the electricity consumption for our agency offices and care facilities is relatively small, both compared to other industries and to the gasoline burned while driving to patient visits. While we have a considerable amount of data about our consumption for those Scope 2 emissions, we do not yet have a truly robust measurement system in place across all of our 800-plus agencies that can provide completely reliable and accurate data about our consumption. We began putting that measurement system in place this year, but were not able to make enough progress to fully develop valid and reliable data. Through our conservation and efficiency efforts in our offices, we reduced our Scope 2 emissions by an estimated 4 percent. We will continue to build and refine our capacity to accurately and completely measure electricity consumption at all our locations and expect to be able to fully report on that consumption – and on our progress toward reducing Scope 2 emissions – next year.



**We reduced our Scope 1 GHG emissions
17.2% in 2020 – emitting 7,119 fewer
metric tons of CO₂.**



We Decreased Our Scope 1 GHG Emissions Significantly In 2020

(All emissions in metric tons)

	2019	2020	% Change
Total Scope 1 CO ₂ e Emissions	41,481	34,362	-17.2%
Scope 1 CO ₂ e Emissions per Employee	1.7610	1.5106	-14.2%
Scope 1 CO ₂ e Emissions per Patient	0.09187	0.07427	-19.2%
Scope 1 CO ₂ e Emissions per Patient Visit	0.003302	0.002893	-12.4%
Scope 1 CO ₂ e Emissions per Million \$ Revenue	19.9405	16.6547	-16.5%

Context: Number of patients served increased slightly and overall revenue remained steady from 2019 to 2020.

Revenue	-0.8%	Total Miles Driven	-17.2%
Total Patients Served	+2.5%	# Patient Visits	-5.5%
Total Employees	-3.4%	Miles Per Visit	-12.4%

Strategic Sourcing: We Will Be Adding Environmental And Social Considerations To Our Supplier Relationships

Historically, ESG considerations have not played a major role in our contracting and work with suppliers. However, as we have continued our ESG journey, we have made an increased commitment to strengthen relationships with our suppliers by having environmental and social concerns take on even greater importance. To help us improve the sustainability performance of our supply chain, we have implemented a strategic sourcing initiative. We have just completed a 36-month roadmap for strategic sourcing, and it includes a focus on three areas important to ESG:

- 1. Developing and implementing a supplier code of conduct.** The code of conduct will address basic business ethics in the sourcing process, and will also address environmental impacts and key social issues, including child labor and human trafficking.
- 2. Adding environmental impact considerations to our work with suppliers.** We will collaborate with suppliers to help them – and us – use more environmentally friendly products. We will also ensure that key strategic suppliers have strategies in place that reduce/improve their environmental impact, including initiatives to reduce landfill volume, recycle, use “green” power sources in production, and lower transportation impact.
- 3. Increasing diversity within suppliers and among all suppliers.** We will strive to conduct inclusive bidding processes by setting a goal to include diverse suppliers in bids and sourcing events, and we will factor supplier diversity status in supplier selection. Our first step will be to measure current levels of diversity supplier spend to create a baseline. This will be implemented in conjunction with our major technology upgrade implementation at the end of this year.

LEED-Certified Home Office Campus

We recently purchased and are expanding our principal corporate campus – what we call “Home Office” – after having leased it for years. The multi-year construction project is nearly completed and is designed to be a LEED-certified project. When completed, this expansion will allow us to bring all staff members in from our other two leased, less environmentally friendly offices in our home city, thereby improving our environmental footprint by enabling our single LEED-certified campus to accommodate everyone at one location.

Among the exciting and important environmental features of our “new” campus:

- Bioswales planted with native vegetation for capturing runoff water (20% more than code requirements)
- Structural steel and cold-formed framing made with recycled materials
- High performance glazing
- Demand-based, variable operation HVAC systems
- High efficiency, variable speed, air-cooled 350-ton water chillers
- Sophisticated building automation system with direct digital control panels
- Low water consumption plumbing fixtures with infrared automatic valves and faucets
- Small, point-of-use, instantaneous electric water heaters throughout campus
- LED fixtures for all lighting
- Integrated digital networked lighting controls, including daylighting controls
- Recycling of paper and box materials
- Height-adjustable work stations
- Replaced all existing single pane windows with high energy efficient windows
- Bio-polar ionization system to purify air quality
- 2 electric vehicles for facility maintenance
- Appropriate social distancing dividers between work stations
- Secured and gated parking with 24/7 surveillance
- Walking trails
- Full-service cafeteria offering healthy meal options
- In-house healthcare clinic staffed with NPs
- Temperature scanning devices, screening questions, and face mask distribution at entrance





SOCIAL

Dedicated To The Highest Quality Patient Care

Since our founding, we have been guided by a simple yet unwavering purpose: “It’s all about helping people.” Our primary focus and major “social” commitment is the quality of care we provide to our patients. LHC Group is an industry leader in quality of patient care and patient satisfaction. As we continue our ESG journey, our commitment to serving patients with the highest quality of care will remain our most cherished contribution to the world at large.

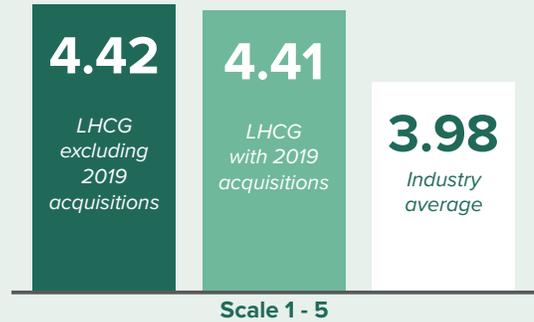
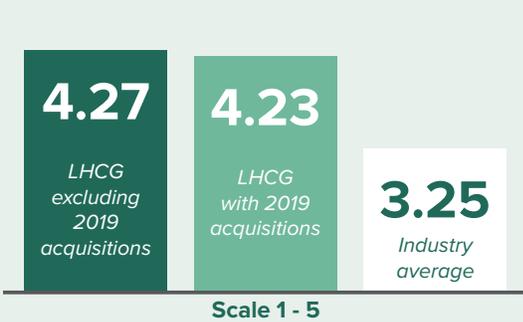
An Industry Leader In Quality Of Patient Care And Patient Satisfaction October 2020⁽¹⁾



85% of LHC Group same-store providers have CMS 4 stars or greater for quality



90% of LHC Group same-store providers have CMS 4 stars or greater for patient satisfaction



⁽¹⁾ Please note that the October 2020 refresh of the quality and patient satisfaction star ratings is the last scheduled refresh of this data by CMS until January 2022.



Joint Commission Accreditation: 100% of LHC Group home health and hospice agencies are accredited or in process within 12 to 18 months after acquisition.

Nationally: Approximately 15% of all Medicare-certified home health agencies are Joint Commission accredited.

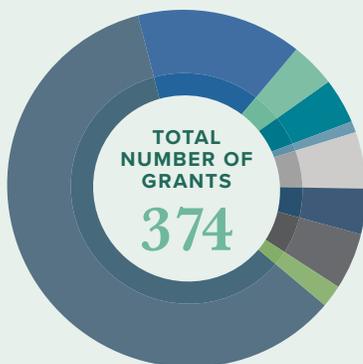
Hospice Promise Foundation

The Hospice Promise Foundation assists patients and families with essential, non-hospice related expenses that they are unable to afford themselves – such as rent and utility bills, emergency repairs, personal care items, and food assistance. The foundation also provides funding for patients’ last wishes, burial assistance, and community projects like bereavement camps for children and educational programs for end-of-life care. In communities across the country, we’re working every day to ensure hospice patients live comfortably, with dignity, when a cure is no longer possible. We pledge to provide comfort and care to the hospice patients and families who have placed their trust in us – and who we are so blessed to serve.

[Hospice Promise Foundation Annual Report](#)

In 2020:

- 374 grants to patients and families, for a total of \$246,383 distributed
- \$377,278 in contributions
- 1,415 employees contributed through payroll deduction for 2020
- 100% of donations go to the foundation; LHC Group provides all the administrative support at no cost



BURIAL ASSISTANCE
60%

UTILITIES
15%

COMFORT CARE/
PERSONAL
4%

RENT/HOUSING ASSISTANCE
4%

FOOD ASSISTANCE
1%

OTHER/
FUNDRAISING
5%

LAST WISHES
4%

EMERGENCY REPAIRS
5%

ACADEMIC SCHOLARSHIPS, CERTIFICATION, AND PROFESSIONAL DEVELOPMENT GRANT
2%

Rigorous Quality Assurance & Performance Improvement

LHC Group’s superb patient care is the end result of rigorous fine tuning of our processes. We have perfected the workflow of our care model to provide reliable quality assurance (QA) – literally a highly developed care delivery machine – with heart! This quality assurance comes in large measure from our QA program, led by four performance improvement managers and 72 performance improvement coordinators across the country.

The LHC Group Quality Assurance and Performance Improvement department is overseen by our chief clinical officer. They are responsible for formulating our quality of care indicators, identifying performance improvement priorities, and facilitating best practices for quality care.

Company-wide, we have adopted a “Plan, Do, Check, Act” methodology for our quality/performance improvement activities and initiatives. We regularly review:

- Performance improvement audits
- Joint Commission accreditation
- State and regulatory surveys
- Publicly reported quality data
- Patient perception of care

The board of directors’ Clinical Quality Committee advises our clinical leadership, monitoring the performance of our locations based on internal and external benchmarks, overseeing and evaluating the effectiveness of the performance improvement and quality plans, facilitating best practices based on internal and external comparisons, and fostering enhanced awareness of clinical performance by the board.

As part of our ongoing quality control, internal auditing, and monitoring programs, we conduct internal regulatory audits and mock surveys at each of our agencies and facilities at least once a year. If an agency or facility does not achieve a satisfactory rating, we require that it prepare and implement a plan of correction. We then follow-up to verify that all deficiencies identified in the initial audit and survey have been corrected.

We maintain a continuous quality improvement program, which involves:

- Ongoing education of staff and quarterly continuous quality improvement meetings at each of our agencies, facilities, and principal home offices
- Monthly comprehensive audits of patient charts performed at each of our agencies and facilities
- Comprehensive survey readiness assessment on each of our agencies and facilities, at least annually
- Review of Home Health Compare scores
- Assessment of patients' and/or family members' perception of care using third-party data
- Assessment of infection control practices and risk events

We regularly expand and refine our continuous quality improvement programs. Specific written policies, procedures, training, and educational materials and programs, as well as auditing and monitoring activities, have been prepared and implemented to address the functional and operational aspects of caring for our patients. Our programs also address specific areas identified for improvement through regulatory interpretation and enforcement activities. This commitment to relentless improvement defines who we are as a company – providing us not only a competitive advantage as a business, but assuring the highest quality of care for those we serve.

Employee Engagement And Our LHC Group Culture

Much like our focus on patients, we maintain an equally deep commitment to creating a meaningful and engaging culture for our employees. At LHC Group, our culture of commitment, compassion, and community is the lifeblood of everything we do. Our culture in action leads us to provide extensive training and development opportunities for all our staff, creating a passion for learning. It drives open and transparent communication, genuine caring for each other, autonomy with accountability, a conviction about our “Home Office” (as opposed to “corporate headquarters”) serving the field agencies, and an organization-wide commitment to living up to the standards of our six pillars (People, Service, Quality, Efficiency, Growth, Ethics).

Our Purpose

It's all about helping people.

With an unwavering commitment to integrity, quality, professionalism, compassion, and inclusion, we make healthcare work better for the patients, families, and diverse communities we are privileged to serve.



LHC Group's Six Pillars Of Excellence



People

Ours is a business of people helping people.



Service

We are here to serve patients, families, and communities.



Quality

In all we do, our focus is quality above all else.



Efficiency

We operate with discipline and efficiency to remain strong.



Growth

It is our obligation to care for as many as we can.



Ethics

We conduct ourselves with the highest standards of ethics, integrity, and professionalism.

With our recent acquisitions and joint ventures, we recognize the vital challenge of sustaining and embedding our culture as we grow. As such, our chief culture officer and cultural ambassadors help promote and nurture our culture across the company in concert with our Culture Portal, where we regularly highlight and share stories that illustrate and bring our vibrant culture to life. We know that our emphasis on culture is key to both patient and employee satisfaction, and we are dedicated to ensuring it is nourished, renewed, and sustained as we grow.

This year, the success of this commitment to our culture was reflected in LHC Group being named No. 27 on the “Best Culture” list for all large companies in America, and in the top five percent overall, as part of the “4th Annual Comparably Awards.” Comparably is a leading workplace culture and compensation monitoring site that provides a platform for employees to “anonymously rate their employers in 20 different workplace culture categories” and then determines their culture rankings based on employee-answered questions covering core culture metrics, including compensation, perks and benefits, work-life balance, professional development, career opportunities, feelings about the culture, coworkers, leadership, and overall feelings of happiness, pride, and company outlook.

LHC Group was also ranked as the 7th best company in the country for women to work. The “Best Companies for Women” list was determined based solely on ratings from female employees, who were asked to report their workplace experiences within the same 20 core culture metrics analyzed for “Best Culture.” The survey asked female employees their sentiment on topics including compensation, leadership, and professional development.

In 2021, LHC Group has continued raising our profile and reputation among workplace observers, and earned further recognitions for our efforts. The “Q1 Comparably Awards” once again honored LHC Group – this time in the categories of “Best Outlook,” “Best Operations Team,” and “Best Sales Team” for large companies (more than 500 employees). These awards belong to our LHC Group family members around the nation. They are a validation of our emphasis on employee engagement and opportunity – and demonstrate their confidence in the future success of LHC Group. We faced some of the most challenging times in our history over the past year. This award proves that we remain focused not only on growing our business, but also on developing a culture that employees can be proud of.



Employee Satisfaction Is High At LHC Group

LHC Group has achieved some of the highest employee satisfaction scores in the industry, enabled by our strong culture, effective leadership, and generous compensation and benefits – combined with our extensive training and development opportunities and the satisfying nature of how we care for our patients.

In previous years, we had relied on external sites to provide us with some measure of the degree of this satisfaction. As we began our ESG journey in earnest last year, we pledged to develop new internal measures of employee satisfaction. We have now created those measures, and we are pleased to report that in the 2020 internal employee satisfaction surveys of new hires post-60 days:

- Employees gave LHC Group an 81% “Overall Favorability” rating
- 93% said, *“I like the work I do”*
- 91% said, *“I am motivated to go beyond what is normally expected of me to help LHC Group be successful”*
- 90% agreed, *“My work gives me a sense of personal accomplishment”*
- None of the 61 survey questions received a rating less than 64% positive

These perceptions are further reflected as we continue to look at external social media sites like Glassdoor – a platform for current and former employees to anonymously evaluate companies. The Glassdoor ratings for 2020 reveal that LHC Group received higher employee satisfaction ratings than the national averages.

Overall Company Rating	
LHC Group	3.7
Glassdoor Average	3.5

CEO Rating	
LHC Group	86% Approve
Glassdoor Average	72% Approve

“Would Recommend To A Friend” Rating	
LHC Group	71%
Glassdoor Average	65%

Increasing our employees’ satisfaction is a vital priority for us, and one in which we will continue to invest, measure, and report.

We Provide Significant Training And Development

An important component of supporting our people and our culture is our commitment to training and development.

Excellence By Design – Bringing The Culture Of LHC Group To Life For New Leaders

Every new LHC Group leader has traditionally spent three full days at our Home Office in our “Excellence By Design” workshop. The event is highlighted by time with co-founders Keith and Ginger Myers, and attendees come to understand, live, and breathe our unique culture. These workshops are designed to equip and empower new leaders to keep our culture alive and work together to fulfill our purpose and mission across the nation and in service to their communities and teams. Due to COVID-19, LHCG converted the monthly in-person sessions to virtual live workshops this year, with the 143 new leaders participating remotely.



High-Powered Training & Development Department

Twenty four (24) team members with a range of professional certifications and expertise support all training and development initiatives for LHC Group:

- Registered nurses (APRN, MSN, BSN)
- Disease management
- Clinical training
- American Nurses Credentialing Center (ANCC) accredited learning (LHCG is an accredited provider)
- OASIS certification

Instructional Designers (MA)

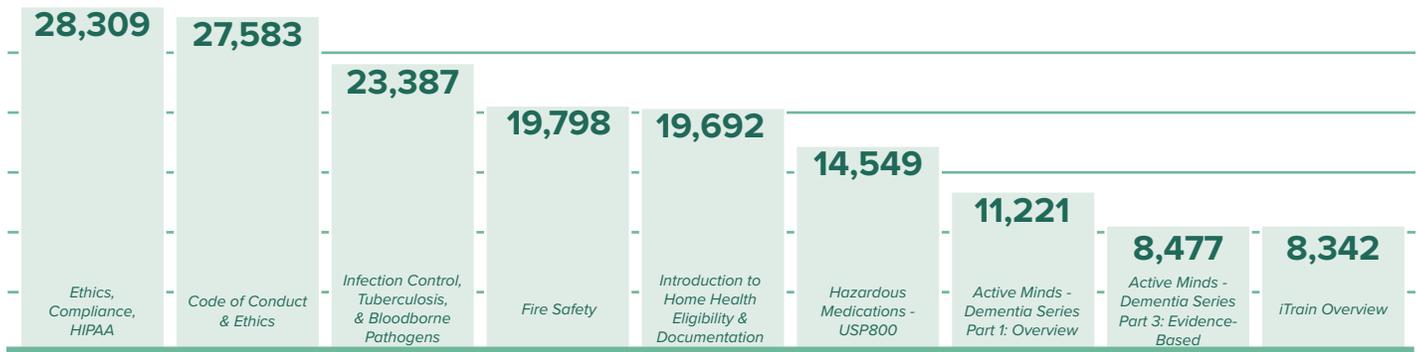
Other training and development professionals:

- Aligned customer support
- Leadership development
- Project management
- Technology support and system administration

For calendar year 2020, we supported our employees' development:

- 36,104 unique learners (includes employees and contractors) completed at least one course in iTrain (LHC Group's learning management system) – 11,128 more than in 2019
- The average learner completed 19 courses – 5 less than in 2019
- 17.83 average total training hours – an increase of 0.7 hours per employee over 2019
- Participants earned a combined 101,260 continuing education hour credits with a 4.86 average per learner
- 381 new iTrain courses and/or learning activities added

2020 Top Courses By Learner Completion



2021 Learning Goals

- Implement in-house American Red Cross CPR Certification
- Implement Patient Care Manager (PCM) Workshop to increase Patient Care Management success and decrease turnover
- Improve efficiency of mandatory training to increase employee satisfaction and productivity
- Increase focus on microlearning
- Continue to diversify and expand learning content delivery formats to boost audience engagement

Committed To Employee Safety

At LHC Group, we are passionately dedicated to ensuring the safety of our employees. As part of that commitment to safety, we have developed and implemented comprehensive behavioral protocols and standard operating procedures. Our disciplined use of those standard methods has enabled us to achieve some of the best safety performance rates in the healthcare industry sector. Consistently over the prior three years, even while nearly doubling in size as a company, our systems and methods led to our employees achieving lower than average rates of injuries and incidents. From 2017–19, we recorded injury incident rates ranging from 26 to 69 percent lower than our industry sector’s averages.

While the national data for industry averages for 2020 are not yet available, in 2020 our total incident and lost-time rates increased about 50 and 75 percent, respectively. This was due almost entirely to the onset of the COVID pandemic. Historically, our top three safety incidents have consistently been motor vehicle accidents, strains/sprains, and slips/falls. This year, beginning in March, we experienced an extreme surge in employee incident reports, with COVID-related incidents becoming our most frequent incident, surpassing our historical top three. Based on CDC and Occupational Safety and Health Administration (OSHA) guidelines, incidents had to be submitted for suspected COVID exposures, confirmed COVID exposures, and confirmed COVID cases. Many of these cases required quarantine periods for certain employees. We have erred on the side of taking active steps to ensure the health and safety of our employees and reporting all COVID-related incidents. We fully anticipate that as this pandemic is brought under control, our safety rates will return once again to their historically lower levels.

As we look ahead on our ESG journey, we have a long-term goal of absolutely zero injuries, and are planning annual incremental goals toward that ultimate aspiration.

LHC Group Health & Safety Training In 2020:

- Infection control, tuberculosis, & bloodborne pathogens
- Online incident reporting
- Hazardous materials
- Hazardous medications & USP 800
- Back safety
- Workplace safety
- Fire safety
- Emergency preparedness
- COVID-19
- Drug screening protocol
- SDS – safety data sheets
- FDA alerts & recall



LHC Group’s total incident and lost-time rates were 26% to 69% lower than our industry sector’s averages from 2017 - 2019.



LHC Group Has Consistently Achieved Above-Average Safety Performance

LHC Group had 26 to 69 percent fewer total and lost-time incidents than our industry sector’s averages from 2017 to 2019. Industry sector data for 2020 are not yet available, but our rates for 2020 increased substantially due to the COVID pandemic.

Safety Incident Rates	2020 Total	2020 Lost-Time	2019 Total	2019 Lost-Time	2018 Total	2018 Lost-Time	2017 Total	2017 Lost-Time
LHC Group	4.20	1.18	2.83	0.66	2.54	1.20	1.48	0.85
Healthcare & Social Assistance Sector	*	*	3.8	1.7	3.9	1.9	4.1	1.9

Total: Total Recordable Incident Rate Lost-Time: Lost-Time Incident Rate * : Data not yet available

Total Recordable and Lost-Time incident rates are based on OSHA standards and are calculated using the number of injuries and incidents per 200,000 hours worked. Sector rate is from the US Department of Labor, OSHA, Bureau of Labor Statistics official Industry Injury and Illness data. LHC Group rates for 2017 to 2019 have been slightly revised from prior reports based on corrected data.

Improving Our Diversity, Equity, & Inclusion

Diversity, equity, and inclusion are important priorities for us, and have been since our founding. As we began our formal ESG journey last year, we highlighted in our reporting that our workforce is comprised of 87 percent women and 34 percent minorities – but that our understanding of diversity, equity, and inclusiveness at every level of the organization needed to grow. We aspire to be a diverse, equitable, and inclusive workplace, where employees are empowered by a culture that emphasizes the fact that we value, respect, and provide fair treatment and equal opportunities for all. We are convinced that by recognizing and celebrating our differences, we will cultivate an environment that's the right fit for everyone.

To help bring these aspirations to life and accelerate our progress toward diversity, equity, and inclusion, we established the role and named Lolanda Brown – a 20-year LHC Group executive – as our chief diversity officer effective Jan. 1, 2021. Ms. Brown also serves as the chair for our Diversity, Equity & Inclusion Committee, established in early 2020 to formulate and implement actionable diversity, equity, and inclusion initiatives for LHC Group. The Committee is co-sponsored by CEO Keith Myers and board member Monica Azare, and includes senior executives from administration, human resources, and operations.

As an influential healthcare company, we have a responsibility to our industry and our society to do all we can to help build a future that is as fair and equitable as possible for everyone. Our view comes from our heart: Our differences are not a source of conflict or division – they are opportunities for fresh perspectives and a great source of new talent and unique capabilities. We are excited to continue growing and enhancing our priorities of diversity, equity, and inclusion, and look forward to reporting on our progress as we move ahead.

In 2020, our initial efforts to improve our diversity achieved modest success: We increased the percentage of Black and Hispanic employees by 1.5 percent to 13 percent across most of our management and professional employee categories, while the percentage

The Purpose Fund

The Purpose Fund assists our fellow employees who are dealing with unexpected financial hardships including deaths, illness and injury, house fires, hurricanes, and other natural disasters. Need can come suddenly and without warning, and The Purpose Fund allows us to act quickly and fulfill our company's mission and purpose: *It's all about helping people.*

In 2020:

- \$186,250 in grants to employees in 2020 – an 11% increase over 2019
- Contributions: \$207,952 – up 5% from 2019
- 3,832 employees contributed through payroll deduction for 2020
- 100% of donations go to the fund; LHCG provides all the administrative support at no cost



DEATH OF EMPLOYEE/
FAMILY MEMBER
24%

CRITICAL ILLNESS/INJURY
21%

HOUSE FIRE
10%

NATURAL DISASTER
45%



Community Commitment: LHC Group Funds Low-Income Healthcare Center To Improve Healthcare Access and Equity

In October 2020, LHC Group pledged to support Ochsner Lafayette General Foundation's development and opening of a community healthcare center that will offer primary and specialty care to low-income working community residents with limited health resources. The center supports Ochsner Health's long-term vision to improve the overall health of the state with a comprehensive strategy to enhance healthcare access, and improve equity and health outcomes. LHC Group's pledge will support programs that eliminate barriers to healthcare by making services affordable, convenient, and accessible to all.

Once construction is complete in late 2021, the center will accommodate four family medicine providers that will be able to care for approximately 15,000 additional patients in the Lafayette community and expand to 12 exam rooms, a nurse station, telehealth services, behavioral health, medical weight loss, and lab and X-ray diagnostics services. Additionally, it will provide patients with preventative healthcare education on weight management, nutrition and wellness counseling, diabetic counseling, and smoking cessation. By increasing access to primary care, the goal is to decrease the number of patients who visit emergency departments within the community for non-emergent conditions.

of women in our leadership and professional roles remained steady. As we look ahead, and while we are proud that we have so many women and minority employees overall, we will be focusing on providing the recruiting and ongoing support needed to increase the percentage of women and minorities in our management, professional, and technical ranks.

Diversity, Equity, & Inclusion

Diversity, equity, and inclusion are core values at LHC Group.

We are committed to providing and promoting a diverse and inclusive environment for all, within which each person can succeed professionally regardless of race, color, religion, sex (including gender identity, and/or sexual orientation), family medical history or genetic information, national origin, disability, protected veteran status, pregnancy, childbirth or related medical conditions, or any other characteristic protected by law.



Diversity At LHCG In 2020: Significant Representation For Women And Minorities, More Needed

	Total Workforce (27,514)	Exec/Senior Mgmt (136)	1st/Mid Mgmt (1,874)	Professionals (10,098)	Technicians (5,109)	Board of Directors* (9)
White	66.2%	80.9%	77.6%	74.7%	72.4%	88.9%
Black	17.2%	0.7%	7.5%	9.3%	14.0%	11.1%
Asian	9.8%	16.9%	10.6%	12.0%	8.7%	-
Hispanic	5.3%	1.5%	3.4%	2.7%	3.5%	-
2+ Race	1.1%	0.0%	0.8%	0.8%	1.1%	-
Native Am + NHOPI	0.5%	0.0%	0.2%	0.5%	0.4%	-
Women	87.8%	53.7%	91.6%	84.2%	86.0%	22.2%
Men	12.2%	46.3%	8.4%	15.8%	15.8%	77.8%

EEO workforce data as of Dec. 31, 2020

*Board of Directors data as of June 2021

Supportive Compensation & Benefits

LHC Group values our employees, and as part of our support for their well-being, we offer generous compensation and benefits. In addition to competitive salaries, LHC Group employees are also eligible to participate in a wide range of supportive benefits:

- Wellness exams
- Wellness discounts
- Virtual medicine services
- LHC Group pharmacy mail-order prescriptions
- Prevention services
- Dental insurance
- Vision insurance
- Company-matched health savings accounts
- Flexible spending accounts
- Company-matched 401(k) retirement savings plans
- Employee Stock Purchase Plan
- Life insurance
- Accidental Death & Dismemberment (AD&D)
- Long-term and short-term disability insurance
- Paid time off & paid holidays
- Paid bereavement leave
- Employee assistance program
- Identity theft insurance
- Charitable giving portal
- Tuition reimbursement
- Employee hardship financial-assistance program
- Employee discount programs for health and wellness service memberships

CareSpace: LHCG's Employee Facebook Group Providing Support During The COVID Pandemic

Throughout this last year, starting in March 2020 when the pandemic hit the U.S., LHC Group implemented a COVID Task Force that focused on creating policies and best practices based on national and global experts (WHO, CDC) for our internal stakeholders and teams. The purpose was to assure that all employees received the most correct, most advanced guidance at the soonest possible time, through the right channels.

As we were solidifying and enacting these plans, we decided that there was an additional need not met through traditional channels – an internal peer-to-peer support group. That's when CareSpace – an employee-only Facebook page – was born.

Within the first few days of launch, we had more than 1,000 members join the group, sharing their best practices and tips for staying safe, motivated, and virtually connected in spite of COVID-19.

To date, our membership is over 2,500 LHC Group employees, and we post multiple tips, advice, and resources for our team members. The best part about CareSpace is that it has become an organic repository for the things people need, from people just like them. It has been a connection point, culture point, content point, and expertise and caring junction for all our members.

daily for several weeks to support the field as COVID spread into areas like Florida and the Northeast, and then eventually to the whole country. One major obstacle we had to overcome was assisted living and nursing homes not letting our clinicians in to care for patients. We developed a virtual care strategy that enabled us to care for patients when we were not allowed to go into the facility.

The COVID-19 Pandemic: Caring For Our Patients, Supporting Our Employees

COVID-19 challenged all of us in 2020. This once-in-a-century pandemic called on us for new approaches, systems, processes, and practices we could scarcely have imagined beforehand. However, true to our legacy of caring and can-do problem solving, we proactively stepped up to the COVID challenge throughout 2020 and did all we could to bring a complex and frightening public health emergency under as much control as possible.

First and foremost, we cared for our patients who contracted COVID. In calendar year 2020, we cared for 18,925 COVID-confirmed or suspected patients. And through February 2021, as we go to press with this report, we have cared for more than 26,600 COVID-confirmed or suspected patients.

In concert with that caregiving, we also worked tirelessly to ensure the safety of our staff, and to contribute on a national level to the country's ability to navigate this storm.

Early in 2020, as soon as the pandemic became evident, we formulated a multi-discipline COVID-19 Task Force. Under the leadership of our chief medical officer and made up of executives, senior management, and clinical leadership, we met multiple times daily in the early weeks of COVID, with our first cases in the Seattle and New Orleans markets. We created tactical work streams that drove results in personal protection equipment (PPE) procurement, clinical practice, operations care delivery, HR and payroll management, communications, and more. We met as a larger group to update everyone and plan and implement shifts in approach where needed. We were in dialogue with the CDC and federal authorities and continuously communicated with our field locations about what they were seeing and how we could support them. In that COVID-19 war room we decided to mandate wearing masks and gloves with all patients, formed our policy on quarantine, decided on COVID hazard pay and how to handle COVID leave time for employees, and started sending daily COVID messages. We worked

Outside of the task force, we undertook a wide range of tangible measures to promote the safety of our clinicians and other employees. We prepared and distributed to our clinicians across the country more than 40,000 special PPE kits and other supplies needed to properly treat our patients during the COVID-19 outbreak. We adopted social distancing guidelines for our agencies and our Home Office locations in Louisiana and Kentucky, and posted reminder signs and markers throughout our work spaces. We adopted new, additional cleaning procedures at all locations, installed plexiglass shields at work spaces to create a physical protective barrier, and instituted mandatory temperature check points in our agencies and Home Office campuses. We mandated wearing masks and gloves for all patients (non-COVID) and full PPE with all COVID patients. We set up and operated a COVID-19 email inbox, monitored 24/7 for employee exposure and other COVID-related questions or PPE requests. We created a COVID-19 resources website to house education material, policies, and processes, accessible to all LHC Group employees.

We have sent regular daily COVID-19 messages from the task force to all employees with various education resources and/or the latest news about COVID-19. We were one of the first to implement a daily screening tool for all employees, via text, to screen for COVID risk prior to arriving for work. This three-question survey has evolved as the CDC has evolved their questions, and it is completed by 100 percent of staff daily. We do temperature checks for everyone, employee or visitor, who enters one of our locations or the Home Office. We screen all patients and caregivers in the home prior to in-home visits using the same tool for staff safety. We implemented an inventory management and warehousing system at our Home Office to order, receive, and distribute PPE kits to all of our locations to care for COVID-suspected or confirmed patients. All PPE kits are shipped overnight and, without exception, we have been able to fulfill all PPE requests to every location in the company in a timely manner. We have worked with JV partners and payers to implement a Skilled Placement program to enable patients who traditionally would have been sent to a congregate living facility to instead go home and be cared for with home health services. This allows them to be in the safest environment possible to receive their care: their home. We continue to work with all our referral sources to take patients under care who either have or are recovering from COVID-19.

Finally, and most recently, we are working on a state-by-state level with state health authorities, as well as pushing from a federal level, for COVID-19 vaccine access for our frontline caregivers and support staff.

We also wanted to ensure that our employees were able to survive the economic hardship brought on by the pandemic. So, we implemented:

- An executive-funded pandemic grant program that supports employees experiencing financial hardships
- Retirement plan amendments
- Special cash-in opportunities for accumulated paid time off
- Expanded offerings in our employee assistance program
- Wage supplement program to restore lost wages for frontline patient care employees
- Paid time off replenishment program to restore certain hours of paid time off for frontline patient care employees, and for any employees who previously donated their paid time off hours to these frontline patient care employees

We have learned to not only manage through a pandemic, but also how to manage in a public health emergency. We are optimistic that the worst is behind us, and that our dedicated efforts played a role in easing the impact it has had on all of us.

Caring For The Community: LHC Group's Charitable Giving Remained High In 2020

Across the country, even in the midst of the challenging global pandemic, LHC Group agencies and employees contributed more than \$2 million in 2020 to worthy causes both locally and nationally, including United Way, Boys & Girls Clubs, Toys for Tots, the American Heart Association, Juvenile Diabetes Foundation, Alzheimer's Association chapters, and over 40 JV Foundations. From our Home Office in Louisiana, we are among a handful of global companies and brands that support the American Red Cross at its highest sponsorship level – the Annual Disaster Giving Program, including monetary donations, volunteering, sponsorships, regular shared communications, shared trainings, and co-branded initiatives.

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LHC Group And The University Of Louisiana-Lafayette Create “Historic, Transformational” Partnership Aimed At Recruiting And Developing Nurses

In March 2021, LHC Group and the University of Louisiana at Lafayette formalized a historic and transformational partnership designed to recruit and develop more nurses and other healthcare professionals. LHC Group committed \$20 million over the next 10 years to the University's nursing program, the largest private investment the University has ever received.

The funds for the University's College of Nursing and Allied Health Professions reflect how LHC Group thinks about ESG initiatives – by creating a partnership that is designed to simultaneously achieve multiple objectives. The investment will help empower the future of healthcare regionally and nationally, meeting the growing demand for nurses and other healthcare professionals. The support will benefit thousands of people who want to pursue a career in the nursing profession but have not had access to the necessary educational opportunities. The partnership will also allow LHC Group to reach more nursing students and potential team members in an increasingly competitive recruiting market, while also strengthening the overall skill set of our clinicians and enhancing further educational opportunities.



The partnership will provide both in-person and virtual degree programs – including various nursing programs and eventually more than 55 degree offerings across all schools and programs of the university – at a greatly reduced cost to all current and future full-time and part-time LHC Group employees throughout the country over the next several decades. LHC Group’s leadership and board of directors also point out that this partnership will offer many additional benefits for the company, such as:

- Improving the company’s national name recognition;
- Furthering its advertising and awareness campaigns;
- Allowing our company to reach more nursing students and potential team members in an increasingly competitive recruiting market;
- Helping LHC Group play a significant role in securing and enriching the future of healthcare.

“This is a strategic investment in both our future – our LHC Group family of healthcare providers, who are our greatest asset and most important resource – and the future of our region and our nation,” said Keith Myers, our chairman and CEO.

The University of Louisiana at Lafayette is the largest campus of the University of Louisiana System, and its online Master of Nursing program was rated in 2021 by U.S. News & World Report among the top 12 percent in the nation.

LHC Group’s investment in the partnership will enable UL Lafayette’s College of Nursing and Allied Health Professions to:

- Endow support for their internationally accredited simulation lab program;
- Establish the University’s first endowed deanship to provide discretionary funds for professional development activities for students and faculty;
- Increase scholarship funding available to students;
- Create an endowed faculty research and development fund;
- Support new endowed professorships in nursing and health sciences, and additional faculty positions;

Caring For The Community: LHC Group Helps Build A National Model For Home Health Care Training

Beginning in 2019, LHC Group began contributing \$1.25 million to create a national model for home healthcare training at South Louisiana Community College (SLCC). Combined with matching state funds, this total donation of \$3.6 million was designed to create 25 scholarships in nursing and allied health, build six home health labs at six rural SLCC campuses (including six simulation mannequins), endow six professorships in nursing and home health at rural campuses, establish Louisiana’s first nursing and home health endowed chair at SLCC, create a home health certification program at SLCC, implement annual continuing education for LHC Group RN’s, LPN’s, and CNA’s, and provide professional development for SLCC healthcare instructors on new developments in home health and hospice.

In 2020, our contribution continued and its impact grew. SLCC received \$280,000 in state match funding from the Louisiana Board of Regents for LHC Group Endowed Scholarships and Endowed Professorships. More than 170 nursing students utilized the home health training lab in Lafayette, and three rural home health labs were constructed and completed. We also added an external evaluator to the project to measure and report outcomes on the Legacy Project – to allow third parties to provide evaluations and create a model to expand to other markets across the United States over the next ten years. Finally, the successful start of this project has helped create a culture of inclusion for anyone wanting to enter the healthcare profession.

- Provide scholarships for students who are pursuing post-acute care certification at the graduate level;
- Assign LHC Group representatives adjunct roles within the college of nursing;
- Fund capital improvements.

“This historic partnership is a win-win,” Myers continued. “In addition to benefits for the University and improved quality of care for patients in the future, there are also benefits for our LHC Group team members like post-acute care certifications at the graduate level and adjunct professorships. We will also soon be able to offer the powerfully differentiating benefit of in-person and virtual degree programs at a greatly reduced cost to all current and future full- and part-time LHC Group employees nationwide. Those who take part will receive the extensive education and training needed to thrive in the changing healthcare environment of today and tomorrow.”





Strong Ethics And Integrity

At our core, LHC Group is passionately committed to acting with the highest ethical standards. Our longstanding watchwords, integrated at the very heart of our culture, are: “It’s All About Integrity.” From this deeply felt commitment has emerged a robust system of compliance policies and operating practices, along with a powerful Code of Conduct and Ethics. Our Compliance Program is a true differentiator for us. We have no OSHA cases, no environmental litigation, no corruption charges, no human rights claims, no patent infringement litigation, no bribery-related investigations, and only a handful of minor malpractice claims (that are managed routinely and administratively in concert with our insurance partners).

We believe our Code of Conduct and Ethics helps assure that everyone at LHC Group is aligned with both our commitment to integrity and the specific behaviors that we expect and that specifically define what we mean by operating with integrity. We welcome anyone to review this code. In an industry where corruption is considered a risk, our steadfast commitment to ethics and integrity shines an important light forward for us.

[Code of Conduct and Ethics link](#)

Vigorous Compliance

Similarly, our Compliance Program is among the strongest and most sophisticated in the industry. Our board of directors’ Audit Committee provides regular guidance regarding the direction of the company’s Compliance and Ethics Program. In addition, the Audit Committee receives regular reports on the status of the Compliance and Ethics Program. Our chief compliance officer (CCO) has reporting responsibilities to the board of directors’ Audit Committee and Quality Committee.

The Compliance Committee monitors the Compliance and Ethics Program and is comprised of members of senior management and other key leaders within LHC Group. Quarterly, or more frequently as necessary, the Compliance Committee receives reports on the various audits and investigations performed by the Compliance Department.

Our CCO, with their own operating budget, oversees our Compliance and Ethics Program and evaluates compliance issues/concerns within the organization. The CCO helps ensure that the board of directors, management, and employees are in compliance with the rules and regulations of regulatory agencies, that company policies and procedures are being followed, and that behavior in the organization meets the company’s code of conduct and ethics. Our Compliance Department has the authority to independently investigate any compliance or ethical concerns, including, when deemed necessary, the authority to interview any company personnel, access any company property, including electronic communications, and engage counsel to assist in any investigation. Our Compliance Department staff conducts an annual company-wide risk assessment. More broadly, the Compliance Department implements an annual compliance auditing and monitoring work plan and performs and follows up on various risk-based auditing and monitoring activities, including both clinical and non-clinical auditing, and monitoring activities at the corporate level and at the local agency/facility level.

We also operate an independent third party “Integrity Line.” Employees are encouraged to use it to report any concerns about unethical behavior, conflicts of interest, harassment, discrimination, abuse, or safe working policies/practices violations.

Finally, LHC Group’s Compliance Department requires and provides mandatory annual education on our compliance practices for all new hires and employees.

[Compliance Program link](#)

Effective Data Security And Privacy

Data security and privacy is critical for us and for our patients. We work vigorously to assure the security of all data, devices, and data access. We have 42 specific policies to guide our HIPAA and data security practices. Each policy has been carefully and precisely developed to organize and assure the most secure data security practices. Each policy consists of three major sections: Purpose, Policy, and Procedures, and is reviewed on an annual basis. Risk assessments to identify the constantly changing threats to our patients, employees, and partners’ data, and to the LHC Group technical ecosystem, are completed regularly. The team uses a risk-based, layered approach to applying the appropriate administrative, technical, and physical safeguards to protect the confidentiality, integrity, and availability of LHC Group’s systems. To date, we have seen no material impact on our business or operations from IT-related attacks or security threats.

[HIPAA and Data Security Policies Link](#)

Good Governance Policies

At LHC Group, we take our commitment to our policies seriously. Each policy has been developed in relation to a specific problem, vetted with key stakeholders, outlines the Purpose, Policy, and specific Procedures for each, and is routinely audited for compliance. Current policies include:

- Anti-competitive/antitrust policy
- Anti-corruption policy
- Anti-discrimination policy
- Anti-harassment policy
- Audit Committee monitoring internal/external auditors
- Compensation policy
- Confidential information & patient data privacy policy
- Conflicts of interest policy
- Diversity & inclusion policy
- Employment of minors policy
- Equal opportunity policy
- False Claim Act, Anti-Kickback Statute, Anti-Fraud, & Stark Law policy
- Federal lobbying & disclosure policy
- Health & safety policy
- Insider trading, anti-hedging, anti-pledging policies
- Patient rights policy
- Political contributions & public disclosure of contributions policies
- Pre-clearance securities trading policy
- Related parties transactions policy
- Supplier/partner data privacy policy
- Whistleblower protection policy

All these policies and more are available for review at the [Compliance page](#) in the LHC Group Code of Conduct and Ethics.

Engagement With State & National Healthcare-Related Associations

LHC Group supports state and national associations representing each of our service lines in all 35 states in which we operate, in addition to the District of Columbia. Very few healthcare companies have made this level of commitment. And in March of this year, LHC Group became the first national home healthcare company to be accepted into the American Hospital Association – affording our Home Office and each of our agency locations and LTACHs the many benefits and resources offered through AHA membership and participation.

LHC Group leaders serve on state home care and hospice boards, as well as national boards and committees, representing the service lines we offer to all the communities we serve. This engagement ensures that our leaders and specialists can guide, collaborate, share, and convey our culture of caring and best-in-class practices. This includes communicating our priorities for important policies and regulations that shape the future of care and quality in everything we do for our patients, families, and caregivers.

Engagement from our LHC Group leaders is a key initiative in securing line of sight of legislative and regulatory changes that may impact both patient care delivery and our own operational performance and goals. Through our membership in these associations, we advance our six pillars of excellence by ensuring that patients and families, across many socio-economically diverse communities, receive high-quality care at the right time and at the right level for their need.

The LHC Group Government Affairs team collaborates to ensure that engagement of our leaders is connected to the opportunities that are most productive to our patients' needs and our company goals. Elections or appointments to association boards and committees give our employees who serve in these roles the chance to directly influence state and national policies and regulations that positively impact company and industry priorities and optimize benefit programs that assure patients the option of receiving care at home. By using their unique skillsets, our employee leaders infuse our LHC Group culture of caring into these many state- and national-level opportunities.

- 52 state associations; 34 employees engaged
- 12 national associations; 28 employees engaged
- 21 related industry associations (hospitals, business groups, etc.)

High Integrity Approaches To Board Of Directors Governance, Shareholder Rights, And Director Remuneration

LHC Group has always been committed to the highest levels of integrity regarding our board of directors and our affirmation of minority shareholder rights. In bringing that commitment to life, LHC Group has a number of practices in place that help provide tangible assurance of that integrity for all shareholders:

- LHC Group has a lead independent director (Mr. Clifford Holtz, as of June 2021)
- 8 of our 9 directors are independent (chair is CEO Keith Myers)
- The chairs, as well as 100% of the members of the board's Compensation, Nominating & Governance, Audit, and Corporate Development committees, are all independent
- Independent directors meet regularly in executive session
- 22% of our board are women; 11% are African American as of June 2021
- Women serve as chairs of the Nominating & Governance Committee (Ms. Monica Azare) and Audit Committee (Ms. Teri Fontenot), as of June 2021
- LHC Group has a classified board structure
- Board voting is confidential
- All executive pay and shareholding is disclosed
- All director pay and shareholding is disclosed
- All directors attended at least 75% of meetings held in 2020
- The "Percentage Against" votes on compensation for 2020 was 4.57%
- Executive pay is formally linked to long-term performance incentives, with retention requirements for equity awards
- Board members and company executives have stock ownership requirements
- The board and all board committees conduct annual self-evaluations
- Our independent directors conduct an annual performance evaluation of the chairman of the board and chief executive officer
- There are no "poison pill" provisions



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