



BROOKDALE
SENIOR LIVING

brookdale.com

2023 ESG Report

April 2024



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Dear Stakeholders,

As we reflect on another impactful year at Brookdale Senior Living, our commitment to Environmental, Social and Governance (ESG) principles remains steadfast. We are guided by our vision of providing exceptional senior living experiences to help seniors live healthier and happier while contributing positively to the world around us. As of April 2024, we have more than 730 residents who are 100 years old or older, and our oldest resident is 110!

On the environmental front, we continue to implement sustainable practices across our communities. From energy-efficient technologies to waste reduction initiatives, we are dedicated to improving our ecological footprint. This year, we've achieved notable progress in our efforts to enhance the environmental sustainability of our operations.

Social responsibility is at the core of our mission. Our communities not only provide high-quality care but also foster a sense of community and inclusivity. We offer our associates robust training and development opportunities, as well as a culture of caring and inclusion. We've strengthened our relationships with local organizations to support the well-being of our residents and the neighborhoods we call home and to help solve what the U.S. Surgeon General deemed an epidemic of loneliness. Through community engagement programs and philanthropic endeavors with organizations like the Alzheimer's Association, we strive to make a positive impact on society.

Our governance practices underscore our commitment to transparency, accountability and ethical conduct. The Board and management team are aligned in their dedication to upholding the highest standards of corporate governance. We believe that solid governance is essential for maintaining the trust and confidence of our shareholders, and we remain vigilant in our efforts to uphold these principles.

Looking ahead, we are excited about the opportunities the future holds. As the landscape of senior living evolves and the aging population continues to grow, we are committed to adapting our strategies to meet the changing needs of our residents and stakeholders. In particular, we are excited about innovations that we believe will help improve seniors' lives through value-based care. Brookdale HealthPlus® is designed to enhance health outcomes by focusing on preventive care, chronic conditions management and timely coordination of care. In 2023, an independent third party confirmed urgent care visits were 78% lower and hospitalizations were 36% lower for Brookdale HealthPlus residents compared to seniors living independently. Based on these results, we expanded Brookdale HealthPlus to more communities to help more residents benefit from personalized and coordinated care and will further expand the program in 2024.

By focusing on preventive care, effective management of chronic conditions and coordination of urgent care needs, we aim to further improve overall health outcomes and promote a better quality of life for our residents. Our innovative initiatives, combined with the benefit of fewer new construction projects and a growing senior population, are why I am confident Brookdale's future is strong.

We will continue to incorporate our ESG priorities into our decision-making processes, while focusing on creating long-term value for both our shareholders and the broader community. Through trust and partnership, we can continue to pursue our mission of enriching the lives of seniors and make a positive impact on the world. Together, we will navigate the path ahead and build a future that aligns with our shared values.



Lucinda M. Baier
President and Chief Executive Officer

At Brookdale, we know our success is dependent on providing meaningful work to help us attract, engage, develop and retain the best associates. We believe it is important that our residents and their families are engaged, and that we build strong relationships between associates and residents. Our commitment to enhancing our ESG efforts is central to our work, and we believe it is our corporate responsibility to take steps to protect the environment in which we live, to focus our associates' knowledge and skills in ways that enable our workforce to execute on our mission, to promote diversity and inclusion in the workforce, and to adopt and practice best-in-class corporate governance.

Our Board's commitment to overseeing and ensuring our corporate strategy is informed by the opportunities and risks associated with our human capital resources and environmental strategies. The Board's Nominating and Corporate Governance Committee reviews management's work to develop such initiatives and reporting.

Our business is a combination of multiple SASB industries, and we are reporting on two sectors that most closely align with our business: Health Care Delivery (HC-DY) and Hotels and Lodging (SV-HL). An SASB reporting table can be found at the end of this report.



ENRICHING LIVES AND SOCIAL RESPONSIBILITY

Our residents and their families, our associates and our suppliers are all part of our community. Given this, we begin with the Social element of our ESG update.

Through programs offered by our senior living communities, fundraisers for the Alzheimer's Association and more, we support our residents and help strengthen our local communities.





CARE COORDINATION:

Proactive assistance with and management of preventive healthcare services such as annual wellness visits, immunizations and health screenings.



CHRONIC CONDITIONS MANAGEMENT:

Evidence-based protocols are used to manage chronic conditions and monitor a change in condition to help avoid emergency room visits and hospitalizations.



INCREASED RESIDENT SATISFACTION:

We help coordinate care with providers, manage health daily and provide oversight of urgent care needs, which supports increased resident satisfaction.

Helping to Improve Our Residents' Health: Brookdale HealthPlus outcomes for Brookdale HealthPlus residents compared to similar individuals living in private homes*



78% FEWER URGENT CARE VISITS



36% FEWER HOSPITALIZATIONS



63% HIGHER ANNUAL WELLNESS VISIT COMPLETION RATE

Brookdale HealthPlus is not currently available in all Brookdale communities.

*Based upon third party analysis of internal Brookdale data and 2019 Medicare Current Beneficiary Survey (MCBS) data.

Impact on Society — Residents

We are passionate about helping people with the challenges of aging, both inside our communities and in the greater neighborhoods in which we are located.

Residents

Retirement should be about spending time finding fulfillment, forming meaningful connections and seeking enrichment. This philosophy is what helps drive the lifestyle and atmosphere at our communities. Through intentional work to understand who our residents and families are, we are able to offer them the types of personalized engagement opportunities that they enjoy and that add meaning to their lives.

- Brookdale's **HealthPlus** program is designed to help our residents benefit from personalized and coordinated care. Brookdale HealthPlus is meant to enhance residents' health outcomes by focusing on preventive care, timely coordination of care and chronic conditions management.
- Our residents and families engage in welcome and orientation programs to make new friends, pursue existing and new passions, and support a strong sense of belonging in their community. This is also part of the ongoing engagement of our residents that is supported by building relationships and making connections with fellow residents and family members.
- **EngagementPlus™** puts friendships first, empowering residents to come together over shared interests to help create real, meaningful relationships and a unique culture that is socially connected.
- Most of our communities have a resident council, which meets regularly with the community's Executive Director. These committees promote resident involvement and satisfaction, and enable community management to be even more responsive to their residents' needs and desires.
- Brookdale's **National Resident Advisory Council (NAC)**, an invaluable source of input and feedback for our leadership team, entered its fifth year in 2023. The NAC provides critical feedback to improve our resident and family experience. During 2023, key members of the NAC were part of our Vendor Summit to educate our vendors on resident experience.
- Veterans are special to Brookdale. We honor their service and their role in preserving our freedom through events and activities throughout the year, with special emphasis on **Memorial Day, Veterans Day** and **Military Appreciation Month**.
- Our **Resident and Family Connection Program** is available 24/7 to provide prompt resolution to questions and concerns and to share compliments about our associates.

In the *U.S. News & World Report* Best Senior Living ratings for 2023, Brookdale had more senior living communities recognized than any other provider for the second year in a row, and 9 of our 15 eligible skilled nursing communities earned the *U.S. News & World Report* Best Nursing Homes award for short-term rehabilitation.

Impact on Society — Community

To be truly sustainable at Brookdale, we create caring, healthy and supportive environments for our residents and their families, both now and for generations to come. This is one reason why our residents and associates are so active in our surrounding communities.

In 2023, our residents, families and associates embraced many community relationships, including supporting green initiatives in their Brookdale communities or greater community, committing to acts of kindness across the country, and supporting their local Walk to End Alzheimer's to raise funds for local support and research for a cure.

Brookdale continued to be a leader in fundraising to fight Alzheimer's disease. During 2023, Brookdale maintained its commitment to supporting those seeking a cure for Alzheimer's disease, raising **\$1.3 million¹** for **Walk to End Alzheimer's as a National Team**, comprising Brookdale residents and associates around the country. We are proud to have raised **more than \$21 million** for the Walk to End program since 2008.



Walk to End Alzheimer's event picture

**WALK TO END
ALZHEIMER'S**
ALZHEIMER'S ASSOCIATION

\$21 MILLION⁺
RAISED BY BROOKDALE SINCE 2008¹



DIAMOND NATIONAL TEAM



1. Funds raised by associates, residents, families and business partners.

Our Associates — Attract, Engage, Develop and Retain

~36,000

Associates
Strong



Attracting and Retaining Associates

At Brookdale, our business relies on people serving people, and we seek to hire associates who want to make a difference in the lives of others and to continue to learn and grow with Brookdale. To attract and retain the best associates, we also offer a competitive total rewards program as part of our overall compensation.

Good associates attract good candidates. Our **Good People Program** encourages our associates to refer friends or family to Brookdale by rewarding them with financial incentives. In 2023, Brookdale once again paid out more than \$800,000 in referral bonuses as part of the Good People Program.

Brookdale Benefits



PHYSICAL WELL-BEING

- Medical
- Dental
- Vision
- Smoking cessation
- Weight management
- Diabetes management
- Joint health



FINANCIAL WELL-BEING

- 401(k)
- Life insurance
- Vendor discount program
- Adoption benefit
- Financial coaching
- Associate Compassion Fund



EMOTIONAL WELL-BEING

- Paid time off (PTO)
- PTO donation program
- Employee Assistance Program
- Pet insurance



Our Associates — Attract, Engage, Develop and Retain

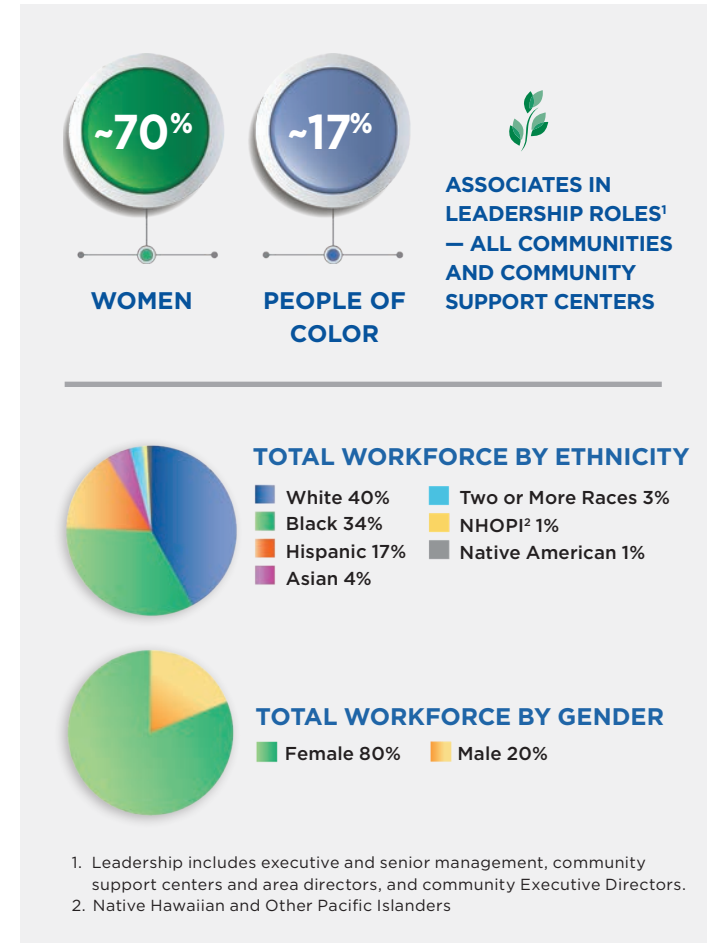
Inclusion and Diversity

Brookdale is committed to inclusion and diversity built on a foundation of trust, partnership, courage and passion. We define diversity as the representation of associates from different groups, ideas, perspectives and values. We define inclusion as a culture of policies and practices that actively engages and provides each of our associates with the opportunity to be successful at Brookdale.

We believe an inclusive and diverse culture can help achieve our mission by:

- **Attracting and retaining the best talent** by recruiting from a broad array of backgrounds for all levels of the organization and investing in our talent
- **Increasing growth, productivity and engagement** by fostering a workplace where all associates feel valued and contribute to their fullest potential
- **Making Brookdale the place for top talent**, driving outstanding service for our residents and increasing shareholder value
- **Equipping our associates** with resources to serve the changing demographics and needs of residents

Our Inclusion and Diversity Calendar highlights the rich stories from our residents and associates. For example, this year we showcased residents and associates from several Brookdale communities during Women’s History Month, Jewish American Heritage Month, Caribbean American Heritage Month, Juneteenth, and National Veterans and Military Families Month.

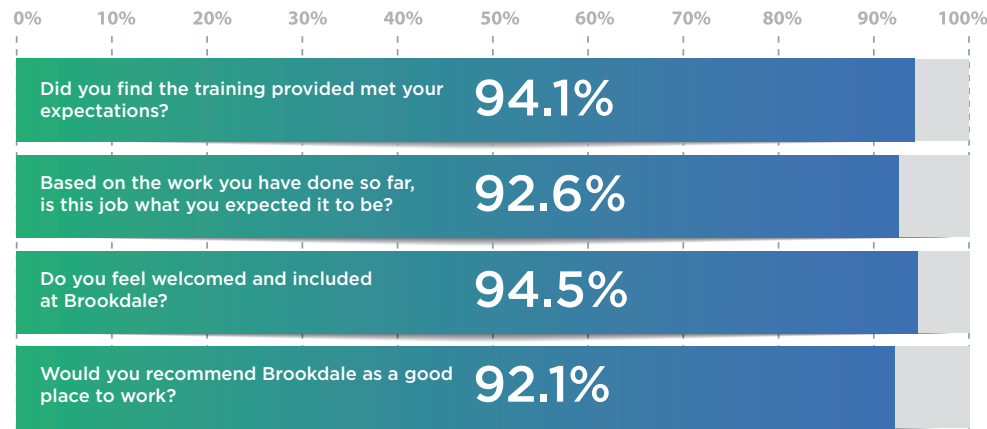


OUR GUIDING PRINCIPLES

<p>MISSION-DRIVEN:</p> <p>Diverse teams help us achieve our mission of enriching the lives of those we serve — together.</p>	<p>RESPECTING AND VALUING DIFFERENCES:</p> <p>We are committed to creating a welcoming workplace where everyone feels like they belong.</p>	<p>SERVICE:</p> <p>We acknowledge that different people may require different services and levels of support.</p>	<p>LEARNING-CENTERED:</p> <p>We are committed to creating and maintaining a learning-centered environment to better understand and respond to the changing needs of our people.</p>	<p>CONSCIOUS INCLUSION:</p> <p>We are committed to creating a culture where associates challenge themselves and others to see and respect differences while working to be consciously inclusive of all.</p>
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Our Associates — Attract, Engage, Develop and Retain

Brookdale Beginnings New Hire Survey*



*Out of the 32,000+ hourly associates hired between Feb-Dec 2023 who responded, percentage of respondents who agreed and responded with "Yes."

Engaging Associates

Our culture is based on servant leadership, where we believe purpose-driven work allows each of us to have a positive impact on our residents and associates. We celebrate associates through our **Everyday Heroes Program**. Through this program we recognized more than **6,000 associates** in 2023 who exemplify the Brookdale experience by finding a way to help others.

We completed pulse surveys of Executive Director and Health and Wellness Director populations in 2023, as well as a follow-up to the 2022 pulse engagement surveys via our time clocks involving 114 communities. Our community leaders acknowledged that they felt engaged in our mission.

In addition to listening to our associates, we provide them opportunities to hear from us on development topics. For corporate supervisors and managers, we conducted virtual "Lunch and Learn" programs, which provided sessions on leadership, communication and emotional agility. Our Executive Leadership Team also held **virtual Town Hall meetings** to allow leaders of our communities and support centers to hear from them directly on topics important to business operations and associate engagement.

\$2.4M
in total assistance
granted*
*Since inception



Associate Compassion Fund and Other Assistance

We have a strong culture of associates supporting associates. The future can be uncertain, and we know there may be a time when associates need financial assistance due to extraordinary circumstances. Our **Associate Compassion Fund**, a nonprofit fund for associates funded by our associates and our Board of Directors, provides short-term assistance for eligible associates in need due to unexpected illness or injury, catastrophic events, or other special situations outside the associate's control.

Integrity Line

The Brookdale Integrity Line is another means of communication available to all associates. The Integrity Line is managed by an independent third-party organization and provides a web-based reporting option, as well as a toll-free telephone-based service. Associates can contact the Integrity Line 24 hours a day, seven days a week to report a concern or suspected violation of our policies or our **Code of Business Conduct and Ethics**.

Our Associates — Attract, Engage, Develop and Retain

Career Growth and Development

To further empower community-based associates to grow and develop their careers with Brookdale, **Career Pathway** guides were created to help visualize the large number of career opportunities available at Brookdale and what those career progression pathways look like.

Our **Brookdale University** provides training and leadership development for leaders across the organization. Highlights for 2023 include:

- Our associates completed more than 2 million courses.
- The **EXPAND** program completed its second year as a targeted development program offering for current leaders with an interest in becoming Executive Directors. The EXPAND program was created to give leaders from diverse perspectives and backgrounds the opportunity to receive training to help advance their careers. To date, 27% of the initial class has been promoted to Executive Director, and 90% of the program’s graduates are still with Brookdale.
- The **BECOME** program had an impactful third year as our six-month-long program that equips new leaders with the skills they need to lead their teams effectively.
- We successfully launched the **ADVANCE** program, a dedicated development program for licensed clinical associates with an interest in becoming Health and Wellness Directors.

To further support career and personal development opportunities for our community-based associates, we have expanded our Advanced Fees portfolio to include up-front payment for expenses related to LPN licensure, Certified Nursing Assistant (CNA) certification, medication administration training, and applications for U.S. citizenship for eligible associates. We continue to offer a tuition-reimbursement program for associates who want to grow their careers.

Naturalization is the most significant immigration benefit the U.S. offers, and it’s an important milestone in an immigrant’s life. To support our associates in their journey to become U.S. citizens, we now offer to **advance fees for naturalization application** costs. Offering this program to associates helps to enrich their lives.

2023 EXPAND PROGRAM

34%

LEADERS PROMOTED¹

81%

WOMEN

41%

PEOPLE OF COLOR

2023 BECOME PROGRAM

2,000+

LEADERS ENROLLED

74%

WOMEN

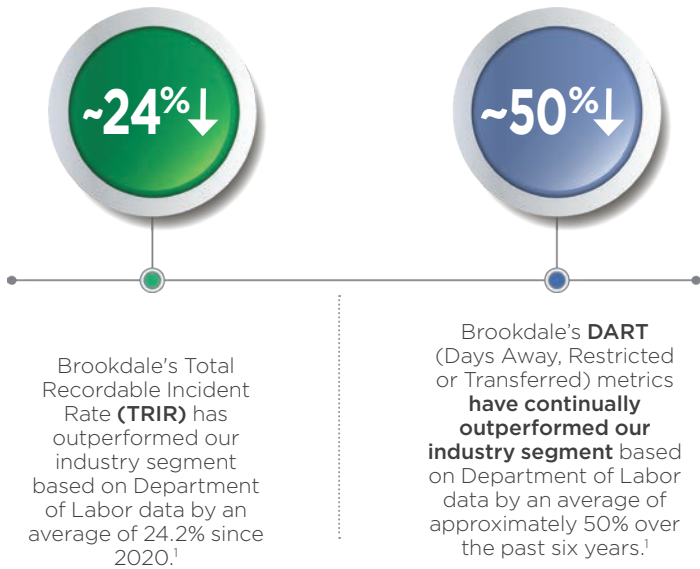
28%

PEOPLE OF COLOR

1. Promotions include Executive Directors and other management positions.

Associate Safety

Brookdale continues to maintain a thoughtful and robust associate safety and workers' compensation program. For the past eight years, we have convened a cross-functional **Risk Committee** that meets quarterly and fosters a company-wide culture of safety ownership. As a result, we have created an authentic safety culture where community teams benefit from exceeding operational safety target goals.



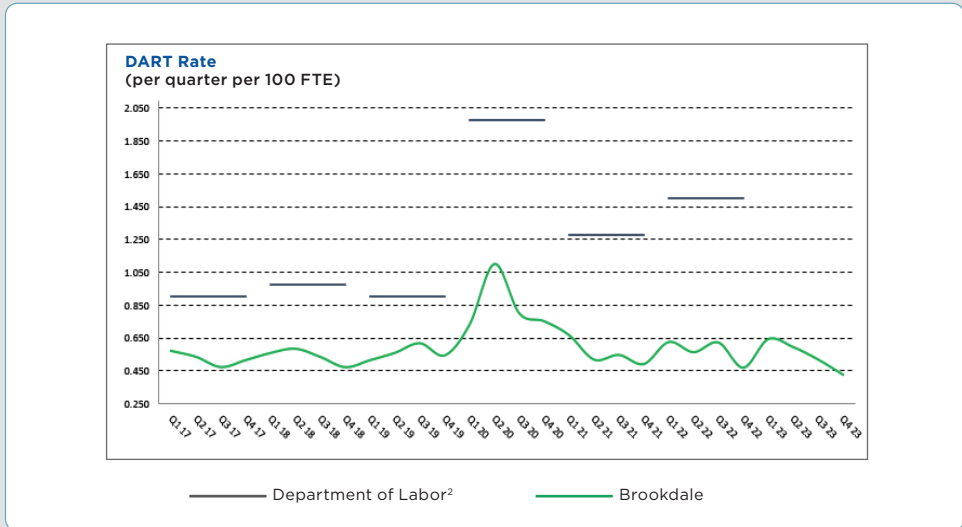
These measures have resulted in an **improved trend** of total claims and time to report claims over the past seven years in our current operating footprint. Brookdale continually outperforms the Department of Labor's statistical average with regard to lost-time claims.



TRIR Comparison (vs. DOL Statistics)					
2017	2018	2019	2020	2021	2022
-17.4%	-8.2%	-8.5%	31.2%	19.6%	21.9%

DART Rate Comparison (vs. DOL Statistics)					
2017	2018	2019	2020	2021	2022
41.5%	44.6%	37.5%	57.1%	56.2%	61.8%

COVID Included in the Below



1. Brookdale DART and TRIR data includes documented experience through December 31, 2023, data subject to further development from claim progression.

2. Department of Labor NAICS statistics for continuing care retirement communities and assisted living facilities for the elderly; latest available data is for 2022.

Impact on Society — Suppliers

Brookdale's suppliers are a critical part of our business community and integral in delivering high-quality services and care to our residents. We make communication with suppliers a priority by hosting supplier summits and joint business planning roundtable discussions with top strategic partners, as well as providing supplier business reviews. Our suppliers are also actively involved in philanthropic efforts related to finding a cure for Alzheimer's.

We take intentional steps to work with partners who value diversity. As a result, we request supplier diversity information as part of our request-for-proposal process and at the onset of supplier onboarding. We believe it is important that our partners support both our mission of enriching the lives of those we serve with compassion, respect, excellence and integrity, and also our goal of working toward a more inclusive and diverse workplace.

Supplier Code of Conduct

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To ensure our suppliers know our expectations, we utilize a [Supplier Code of Conduct](#) that can be found on our website.

Our suppliers make a difference in the lives of our associates, residents and shareholders every day.

- Associates need trusted partners to deliver so they can focus on taking care of our residents.
 - Residents expect high-quality products and services that support their care journey.
-



Our Community — Data and Privacy

Brookdale has implemented cybersecurity controls to help improve the lives of those we serve by managing the confidentiality, integrity and availability of the personal and sensitive information that has been entrusted to us to protect. We strive to set the standard by achieving an industry-leading cybersecurity program.

In order to stay ahead of evolving threats, Brookdale continues to invest in modern and comprehensive programs to help protect against threats, such as ransomware, data theft/exfiltration, and social engineering.



Email — email protections against common and sophisticated attack vectors, including Business Email Compromise, phishing, malicious attachments and URL sandboxing, and spamming/spoofing



Endpoint — Endpoint Protection Platform and Endpoint Detection and Response capabilities designed to prevent ransomware, fileless attacks, data exfiltration, and environmental pivoting, along with traditional malware



Identity — account protections based on the Least Privilege model and the right access at the right time principle, including single sign-on, adaptive Multi-Factor Authentication, privileged account monitoring/rotation, and account access automation and user accreditation



Perimeter — Next-Generation Firewall providing traditional firewall protections, application scanning, in-line packet inspection, and intrusion detection/protection



Third-Party Partnerships — providing continuous monitoring/response, red team exercises, and penetration tests and assessments



Threat Intelligence — Open-Source Intelligence and dark web monitoring for potential threats, leaked access credentials and data leaks



Industry Leadership

Our Board is committed to best practices for our governance structure to promote building long-term value for our shareholders, while ensuring the vitality of our business for our residents, associates and others who depend on us. We actively drive progress within our industry through thought leadership and engagement, exemplified by our executives' significant roles on the boards of leading senior housing associations such as the American Seniors Housing Association (ASHA), Argentum, and the National Investment Center for Seniors Housing & Care (NIC), as well as the Nashville Health Care Council.

Notably, Cindy Baier, our President and CEO, holds the esteemed position of Board Chair for the Nashville Health Care Council, representing the senior housing sector in an association that fosters collaboration within the broader healthcare industry. Her appointment as the first female Board Chair in the council's history reflects her exceptional leadership.

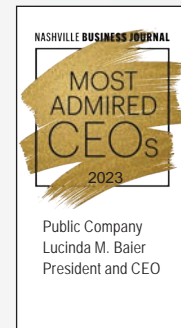
We take tremendous pride in our recent recognition as part of the Institutional Investor 2023/24 All-America Executive Team, specifically in the Best ESG Program category. This accolade underscores our unwavering commitment to social responsibility, strong governance, and environmental consciousness as we continue to champion responsible business practices.



HERO AWARD
Robyn Baron
 Health and Wellness Director,
 Williamsville, NY



Lucinda M. Baier, Board Chair



VETERAN VIP
Brenda Perkins
 Divisional Resident Engagement Manager — East

RISING STAR
Rhonda St. Onge
 Executive Director of Brookdale Trillium Crossing

SPIRIT AWARD
Nadeen Moore
 Area Nurse Manager — Florida

Corporate Governance

The Board is committed to creating and fostering an inclusive and diverse workplace. At least annually, the **Nominating and Corporate Governance Committee** seeks input from each director on Board composition to ensure the Board reflects an appropriate balance of knowledge, experience, skills, expertise and diversity — all of which are necessary to support our business strategy. From time to time, the Committee may seek and receive input from certain shareholders regarding characteristics shareholders believe would be beneficial to our Board composition. The Board has used this process to add directors with operations, sales and marketing, and clinical experience in the senior housing, hospitality and healthcare industries.



BOARD SKILLS AND EXPERTISE

Members of the Board bring significant experience to bear across a wide variety of critical business areas.

50%+ Board Member Expertise

- Current or Former CEO
- Current or Former CFO
- Healthcare (Operations & Strategy)
- Real Estate
- Finance
- Mergers & Acquisitions
- Risk Management
- Public Board Service

Other Expertise

- Senior Housing Operations
- Healthcare (Clinical)
- Hospitality
- Sales & Marketing

3 of 8 female directors

2 of 8 veterans

67 average age

Reducing Environmental Impacts

As the largest senior housing operator in the United States, we are committed to reducing the environmental impacts of our business while maintaining focus on helping to improve the safety and quality of life for our residents. **Brookdale's environmental focus can be categorized into four areas:**

- 1 Energy Management
- 2 Promote Clean Climate
- 3 Make Smart Investments
- 4 Prioritize Safety, Planning and Preparation

As of December 31, 2023, our portfolio was comprised of 652 communities in 41 states, along with our Nashville and Milwaukee community support centers, totaling approximately 43 million square feet of real estate.

Over each of the last three years, Brookdale has invested an average of approximately \$163 million per year to make our communities more safe, comfortable and attractive for our residents and associates. Since Brookdale communities are our residents' homes, we routinely review features for improvements to enhance community life. These investments have included upgraded mechanical and infrastructure, interior renovations, energy efficient upgrades and other improvements to help maintain and improve the quality of life for our residents.



Energy Management

Brookdale continues its commitment to greater energy efficiency in our communities. We continue to achieve excellent consistency with Energy Star certifications in the portfolio. In 2023, we maintained Energy Star Certification at 23 communities, and 279 communities have maintained an Energy Star score of 75 or above.

As part of our energy management efforts, Brookdale strives to reduce energy consumption by investing in LED projects throughout our communities. In 2023, Brookdale reduced energy consumption by 5.2 million kilowatt-hours compared to 2021 and 13.6 million kilowatt-hours compared to 2022, having completed major LED upgrade projects at 13 communities. Additionally, in 2023, we implemented water conservation projects at 13 communities, thereby reducing our water consumption by 153 million gallons compared to 2021 and 66 million gallons compared to 2022.



Usage data in millions for active communities as of December 31, 2023.
100% of electric usage in 2023 is a nonrenewable source from the grid.



Promote Clean Climate

Brookdale continues to strive for a cleaner environment through greenhouse gas reduction and other energy reduction initiatives.

As in previous years, Brookdale is routinely evaluating the condition of our fleet vehicles, and we are committed to replacing older vehicles with newer, more efficient ones. As of December 31, 2023, approximately 25% of our fleet is less than five years old. In 2023, we replaced a total of 87 vehicles, which represented approximately 10% of our fleet.

Make Smart Investments

Brookdale continues to invest capital in our communities to provide continued safety and comfort. We evolve in our efforts to improve project scope and quality based on lessons learned and focus on resident experience. Through collaborative efforts with our REIT partners and energy conservation consultants, we have identified and executed numerous opportunities to reduce our carbon footprint while improving quality of life for our communities.

HVAC Equipment and Packaged Terminal Air Conditioners (PTACS) — Striving to make our community building operations more efficient, we invested more than \$3.7 million in newer, more energy efficient HVAC equipment, including larger equipment such as cooling towers and higher-output HVAC systems, as well as PTACS and more energy efficient water heaters. This investment, coupled with more comprehensive preventive maintenance programs, will continue to yield energy savings and greater equipment longevity.

Aqua Miser® — In 2022, we piloted Aqua Miser technology, and because of the better-than-expected water use reduction realized, we expanded our Aqua Miser program to include nine additional communities in 2023. Through this program, we project an additional 8 million gallons savings in the first year implemented. We will continue to identify and evaluate opportunities across the portfolio during 2024 to advance this effort.

We have expanded our REIT partnership to help facilitate their net-zero roadmap initiative and have identified appliances and equipment that can be replaced at several of our communities to support this initiative.



Prioritize Safety, Planning and Preparation

Our disaster preparedness plans set us apart as industry leaders. This is due in large part to collaborative regional property and operations management, in conjunction with the leverage of our centralized community support functions, providing wide-ranging assistance to associates and residents at all communities in our portfolio. Our strategy starts with comprehensive and ongoing training to ensure readiness for a broad spectrum of events that may arise from inclement weather; whether facing a pipe break or an evacuation, we seek to ensure our teams are prepared for any potential severe weather-related situation.

With our overarching priority for the health and well-being of our residents and associates, we maintain a system of checks and balances, helping to ensure excellent accountability for Brookdale associates to support the safest possible conditions for our residents. For example, in 2023, we enhanced our protocols around pipe freeze prevention, including localized training, improved awareness and an emphasis on early detection protocols.

Our communities are either equipped with an emergency generator or supported by a network of generator rentals, with nationwide coverage that can supply emergency power promptly in the instance of a severe weather event.

Brookdale has an expansive network of qualified emergency response vendors ready to dispatch throughout the country when needed. Additionally, we work closely with a risk consulting firm to evaluate potential Brookdale vendors and efficiently manage our larger losses. We desire to quickly return our residents' Brookdale homes to the comfortable and safe environment they love, expect and deserve.



16 Locations

or 2.6% of our nationwide owned and leased locations are considered within the 100-year floodplain, and we carry National Flood Insurance Program (NFIP) coverage for these locations.

SASB Disclosures

Given that our specific business is a combination of multiple Sustainability Accounting Standards Board (SASB) industries, we have elected to report on two sectors that most closely align with our business: Health Care Delivery (HC-DY) and Hotels and Lodging (SV-HL).



Photo: Brookdale Galleria

Topic	SASB Code	Metric	Reference Page/URL/Direct Response
Energy Management	SV-HL-130a.1	Total energy consumed	2023 ESG Report, page 19
	HC-DY-130a.1	Percentage grid electricity	2023 ESG Report, page 19
Water Management	SV-HL-140a.1	Total water consumed	2023 ESG Report, page 19
	HC-DY-150a.1		
Waste Management	HC-DY-150a.2	Total amount of medical waste (a) incinerated, (b) recycled or treated and (c) landfill	Our largest medical waste management vendor collected approximately 50,000 and 61,000 pounds of medical waste in 2023 and 2022, respectively, from our communities it serviced in both years. This vendor has patented a waste conversion process that helps to enhance environmental sustainability by turning medical waste, including syringes and needles, into clean energy.
Patient Privacy & Electronic Health Records	HC-DY-230a.2	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	HIPAA-covered communities, as well as certain field and all corporate associates, are required to complete training on PHI and PII annually.

Topic	SASB Code	Metric	Reference Page/URL/Direct Response
Management of Controlled Substances	HC-DY-260a.1	Description of policies and practices to manage the number of prescriptions issued for controlled substances	Our policies and practices direct Brookdale associates to follow the orders of each resident's physician for the administration of medications. Brookdale's Assisted Living, Memory Care and Skilled Nursing communities have a compilation of medication policies, procedures and forms relative to the management of controlled substances. These include, among other important factors, the receiving, administration to the resident, storage in a double locking system, and accounting for and disposal of controlled substances.
	HC-DY-260a.2	Percentage of controlled substance prescriptions written for which a prescription drug monitoring program (PDMP) database was queried	Not applicable. Brookdale associates do not write prescriptions.
Pricing & Billing Transparency	HC-DY-270a.2	Discussion of how pricing information for services is made publicly available	The Company defines pricing in the contracts which each resident or responsible party signs. These contracts detail base rent, care and additional services. Residents are presented an itemized monthly bill in advance for the next month's rent and care services.
Labor Practices	SV-HL-310a.4	Policies and procedures to prevent worker harassment	Brookdale Integrity Line Code of Business Conduct and Ethics
Workforce Health & Safety	HC-DY-320a.1	Total recordable incident rate (TRIR) for direct employees	2023 ESG Report, page 13
Employee Recruitment, Development & Retention	HC-DY-330a.2	Description of talent recruitment and retention efforts for health care practitioners	2023 ESG Report, pages 9-12

Topic	SASB Code	Metric	Reference Page/URL/Direct Response																												
Diversity Representation	—	Breakdown of the gender and racial/ethnic composition of the Company's workforce as of 12/31/23.	<table border="1"> <thead> <tr> <th colspan="2">Gender Representation</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Senior Leaders (Exec and Non-Exec Management)</td> <td>31%</td> <td>69%</td> </tr> <tr> <td>Professionals</td> <td>21%</td> <td>79%</td> </tr> <tr> <td>All Other Employees</td> <td>18%</td> <td>82%</td> </tr> <tr> <td>Total</td> <td>20%</td> <td>80%</td> </tr> </tbody> </table>	Gender Representation		Male	Female	Senior Leaders (Exec and Non-Exec Management)	31%	69%	Professionals	21%	79%	All Other Employees	18%	82%	Total	20%	80%												
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Climate Change Adaptation	SV-HL-450a.1	Number of lodging facilities located in 100-year flood zones	2023 ESG Report, page 21																												
Number of Available Room Nights	SV-HL-000.A	Number of available room nights	Units Available as of December 31, 2023: 2023 Form 10-K, Item 2																												
Average Occupancy Rate	SV-HL-000.B		Weighted Average Occupancy: 2023 Form 10-K, Item 7																												
Total Area of Lodging Facilities	SV-HL-000.C		2023 ESG Report, page 18 (includes Community Support Centers of 254,672 square feet as disclosed in the 2023 Form 10-K, Item 2)																												

Topic	SASB Code	Metric	Reference Page/URL/Direct Response
Number of facilities and the percentage that are (1) managed, (2) owned and (3) franchised	SV-HL-000.D		2023 Form 10-K, Item 2

Links to Additional Documents:

[Brookdale Code of Business Conduct and Ethics, Supplier Code of Conduct, Brookdale Code of Ethics for Chief Executive and Senior Financial Officers](#)

