

SERVICE CORPORATION INTERNATIONAL

Our People. Our Purpose.



*WE ARE A TEAM OF CAREGIVERS—
WITH A PASSION FOR COMPASSION.*

PRIDE IN WORK

We're a great place to work.

Great
Place
To
Work®

HERE'S WHAT OUR ASSOCIATES ARE SAYING:

“When I look at what we accomplish, I feel a sense of pride.”

91%

“This is a physically safe place to work.”

89%

“Our customers would rate the service we deliver as ‘excellent’.”

89%

SCI Great Place to Work® employee survey results, 2020.

Our journey with Great Place To Work® is one of constant improvement. Since our first survey, associates have provided increasingly positive remarks. We've received outstanding scores in the areas of taking care of each other and employee belief that their work has special meaning. Most notably, we also outscored some of the Fortune 100 Best Companies to Work For when it comes to feeling a sense of pride for the work we accomplish.



“This Company is going to amazing places, and I'm so blessed to be a part of it and part of a new, diverse generation that the Company is investing in.”

JULIE TRAN

COMBO LOCATION MANAGER
San Diego, California

SPIRIT

Dedicated. Engaged. Innovative.



OUR ASSOCIATES ARE THE KEY TO OUR COMPANY'S FUTURE.

It's their enthusiasm, positive outlook and compassion that heighten our level of care to families and propel our Company's continued success. We are the best, the brightest and the most experienced in our profession. We strive for a workplace where ideas are welcomed, efforts are recognized and suggestions are put into practice. It's why we constantly work on improving associate satisfaction and develop new programs, such as our Reimagine initiative that will transform how we serve client families.

And it's why SCI is recognized as a Great Place to Work[®] since 2017.



COMPASSION

Serving families—and each other.

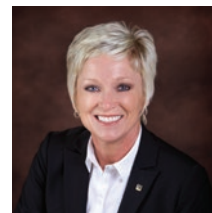
AT OUR CORE, WE SERVE FAMILIES — often at a time when they are most vulnerable having lost a loved one. For us, this is much more than just a job. It's a commitment to listen for the details, anticipate and fulfill the needs of each family as if they were our own. From the funeral director to the grounds specialist, our pledge is to make a difficult time easier, a dark time just a little brighter. Nowhere will you find a group of caregivers more dedicated to this purpose. Both SCI's frontline associates and the support teams behind them share a drive for excellence and understand that we all work toward a common goal of providing families with compassionate care when they need it most.



“Service Excellence is our main priority. That means we do anything to go above and beyond to provide for that customer.”

TYRONE PALMER

GROUNDS & FACILITIES SUPERVISOR
Elkridge, Maryland



“We can never lose sight that we are here to serve families. We’re helping them through one of their most difficult days, and it’s all about taking care of them.”

SHERRY DAVIES

FUNERAL HOME MANAGER
Katy, Texas

COMPASSION can be found throughout our Company in the way we treat one another and give back to our communities. In times of natural disaster, we activate our disaster relief fund, helping colleagues and their families in need. Through Company contributions and associate donations, over \$1 million has been distributed to impacted associates. Hundreds of associates have given time, energy and personal donations to assist coworkers during trying times.

During the COVID-19 crisis, many associates traveled to overwhelmed areas to lend a helping hand. They were unwavering in their passion to provide assistance and offer innovative ways to serve families.



Peter D'Arienzo provides live streaming at a graveside service.



Associates volunteering at a New York City location



Volunteers assisting at Highland Memory Gardens in Lake Charles, LA where an enormous tree had been uprooted.



Hurricane destruction in Sulphur and Lake Charles, LA.



“It was a tough year, but we got through it. We are so thankful to work for a company that has always taken great care of its associates. We had two intense hurricanes in a short period of time, and SCI came through for us. We were so appreciative of the assistance.”

AMANDA AND JORDAN MOTHERSHED

COMMUNITY RELATIONS REPRESENTATIVE ASSISTANT LOCATION MANAGER
Lake Charles, Louisiana

INCLUSION & DIVERSITY

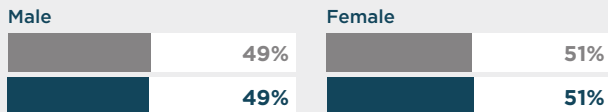
Celebrating our differences.



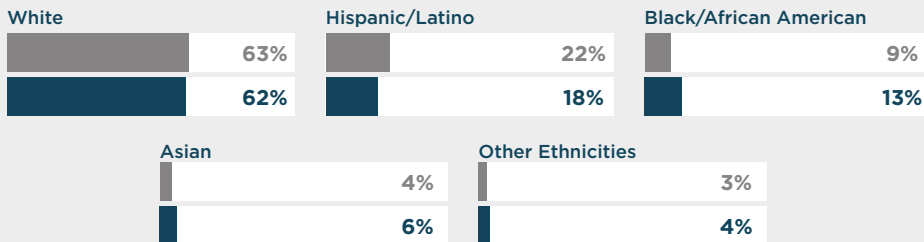
SCI WORKFORCE DIVERSITY

Our Company demographics closely mirror U.S. demographics.

GENDER



ETHNICITY



■ SCI Demographics as of 02/02/21 ■ 2015 U.S. Census Numbers



WE BELIEVE IN THE POWER OF INCLUSION and we respect our fellow associates' work, ideas, beliefs and lifestyles. Through programs such as our Women's Leadership Conference and Associate Resource Communities (ARCs), colleagues with similar interests connect with others for networking and opportunities for growth. Our current ARCs – VARC, UNITE, EMBRACE and ADELANTE – represent associates from the Veterans, LGBTQ+, Black and Hispanic communities respectively, and each offers inclusion, equity and thoughtfulness among our diverse teams and the communities we serve.

"I am very proud to be a part of this Company and excited to see this great movement of inclusiveness. The families we assist come from all walks of life, I'm proud to see that realized and celebrated."

MARK ALFARO

ADMINISTRATIVE ASSISTANT
Encinitas, California

PROFESSIONAL GROWTH

Supporting our associates.

TRAINING BY THE NUMBERS



SCI leaders completed more than **7,000 hours** of **leadership development training** in 2020.

In the past year, SCI associates spent more than **200,000 hours** completing **learning courses** through the Company's comprehensive training platform.



SUPPORTING THE PERSONAL AND PROFESSIONAL GOALS OF OUR TEAM MEMBERS

is a priority at SCI. We provide opportunities for career growth. Many of our associates started in entry-level positions and now hold leadership roles. In addition to development programs and a robust online training portal, associates can participate in mentoring programs and take advantage of discounts and tuition reimbursement through our many university partnerships. SCI is also proud to offer scholarship and apprentice programs to those interested in joining our profession. We understand the importance of work-life balance, which is reflected in our benefits such as baby bonding time off for new mothers and fathers. Additionally, our employee assistance program offers 24/7 masters-level counseling services for associates who may be facing challenges outside of the workplace.

COMMUNITY

Fostering a culture of community and volunteerism.



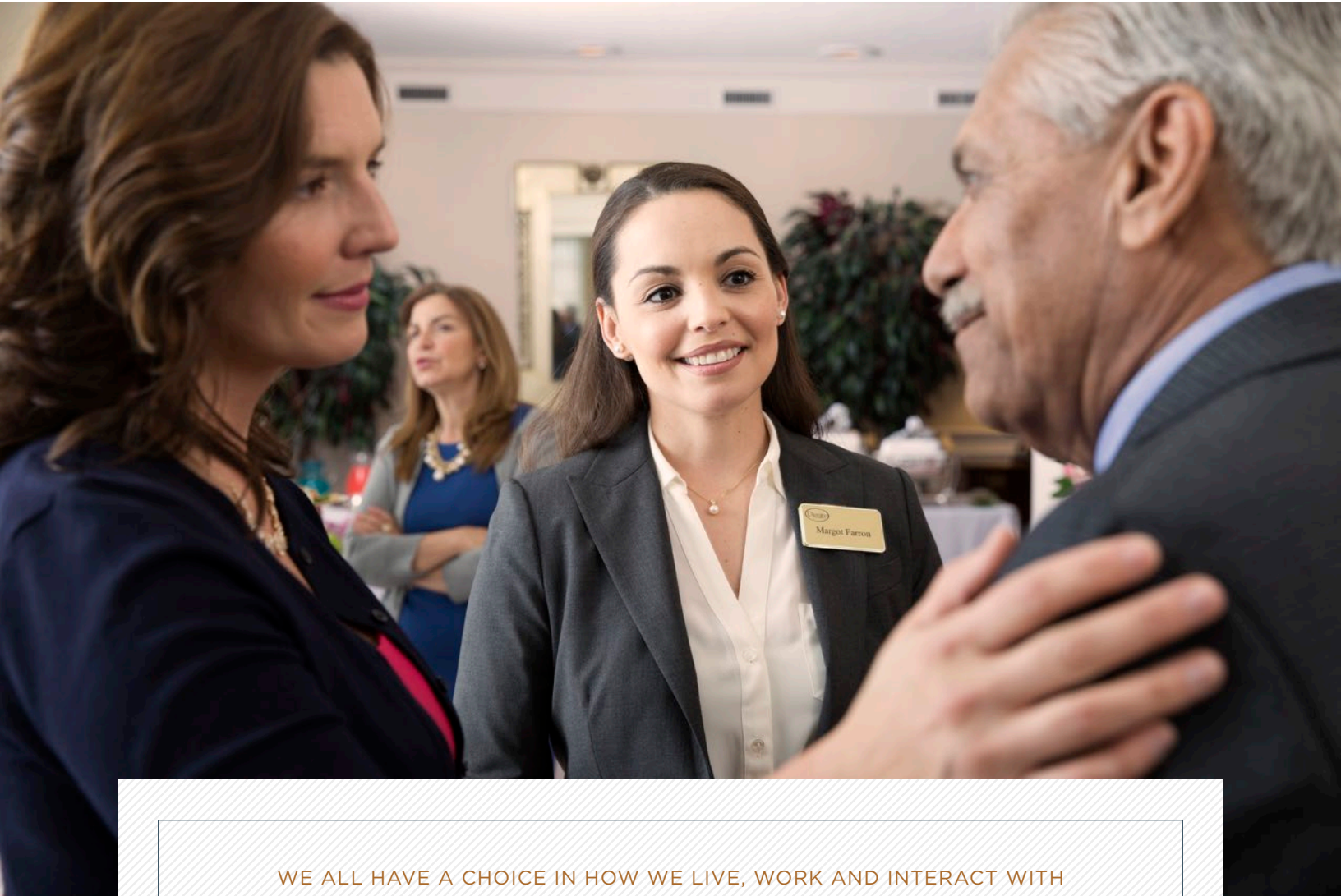
WE ARE PASSIONATE ABOUT SUPPORTING THE COMMUNITIES WHERE WE DO BUSINESS AND WHERE OUR ASSOCIATES LIVE AND WORK.

As caregivers in the funeral profession, we know that even the smallest act of kindness can make a big difference. We show compassion to our client families and colleagues every day, and it's equally important that our communities know how much we care. SCI supports and encourages associates to give back to the communities we serve through volunteerism and the national and local programs we sponsor.

For decades, SCI has supported veterans and first responders through programs like our Homeless Veterans Burial Program and Public Servants Program, and providing no-cost funerals and cemetery property to first responders who fall in the line of duty. We also actively recruit dedicated veterans to become part of our Company. Through a multitude of resources, we also care for those who care for others by supporting the vital role professional caregivers play in assisting those grieving the loss of a loved one.

Living our values.

- > RESPECT > INTEGRITY > SERVICE EXCELLENCE
- > ENDURING RELATIONSHIPS



WE ALL HAVE A CHOICE IN HOW WE LIVE, WORK AND INTERACT WITH THOSE AROUND US. At SCI, we're more than 24,000 dedicated associates who understand that the support and compassion we bring to others—both inside and outside of our organization—is making a real and powerful difference every day.



Get to know us at SCI-Corp.com