

2025

Environmental, Social & Governance Report

CHEMED
CHEMED CORPORATION



Table of Contents

INTRODUCTION	01
ABOUT US	02
MATERIALITY ASSESSMENT	05
GOVERNANCE	06
CORPORATE GOVERNANCE	07
ETHICS & COMPLIANCE	08
DATA PRIVACY & CYBERSECURITY	09
SOCIAL	11
OUR PEOPLE	12
SAFETY	17
PATIENTS & QUALITY OF CARE	19
COMMUNITY ENGAGEMENT	21
ENVIRONMENTAL	22
OPERATIONS – ENVIRONMENTAL IMPACT	23
CLIMATE CHANGE & GHG EMISSIONS	26
APPENDIX	27
SASB INDEX	28



Introduction

We are pleased to present Chemed Corporation’s inaugural Environmental, Social and Governance Report (this “Report”) for the period ended December 31, 2024. Because we operate through our two primary business segments, VITAS Healthcare (“VITAS”) and Roto-Rooter (“Roto-Rooter”), this report discusses the processes, procedures and operations of both organizations.

VITAS and Roto-Rooter operate in different industries, with VITAS a leading provider of hospice and palliative care, and Roto-Rooter the preeminent plumbing, drain cleaning, excavation, and water restoration company in North America.

While both are focused on providing services, these two industries are admittedly somewhat disparate. They serve different patients and customers with very different needs, they attract different types of employees, they face very different types and levels of regulation and deliver their services very differently.

However, there are also similarities. They both primarily deliver their services at the customer or patient’s residence or facility. They both have large, dedicated workforces who are the faces of the organizations to our patients

and customers. They are both large organizations, with sophisticated technology (and the issues that come with it).

This Report reflects both those similarities and differences. As appropriate, sometimes we discuss a topic as it applies to our entire organization, including Chemed itself, sometimes we address issues as they apply to each of VITAS and Roto-Rooter, or sometimes we discuss the application of a topic only to one business or the other.

This is our initial Report, and we intend to periodically revisit it going forward. We published our initial Sustainability Accounting Standards Board (“SASB”) matrix at the end of 2024. We have organized this Report to align with the topics included in the matrix and have updated the matrix to include references to some of the topics discussed here.



You will find the updated version of the matrix at the end of this Report or by scanning the QR code.

About Us

Chemed Corporation ("We," "Us," "Our," the "Company," or "Chemed") is a diversified public company headquartered in Cincinnati, Ohio.

Chemed purchases, operates and divests subsidiaries engaged in diverse business activities. The Company's day-to-day operating businesses are managed on a segment-by-segment basis.

Since 2004, Chemed has conducted its business operations in two segments: the VITAS segment ("VITAS") and the Roto-Rooter segment ("Roto-Rooter").

VITAS provides hospice and palliative care services to its patients through a network of physicians, registered nurses, home health aides, social workers, clergy and volunteers.

Roto-Rooter provides plumbing, drain cleaning, excavation, water restoration and other related services to residential and commercial customers.

VITAS[®]
Healthcare

VITAS.COM

**ROTO-
ROOTER[®]**
**PLUMBING &
WATER CLEANUP**

ROTOROOTER.COM

VITAS Healthcare

Leading Hospice Care Provider

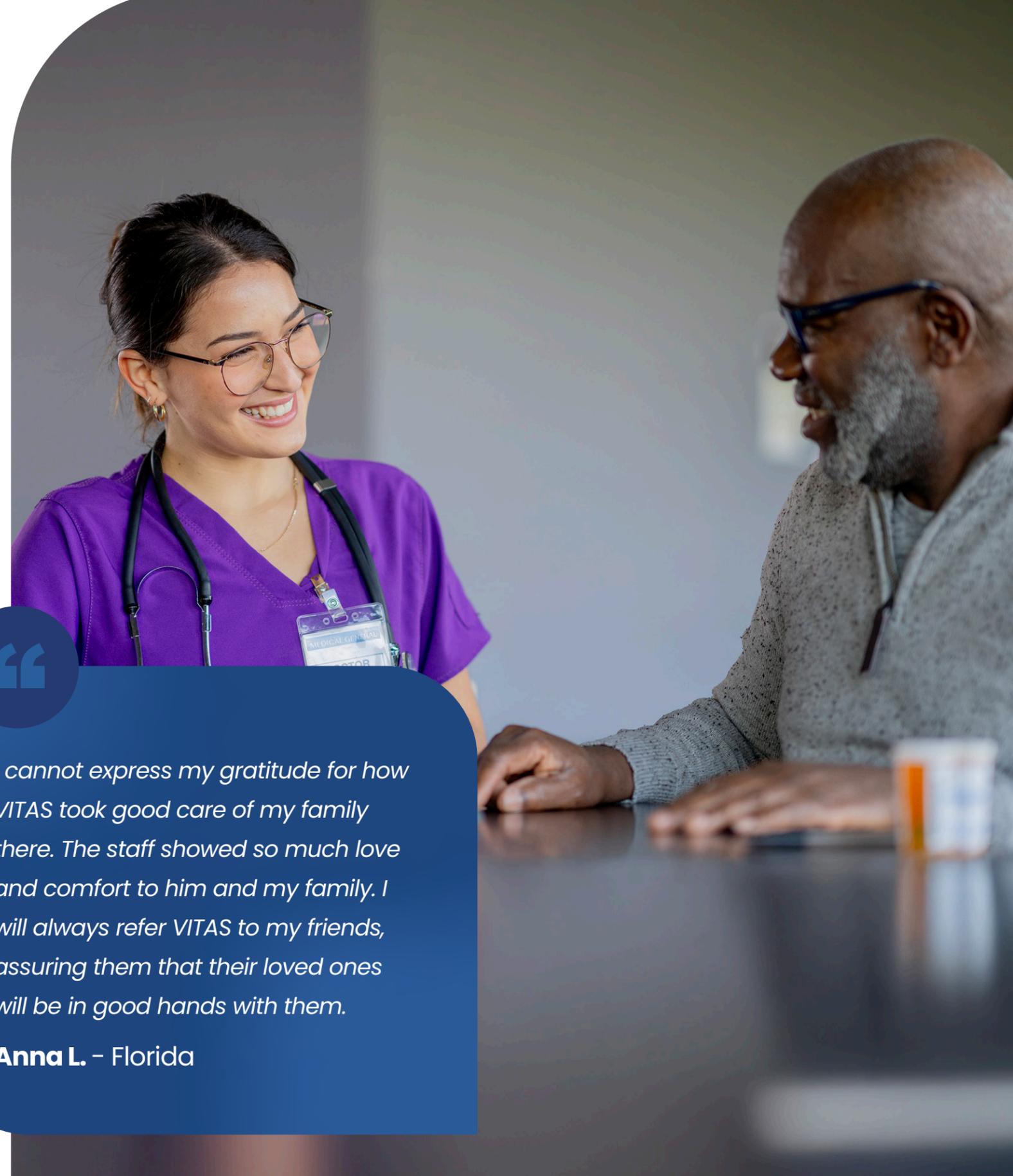
VITAS is one of the nation's largest providers of end-of-life care. VITAS operates 56 hospice programs across 15 states and the District of Columbia. As of December 31, 2024, VITAS employed over 11,500 professionals, including registered nurses, licensed practical nurses, home health aides, physicians, social workers, and clergy. At the end of 2024, these professionals, along with volunteers, cared for over 22,000 patients daily, primarily in patients' homes, nursing homes and assisted living facilities.

VITAS offers a range of services, including routine home care, general inpatient care, continuous care, palliative care, and respite care.

The organization also provides home medical equipment and medications, along with spiritual and emotional counseling for patients and their families. In April 2024, VITAS expanded its operations by acquiring the hospice assets and an assisted living facility of Covenant Health and Community Services, Inc., further strengthening its presence in Florida.

Please visit the VITAS website at www.vitas.com for more information.

VITAS.COM



I cannot express my gratitude for how VITAS took good care of my family there. The staff showed so much love and comfort to him and my family. I will always refer VITAS to my friends, assuring them that their loved ones will be in good hands with them.

Anna L. – Florida

Roto-Rooter

Premier Plumbing & Drain Cleaning Services

Founded in 1935, Roto-Rooter is the nation's largest provider of plumbing, drain cleaning, and water cleanup services. The company operates over 120 company-owned branch and independent contractor territories and has approximately 400 independent franchise locations. Roto-Rooter offers services to more than 90% of the U.S. population and approximately 40% of the Canadian population.

Roto-Rooter's services cater to residential, commercial, and municipal customers, providing solutions such as plumbing repair and maintenance, drain cleaning, excavation, and water restoration.

Please visit the Roto-Rooter website at www.rotorooter.com for more information.

ROTOROOTER.COM



Great experience with Roto Rooter! Our technician, Tyler came out within 90 minutes and was very friendly and knowledgeable. He fixed our issue quickly and cleaned up everything before he left. Very reasonably priced.

Domenico A. - Cincinnati

Materiality Assessment

In advance of preparing this Report and our SASB Matrix, the Company conducted a materiality assessment in 2024 to identify our most significant sustainability impact areas. We engaged with internal and external stakeholders to determine topics of importance that are likely to impact our businesses.

We conducted stakeholder engagement through surveys, interviews, and data analysis across our operating environment. The feedback received assisted the Company in identifying what is important to our stakeholders and to our business and helped form the basis for this Report, ensuring that we account for sector-specific risks, such as regulatory scrutiny in healthcare and workforce stability in our services.

Because VITAS and Roto-Rooter operate in different SASB industries, we are reporting on two sectors that most closely align with our business:

Health Care Delivery (HC-DY) and Professional and Commercial Services (SV-PS). As previously mentioned, our SASB reporting table can be found at the end of this report.



Surveys



Interviews



Data Analysis



Feedback



Governance

CORPORATE GOVERNANCE

ETHICS & COMPLIANCE

DATA PRIVACY & CYBERSECURITY



Corporate Governance

Chemed's Board of Directors (the "Board") has broad oversight over the operations of Chemed, and by extension each of VITAS and Roto-Rooter. This oversight extends to the committees of the Board, namely the Audit, Nominating, and Compensation/Incentive Committees.

Chemed's management oversees the day-to-day operations of the business, working hand-in-hand with the management teams of VITAS and Roto-Rooter. Chemed's management team has significant experience, including its Chief Executive Officer having been with the Company for over 40 years and in his current role for over 20 years. Chemed has owned Roto-Rooter since 1980, and VITAS since 2004, and has had marked success guiding both businesses. VITAS's and Roto-Rooter's teams also have significant experience both in the companies themselves and within their respective industries.

To ensure that the Board's composition reflects an appropriate mix of skills, experience, and backgrounds, the Nominating Committee reviews the composition of the Board annually, and reviews, considers, and proposes candidates necessary to fill any gaps it identifies. In considering candidates, the Nominating Committee takes all facets of the potential candidates into

consideration -- including geography, gender, race, experience, professions, skills, backgrounds and tenure.

The Nominating Committee also leads the Board in its annual self-evaluation, which helps maintain appropriate support for Chemed's business strategy and evolution of the businesses.



Chemed has long had an independent Chairman of the Board, separate from its Chief Executive Officer, believing that the separation of the two roles helps increase the Board's independence from management, providing better monitoring and oversight.

Ethics & Compliance

As a publicly traded company, Ethics and Compliance are foundational to the operations of Chemed. The reputations of both VITAS and Roto-Rooter in the marketplace are a major key to their on-going success.



Chemed maintains its [Corporate Governance Principles](#) and [Policies on Business Ethics](#) on its website and reviews and updates periodically.

Employee education on ethics and compliance is provided at each of Chemed, VITAS, and Roto-Rooter at the time of each employee's hiring and annually thereafter.

VITAS[®] Healthcare

VITAS maintains a Compliance Department, helmed by a Chief Compliance Officer. The Compliance Department is responsible for overseeing the organization's compliance with laws and regulations (including compliance with Conditions of Participation, patient eligibility, billing and coding rules, HIPAA, etc.) as well as internal policies and procedures and conflicts of interest. The Compliance Committee conducts audits and investigations when matters arise, and reports to the governing body of the hospices to help ensure and improve compliance.

Roto-Rooter maintains detailed documentation, including video and photographic evidence, of all work performed at customer locations. These documents are audited on a monthly basis by both Roto-Rooter employees and Chemed internal audit. The audits are designed to ensure work is being conducted and customers are being charged appropriately. Action is taken, including returning customer money, if issues are found.

Chemed fosters a culture where employees are encouraged to raise concerns. The Company maintains a 24/7 confidential Employee Theft & Fraud Hotline and a non-retaliation policy to protect whistleblowers. Any reported compliance issues or ethics concerns are promptly investigated by Chemed's internal audit department or VITAS' Compliance Department, as applicable, with findings reported to executive leadership, and summarizations provided to the Audit Committee on a periodic basis.

Violations of law or policy result in disciplined action up to termination, reinforcing that ethical conduct is mandatory, not optional.

Data Privacy & Cybersecurity

The Company maintains executive oversight of information security through our information security teams, which report regularly to the Audit Committee. Our security operations are guided by comprehensive policies, including Acceptable Use, Access Control, Encryption, and Data Loss Prevention. The Company conducts routine risk assessments and partners with independent third parties to validate the integrity of our systems and support continuous improvement.

Chemed has implemented company-wide security policies, procedures, and employee training to prevent data breaches and other system intrusions. Chemed maintains appropriate cyber-security insurance coverage for itself and both subsidiaries. Both VITAS and Roto-Rooter maintain data security teams that continually update the security of systems and networks in each of the entities and provide regular security awareness updates to employees and management.

These efforts include frequent employee reminders, specialized training modules, and internal simulations to test incident response capabilities.

Each of VITAS and Roto-Rooter periodically engage independent cybersecurity experts to identify vulnerabilities. Collectively, we leverage a defense-in-depth cybersecurity strategy, using industry-leading solutions to:

- **DETECT, MONITOR, AND RESPOND TO POTENTIAL THREATS.**
- **MANAGE AND REMEDIATE VULNERABILITIES ACROSS CRITICAL ASSETS.**
- **PROTECT COMMUNICATION AND DATA FLOW THROUGH SECURE EMAIL GATEWAYS AND ENDPOINT DEFENSES.**

Company devices are encrypted to maintain data confidentiality in the event devices are lost or stolen. Those devices supporting patient data can be remotely wiped to prevent residual data exposure.

The Company remains vigilant in the face of evolving threats, such as ransomware or phishing, and recognizes risks that can emerge through its technology vendors or partners. Executive management and the Audit Committee are regularly briefed on cybersecurity matters, ensuring governance-level oversight of data security. This top-down engagement highlights that data privacy and cybersecurity are not just IT issues but core components of the Company's ESG governance.

Because of the heightened importance of patient data and number of cyber-attacks on healthcare companies, VITAS takes extra steps to



safeguard patient and employee data. VITAS complies with strict healthcare privacy laws, including the Health Insurance Portability and Accountability Act ("HIPAA"), and has established comprehensive programs to secure electronic protected health information, including mandatory annual trainings with certifications of understanding from each employee. A designated HIPAA Security Officer oversees annual risk assessments to ensure all electronic Protected Health Information ("PHI") in VITAS systems is protected.

By investing in secure systems such as encrypted devices, secure email procedures, and threat monitoring tools and by promotion of a culture of privacy compliance, VITAS works to keep patient, family and employee data safe.

Third-Party Security Risk Management

Chemed extends its data protection efforts to include third-party risk management. The Company acknowledges that cyber-attack risks can originate with service providers and proactively works with necessary third parties to verify safeguards and address any downstream implications of known breaches.

VITAS, as a handler of PHI, requires formal Business Associate Agreements, contractually obligating vendors to protect any patient information they handle. If a vendor or partner experiences a security incident, VITAS's team is alerted to assess whether any downstream risk could affect VITAS data.

VITAS's Compliance and Ethics Program includes policies that extend to contractors and partners, with VITAS retaining responsibility for ensuring any outsourced services meet its standards.



VITAS requires that any technology partners, such as data hosting services to adhere to recognized security frameworks.



Social

OUR PEOPLE

SAFETY

PATIENTS & QUALITY OF CARE

COMMUNITY ENGAGEMENT



Our People

At Chemed, we know that our people are at the core of everything we do. From healthcare to home service, we employed more than 16,000 individuals across our organization at the end of 2024.

Our commitment to employees is reflected in comprehensive total compensation packages, which include competitive salaries and wages, health, dental, and vision insurance, and paid time off to support work-life balance and personal needs.

Chemed has a workforce that represents and reflects the cultures and customs of the communities we serve across both VITAS and Roto-Rooter. This reflection allows each company to understand and focus on providing what is important to patients, customers and the families we serve. The commitment to our employee representation of various communities we serve also offers equal access to development opportunities throughout our workforce.



VITAS Healthcare

Talent Acquisition

VITAS' people are its strength. In 2024, VITAS increased its headcount by over 1,200, allowing them to increase their clinical capacity to serve more patients and families. VITAS' talent acquisition strategy focuses on both efficiency and effectiveness in hiring a workforce that embodies the VITAS values.

The centralized recruitment function leverages the strong knowledge of the unique needs of each different location to match the right candidate with the right role at the right time.

VITAS holds strong professional association partnerships to supply their pipeline with the best talent. These include National Black Nurses Association ("NBNA"), American Academy of Hospice and Palliative Medicine ("AAHPM") and Osteopathic Medical Education ("OMED"). The retention and recruitment strategies are complementary and support internal mobility of professionals.

VITAS continues to enhance the preboarding and new hire experience through standardized processes designed to support new employees from the moment they accept their offer.

An onboarding team has been established to provide consistent communication, personalized support, and timely access to resources.



Employee Development

VITAS' new hire training framework emphasizes key areas, including medical terminology, palliative care, and end-of-life care. This framework ensures new hires are well-prepared for the complexities of their responsibilities. VITAS further invests in the ongoing professional development of their new hires, which enables effective transition into new positions.

At VITAS, the commitment to internal promotions annually highlights the dedication to recognizing and advancing talent. **VITAS maintains a "Pathway to Excellence" program for clinicians that provides financial incentives to achieve applicable certifications, with quarterly completion rates exceeding 85%.** Beyond financial rewards, this initiative enhances clinical proficiency, service quality, and patient satisfaction, which reinforces the mission of compassionate care.

In addition, VITAS has established a "*Circle of Excellence Program*," composed of General Managers who are recognized for achieving exceptional results within their programs. Members serve a one-year term and take on an active role as part of an executive advisory panel, contributing to the development and direction of key organizational initiatives.

Through a culture of continuous learning and professional growth, VITAS has positioned itself for sustainable success, delivering lasting value to its employees, patients, caregivers, and stakeholders.

Employee Retention

At VITAS, commitment to employees is reflected in its comprehensive total compensation package, which includes competitive salaries and wages, robust health, dental, and vision insurance, paid time off to support work-life balance and personal needs, a company-matched retirement plan, and opportunities for professional development in specialized areas of hospice care. The VITAS compensation strategy is designed to attract mission-driven talent by transparently offering competitive, market-aligned total rewards that recognize the specialized skills and impact within hospice.

VITAS believes that consistent development feedback is essential to employee growth, engagement, and success. VITAS fosters a culture of appreciation where achievements are acknowledged both informally and through formal recognition programs.

VITAS consistently takes the needed measures to do right by their employees. This fairness is reflected in the integrity of policies and procedures. Throughout the year, VITAS recognizes and celebrates the heritage and culture of employees and their unique contributions. In addition, VITAS' employees and leaders take an active role in outreach to community-based groups, including veterans' organizations, along with those providing services to people with disabilities and the needs of the underserved within local communities.

Roto-Rooter

Talent Acquisition

At its core, Roto-Rooter is a service company and believes that excellence begins and ends with its people. As such, Roto-Rooter prides itself on the ability to hire great people with top talent. Roto-Rooter proactively seeks high-potential candidates through targeted outreach and employer branding. Its messaging and job design are structured to reflect the organization's values and appeal to a broad range of talents.

Roto-Rooter provides consistent communication to build trust and showcases its commitment to professional growth.

Roto-Rooter emphasizes ensuring the onboarding process supports any new employee's smooth transition. At the branch level, new hires are paired with an experienced technician to help guide them through their onboarding process for up to 3 months.

Roto-Rooter has a highly developed hands-on training programs designed to ensure new employees are prepared to perform their jobs and have the ongoing support of their trainers after their training is completed. For example, plumbing technicians complete an 8-12 week structured training program. They receive weekly feedback from their trainers and meet weekly



with their direct supervisor. In many locations, Roto-Rooter hosts "rookie meetings" with employees who have recently completed their training to assist with improving their adoption into the field.

Roto-Rooter department managers regularly check in with new employees. In our other departments, training programs are created based on the previous experience of the employees and required compliance and technical training.



Roto-Rooter has a post one year technician turnover rate of 26% which is a testament to the success of its various training and onboarding programs. Additionally, having an 11+ year average tenure for office positions, highlights Roto-Rooter's proven track record of continuously investing in employee satisfaction and engagement.

Employee Development

Roto-Rooter offers in-depth training and educational materials in various mediums and languages to connect with its employees. Roto-Rooter develops its personnel throughout their time with Roto-Rooter, not just on day one.

These various educational sessions are provided both in-house as well as through third-party providers. To enhance employee performance and knowledge through self-improvement Roto-Rooter offers monthly health and wellness education and is devoted to an ongoing training series for the development of management.

Employee Retention

Roto-Rooter actively tracks monthly progress towards retention goals and reducing employee turnover through monitoring key indicators, both

nationally and specific to its various geographies. By monitoring these aspects, Roto-Rooter works to ensure appropriate workforce is in place in each of its locations based upon business needs, and that its employees have appropriate opportunities and support. **Since the pandemic, Roto-Rooter's turnover has decreased by over 10% and its retention rate has increased by 9%.**

Roto-Rooter's promote-from-within culture also assists with its track record of retention, as clear pathways exist to promotion and career development. All Roto-Rooter's Regional Vice Presidents were promoted from the ranks of its General Managers. Roto-Rooter intentionally develops its employees, with dedicated service trainers who train technicians and provide ongoing support to the trainees after completion of the programs.

Roto-Rooter has created an environment where employees can grow their careers internally with management training programs, high-potential management summits and ongoing programs to develop and train future general management positions.

Roto-Rooter's competitive benefits and comprehensive total compensation packages, which include competitive salaries and wages, health, dental and vision insurance programs also help keep its employees engaged and motivated. Roto-Rooter is focused on taking care of its employees and their families' various life needs.

Safety

VITAS Healthcare

At VITAS, the safety of both patients and employees is the number one priority and supported as such by their leadership team. VITAS maintains a safety committee, comprised of leaders and employees throughout VITAS to ensure that all employees and patients have a safe environment by focusing on injury prevention, safety education and training, incident reporting, emergency preparedness and responsiveness. The committee provides monthly training courses to keep employees informed of what to do should they find themselves in a dangerous situation.

Employee Safety

Patient home visits require an elevated focus on safety and preparedness. VITAS training emphasizes actionable strategies for personal security, contingency planning, and adapting to unpredictable situations. This empowers employees to conduct home visits with confidence while prioritizing the dignity and safety of patients.

Employees are led through essential courses to focus on how to safely care for VITAS patients, drive defensively while on the road, the proper use of personal protective equipment ("PPE") and how to respond in emergency and/or dangerous situations. All VITAS employees participate in the annual

required safety training classes. As a result, VITAS employees remain up to date on crucial skills, are able to protect themselves, and help to ensure the well-being of others by avoiding or responding appropriately in dangerous and/or emergency situations.

Emergency Preparedness Response

Providing hospice and palliative care necessarily involves caring for our society's most vulnerable individuals, which places patient safety at a premium. This focus on patient safety is even more important when faced with emergencies.

With more than four decades of experience, VITAS has supported Floridians through 45 hurricane seasons and counting, and has dealt with numerous wildfires in California, and countless other natural disasters.

VITAS emergency preparedness response is aimed to provide continuity of care to patients, while ensuring the safety and well-being of everyone. VITAS is always concerned about the safety of its patients, their families and its dedicated employees even during emergency situations including hurricanes, fires, earthquakes, snowstorms and the aftermath of such natural disasters and requires all corporate-issued mobile devices to be enabled with emergency communication capabilities to ensure operational continuity during any of these events.



When there is advance notice of pending emergency situations, each patient is individually evaluated to make sure they have medical and emergency supplies for the anticipated duration of the emergency. Patients and family members are provided with a phone number to VITAS' after-hours Care Connection Center so that they can have access to medical professionals during the emergency. Following such emergency situations, VITAS makes individualized phone calls to employees to ensure they are safe and if any emergency assistance is needed. Similarly, clinical staff are in contact with patients to determine any urgent needs and quickly resume making patient visits.

In 2024, the back-to-back impact of Hurricanes Helene and Milton tested Florida's healthcare infrastructure. Thanks to early evacuation orders and extensive emergency preparedness protocols, VITAS was able to proactively relocate patients from high-risk areas—including those receiving care at home and in inpatient settings— to safer facilities.

VITAS also worked with other hospice organizations to take on displaced patients, helping families continue hospice care under already difficult circumstances. Advanced planning, careful strategizing, and diversified communications enabled VITAS' teams to safeguard patients and employees alike, and maintain high-quality, compassionate end-of-life care without interruption.

Roto-Rooter

Roto-Rooter is committed to be the plumbing industry's leader in health and safety. Employees at every level demonstrate personal commitment to continuous safety improvement, and Roto-Rooter maintains safety managers for each of its company-operated branches.

Training is at the heart of Roto-Rooter's safety strategy and is supported by the safety managers whose sole job is to help keep employees safe at work. All employees receive comprehensive and ongoing safety education to ensure they are equipped to perform their work safely, effectively and adhere to safety protocols and all related local, state and Federal requirements. Roto-Rooter also provides the necessary PPE and loss control tools to protect team members on the job.

Roto-Rooter emphasizes that safety training protects its people, enhances service quality, and reinforces the values that have made Roto-Rooter an industry leader.

Patients & Quality of Care

As a longstanding leader in the hospice industry, VITAS continues to evolve to meet the changing needs of its patients and their families.

Guided by their mission and values, VITAS' employees hold themselves accountable through a robust, data-driven Quality Assessment and Performance Improvement ("QAPI") program, to ensure the delivery of compassionate and patient centered high-quality care.



The QAPI program ensures that improvement efforts are aligned with clinical excellence, regulatory compliance, and the highest standards of patient and family care.

When an area of opportunity is identified through data analysis or stakeholder feedback, VITAS organizes a Performance Improvement Committee to participate in the "Plan-Do-Check-Act" process, that is having success, as VITAS' quality metrics continue to get even better.

In the most recent publicly available CMS hospice reporting update, over 90% of VITAS' locations exceeded the national average of 91.9% on the Hospice Item Set ("HIS"), with an impressive average score of 96.4% across all locations.

For the Hospice Care Index ("HCI"), 94% of VITAS providers outperformed the national average of 8.8, achieving an average score of 9.6. Additionally, on the Hospice Visits in the Last Days of Life ("HVLDL") measure, nearly 90% of VITAS licensed locations scored above the national average of 47.4%, with a robust average score of 53.8%.

VITAS has implemented key initiatives that empower staff and leadership with the tools, training, and collaboration needed to make meaningful impact. VITAS' "Influencing Quality Care" training series, which is completed during onboarding and reinforced quarterly, equips all team members to deliver informed, compassionate, and patient centered hospice care. Real-time dashboard reports provide leaders with up-to-date insights into key performance metrics, supporting swift, data-driven decision-making across all service areas. Additionally, a cross-functional quality task force fosters a culture of collaboration and accountability, bringing together clinical, operational, and support departments to drive continuous quality improvement.

By the end of 2024...

Nearly all VITAS programs across the country earned accreditation from the Community Health Accreditation Partner ("CHAP"), the recognized leader in hospice accreditation. This accreditation demonstrates that VITAS not only is in compliance with the CMS Conditions of Participation for Medicare Certification, but that it meets the highest industry standards and reflects a commitment to providing exceptional quality care.

VITAS holds the distinction of being the first hospice organization to receive the American Heart Association's Palliative/Hospice Heart Failure certification across its entire footprint. This rigorous and comprehensive certification process validates that VITAS has the clinical expertise and program components in place to offer high-quality, specialized hospice care that serves the needs of its patients with cardiovascular disease and related conditions.

VITAS also implements disease-specific clinical protocols, including medical therapies and interventions, while utilizing their own hospice-specialized medical equipment to enhance care at home. VITAS further strengthens its expertise through an oncology task force, a specialized sepsis program, an active ethics committee, and a fully integrated in-house pharmacy department.



Community Engagement

VITAS believes every hospice-appropriate patient deserves access to compassionate, high-quality care, regardless of diagnosis or financial situation. As a mission-driven organization, VITAS routinely admits patients that other hospices will not or cannot accept. This includes individuals with expensive or complicated diagnoses and those experiencing homelessness or residing in unfortunate living conditions. In 2024, VITAS provided over \$14.3 million in unfunded care.

Across VITAS' 56 service areas, VITAS actively partners with community and national organizations to extend the reach and impact of hospice services, fostering relationships that reflect the diverse needs of each local population.

The VITAS community-based approach includes opening inpatient hospice units in high-need areas, supporting healthcare workforce development through outreach to local colleges, and equipping underserved populations with tools and education to navigate the Medicare Hospice Benefit.

Through culturally sensitive outreach, we improve awareness about the affordability and accessibility of hospice care, particularly in communities that are historically underrepresented in end-of-life conversations.

For example, VITAS takes special care to provide veterans and their families with additional, tailored layers of care rooted in specialized expertise and national partnerships. Many of VITAS' service areas collaborate with local Veterans Administration facilities, educating healthcare partners on veterans' unique medical and emotional care needs at the end of life.

Through initiatives like bedside salutes, pinning ceremonies, and Veterans Honor Walls at care facilities, VITAS invites entire communities to publicly recognize their veteran residents and honor our nation's heroes. VITAS has installed dozens of Honor Walls across facilities nationwide and continues to be a proud partner of We Honor Veterans, a program of the National Alliance for Care at Home and the U.S. Department of Veterans Affairs.





Environmental

OPERATIONS – ENVIRONMENTAL IMPACT

CLIMATE CHANGE & GHG EMISSIONS



Operations – Environmental Impact

Both Roto-Rooter and VITAS provide the vast majority of their services at their customer or patient's residence, facility, or other location.

Accordingly, Chemed's largest environmental impact is affected by the vehicles used by our service providers, and the facilities we operate to support the VITAS and Roto-Rooter segments.

Vehicles

Most of the mileage incurred by our segments relates to clinicians visiting patients, and service technicians driving to home and commercial service calls. A majority of the mileage is covered within private vehicles owned by the clinicians and technicians.

Although most vehicles are employee-owned, both VITAS and Roto-Rooter have fleets of company-owned vehicles to support certain business activities. VITAS Home Medical Equipment ("HME") operates a fleet of box trucks to transport medical equipment to homes for patient's use as part of their care plan.

VITAS monitors the lifespan, usage and maintenance of the HME vehicles to help ensure vehicle efficiency.





Roto-Rooter supports field technicians with larger duty vehicles to support excavation and water restoration services. These services typically require usage of equipment with transport needs outside the operating capacity of service technician vehicles. The vehicles are maintained at Roto-Rooter branch locations and monitored by Roto-Rooter personnel for maintenance and service life. Additionally, in certain states such as California, Roto-Rooter purchases and owns technician service vehicles.

Both VITAS and Roto-Rooter utilize route optimization tools within its logistics systems or call centers, respectively, to create routing as efficiently as possible. Based on providing the best patient care plans and timely response to service requests, it is in the best interest of the business segments to optimize routing and job placement as efficiently as possible.

Facilities

VITAS has its primary central support offices in south Florida and approximately 175 additional offices, inpatient units, and home medical equipment warehouses throughout the country to support operations. Most facilities are in leased buildings where the landlords maintain operational control of utilities and waste disposal. If practical, when selecting newly

leased spaces, VITAS targets previously occupied space where twenty to fifty percent of the pre-existing conditions are reusable. This leasing strategy minimizes not only the cost of construction but also minimizes the construction waste stream. **Additionally, during the initial construction of new spaces or at the point of renovation, VITAS requests the use of sustainable paint, automatic-energy-efficient lighting, and heating, ventilation, and air conditioning systems designed to operate only when the office is occupied.**

Roto-Rooter has its primary central support offices in southwest Ohio, and approximately 50 additional leased and owned properties servicing branch operations in large metropolitan areas.

These branch facilities consist of mixed-use office and warehouse space to support local operations teams and management. Roto-Rooter facilities do not require significant buildout, and a majority of the operating space is maintained for many years.

Waste Management Strategy

VITAS has clinical waste that falls under the category of biohazardous waste.

All clinical employees are trained to manage biohazardous waste and other waste material in accordance with VITAS procedures and in compliance with federal and local regulatory requirements.

VITAS has undertaken a process to reduce its general waste stream in document printing. They have undertaken a multi-year health records conversion project to migrate historical records to electronic format. Additionally, VITAS has partnered with leading industry partners to transition current operations into a digital format to reduce paper-based records.

By digitalizing clinical work processes with e-signatures and electronic medical record platforms, this effort is expected to significantly reduce general waste.

Roto-Rooter predominantly performs plumbing, drain cleaning, excavation, and water restoration services. None of these functions typically involve any significant pumping, extraction, or hauling of sewage or other waste material, nor consists of the use of any hazardous drain cleaning chemicals or materials. In the occasional instances where Roto-Rooter's work involves handling sewage or other waste material, Roto-Rooter maintains policies and procedures to train its employees in proper handling of such materials.



These policies require Roto-Rooter personnel to handle and dispose of such sewer water, sewage, waste, grease or other waste materials only at approved disposal facilities and in accordance with state and local laws and regulations.



Climate Change & GHG Emissions

As overviewed previously, a majority of our emissions result from vehicle operations supporting our business segments. The Audit Committee maintains oversight of the reporting requirements our business leader's compile.

We will continue to implement SASB and Task Force on Climate- related Financial Disclosures ("TCFD") as appropriate and required and will continue to enhance our understanding of the risks and opportunities that climate change presents to our business.

Chemed is aware of the risk of climate change and its impact on our business. Extreme climate events are becoming increasingly common in the US, and our businesses, the patients and customers we serve, are vulnerable to the effects of these events. To avoid potential disruption, we have procedures for responding to severe climate activity such as forest fires, snowstorms, tornadoes, or hurricanes. These procedures have been tested, as detailed above, and proven successful in helping maintain consistent operations and uninterrupted or minimally interrupted service for our patients and customers.

Chemed is currently preparing to conduct an inaugural greenhouse gas ("GHG") emissions inventory in expectation of complying with The California Climate Corporate Data Accountability Act. The Company has identified

information and processes to aggregate the Company's associated scope 1, scope 2 and indirect scope 3 emissions. We are currently in the process of baseline data aggregation to ensure preparedness for compliance in 2026.

In addition, the state of California has passed The Climate-Related Financial Risk Act, which requires a climate risk disclosure report by January 1, 2026.

Chemed is conducting an assessment and preparing a report to comply with these requirements.



Sustainability



**Chemed
Report**

Appendix – SASB Index

Topic	Metric	Category	Unit of Measure	2024 Category	Direct and Additional Response
ENERGY MANAGEMENT					
HC-DY-130A.1	1. Total energy consumed, 2. percentage grid electricity and 3. percentage renewable	Quantitative	Total energy consumed - Gigajoules (GJ), Percentage (%)	Not reported.	See our Climate Change & GHG Emissions on page 26. The Company is not disclosing the quantification metrics at this time.
WASTE MANAGEMENT					
HC-DY-150A.1	Total amount of medical waste: percentage (a) incinerated, (b) recycled of treated and (c) landfilled	Quantitative	Metric tonnes (t)	Not reported.	See Waste Management Strategy within Operations – Environmental Impact on page 23. The Company is not disclosing the quantification metrics at this time.
HC-DY-150A.2	Total amount of: (1) hazardous and (2) non-hazardous pharmaceutical waste, percentage (a) incinerated, (b) recycled or treated and (c) landfilled	Quantitative	Metric tonnes (t), Percentage (%)	Not reported.	
MANAGEMENT OF CONTROLLED SUBSTANCES					
HC-DY-260A.1	Description of policies and practices to manage the number of prescriptions issued for controlled substances	Discussion and Analysis	N/A	See right.	See Patients and Quality of Care on page 19. VITAS maintains policies and procedures surrounding the Ordering, Labeling and Storage, Dispensing, Discard and Destruction of all controlled substances. In addition, VITAS annually undergoes a physical controlled substances audit. These policies and procedures are designed to ensure compliance with federal and state regulations in which VITAS operates.
CLIMATE CHANGE IMPACTS ON HUMAN HEALTH & INFRASTRUCTURE					
HC-DY-450A.1	Description of policies and practices to address: (1) the physical risks because of an increased frequency and intensity of extreme weather events, (2) changes in the morbidity and mortality rates of illnesses and diseases associated with climate change and (3) emergency preparedness and response	Discussion and Analysis	N/A	See right.	See Climate Change & GHG Emissions on page 26. The Company also focuses on the financial implications of climate risk. Roto-Rooter and VITAS maintain a disaster recovery program to mitigate these risks; however, severe climate events could have an adverse effect on our future operating performance. More information regarding climate change and its possible adverse impact to VITAS is available within our 2024 Annual Report filed on Form 10-K, Item 1A. Risk Factors.
PATIENT PRIVACY & ELECTRONIC HEALTH RECORDS					
HC-DY-230A.2	Description of policies and practices to secure customers' personal health data records and other personal data	Discussion and Analysis	N/A	See right.	See Data Privacy and Cybersecurity on page 09 and Waste Management Strategy within Operations – Environmental Impact on page 25. Please see additional information on the Company's response to cybersecurity measures within our 2024 Annual Report filed on Form 10-K, Item 1C. The Company has not reported any disclosure of cybersecurity incidents determined to be material or other cybersecurity incidents that are required to be filed under Item 1.05 of Form 8-K through the date of this publication.
HC-DY-230A.3	(1) Number of data breaches, (2) percentage involving (a) personal data only and (b) personal health data, (3) number of customers affected in each category, (a) personal data only and (b) personal health data	Quantitative	Number, Percentage (%)	Not reported.	
HC-DY-230A.4	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	Quantitative	Presentation currency	Not reported.	

Topic	Metric	Category	Unit of Measure	2024 Category	Direct and Additional Response
WORKFORCE HEALTH & SAFETY					
HC-DY-320A.1	Total recordable incident rate (TRIR) for (a) direct employees and (b) contract employees	Quantitative	Rate	Not reported.	See Safety on page 17. Please see additional information on the Company's Human Capital Resources within our 2024 Annual Report filed on Form 10-K, Item 1. In addition, see the Company's Human Rights Policy available on our website, www.chemed.com under Governance Documents. The Company is not disclosing the quantification metrics at this time.
EMPLOYEE RECRUITMENT, DEVELOPMENT & RETENTION					
HC-DY-330A.1	(1) Voluntary and (2) involuntary turnover rate for: (a) physicians, (b) non-physician health care practitioners, and (c) all other employees	Quantitative	Percentage (%)	Not reported.	See Our People on page 12. Please see additional information on the Company's Human Capital Resources within our 2024 Annual Report filed on Form 10-K, Item 1. The Company is not disclosing the quantification metrics at this time.
HC-DY-330A.2	Description of talent recruitment and retention efforts for health care practitioners	Discussion and Analysis	N/A	See right.	
WORKFORCE DIVERSITY & ENGAGEMENT					
SV-PS-330A.1	Percentage of: (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, and (c) all other employees	Quantitative	Percentage (%)	Not reported.	See Our People on page 12. Please see additional information on the Company's Human Capital Resources within our 2024 Annual Report filed on Form 10-K, Item 1. The Company is not disclosing the quantification metrics at this time.
SV-PS-330A.2	(1) Voluntary and (2) involuntary turnover rate for employees	Quantitative	Percentage (%)	Not reported.	
SV-PS-330A.3	Employee engagement as a percentage	Quantitative	Percentage (%)	Not reported.	
DATA SECURITY					
SV-PS-230A.1	Description of approach to identifying and addressing data security risks	Discussion and Analysis	N/A	See right.	See Data Privacy and Cybersecurity on page 09. Please see additional information on the Company's response to cybersecurity measures within our 2024 Annual Report filed on Form 10-K, Item 1C. The Company has not reported any disclosure of cybersecurity incidents determined to be material or other cybersecurity incidents that are required to be filed under Item 1.05 of Form 8-K through the date of this publication. The Company is not disclosing the quantification metrics at this time.
SV-PS-230A.2	Description of policies and practices relating to collection, usage, and retention of customer information	Discussion and Analysis	N/A	See right.	
SV-PS-230A.3	(1) Number of data breaches, (2) percentage that (a) involve customers' confidential business information and (b) are personal data breaches, (3) number of (a) customers and (b) individuals affected	Quantitative	Number, Percentage (%)	Not reported.	
PROFESSIONAL INTEGRITY					
SV-PS-510A.1	Description of approach to ensuring professional integrity	Discussion and Analysis	N/A	See right.	See Ethics & Compliance on page 08. The Company's material lawsuits and investigations of which the Company is aware are outlined within our 2024 Annual Report filed on Form 10-K, Footnote 18.
SV-PS-510A.2	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Quantitative	Presentation currency	Not reported.	

2025 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

CHEMED

CHEMED CORPORATION

ROTO-ROOTER[®] **VITAS**[®]
Healthcare