

2021 Annual Report



Message from the CEO

Now that I have been president and CEO of Tivity Health for over a year, I've been able to personally see our core values come to life through the hard work, dedication and generosity of our colleagues. Our passion for giving back to the communities we serve to improve the lives of seniors is woven into the very fabric of who we are as a company. I am proud to say we are a trusted leader in senior health and deliver results with significant impact and embody these values in everything we do:

We embody healthier living

We celebrate individuality

We talk it out

We execute with conviction

We get better every day

As we navigated through another year of a worldwide pandemic, Tivity Health continued to partner with organizations and health plans throughout 2021 to better address the impact of loneliness and social isolation. Along with offering in-person classes, our virtual SilverSneakers class offerings continued to grow, and to date, members have access to thousands of live instructor-led classes each month resulting in millions of visits to date!

We remain committed to doing business in an environmentally responsible manner by protecting the wellness of our colleagues, customers and members, and improving the local communities where we live, work and play. We have made great strides to create and nurture a diverse workplace culture and environment where all colleagues have a seat at the table, all voices are heard, and diversity of thought is encouraged.

Thank you to everyone for supporting Tivity Cares in 2021. With the combination of a winning team and community partners who are committed to empowering adults and creating solutions for long-lasting health and vitality, we are poised for continued success in 2022!



Richard Ashworth

President & Chief Executive Officer
Tivity Health®



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Our Priorities



Tivity Cares Mission

We empower adults and enable healthy living while optimizing social value



Tivity Cares Vision

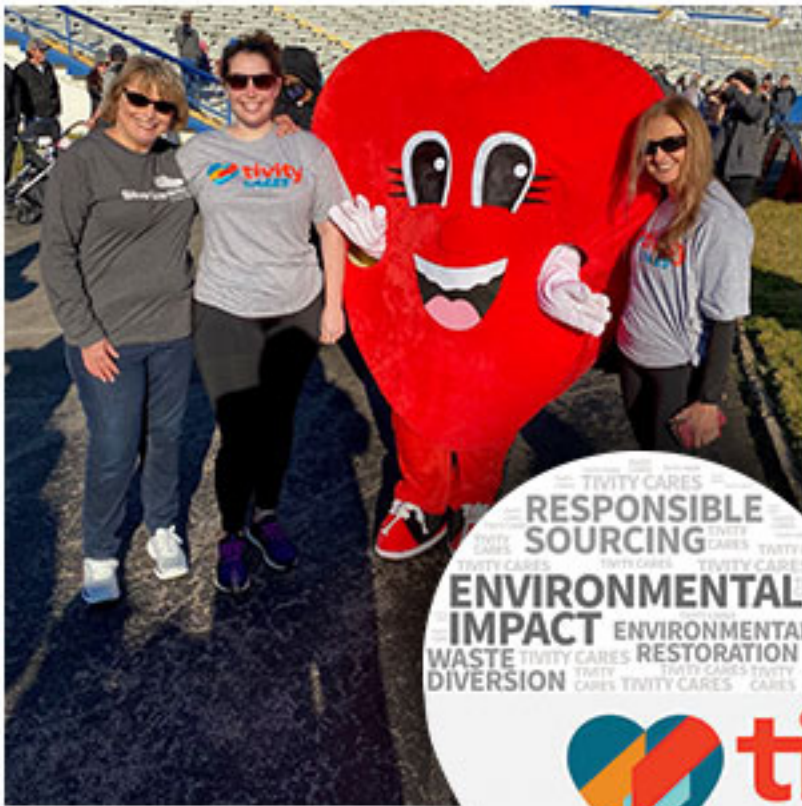
To set the standard of strategy-driven Corporate Social Responsibility programs that unite sectors, transform lives, and inspire the next generation

What is Tivity Cares?

Tivity Cares is our corporate social responsibility (CSR) vehicle, and embodies our commitment to being a good corporate citizen through delivering value to all stakeholders. Together, we can create a better world through the impact we make in our **workplace**, **community**, and **environment**.

Tivity Cares is the heart of Tivity Health.

We hold ourselves **socially responsible** and are committed to operating our business in an honorable and ethical manner along with **advancing vitality** and **better health** for all.



RESponsible SOURCING

ENVIRONMENTAL IMPACT

WASTE RESTORATION DIVERSION

WORKPLACE IMPACT

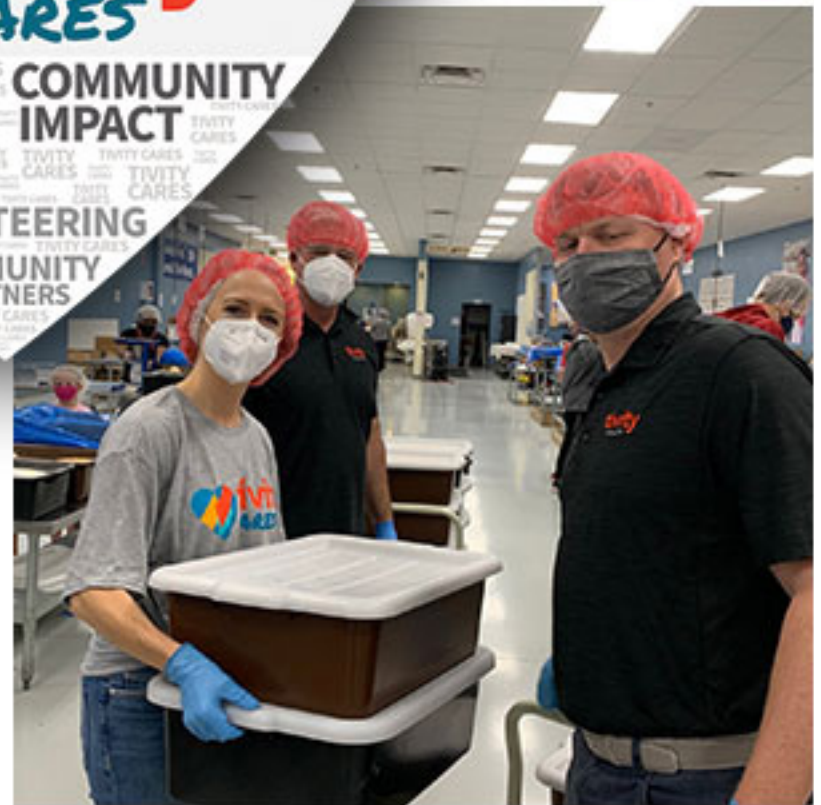
HEALTHY LIVING

PROFESSIONAL DEVELOPMENT

DIVERSITY & INCLUSION



The central graphic is a white heart shape containing a word cloud of various social and environmental impact terms. Below the word cloud is the 'tivity CARES' logo, which consists of a stylized heart icon made of overlapping colored shapes (blue, orange, red) and the text 'tivity CARES' in a bold, sans-serif font.



Community Partners

Our community partners are local non-profit organizations that help connect underserved communities and aging adults with health and social services. Tivity Cares is committed to supporting our community partners who share our mission to empower adults, enable healthy living while optimizing social value, transform lives and inspire the next generation.





FiftyForward

NASHVILLE, TN

Provides innovative programs and services for adults 50 and older to remain engaged in living their lives to the fullest. Members participate in hundreds of educational and wellness programs as well as receive assistance to those wanting to stay in their homes.



Loudoun Volunteer Caregivers

ASHBURN, VA

Provides a community of volunteers to help older adults and those with disabilities to maintain independence and quality of life. Over 220 volunteers provide services such as transportation, socialization, supplemental food home delivery and money management programs.



Foundation for Senior Living

CHANDLER, AZ

Provides home and community-based services and develops energy-efficient, affordable housing to promote health and independence and dignity for all. FSL expanded their service to provide financial assistance for utility and medical bills to those affected by COVID-19 restrictions.

Colleague Activism

Our colleagues are passionate about giving back to their communities. Tivity Health provides a Corporate Service Day of eight hours for every colleague to volunteer with a charitable organization of their choice. Many colleagues participate in volunteer activities as a group with our community partners and donate individual volunteer time throughout the year.



Colleague Spotlights

The following colleagues led the way with the greatest number of hours volunteered at the organizations they personally supported.

Niranjan Vemuri
Sai Dhyan Mandir

Sheridan Banks
The Abbey Murfreesboro

Fabi Rosas
St. Jude Children's Research Hospital

Lori Griffith
Angioma Alliance



Colleagues in Action

Sample list of organizations where our colleagues lend their time and talent

- A New Leaf Cottages Inc
- Boys and Girls Club
- Centreville United Methodist Church
- Christian Motorcyclist Association
- Family-to-Family, Inc
- Feed My Starving Children
- Girls on the Run International
- HandsOn Greater Phoenix
- Junior League of Nashville
- Sai Dhyan Mandir
- Sikh Dharma of Phoenix
- Sun Life Family Health Center Inc
- Wilberforce Society



Corporate Sponsorships

Tivity Health contributes to many organizations to support programs and services that align with our mission and values.





Diversity & Inclusion

We are proud to be among the 1,500 companies who have taken the CEO Action for Diversity & Inclusion Pledge, the largest CEO-driven business commitment to advance diversity and inclusion in the workplace. A unique coalition of more than 2,000 CEOs have signed on to this commitment.

Our Vision

At Tivity Health, our vision is to create and nurture an environment where all colleagues have a seat at the table and all voices have the opportunity to be heard. That means we recognize, acknowledge and celebrate our differences and our backgrounds – the things that make us unique. It means we have engaging, robust, and honest conversations surrounding equity and inclusion where diversity of thought and continual learning is the norm. Our goal is to strengthen these conversations and the talent of our colleagues to advocate for culturally-relevant products and services to meet the needs of our members, customers, partners and stakeholders.



Tivity Health Diversity Council

Our Mission

As a Council, we have an opportunity to advocate for equity and inclusion by ensuring we are welcoming the rich perspectives and experiences from all dimensions of diversity within our Tivity Health community. We serve our colleagues, customers, members, partners and other stakeholders through our DREAM of a better tomorrow.

Our Council will:

- **DEFINE** internal and external diversity and inclusion initiatives
- **REFLECT** underrepresented groups in our colleague, partner and member bases
- **EDUCATE** and engage all those that we serve to elevate the learning and the conversation focused on all dimensions of diversity, especially the primary dimensions of race, ethnicity, religion, gender, gender identity, sexual orientation, mental/physical ability and age
- **ACT** on our learnings
- **MEASURE** the success of our efforts so that we can share best practices on what is working with other organizations and seek support for our challenges and gaps

Listening and Learning Series

Our monthly sessions offer an opportunity for us to learn, reflect, grow and create change not only in ourselves and our teams, but also within our families and communities. Sample topics include:

- Caste Book Club
- Virtual Exploration of Museums focused on a specific dimension of diversity
- Safe place to share experiences and learn how to be an Ally to others
- 100% of colleagues participate in Unconscious Bias training

**CEO ACT!ON FOR
DIVERSITY & INCLUSION**



Workplace Culture

Our workplace culture is critical to our success, impacting not just what we do, but how we do it. As such, we are committed to working with our colleagues to foster an environment of continuous learning where they feel included, productive, supported and engaged.



We have plenty of opportunities for our colleagues to get to KNOW our business, GROW professionally, LIVE their best life and GIVE back to their community.

KNOW

- Organizational Townhalls with opportunities to engage
- Earnings Calls
- Small Group Meetings with Richard Ashworth, President and CEO

GROW

- Virtual Group Learning Events
- LinkedIn Learning
- Individual Learning consultations with People & Culture Team

LIVE

- Virtual Social Gatherings
- Virtual Group Events focused on sleeping, mental health and care giving
- Weekly communications to share articles on financial well-being, mental health and physical fitness

GIVE

- American Heart Association – Nashville Heart Walk
- FiftyForward Community Center Garden
- Holiday Shopping for Home Instead and FiftyForward

Environmental Efforts

At Tivity Health, we are committed to doing business in an environmentally responsible manner, in a way that promotes and protects the wellness of our colleagues, customers and members, and improving the local communities where we live, work and play. We continue to take steps to lessen our environmental impact on the planet by managing waste and implementing a green approach to our business practices.



What we are doing:

- Sponsored a highway with Adopt-A-Highway Litter Removal Service of America (AAHLRSA) to support their efforts in keeping our highways free of litter. Founded in 1989, AAHLRSA has cleaned over 1,000,000 of U.S. highways & interstates through volunteers and sponsorships.
- Recognized Earth Day with almost 400 plants being planted by our colleagues and FiftyForward.
- To reduce driving emissions, our Chandler office participates in a travel reduction program and colleagues are offered telework option. One-third of our employees are off-campus and work from home full-time (even pre-COVID). All of our employees are equipped with the ability and autonomy to work from home.
- We have recycling stations in our Franklin, TN and Chandler, AZ offices.
- We continue to take energy efficient measures in our offices through LED lighting and automatic timers.

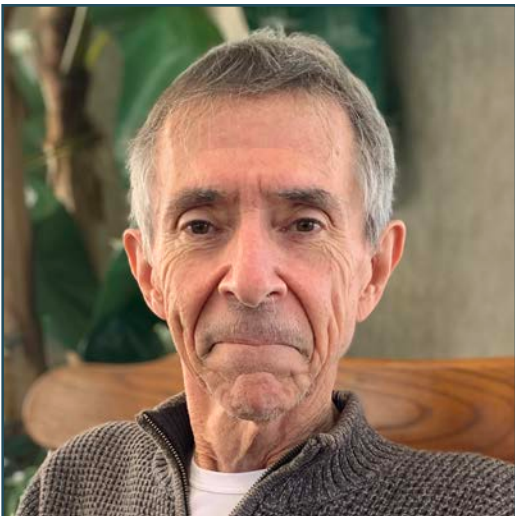
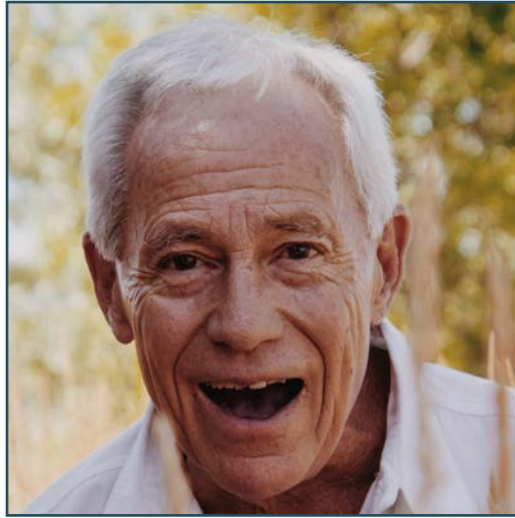
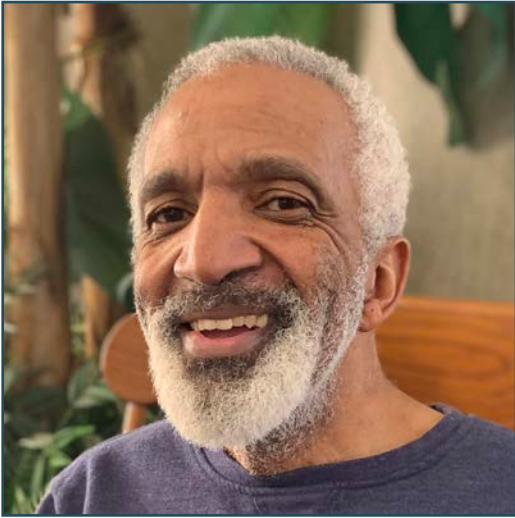


Healthy Aging Coalition

The purpose of the Healthy Aging Coalition is to serve as a coordinating and collaborative alliance and to provide a strong advocacy voice for health and wellness. Members draw upon the unique expertise of the full group – coming from multiple disciplines, geographies and areas of expertise – the whole is greater than its parts.

Priority Issues for 2021:

- Assure a trusted and credible educational effort to support the roll-out of COVID-19 vaccinations and utilization among older adults and their caregivers.
- Continue to advocate for solutions around social isolation and loneliness, especially as pandemic-enforced quarantines continue – recognizing the importance of social services and supports to rural, underserved and minority communities.
- Advocate recommendations around ways to demonstrate and enhance the significance of Social Determinants of Health, including food insecurity, community connection, transportation, and housing.
- Promote virtual solutions and related infrastructure improvements, to support the expansion of telehealth, independence at home and increased availability of broadband Internet access.
- Secure resources and partnerships for research and evidence-based outcomes.
- Secure access to healthcare and Medicare benefits for seniors in rural and underserved areas.
- Promote the importance of investing in healthy aging solutions by encouraging legislation and funding to support on wellness and prevention and by securing best practices to scale and replicate.



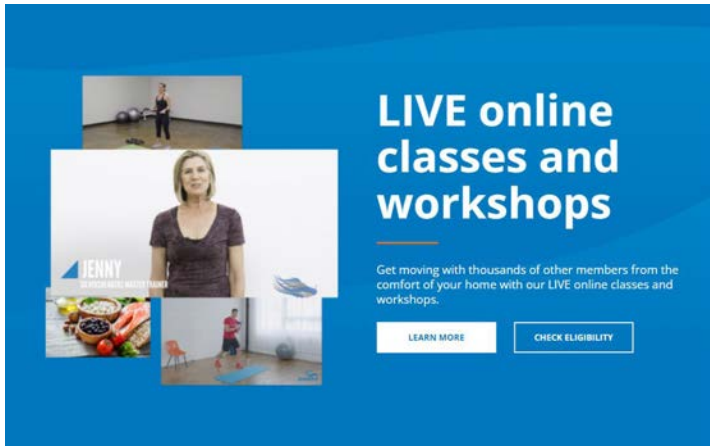
Our Members

“I am so grateful to SilverSneakers for contributing to my well-being this year. This program has meant so much to me as I deal with challenges that are in front of all of us, as well as some that are unique to my own situation. When I got word that my current Medicare health insurance supplement plan was being discontinued in 2022, I realized that SilverSneakers is so important to me that I’d make it part of my new plan search criteria.” - Deborah

“I have been taking SilverSneakers classes for about a year now and it has made such an amazing difference in my life, that when I recently had the option to take a lower cost on my health insurance and give up SilverSneakers, I said, ‘NO WAY!’ It’s been a difficult year for all of us and Andi’s energetic spirit, along with her ability to laugh at herself in a good way is very refreshing and brightens my day!” - Sandy

“I underwent four lumbar spine surgeries and have just been diagnosed with sciatica, which is very painful. My stress level is at an all-time high. By adopting an attitude of gratitude, I have learned to cope with all that has happened to me and put it all in perspective. Now that I have your classes to help lead me in a healthy direction, I truly believe I’m coming out on top.” - Tommysena

“I want to thank the instructors that are giving us personal attention and love and feelings of belonging. Even though I am just a member of a class of 500 or 300 or 600, I feel so taken care of. I just watched Jenny’s relaxing 18 minute gentle stretch on Youtube and she modeled everything she said is necessary for stretching. She held the stretches as long as she wanted us to. The improvements are amazing. The instructors give extra time before class. They talk to us and help us and greet us. I love it.” - Kathleen



Email, Social and Website education for our SilverSneakers community on COVID-19, mental health and nutrition



Promotion of **Digital Engagement** opportunities: SilverSneakers OnDemand, SilverSneakers Go and SilverSneakers LIVE classes. Educating **Fitness Locations** and **Instructors** on engaging members from a distance



Donated over **450,000 Wisely Well Meals** to Feeding America to distribution centers that support food pantries across 28 states



Facebook Live Events Led by SilverSneakers National Trainer and posts on SilverSneakers YouTube Channel



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HEALTH

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