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# DEAR TAYLOR MORRISON STAKEHOLDERS,

Now in its third year, this annual Environmental, Social and Governance (ESG) report represents several new and enhanced layers of our ESG efforts. This detailed compilation of our impact in the communities we serve is a source of pride and a reflection of the values that guide us.

This year, the report is centered around three notions we believe are the fundamentals of our organization: **people first, building for the future,** and **transparency and accountability**.

More than ever before, those core values were our guiding light as we navigated the unprecedented disruptions from the COVID-19 pandemic. With a renewed sense of appreciation for our health, homes, and the communities that surround us, we were grounded by the essential roles we serve as homebuilders to provide our homebuyers with safe havens; spaces to rest, learn, work, and play; and neighborhoods that create stability and belonging. It is these vital responsibilities that drive our approach to delivering high-quality, sustainable communities and homes that stand the test of time.

Amid the challenges, we also successfully integrated **William Lyon Homes** in our largest and most transformative acquisition that propelled us into the ranks of the country's top five leading homebuilders by size. Our expanded market presence further cements my conviction in our responsibility to lead by example.

In my eyes, this means cultivating our workplace culture that celebrates diversity and inclusion; making sustainable and healthy living accessible to homebuyers; being good neighbors within our communities to uplift those around us; and treasuring and respecting the land on which we build.

With these responsibilities in mind, we continue to write our story—one that is rooted in rich history, philanthropy, conservation, and a special workplace culture second to none. We are proud of our people-centric and mission-driven approach to homebuilding, which we believe serves as the foundation for our ability to create long-term value for our shareholders.

During a year in which fresh air and open space was elevated to a luxury for so many facing COVID-19 restrictions, the preservation work we do in collaboration with the National Wildlife Federation (NWF), the nation's largest and most trusted conservation organization, became even more important. As a cornerstone of our commitment to sustainability, we are proud to have certified nearly 4,000 acres of wildlife habitats, advanced butterfly recovery efforts, and developed plans to install eco-friendly playscapes in many of our communities as we aim to protect the thriving natural environments around us and connect our homebuyers to the natural wonders in their own backyards.

The past year also gave us the opportunity to reimagine and reinforce the importance of home. I am proud we were a leader in recognizing the need to provide our customers peace of mind with upgraded clean living technologies in our **TM LiveWell<sup>TM</sup>** suite of products, which

promote healthier air, cleaner water, and safer paint—standard in all of our new homes. We also embraced new virtual homebuying technologies that allow us to serve our customers effectively and safely while paving the way for further innovation in the years ahead.

While many of us spent more time at home than we ever had before, we also recognize that many were not as fortunate as the homelessness crisis reached new highs in 2020. In response, we took meaningful action through our partnership with **HomeAid America** to build and refurbish a wide range of housing solutions and donated time and resources to our neighbors who needed it the most. We also empowered our team members in our fourth annual **Build Joy** campaign to support local causes near and dear to their hearts through acts of kindness relating to pandemic-relief efforts.

With a passion for public service engrained in who we are, I am so proud to share that Taylor Morrison was honored with the 2021 **Hearthstone BUILDER Humanitarian Award**, which is presented annually to homebuilders who have shown a lifetime commitment to bettering their communities. As the largest philanthropic award in the homebuilding industry, this honor is a testament to our team members' intrinsic desire to help those in need.

And lastly, as the trade labor shortage deepens across our industry, we are doing our part to promote a sustainable workforce to address this urgent need. I am proud of our partnership with the **Building Talent**Foundation, an organization founded by the **Leading Builders of America** with a goal of bringing 100,000 new workers into the field by 2030 and advancing the education, training, and career progression of emerging talent nationwide. Together, we will help the non-profit achieve their vision of building and retaining a resilient workforce. The unique internship programs we have pioneered in a number of our markets are just one of the ways we will do so.

In closing, as I reflect on what was a truly turbulent year, I can confidently say one thing remained constant for us: our uncompromising commitment to our customers and our communities. We continued to show up each and every day, doing what was best for our stakeholders. To our team members and trade partners who made it possible, I offer my most sincere gratitude. Thank you.

Warmly,

Sheryl D. Palmer

Chairman and Chief Executive Officer

Sheyl Rah

We welcome your feedback about this report and our sustainability initiatives at <a href="mailto:esg@taylormorrison.com">esg@taylormorrison.com</a>

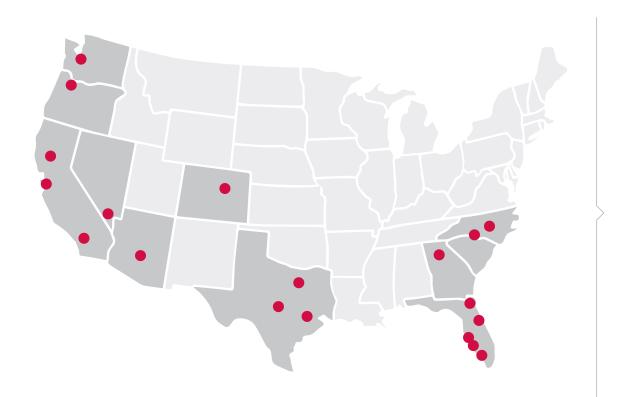
# Who We Are

With a rich history and legacy spanning 100 years, Taylor Morrison is rooted in strong values and backed by a solid reputation—one that has earned us the coveted distinction of 'America's Most Trusted® Home Builder' time and time again for the past six years.

As the nation's fifth largest homebuilder and developer, we serve homebuyers across 11 states, and operate under four brands—Taylor Morrison, Darling Homes, William Lyon Signature Series, and Esplanade. Our financial services segment provides mortgage financing, title insurance and closing services, and homeowners' insurance. We also operate a growing Build-to-Rent business that develops innovative lifestyle rental communities to serve the needs of an even broader array of consumers with high-quality, affordable housing options.

Guided by a commitment to exceptional customer service, superior quality, and sustainability, we provide a differentiated homebuying experience that is centered on delivering homes that meet the needs of our diverse customer base.

#### **MARKETS OF OPERATION**



#### West

Bay Area
Portland
Sacramento
Seattle
Southern California

#### Central

Denver Las Vegas Phoenix Austin Dallas-Fort Worth Houston

#### East

Atlanta
Charlotte
Fort Myers-Naples
Jacksonville
Orlando
Raleigh
Sarasota
Tampa



#### **2020 HIGHLIGHTS**



acquired William Lyon Homes (NYSE: WLH) creating the fifth largest homebuilder

~ -

~70,000

owned and controlled lots

A 12,524

homes delivered



customer mix







Entry Level

Move Up

Active Adult & Urban

#### **COLLECTION OF ACCOLADES**



average active

selling communities











#### **Our Commitment to Sustainability**

This report marks the third publication of our annual Environmental, Social and Governance Report. In the pages that follow, we discuss our commitment to sustainable business practices and the progress we achieved in furthering our ESG-related goals in 2020. We are proud of our evolving ESG strategies and disclosures, while still recognizing that there is much work to be done to achieve our long-term vision as we aim to lead our industry by challenging ourselves to build a more sustainable future.

The content aligns with the ESG topics we believe are most relevant to the homebuilder industry, as set forth by the **Sustainability Accounting Standards Board** (SASB) and the **Global Reporting Initiative** (GRI). We also mapped our ESG strategy to the **United Nations Sustainable Development Goals** (UN SDGs) in areas where we are making progress and positively impacting our customers, team members, trade partners, and the environment.

We are committed to integrating sustainable values into all aspects of our business.

As the nation's fifth largest homebuilder, we have the honor and responsibility of creating communities and building houses our customers call home. We want the neighborhoods we develop to have long-lasting, positive impacts on their environments and the people who live in them.



#### **Our Roots**

#### 1880

George Wimpey establishes stoneworking business in the U.K.

#### 1952

Taylor Woodrow begins two decades' worth of construction at London Heathrow Airport

#### 1974

Taylor Woodrow and George Wimpey become two of five contractors to construct the Channel Tunnel (soon to be known as the Chunnel)

#### 2008

Taylor Morrison becomes the Official Builder of the Dream Home at Innoventions in Disneyland® Park



#### 1921

16-year-old Frank Taylor builds two homes in Blackpool, England

#### 1954

Taylor Woodrow has construction projects underway on every continent

#### 1984

George Wimpey acquires American homebuilder Morrison Homes

#### 2007

George Wimpey and Taylor Woodrow merge to form Taylor Wimpey in the U.K. and Taylor Morrison in the U.S.

#### 2012

Taylor Morrison purchases Texas homebuilder Darling Homes

#### 2018

Taylor Morrison becomes a fully floated public company following the exit of our former private equity owners, and acquires AV Homes

(NASDAQ: AVHI)

#### 2020

Taylor Morrison acquires William Lyon Homes (NYSE: WLH) in February, creating the fifth largest national homebuilder with entrance into WA, OR and NV

Named Builder Magazine's 2020 Builder of the Year by Hanley Wood | Meyers Research

Added to the S&P MidCap 400 Index



#### 2011

Taylor Morrison is acquired from Taylor Wimpey by a private equity group led by TPG and Oaktree Capital

#### 2013

Taylor Morrison becomes a public company listed on The New York Stock Exchange

(NYSE: TMHC)

#### 2019

Taylor Morrison enters exclusive partnership with Christopher Todd Communities—marking our entrance into the build-to-rent market

Publishes inaugural annual ESG Report

Teams up with the National Wildlife Federation



# Highlights

Our emphasis on our ESG pillars—**People First, Building for the Future,** and **Transparency and Accountability**—reflect our belief in doing well by doing good.

Here are the highlights for each of those cornerstones in 2020:

#### **People First**

~2,700

team members

### 7 of 8

of team members are enthusiastic about working for Taylor Morrison

# 46 percent

women team members

# 44 percent

women Board of Directors

# 41 percent

women executive leadership team

# Nearly 50

team members accessed the TM Care Fund over the last 3 years

#### **Building for** the Future

#### 5<sup>th</sup>

largest homebuilder in the U.S.

# 100 percent

of our new homes now offer upgraded TM LiveWell products

# 3,700+

acres of wildlife habitat and **53** open spaces certified by the National Wildlife Federation in the last two years

# 30,400+

ENERGY STAR® certified appliances installed

#### 63

Average HERS® index score

## 4,075

homes and lots delivered on redevelopment or infill sites, transforming them into vibrant neighborhoods

# Transparency and Accountability

#### 6 Years

America's Most Trusted® Homebuilder award

# 31,700+

hours of employee training

# 100 percent

of employees certified to our health and safety standards

# 100 percent

of employees and contractors certified to our code of ethics

#### 8 of 9

Board members are independent

#### 10

U.N. Sustainable Development Goals identified that align with our impact

# Our Response to COVID-19

The health and well-being of our team members, trade partners, and customers has been our top priority throughout the COVID-19 pandemic. We are forever grateful to the essential workers, including those in homebuilding, who have led us through the depths of the pandemic with selfless dedication and service. As a company, we continue to do our rightful part to help end the pandemic, support our team members' wellness, and find ways to effectively serve our customers.

#### PRIORITIZING THE SAFETY OF OUR TEAM, TRADE PARTNERS AND CUSTOMERS

- We created a task force comprised of senior leadership responsible for closely
  following local and state ordinances and applying them to our businesses through
  our own safety protocols, oftentimes with more caution than advised by The Centers
  for Disease Control and Prevention (CDC) or at the municipal level.
- We implemented strict safety protocols, including mask requirements, symptom checks prior to entering a building, regular cleaning and sanitation, and social distance requirements. Our swift and comprehensive approach contributed to relatively limited positive COVID-19 cases among our team members.
- We developed a cautious and detailed return-to-work protocol for all our departments that is tailored to each line of work and prioritizes the safety and wellness of our team members.
- Our dedicated COVID-19 page on our internal website, TM360, houses all of our policies and protocols, along with multiple communication channels for our team members to reach out with questions, pandemic concerns, and travel plans.
- We provided five additional paid days off for team members who test positive for COVID-19.
- All team members were provided additional vacation time to assist with vaccination appointments.
- All team members also have access to the Employee Assistance Program (EAP), which includes five paid sessions with a counselor.

#### EMBRACING INNOVATION TO SERVE OUR CUSTOMERS – SAFELY AND EFFECTIVELY

- As the pandemic emerged, we quickly transitioned to serving our customers safely and effectively in a remote world through our innovative suite of online tools.
- Our digital advancements empowered consumers to take control of their
  homebuying experience through a variety of on-demand options, including our
  direct-to-consumer online appointment scheduler, self-guided tour technology, our
  24/7 ChatBot, and virtual home closings. During the pandemic, these technologies
  have allowed our homebuyers to browse and buy homes online from the comfort
  of their current one, while also setting the stage for us to continue to meet evolving
  consumer preferences long into the future.
- In addition, we pledged to make homes healthier by introducing a suite of upgraded home products and technologies focused on providing our customers with healthier air, cleaner water, and safer paint through TM LiveWell, which is now standard in all our new homes.

#### **SUPPORTING OUR COMMUNITIES**

- As the pandemic emerged, we partnered with Leading Builders of America
  to help respond to the national shortage of protective masks and eye gear for
  healthcare workers across the country. Our teams jumped to action to help their local
  communities by coordinating donation drives to gather personal protection equipment
  for frontline healthcare workers and personal care items for hospital patients.
- Taylor Morrison donated to Feeding America and HomeAid, two organizations
  working on the ground to help struggling individuals and families during the
  pandemic. Through our partnership with HomeAid, many of our divisions donated
  their expertise and resources to renovate local shelters and build housing solutions
  that serve our neighbors most in need.
- In addition, we dedicated our annual **Build Joy** campaign, in which we empower
  our team members to support local causes near and dear to their hearts, to acts of
  kindness relating to pandemic-relief efforts in their own communities.





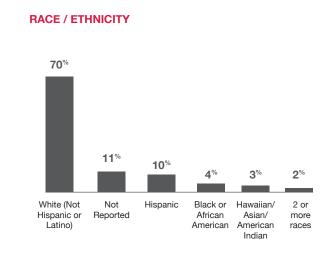


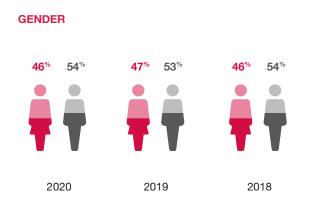
# We Believe in... People First

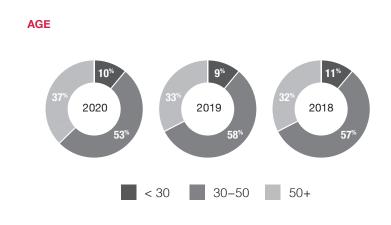
Our people are the collective heartbeat of our organization, and we believe our people-first mentality and culture distinguishes us from our peers and largely contributes to our success. We have always maintained the belief that when we take care of our team members, they will in turn take care of our customers and from there, financial success will follow. Simply put, it is the right thing to do and it is good for our business.

Following the successful acquisition of William Lyon Homes in February 2020, our workforce grew by nearly 20 percent to more than 2,700 team members. After completing five prior acquisitions in the previous six years, we were more than ready to welcome our William Lyon team members into the Taylor Morrison family and were proud to enter 2021 as a fully-aligned combined organization.

#### 







# Diversity, Equity and Inclusion

#### 46 percent

women team members

#### 41 percent

women executive leadership team

#### 44 percent

women Board members

"With women often the key decision makers in the homebuying process, our gender diversity helps us to mirror our customer base and better understand their wants and needs."

Sheryl Palmer, Chairman and CEO

We value different backgrounds, experiences, and perspectives among our team members, trade partners, and customers, and strive to build a workplace where everyone feels valued and treated equally. We believe diversity and inclusion are foundational to superior financial results. New and fresh ideas coupled with well-supported teams drive the creativity that propels our business forward.

Our approach to advancing a diverse and inclusive environment is intentional through our recruiting, training, and mentorship programs. In addition, we believe in leading by example with a Board of Directors and management team comprised of different backgrounds and skill sets to demonstrate to our team members and job applicants that Taylor Morrison has an open door and path to leadership for all.

We are proud of the success we have had in fostering gender diversity throughout our organization, particularly in our traditionally male-dominated industry.

For the last 13 years, our CEO, Sheryl Palmer, has been the only woman to lead a publicly-traded homebuilder. Women represent 44 percent of our Board of Directors and 41 percent of our executive leadership team. This gender diversity sets the tone for the rest of our organization, as reflected in our male-to-female team member ratio of 54 and 46 percent, respectively.

Our commitment to representation and transparency has earned us a spot on **Bloomberg's Gender-Equality Index** for the last three years. In 2021, we were one of only 380 companies to be included in the index, and the only U.S. homebuilder to earn the distinction.

While we are proud of the milestones we have achieved when it comes to gender, we are working to increase the racial and ethnic diversity of our teams, starting with recruiting initiatives to expand our applicant pool.

As we continue to push for progress in this area, some of the ways we are focused on expanding our ethnic diversity are:

- We are partnering with community organizations, such as local chambers of commerce, that have access to diverse talent to reach a wider pool of potential candidates.
- We are promoting job openings on diversity-focused job boards.
- In 2020, we made unconscious bias and diversity, equity, and inclusion (DEI) training available to all employees and promoted it during our annual Career Week.

As evidence of our unwavering commitment to this issue, our Chairman and CEO, Sheryl Palmer, recently became a signatory of the CEO Action Pledge, a promise to advance diversity and inclusion in the workplace, and will host our inaugural Day of Understanding, a day dedicated to candid conversations about our employees' experiences and the steps we are taking to advance this issue. She also hosted Town Halls to gain candid insight and feedback from team members, serving as an important foundation for further progress on this front.

# SPOTLIGHT ON WOMEN IN CONSTRUCTION

"To normalize women in the field and to turn it into something where no one blinks an eye are steps you have to take—and **Taylor Morrison** is **leading the charge.**"

Ali Rice, Assistant Superintendent

"It can be intimidating walking onto a construction site as the only woman, but at Taylor Morrison I am treated as a complete equal and my gender or ability is never questioned."

Kerin Schweigert, Superintendent

Despite overall advancements in gender equality, many construction sites remain largely male dominated. No stranger to challenging the status quo, we believe women can hold any title and do any job—from Chief Executive Officer, to Board Director, to Construction Superintendent. We employ 56 women in construction-specific roles, including 18 superintendents—a 19 percent increase from the prior year and a 60 percent increase over the last two years.

Let us introduce you to a few of our female team members in construction roles across the country:

#### Ali Rice | Assistant Superintendent

After spending a year and a half as a purchasing agent at Taylor Morrison, Ali Rice was craving a new challenge that would allow her to be in the center of the build process. Seeing the homebuilder's commitment to gender equality, she felt comfortable stepping into a new role as an Assistant Superintendent in Denver, Colorado, and feels supported as she establishes herself in construction.

#### Karin DeCicco | Customer Care Manager and Construction Coordinator

Doubling as a Customer Care Manager and a Division Construction Coordinator, Karin DeCicco closed nearly 40 homes in 2020, running home inspection and walkthrough punch lists as well as managing warranties and educating homeowners on maintenance and homeownership. With two young sons, who might step into the industry one day, Karin is raising them to see the construction field in a different light, with both men and women on a jobsite. "I glow with pride knowing we have a female CEO and that is an incredible feeling," said DeCicco. "It is nice to have her as a mentor, even indirectly."

#### Kerin Schweigert | Superintendent

At just 27 years old, Kerin Schweigert is the youngest female Superintendent at Taylor Morrison. Just six months into her role as a Sarasota Superintendent, she is overseeing the construction of 22 homes while also finishing her degree in Construction Management.





#### RECRUITMENT

"Our mission through BTF is to build a robust and sustainable talent pipeline nationwide and connect passionate new graduates and people alike to opportunities in every sector of construction."

Sheryl Palmer, Chairman and CEO

With the housing industry facing a severe shortage of trade labor to meet demand, we want to be part of the solution to help address the problem. We partnered with the **Building Talent Foundation** (BTF), a non-profit founded by the **Leading Builders of America** that aims to bring 100,000 new workers into the industry by 2030. BTF works to connect students to internships, scholarships, training, and other resources to help jumpstart their residential construction career. At Taylor Morrison, we share BTF's mission to expand and promote a sustainable workforce—one that is resilient, diverse, well-trained, and valued.

Through internships and mentorships, we foster the housing industry's next generation of leaders and tradespeople. Here are some of the programs we conducted last year:

- For three consecutive years, our Sacramento construction team has pioneered
  a summer internship program for high school students and students from junior
  college who are already in a construction management program. This fourweek internship gives them an opportunity to gain a skill set in the field through
  plumbing, framing, detailing, and electrical work. We work with the North State
  Building Industry Association to help recruit applicants and then a panel from
  our construction team conducts interviews and chooses up to 10 students to
  participate in our summer internships.
- Last summer, we welcomed six high school juniors into our Fiddyment Farm
  Community in Roseville, California, where they learned about all phases and stages
  of homebuilding. Three of the students from this internship accepted positions with
  the trades upon graduation.
- In Denver, our construction team uses a unique concept to attract new talent—
  pop-up construction boot camps. Students, ranging in age from 20 to 45, who
  are either unemployed, under-employed or wanting to make a career change, are
  mentored by homebuilding professionals from Taylor Morrison and the Colorado
  Homebuilding Academy and also gain a skill set in the field that can help propel
  them to fulfilling employment opportunities.

We are an equal opportunity employer and do not discriminate against any candidate or employee on the basis of race, national origin, marital status, gender or sexual orientation, age, disability, religion or veteran status. Harassment and discriminatory behavior undermine our values and the strength of our business and damage our relationships with each other. We do not tolerate harassment, discriminatory behavior or any kind or retaliation for reporting suspected misconduct. We communicate this to team members in our annual compliance training and management is required to reinforce these values.

# **Team Member Health** and Wellness

**Nearly 50 team members** assisted by the TM Care Fund since inception

It is critical to us that our team members feel that their health and well-being is being taken care of while working for our company. We view well-being as encompassing physical, mental, and financial health.

We offer a comprehensive set of benefits to full-time team members, including:

- Medical, dental, vision, and life insurance
- Paid-time off
- Paid parental leave
- Adoption assistance
- 401(k) program with a company match
- Home purchase rebate and mortgage incentive

When our team members face trying times, we step in to support them when

they need it most. Through the **TM Care Fund**, our team members can request and receive \$2,000 up to three times throughout their career with the company in the event of unexpected hardships. These include natural disasters, serious illnesses or injuries, death of an immediate family member, or other extreme circumstances that impact a team member's ability to cover basic living expenses.

To further promote health and wellness, we have an intranet site dedicated to living a healthy lifestyle. The site houses a variety of resources, including monthly mental health webinars, budget worksheets, healthy recipes, and fitness tips. We also have employee-led special interest groups, many of which promote healthy living and financial planning and education through activities and training opportunities.



#### **Engagement**

We strive to create a meaningful and positive employee experience, reflected in our culture, which we affectionately refer to as **TMLiving**. Our people-first culture is one of our main points of pride and one that we feel differentiates us within our industry and beyond, helping us to attract and retain best-in-class talent.

One the ways we cultivate our TMLiving culture is through transparent, timely and honest communication. Ensuring our team members feel their voices and experiences are heard and valued is one of our most vital responsibilities as an organization. By listening and acting on the feedback from our employees, we can promote alignment and shared ownership to foster engagement and operational effectiveness.

#### **HUDDLES**

Each day, our teams gather—virtually, these days—to have meaningful and enlightening culture conversations, share inspirational stories and timely, mission-critical business news during **Huddles**.

These daily brief, 15-minute touchpoints with our teams reinforce our culture and more importantly, help build a stronger bond by bringing everyone together.

The value of this daily communication tool became even more apparent during COVID-19 as a means of keeping our teams connected.

# ANNUAL EMPLOYEE ENGAGEMENT SURVEY

Through our annual survey, the **TMPulse**, we gauge employee engagement and solicit feedback that informs our leadership priorities and strategies. Questions are bucketed into themes, including culture, vision, engagement, communication, experience, leadership and execution.

Leaders closely review the feedback and incorporate it into action plans.

With a 71 percent response rate in our latest survey, we are proud that 7 of 8 respondents indicated they are enthusiastic to work for Taylor Morrison and believe their leaders adhere to our core values.

#### **NEW HIRE SURVEYS**

We work with a third-party vendor to carry out regular temperature checks, particularly in a team member's first year of employment. New hires are prompted with a few questions at 30 days, 90 days, six months, and one year—providing realtime feedback that their leaders use to address concerns and ensure their new team members feel connected.

# Training and Development

#### **ONBOARDING**

From day one, we believe in paving a path to success with a strategic onboarding process for our new hires. We take pride in providing a sense of comfort as we welcome our new team members into the Taylor Morrison family.

In 2020, we refreshed our onboarding program to ensure a seamless transition and help new employees quickly integrate and become immersed in our culture. We developed a comprehensive learner and manager guide to align expectations during onboarding and ensure our new hires have all the necessary tools to succeed in their new roles. Our **TM101** video course walks new employees through our values, history, and details the purpose of all the functional business areas within the company.

#### RETENTION AND DEVELOPMENT

# **66 percent**of our promotions were internal

Our **HERE Program**, which stands for Helping, Retention and Engagement, is designed to empower our leaders to actively solicit feedback to identify challenges and then implement changes to help retain our workforce and promote the strength and expertise of our team. Since the program's inception, our first-year turnover rate has significantly decreased—from 42 percent in 2015 to under 17 percent in 2020.

We also believe it is in the best interest of the company and of our team members to effectively match career aspirations, skills and strengths to appropriate internal opportunities. Our goal is to encourage internal transfers and promotions wherever possible. Because of this, we offer tools such as career path profiles that serve as roadmaps for advancement in various fields and that encourage team members to drive their careers forward with us.

Through our **GIFT Program**, which stands for Goals, Inspire, Feedback and Training, our managers conduct quarterly conversations with each of their team members to provide timely feedback and discuss developmental opportunities.

#### **CONTINUING EDUCATION**

We also offer qualifying team members the opportunity to take an undergraduate or graduate course for academic credit at no tuition cost. In addition, team members may be eligible to receive 30 percent tuition savings with a national partner and a waived application fee. We extend this

benefit to their immediate family members as well. We also reimburse 50 percent of role-relevant tuition, books and lab fees—upon completion of courses—up to a calendar year maximum of \$5,260 per team member.

#### **TRAINING**

#### 30 team members

promoted to managers after completing the CSC Program over the last three years We encourage our team members to be the 'CEOs of our Careers' and believe in lifelong learning and continual development – personally and professionally. Taylor Morrison has a comprehensive training program, TMLearning, where team members are provided over 4,500 online learning courses covering a wide range of topics such as project management, leadership, conflict resolution, and function specific information. Some courses are mandatory, to ensure all team members follow the same set of safety and ethical standards,

In 2020, Taylor Morrison held its third annual **Career Week**. Over the span of six days, team members participated in more than 70 different courses hosted by management, and external speakers. The

while others are optional to fulfill

professional development interests.

courses included topics such as upskilling your career, diversity and inclusion, building your brand, unconscious bias, and customer service.

Five years ago, we launched the **Certified** Coaches Program and it has since become a staple for mentoring excellence within the organization. Our coaches, or mentors, as we like to call them, spend a few months working alongside new hires to help with the assimilation process. We train sales representatives, superintendents, customer service representatives, and internet home consultants to become certified coaches, responsible for mentoring new team members. In fact, we are proud to say several of the mentees have recently become mentors and it's a cycle we enjoy seeing in our sales offices and in the field.

#### **TRAINING HOURS**



# AVERAGE HOURS OF TRAINING BY EMPLOYEE



# Community Engagement and Philanthropy

Beyond building homes, we are committed to cultivating communities. With philanthropy infused in our DNA and an inherent willingness to help, we feel compelled to serve others and make an impact in our communities across the country. We actively participate in community service projects and donate our time, resources, and money to causes dear to our hearts.

From our pledge to help veterans yearround, to our commitment to providing resources for local shelters in many of our markets, we know our good-willed nature attracts our talent and validates a consumer's decision to choose Taylor Morrison as their builder.

With a passion for public service engrained in our philosophy, we are so proud to be honored with the **2021**Hearthstone BUILDER Humanitarian Award, which is presented annually to builders who have shown a lifetime commitment to better their communities. This award is a testament to our team members' intrinsic desire to use our talent and resources to help those in need.

#### **BUILD JOY**

**Build Joy** is an annual charity campaign founded by Taylor Morrison in 2017 as a way to empower our team members to "build joy" in their own communities through acts of kindness.

Because 2020 was a year unlike any other, we revisited the initiative's roots to spread joy and inspiration to those who truly need it most. We asked our team members to submit a philanthropic effort they would like to support with \$1,000 toward COVID-19 relief.

After reviewing more than 100 crowdsourced submissions, our Leadership Team allocated funds to 20 "Joy Builders." These acts of kindness touched lives in 10 states and included making blankets for a veteran's hospital, building and delivering desks for students in need while virtual learning, and supporting an animal shelter caring for pets of families impacted by the pandemic.

# COALITION FOR THE HOMELESS OF CENTRAL FLORIDA

Our Financial Services team members' commit their time year-round to community service projects. When they are not holding a collection drive, they regularly coordinate events for the children of the **Coalition for the Homeless of Central Florida**, including ice cream truck days, fall festivals, and special holiday activities.

Here is a snapshot of the donations they provided last year:

- 4,000 backpacks, lunch bags, sports bottles, tote and laundry bags
- 6,000 personal hygiene items
- Over 22,000 diapers



















#### **HOMEAID AMERICA**

The **Taylor Morrison Foundation** is committed to combatting homelessness in the communities we serve. We partner with **HomeAid America**, a leading national provider of housing and resources for the homeless, to serve more people in need.

Our Chairman and CEO, Sheryl Palmer, has served on HomeAid's national

Board since 2017 and will serve as the Chairman of the Board through June 2021. Additionally, several of our Division Presidents have served, and currently serve, on local chapter Boards of Directors. In recent years, we have deepened our HomeAid partnership by expanding our involvement to 11 chapters across the country.

# SPOTLIGHT ON HOMEAID SERVICE PROJECTS

#### Tiny Homes | Austin, TX

Our Austin Construction Team built, fully furnished, and stocked two tiny homes in the Community First! Village, a 51-acre master-planned community that provides affordable permanent housing for homeless men and women. The homes are not considered transitional housing, but rather long-term supportive housing, and they will serve a very specific niche of the population—residents who have lived on the streets for 10+ years in the 55+ age group. Once residents move in, they will be able to enjoy amenities such as an art studio and fresh produce in the market, all housed within the community. Residents will also have employment and leadership opportunities.

#### Shelter Renovations | Atlanta, GA

Our Atlanta team members renovated the North Georgia Angel House, a local shelter for young women in the foster care system. They completed a full bathroom renovation, painted and repaired a deck, and assisted with other renovations to make this shelter special. The division provided \$21,000 worth of furniture, kitchen and bath hardware, accessories and artwork for the shelter. Additionally, our Atlanta Division supported HomeAid's annual '2020 Essentials Drive,' donating more than \$6,000 to provide necessities for families with young children experiencing homelessness.

# Shelter Expansion Project | Sacramento, CA

Our Sacramento division is leading the construction of two brand-new structures (a residence and administrative building) for a local shelter, which serves families and individuals struggling with addiction, abuse, and poverty. The shelter currently houses 20 women and their children, and our expansion will allow capacity to double.















# We Believe in... Building for the Future

We believe in doing the right thing for our people, for our customers, and for the greater good of the planet. With a strategic plan and an eye toward building for the future, we integrate long-term, sustainable thinking into every phase of our operations from our land investment and planning decisions, to our home construction processes and material choices, to our suite of our consumer-centric financial services.

#### **Healthy Living**

The health and wellness of our homes has always been top of mind for us, but the COVID-19 pandemic shined an even brighter light on the importance of healthy living. With people spending more time at home than ever before to stay healthy and safe, and our in-house research revealing more than one-third of home shoppers today are seeking a new home over resale for better in-home health and wellness features, putting our customers' wellness at the forefront of our business strategy was both the logical and compassionate move.

In response, in July 2020, we launched **TM LiveWell**, a robust suite of healthy home products and technologies that

provide healthier air, cleaner water and safer paint—standard, in all our new homes.

Our TM LiveWell suite includes:

- Whole home filtration to remove harmful dust, dirt, and mold.
- Smart thermostat technology to regulate temperatures from a programmable Wi-Fi enabled device.
- Advanced water filtration to reduce contaminants.
- Hands-free faucets to avoid germs.
- Low-VOC paint with less chemicals.

# Green Building and Energy Efficiency

To learn more about elem3nts<sup>™</sup> by Taylor Morrison, please visit: taylormorrison.com/discover-taylor-morrison/energy-efficiency We embrace our responsibility to protect our planet through the way we develop land and build homes. This is why we developed a strategy to use innovative materials and advanced building methods to lessen the carbon footprint of our homes, reduce our greenhouse gas emissions (GHG), and deliver energy efficiency to our customers.

These building standards, which we call **elem3nts<sup>™</sup> by Taylor Morrison**, are key to our sustainability principles.

In addition to our efficient building processes, we offer our homebuyers a wide array of eco-friendly design options, such as ENERGY STAR® appliances, low e-windows and sliding doors, solar roof panels, and drought resistant landscaping.

TAYLOR MORRISON BUILT INSTALLED MORE THAN

3,134

homes built to a green standard

63

average HERS® index score

163



net zero homes



**551,300** cubic yards diverted from landfills

30,417

ENERGY STAR® appliances

8,150

homes with smart/ learning thermostats

# High efficiency A/C units & gas furnaces with programmable/smart thermostats ENERGY STAR® appliances Energy efficient insulation, roof barriers and lighting Low-e windows and sliding doors Solar roof panels Water saving fixtures and recirculation pumps Drought-resistant landscaping Net zero energy



# **Superior Construction Quality**

With a company legacy dating back over 100 years, we are committed to developing sustainable communities in which our homebuyers aspire to live and building homes that will stand the test of time. Our commitment to quality gets right to the point—we stand behind the homes we build and hold ourselves to the highest standards of performance and safety.

We emphasize building processes that create consistent and predictable results,

share best practices across our divisions, and focus on continuous improvement.

Our construction, land, and purchasing teams coordinate subcontracting services and supervise all aspects of construction work and quality control. This encompasses subcontractor performance, scheduling, and regular formal inspections to ensure the highest standards of building quality.

# HOME READINESS - A PILLAR OF OUR QUALITY CONTROL PROCESS

One of our main priorities as a homebuilder is to deliver homes that are fully complete for our homebuyers. This commitment to **Home Readiness** is a pillar of our quality control process and dedication to providing our homebuyers with a best-in-class homebuying experience, while also improving the predictability of closings and minimizing warranty costs. We believe our goal of 100 percent Home Readiness is unique in our industry, and has been unwavering even with the challenges related to limited trade labor availability during the COVID-19 pandemic.

To achieve our Home Readiness goals, our construction teams continually

review and test all systems along the construction cycle, using our proprietary **Quality Inspection Checklist** that includes over 200 items. Our inspectors work with our teams to identify and solve any outstanding items by the time of our customers' **New Home Demonstration**. Our integrated scheduling system allows us to record and communicate any quality-related items directly to our trade partners in real time so that issues can be resolved efficiently.

Both Home Readiness and Customer Satisfaction are key metrics in our incentive compensation programs for our team members and senior executives.

# CONSTRUCTION QUALITY ASSESSMENT

#### Annual site assessment:

- Objective 3rd party
- 600+ quality checkpoints
- Assessing on a scale from 1-4
- Building code and consistency

# CONSTRUCTION FINISHED

#### 2 weeks before MI:

- All major projects are completed
- Builder down to fine tuning only

# TM QUALITY INSPECTION

#### 2 weeks before MI:

- Detailed inspection by TM Quality Inspector
- Avg. checklist includes 200 items, tailored to regional reg's
- Each item addressed before the New Home Demonstration

#### NEW HOME DEMONSTRATION (NHD)

#### 1 week before MI:

- Goal is to deliver the finished home with zero items of concern at the time of the NHD
- Demonstration focused on teaching how to use the home

# MOVE IN (MI) AND CLOSING DATE

#### Completed Home:

- Delivered with zero items of concern and no known defect
- Covered by TM Warranty:1 year - workmanship
- 2 years system 10 years - structural



#### THIRD-PARTY EVALUATIONS

**12 percent increase to 3.14** improvement in our IBACOS construction quality score on a 0-4 scale from 2018 to 2020

We partner with **IBACOS®**, a nationally recognized expert in construction quality, to conduct annual third-party assessments of our construction processes and performance within each of our divisions. These annual assessments help us identify areas of opportunity and prioritize practices that improve our building durability and minimize the risk of systemic defects.

In addition, we utilize construction scorecards for each of our divisions to track performance and drive process improvement.

Ongoing employee training is also a critical element of our product quality framework. We require all construction team members to complete IBACOS' training courses during onboarding and to fulfill ongoing education requirements.

#### WARRANTY PROGRAM

Our commitment to quality construction extends beyond delivering homes fully complete to our homebuyers on the day of closing.

Long after our customers move in, we provide peace of mind with our extensive warranty programs. We offer one-year coverage on workmanship, two-year coverage on systems, and a 10-year warranty for structural components.

This commitment to superior homebuilding quality and customer satisfaction has contributed to our reputation as **America's Most Trusted® Homebuilder**, six years in a row.

# Protecting the Environment with the National Wildlife Federation



In 2019, we teamed up with the **National Wildlife Federation**, America's largest and most trusted conservation organization, to restore and protect wildlife habitats in our communities across the country. This unique collaboration has allowed us to build upon our long-standing conservation practices and is a proud cornerstone of our sustainability commitment.

In the second year of our partnership, we more than doubled our impact by creating National Wildlife Federation Certified Wildlife Habitats® across each of our divisions, totaling nearly 4,000 acres. We also have more than 170 additional certified habitats, monarch gardens and ECHO natural playscapes underway as we continue to quickly expand the partnership's mark across the country—paving the way for further engagement in accessible and effective wildlife habitat stewardship and conservation.

Beyond just the environmental benefit of our work with the National Wildlife Federation, our joint activities are designed to educate and inspire our homebuyers and the public at large to save wildlife. For our customers, these thoughtful and unique preservation efforts create pride of ownership that drives long-term value in our communities.

Key initiatives include:

- **The Monarch Pledge:** We are advancing Monarch butterfly recovery efforts by planting and maintaining chemical-free demonstration butterfly gardens, planting native milkweed throughout our communities, and educating our residents.
- Wildlife Habitats: We are applying National Wildlife Federation's Certified Wildlife
  Habitat® standards to community parks and open spaces to protect natural areas
  and developing Habitat Management Plans for our homeowners' associations to
  promote their successful long-term stewardship of these habitats.
- Sustainable Landscaping: We are protecting the natural landscape within our communities by committing to planting 100 percent native plants in our certified open spaces, incorporating more nature trails and other outdoor experiences, and encouraging sustainable landscape practices.
- ECHO Natural Playscapes: We are connecting families with nature by building National Wildlife Federation's certified Early Childhood Health Outdoors (ECHO) nature playscapes in select communities in lieu of traditional playground equipment, which support healthy child development and engage children in the wonders of the outdoors.

In the first two years of our partnership:

**53** certified natural open spaces

**3,756** acres of certified wildlife habitat

**26** monarch butterfly demonstration gardens

**12** ECHO natural playscapes under construction

To learn more about ECHO, please visit: <a href="https://nwf.org/ECHO">nwf.org/ECHO</a>



#### THE SCIENCE

Recent studies confirm that landscapes with more than 70 percent native plants and trees is the best thing homeowners can do to support biodiversity. National Wildlife Federation experts and wildlife biologists review our participating communities' plant lists by zip code and their specific locations to promote optimal biodiversity and wildlife benefits.

#### **CASE STUDIES**

#### **Wetland Sanctuary for Nesting Bald Eagles**

Bellalago | Orlando, FL

Our Bellalago community certified more than 375 acres of certified wildlife habitat consisting of natural wetlands brimming with spectacular native plants and animal species. There are regular sightings of Florida scrub jays, sandhill cranes, osprey and many songbirds. The protected area is also home to Sherman's fox squirrel, a species of special concern because scientists estimate that more than 80 percent of their native habitat is depleted. However, the most popular residents are two nesting pairs of bald eagles. In compliance with the U.S. Fish and Wildlife Service, the bald eagle nests at Bellalago are protected and monitored.

#### **ECHO Playscape and Open Space**

The Ridge at Northlake | Dallas, TX

Dallas was our first division to install and certify an ECHO natural playscape in The Ridge at Northlake. This unique playscape offers a diversity of play experiences for all ages and a blend of whimsical natural and manufactured equipment custom-designed for the space. The Ridge also certified 64 acres of open space and a Monarch garden with plans to create more ECHO parks and monarch gardens throughout all five phases of development. The division has plans for habitat restoration, monarch gardens, and ECHO parks in many more communities underway.

#### **Removal of Nonnative Tropical Milkweed**

Esplanade at Azario Lakewood Ranch | Sarasota, FL

At Esplanade at Azario, we developed a butterfly garden and are planting native milkweed, Monarch caterpillars' only food source, throughout the community. Taking the commitment to heart, one of our team members and his young daughters created small puddling dishes and placed them in the gardens to meet certification requirements since butterflies are unable to drink from open water.

#### **Native Habitat Certification of Oak Preserve**

Ovation at Oak Tree | Lacey, WA

Our Oak Tree community certified more than 40 acres of high-quality native habitat last year. The area houses a stand of native oaks, including Oregon white oaks, which are an important "keystone species" that help hold the ecosystem together and are critical to the survival of many others species of plants and animals, such as native butterflies, birds, mammals and more than 550 species of caterpillars. There is also a small wetland and the understory includes native snowberry, hawthorn, and Oregon grapes. Informal walking trails throughout the oak preserve are lined with interpretive signs that explain the ecological value of the oaks to residents.





# Land Use Practices and Redevelopment

# SITE SELECTION AND DEVELOPMENT PLANNING

**\$1.4 billion** invested in land and development

**4,075**lots and homes delivered on redevelopment sites

We know that land is a scarce and precious resource. As a homebuilder and developer, we pride ourselves on our responsible land stewardship. Beginning with our thoughtful site selection process, we seek out land that is well positioned to transform into vibrant communities for our homebuyers. Our development process seeks to respect the land on which we build by preserving natural habitats, honoring each land parcel's unique history and place within its broader community, and promoting a sense of belonging through stakeholder engagement.

Given our land development expertise, we regularly look for opportunities to invest in redeveloped land and infill sites as a key element of our land investment strategy. Investing in redeveloped land and infill sites has many environmental and economic benefits, while also addressing housing shortages. These developments transform previously vacant lots and commercial parcels into housing opportunities in desirable urban and suburban neighborhoods. As a result, they reduce the pressure of developing on outlying natural spaces and safeguards habitats from destructive activities. In addition, redeveloped land adds economic value to unused areas and offers proximity to existing infrastructure and services.

When selecting a site, we have a disciplined approach and consider many

factors such as proximity to employment centers, transportation corridors, economic centers, schools, parks, and other amenities that would benefit our customers. These foundational elements of our investment approach help ensure our communities are resilient throughout housing cycles.

- Our process consists of a Portfolio Investment Committee (PIC) reviewing and approving potential land acquisitions.
- Approved sites then undergo project feasibility studies to assess the acquisition against regulatory, market, environmental, social and other risks and requirements.
- Considerations include accessibility to utilities, suspected threatened or endangered wildlife, significant or unusual noise levels, proper drainage infrastructure, and storm water pollution prevention.

We are committed to ensuring that our developments have low impacts on the environment and natural habitats surrounding them. We are mindful that protecting habitats is important for not only enhancing the beauty and environmental quality of our communities, but also for preserving natural resources and maintaining the biodiversity of local species. We ensure that all of our impacts are in full compliance with the U.S. Army Corps of Engineering permitting process as well as any site-specific regulations.

### SPOTLIGHT ON REDEVELOPMENT COMMUNITIES

#### Overlook at Riverfront | Everett, WA

- We developed this 40-acre masterplanned community on the site of the former Simpson Paper Company mill, transforming the commercial lot into a vibrant single-family neighborhood.
- This community is surrounded by hundreds of acres of preserved woodlands, significantly-restored wetland areas, and the Snohomish River to the east.
- The neighborhood features a large, three-acre park with play structures, a picnic area and gathering spaces and outdoor trails winding through the protected wetlands connecting to the regional Lowell Riverfront Trail providing ample opportunities for residents to connect with nature.
- We partnered with the community and the city to achieve the redevelopment of this parcel, as well as the adjacent community, Towns at Riverfront.

#### Hoke Townhomes | Davidson, NC

- We are developing this new townhome community on a former commercial site previously occupied by a lumbermill. The infill location is bordered by an affordable housing complex, historic homes, and a selfstorage facility.
- Our community will include multiple parks, walkways and outdoor recreation areas, including an ECHO natural playscape designed by the National Wildlife Federation, that will add over two acres of public open space for our residents and neighbors to enjoy.
- Our landscape management plan is designed to reduce environmental pollutants and irrigation needs and protect existing vegetation.
- We collaborated with community leaders to integrate local affordable housing needs into our development plan, including multiple units specifically targeted to low-andmoderate income homebuyers.

#### Canyon Village | Denver, CO

- We are developing a 10-acre collection of single-family homes on an infill parcel surrounded by existing neighborhoods and a church property.
- Our community plan includes a centrally-located park, dedicated open space, sidewalks and nature trails, and landscaped buffer zones surrounding the perimeter of the neighborhood.
- We are working with the National Wildlife Federation to create a prime Monarch butterfly demonstration garden, certify open space to protect the natural environment, and emphasize the use of flowering shrubs, wildflowers and other critical native plants.
- We engaged in meaningful, proactive dialogue with our neighbors throughout the community planning and development process to involve the local community and solicit feedback.



#### Sustainable Homeownership

**96 percent**of new home buyers
pre-qualified with TMHF

#### **Taylor Morrison Home Funding (TMHF)**

helps customers finance their dream home with sound mortgage products and proper education to enable our home buyers to make well-informed, sustainable decisions when it comes to their homebuying journey.

Right from the beginning of the Taylor Morrison homebuying process, we provide diligent pre-qualification to give our customers an understanding of affordability, budgeting, and other important credit considerations. To help ensure an affordable homeownership experience, we invest time to understand what is most important to our customers before they make a buying decision. This service also provides invaluable

transparency to Taylor Morrison in our construction backlog, helping to minimize risk and improve closing predictability. Throughout the building process, our TMHF team supports our homebuyers with ongoing communication and guidance to ensure a seamless journey that enhances our customer experience.

TMHF offers a broad array of quality mortgage products to meet customer needs without undue risk for our borrowers and our business, as evidenced by low delinquency rates and minimal repurchase history.

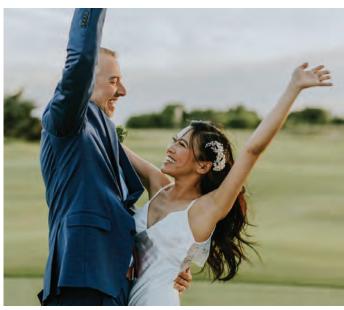














#### **DIGITAL MORTGAGE PROCESS**

In addition, TMHF is a paperless mortgage operation and has been a leader in embracing technology to streamline the mortgage process—reducing waste, minimizing risk, and improving the customer experience. Since 2010, we have conducted the traditionally paper-heavy mortgage process completely digitally. With an average loan file size of approximately 300 pages, we estimate we have saved over 19.3 million pieces of paper with our digital processes since 2010. This is equivalent to more than 2,000 trees saved based on metrics from the University of Michigan.

#### Access and Affordability

2,150+ homebuyers assisted by

ARO since inception

To learn more about ARO, please visit: taylormorrisonhf.com/ARO.html

Housing affordability is a critical social issue with many barriers. We work to enable people to attain their dream home through education and responsible lending practices.

In 2011, we launched **Able Ready Own** (ARO), a credit improvement program offered free of cost to help potential homebuyers improve their financial health. Through ARO, we provide personalized strategies to enhance credit and advise and educate our customers to help them make well-informed financing decisions and enhance their credit profile.

By utilizing these services, ARO graduates have improved their credit scores by an average of more than 40 points since the program's inception. This credit improvement can contribute to lower financing costs, helping to improve affordability for our homebuyers and expand the reach of homeownership.

Educating our communities on the homebuying process is also critically important to us and makes purchasing a house more accessible. In 2020, we hosted multiple online webinars to educate consumers on the homebuying and mortgage process to empower them to make a more informed decision, regardless of whether they choose to buy a Taylor Morrison home or not. Over 5,000 attendees enrolled in the webinars.





# We Believe in...

# Transparency and Accountability

At Taylor Morrison, we believe effective corporate governance and transparency is critical to our ability to create long-term value for our shareholders. At every level of the organization, from our Board of Directors to our field operations, we are committed to transparency and accountability.

# **Board Independence and Diversity**

Our nine-member Board is led by our Chairman and CEO, Sheryl Palmer, who brings more than 30 years of cross-functional homebuilding experience to her position, including leadership in land acquisition, sales and marketing, development, and operations management. Ms. Palmer is joined by three other female Directors, which represents the highest female representation on a Board in our industry.

Our Board includes eight independent Board members who make up the Audit Committee, Compensation Committee, and Nominating and Governance Committee.

Consistent with our Corporate Governance Guidelines, our Nominating and Governance Committee seeks Director candidates from diverse professional and personal backgrounds who offer a broad spectrum of experience and expertise outside the industry. We value Board refreshment in order to provide for new perspectives in combination with the existing deep experience and knowledge of the company. We aim to maintain an appropriate balance of tenure across our Directors.

#### **GENDER DIVERSITY**



#### **AGE DIVERSITY**

age range: 47 - 72

average age of directors

#### **BOARD TENURE**





#### **ESG Governance**

Our commitment to sustainability begins with our Board of Directors. Specifically, oversight of ESG related matters is the responsibility of our Nominating and Governance Committee while the Audit Committee has oversight of Enterprise Risk Management (ERM), which includes the ESG risks we deem key to our business.

Our **ERM Committee**, which consists of our most senior leaders, meets at least quarterly and prepares, presents, and discusses an ERM report with the Audit Committee on a quarterly basis. The Audit Committee Chair provides a report to the full Board on ERM risks and mitigation measures on a quarterly basis.

Our **ESG Committee** was established to lead ESG initiatives across the company and works in tandem with members of the ERM Committee. The ESG Committee meets at least quarterly and briefs the Nominating and Governance Committee at least biannually on ESG strategy. The Nominating and Governance Committee

Chair provides a report to the full Board on ESG strategy and progress at least biannually or as needed. The Board is fully committed to our ESG strategy and advancing areas where we can deepen our engagement.

The leadership and functions represented on the ESG and ERM Committees include:

- CEO, CFO and CLO
- Risk Management
- Legal
- Internal Audit
- Investor Relations
- Financial Services
- · Construction and National Purchasing
- · Corporate and Field Operations
- Corporate Communications
- · Corporate Land Investment
- People Services

#### **Risk Management**

#### **ENTERPRISE RISK MANAGEMENT**

Our ERM Committee identifies and assesses all key company risks and monitors risk mitigation efforts. A key focus for the ERM Committee is regulatory risk, with our legal department overseeing the implementation of regulatory reform throughout the Company and monitoring proposed regulation at federal, state, and local levels.

Our Vice President of Risk Management performs internal risk assessments, health and safety audits, and oversees the procurement of insurance coverage. The role also oversees the insurance requirements of trade partners, our safety protocols, and our surety program, which includes performance bonds and subdivision improvement agreements with municipalities. We have a captive insurance company domiciled in Vermont and an in-house insurance agency licensed in all states in which we operate offering homeowners' insurance and other personal lines of products to our customers.

#### **CLIMATE RISK MANAGEMENT**

### Zero homes

delivered in 100-year flood zones

We are aware of the increasing potential impact of climate change and other environmental-related risks. We are committed to continuing to evaluate and evolve our understanding of the increasing impact of these risks on our business, our communities, our customers, and homeowners.

#### Our Portfolio Investment Committee

(PIC) reviews all land acquisitions and the environmental impact of each project as part of our acquisition due diligence process. For instance, the PIC considers Phase 1 environmental site assessments (ESAs), wetland impacts and mitigation strategies, and 404 permitting requirements under the Clean Water Act.

As a precaution, we do not purchase land or build homes located in floodplains or coastal regions, which are prone to weather risks and complications associated with rising sea levels and climate change. However, on rare occasion, we acquire land that may include areas designated by the U.S.

Federal Emergency Management Agency (FEMA) as special flood hazard areas. In those cases, we typically work with FEMA, prepare grading and drainage studies, and make necessary improvements to obtain a Letter of Map Revision and an update to the Flood Insurance Rate Map to remove the property from the flood plain before we proceed with home construction and closings.

All of our environmental due diligence processes begin with a Phase I Environmental Assessment and Geotechnical Report to evaluate the land and identify any potential liabilities. If there are any areas of concern, the sites will also undergo a Phase II Environmental Assessment consisting of detailed inspections and lab tests to determine compliance with local, state, and federal regulatory guidelines. Once contaminants and environmental risks have been identified, we work to resolve all issues and ensure every site has a clean environmental site assessment prior to building-no exceptions.

#### **ENVIRONMENTAL RISK MANAGEMENT**

We have a robust company-wide **Storm Water Pollution Prevention Program**(SWPPP) that includes management oversight of all construction sites, team member training, and inspections beyond the routine inspections required by permits that include:

- Dedicated and trained storm water compliance representatives at the site, division and corporate levels
- Pre-construction inspections at all new sites to ensure permits are obtained, storm water pollution prevention plans are developed, and adequate storm water controls are in place

- Management oversight inspections at every site each quarter
- Compliance training program for all construction team members
- Annual submission of compliance reports to the EPA

In 2020, we rolled out mandatory trainings for construction personnel on storm water management. We also improved our internal data collection system to measure our progress year over year. In addition, we are in the process of optimizing our floorplan designs to increase efficiency and reduce overall waste on our construction sites, which has a positive effect on our environmental footprint.

#### **Health and Safety**

We are committed to acting responsibly in all actions that involve the health, safety, and well-being of our team members, homebuyers, trade contractors, the public, and the environment. We embrace a "Zero Harm" culture in which we commit to acting responsibility in all actions that may cause harm.

#### **WORKPLACE SAFETY**

Our Safety, Health and Environmental Program (SHE) is a framework to manage injury and illness prevention company-wide on both the corporate and division levels. Our Risk Management team, led by our Vice President of Risk Management, is responsible for implementing the provisions of the SHE Program across

the organization.

The SHE program is aligned with relevant provisions of the Federal Occupational Safety and Health Administration (FedOSHA); relevant Federal regulations including, Code of Federal Regulations (CFR), Part 1910 and 1926 (as amended); relevant American National Standards Institute (ANSI) standards; and all other applicable national, state, regional, and local laws and ordinances as they may apply to Taylor Morrison's operations. In 2020, the program expanded its scope to include COVID-19 precaution and prevention guidelines, including online training for all team members. In addition, and in conjunction with our TMLearning platform, every team member is assigned annual mandatory online health and safety training.

For the past 18 years, we have performed third-party health and safety audits twice a year at each of our divisions; however, only one audit was conducted in 2020 due to COVID-19 related restrictions. The audits are focused on site health and safety conditions, subcontractor compliance, and protection for residents already living in the communities. Audit performance is a component of our discretionary compensation programs for our field management teams and is a factor in each of our divisions' overall performance rating. We achieved a 94 percent audit score in 2020, in line with our target rating.

Injury prevention and on-site safety measures are top priorities for all Taylor Morrison field, division, and corporate leaders. In addition, health and safety performance is a key element in our annual **TM Cup Competition**, a decades-long tradition in which our divisions compete for the much-coveted distinction as a TM Cup winner. The competition's categories are a balance of financial, customer, and team member-focused objectives—and provide a good indication of overall division performance.

#### RECORDABLE INJURY RATE FOR DIRECT AND CONTRACT EMPLOYEES



100%

of the organization in verified compliance with an internationally recognized health and safety management system (2017-2020)

**INTERNAL SAFETY AUDIT SCORE** 









#### **EMPLOYEE TRAINING**

**31,700 hours** of employee training

100 percent

of team members trained on health and safety

Taylor Morrison has a comprehensive training program where team members are assigned training modules based upon their roles and responsibilities. Some company-wide training is mandatory, to ensure all team members follow the same set of safety and ethical standards. To promote accountability, the participation in these modules is tracked and reported to senior management.

Training covers topics such as workplace safety, cyber security, risk mitigation, performance management for managers, and anti-harassment training. We added COVID-19 precautions and prevention training to

our Safety Training requirements last year for all team members.

Additionally, our superintendents hold regular tool-box safety talks with our trade partners in the field to heighten day-to-day awareness on job sites of a wide range of topical safety and health related matters. These talks are concise, straightforward, and emphasize practical safety knowledge.

In 2020, our team members completed over 31,700 hours of total training, for an average of 11 hours per employee. This was down slightly from the prior year due to impacts from COVID-19.

TEAM MEMBER SPOTLIGHT— MIKE CICCONE, SAFETY MANAGER Based in our Sarasota division,
Mike Ciccone teaches OSHA, First
Aid, CPR, and Automated External
Defibrillator courses in several of our
markets and performs unannounced
safety audits to keep the teams on
their toes. Having devoted nearly
two decades to Taylor Morrison,
Mike has conducted over 20 safety
'boot camps,' for our teams—and is

always looking for ways to freshen up the trainings. His cutting-edge safety techniques and passion for protecting our trades and Superintendents in the field landed him the National Association of Home Builders 'Safety Program of the Year' award at the 2020 International Builders' Show.



#### **Vendor Management**

Vendor Code of Conduct: <a href="mailto:taylrm.sn/39fj8ET">taylrm.sn/39fj8ET</a>

Human Rights Policy Statement: taylrm.sn/3r4X1H7

We expect our vendors, contractors, and anyone performing business on our behalf to follow our compliance and ethics policies and standards. Vendor ESG expectations are laid out in in our Vendor Code of Conduct, including our requirements for fair wages, collective bargaining, data privacy, environmental management, and other key focus areas. Our vendors are our partners and we have active communication and recognition mechanisms to facilitate a productive working relationship. We are actively looking to diversify our supplier base with minority owned businesses where it aligns with our business objectives.

We evaluate each vendor from the onset of the business relationship on security, safety, liability, and existing or potential risk. We have a zero-tolerance policy for illegal activities and will terminate a supplier relationship if they are in violation of our Vendor Code of Conduct.

Our vendor and trade management process is overseen by our corporate Vice President of National Purchasing who works closely with the Purchasing leaders in each of our Divisions. By centralizing decisions at senior levels of the organization, we ensure greater quality control and cost management.

We prohibit the use of all forms of forced labor in our supply chain. We are opposed to slavery, human trafficking, and child labor and are committed to complying with applicable laws prohibiting such exploitation. More information on our commitment to human rights is available in our **Human Rights Policy Statement**.

#### **HUMAN RIGHTS**

Taylor Morrison supports the principles outlined in the United Nations' Universal Declaration of Human Rights (UDHR) and Guiding Principles on Business and Human Rights. We are committed to upholding responsible human rights

practices in all of our business activities per the International Bill of Human Rights and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work.



#### **Business Ethics**

#### 100 percent

of employees certified to our Code of Conduct and Ethics

Code of Conduct and Ethics taylrm.sn/30YzuwV been approved by our Board of Directors and applies to all employees and contractors. To promote accountability, the participation in this training is tracked and reported to senior management. Modules cover topics such as workplace safety, cyber security, risk mitigation, performance management for managers, and antiharassment training.

Our Code of Conduct and Ethics has

Every team member has a responsibility to carry out the expectations outlined in the Code of Conduct and Ethics. We foster an environment of transparency where team members feel comfortable asking questions and consistently doing the right thing. Our expectations are set from the onset during the onboarding process and communicated frequently by management.

Team members are encouraged to voice issues or concerns without fear of retaliation. Our secure **Ethics Hotline** is anonymous and is directly accessible on our company website and across our offices. Issues are reported directly to the Company's Chief Compliance Officer and the Audit Committee who may request additional information from stakeholders

or oversee an internal investigation. To ensure consistent compliance and robust management, we conduct internal and external audits against our ethics policies and practices on a quarterly basis.

Doing business with high integrity is our highest priority and deeply embedded into our culture. We strive to treat all customers fairly and have stringent requirements to ensure transparent and direct communication. Our advertising and marketing materials are subject to a rigorous review process to ensure our practices are free of misleading or deceptive materials and comply with all regulatory requirements. We continuously strive to build long-term relationships of integrity and trust with our homebuyers, trade contractors, suppliers, municipalities, and team members.

As we coordinate shared interests with our competitors such as regulatory awareness and joint ventures, we avoid discussion on topics that could potentially violate anti-trust or other competition laws. We respect the intellectual property and proprietary information of others and promote fair and ethical market competition.

#### CORRUPTION AND INSTABILITY

We are a U.S.-only business, currently operating in 11 states. We have a robust anti-corruption and anti-bribery policy as part of our Code of Conduct, which also includes a policy addressing conflicts of interest. We comply with anti-corruption laws wherever we conduct business.

We also strive to work only with third parties whose commitment to integrity matches our own, and we hold them to our same high standards. Our **Conflict of Interest** policy addresses personal relationships, related persons transactions, investments, other employment and disclosure requirements. We have not had any legal proceedings or monetary losses related to bribery or corruption.

#### **Security and Privacy**

We are committed to maintaining an information security program that endeavors to protect the integrity, confidentiality and availability of the company's information assets and to protect customer and consumer data.

We comply with federal customer privacy and data security regulations as well as state-level requirements such as the California Consumer Privacy Act (CCPA), which went into effect in early 2020.

We have a standing **Data Privacy Committee** consisting of a senior member of our legal team, our Chief Information Officer, the Head of our Internal Audit Group, our Chief Customer Officer, and representatives from our marketing department, among others. The Data Privacy Committee meets regularly to evaluate compliance with existing and emerging regulatory requirements with a view to ensuring that we meet our commitments to keeping our employees' and customers' data secure. Our Chief Information Officer reports to our Board of Directors twice annually.

We follow the NIST framework and conform to the expectations outlined by SOC 1 and SOC 2 for cybersecurity. Our highly certified IT team monitors security risk and performs tabletop exercises every year to test our processes. We have a retainer with an experienced company that can assist us in the event of a serious breach and have a detailed escalation plan that is reviewed annually. Our Chief Information Officer is a member of a leading Cybersecurity Council and is active in sharing best practices and learning from others to advance our security systems.

Employees complete an annual required training on cybersecurity and safety. We also issue periodic phishing tests that are designed to catch employee vulnerabilities and educate team members on phishing and malware.

As part of our standard operating procedures, we donate or recycle all used IT equipment. Our data center is entirely virtual and we run as few physical servers as possible.



#### **Public Policy**

We are involved in public policy advocacy at the federal and state levels.

Because the very nature of our product relates to increasing access to homeownership, we are aligned with those organizations whose missions are to expand such access in a responsible and prudent manner; however, we may not agree with every position taken by a specific organization or committee.

### TAYLOR MORRISON'S BUILDING STRONG BUSINESS PAC

Taylor Morrison's **Building Strong Business Political Action Committee** (PAC) was organized to support political candidates who support affordable housing. Our Chairman and CEO, Sheryl Palmer, chairs the PAC's Executive Committee, which consists of four additional executive officers and vets and approves every PAC donation. In addition to a determination regarding alignment with the PAC objective to support affordable housing, the PAC Executive Committee also evaluates the character and background of each candidate.

\$181,900
PAC member
contributions in 2020

The PAC Board consists of the Executive Committee and all Company division presidents. The PAC Board meets biannually and a detailed report of all donations is discussed. In addition, the Audit Committee and TMHC Board receive a biannual report on PAC donations. The PAC is also subject to stringent federal and state regulatory and reporting requirements to ensure that PAC donations are transparent and publicly available.

Participation in the PAC by Company employees is completely voluntary and subject to numerous regulatory standards. PAC members receive an annual report from division presidents on PAC donations and the PAC responds to inquiries about donations to any PAC member. PAC members can discontinue contributions to the PAC at any time without retribution of any kind. Over 75 percent of all PAC donations are made to state and local candidates and other industry-related PACs. For every dollar contributed to the PAC by employees, the Company matches dollar-for-dollar with a charitable contribution to the Taylor Morrison Home Foundation.

### LEADING BUILDERS OF AMERICA

The member companies of **Leading Builders of America** (LBA) include many of the largest homebuilding companies in North America and play a critical role in our nation's economy. As a member of the group, Taylor Morrison supports the LBA's purpose to support homeownership for American families by carefully evaluating the public policy dialogue at the federal and state level and becoming actively engaged in regulatory issues that have the potential to impact homeownership in the U.S.

### LOCAL BUILDING INDUSTRY ASSOCIATIONS

Taylor Morrison is a member of local **Building Industry Associations** in every state in which we operate. Through our membership in the local associations, we advocate solutions to promote high-quality affordable housing.

THE NATIONAL ASSOCIATION OF HOME BUILDERS

Taylor Morrison is a member of the **National Association of Home Builders** (NAHB), a federation of more than 700 state and local associations that represents more than 140,000 members, of which one-third are home builders and remodelers. Each year, NAHB's members construct about 80 percent of the new homes built in the U.S. Taylor Morrison supports the work of the NAHB Federation to ensure that housing is a national priority and that all Americans have access to high-quality and affordable housing.



# Framework and Standards

# **Sustainable Accounting Standards Board (SASB)**

According to the SASB Industry Level Materiality Map, the following categories are "the most likely material issues for companies" in the homebuilding industry. The below table references accounting metrics within this report and other sources.

SASB Topic	Code	Accounting Metric	2017	2018	2019	2020
Land Use and Ecological Impacts	IE IID 400- 4	Number of lots delivered on redevelopment sites	815	1,458	2,043	2,153
	IF-HB-160a.1	Number of homes delivered on redevelopment sites	1,940	1,831	1,035	1,922
		Number of lots delivered in regions with High or Extremely High Baseline Water Stress	1,716	3,349	1,785	3,448
	IF-HB-160a.2	Number of homes delivered in regions with High or Extremely High Baseline Water Stress	1,997	3,244	2,510	3,415
	IF-HB-160a.3	Total amount of monetary losses as a result of legal proceedings associated with environmental regulations	0	0	0	0
	IF-HB-160a.4	Discussion of process to integrate environmental considerations into site selection, site design, and site development and construction  Land Use Practices and Redevelopment, p. 36  Protecting the Environment with the National Wi Federation, p. 32				
		Total recordable incident rate (TRIR) for direct employees	0.113	0.295	0.354	0.170
Workforce Health		Total number of incidents for direct employees	2	6	8	0.354 <b>0.170</b>
and Safety	IF-HB-320a.1	Total recordable incident rate (TRIR) for contract employees	0.100	0.070	0.084	
		Total number of incidents for contract employees	10	8	11	13
		Total recordable fatality rate for direct employees	0	0	0	0
		Total recordable fatality rate for contract employees	Not reported	Not reported	0	1

SASB Topic	Code	Accounting Metric	2017	2018	2019	2020	
	IF-HB-410a.1	Number of homes that obtained a certified HERS® Index Score	5,326	6,453	7,262	7,061	
		Average HERS® Index Score	68	67	59	63	
Design for Resource Efficiency	IF-HB-410a.2	Percentage of installed water fixtures certified to WaterSense® specifications (in participating divisions)	82%	81%	86%	87%	
Lilioleticy	IF-HB-410a.3	Number of homes delivered certified to a third-party multi-attribute green building standard (i.e. ENERGY STAR®, LEED)	2,246	2,920	2,850	3,134	
	IF-HB-410a.4	Description of risks and opportunities related to incorporating resource efficiency into home design, and how benefits are communicated to customers	Green Building and Energy Efficiency, p. 28				
	IF-HB-410b.1	Description of how proximity and access to infrastructure, services, and economic centers affect site selection and development decisions	Land Use Practices and Redevelopment, p. 36				
	IE LID 410b 0	Number of lots delivered on infill sites 716 1,628	1,732	924			
Community Impacts of New Developments	IF-HB-410b.2	Number of homes delivered on infill sites	1,267	1,427	1,225	225 <b>1,927</b>	
		Number of homes delivered in compact developments		446	550	978	
	IF-HB-410b.3	Average density of compact developments (DU/acre)	11.0	8.2	7.2	10.1	
	IE LID 400 4	Number of lots located in 100-year flood zones	1	83	310	797	
Climate Change Adaptation	IF-HB-420a.1	Number of homes delivered in 100-year flood zones	0	67	0	0	
	IF-HB-420a.2	Description of climate change risk exposure analysis, degree of systematic portfolio exposure, and strategies for mitigating risks	Climate Risk Management p. 45 Environmental Risk Management p. 45				
	IF-HB-000.A	Number of controlled lots (Owned and controlled) <sup>1</sup>	37,812	56,840	53,879	75,284	
Activity Metrics	IF-HB-000.B	B Number of homes delivered <sup>2</sup> 8,032		8,760	9,964	12,524	
	IF-HB-000.C	Number of average active selling communities	297	307	351	386	

<sup>&</sup>lt;sup>1</sup>Includes commercial assets <sup>2</sup>Home closings (units)



#### **Global Reporting Initiative (GRI) Disclosures**

Торіс	Metric	2017	2018	2019	2020		
	# of ENERGY STAR® Appliances installed	15,354	16,346	18,226	30,417		
	# of homes with Solar installed	92	81	33	696		
Energy	# of Zero Net Energy homes <sup>1</sup>	26	7	16	163		
	# of homes with smart/learning thermostats installed	Not reported	Not reported	5,403	8,150		
Biodiversity	# of acres of preserve or open space dedicated	754	1,675	2,413	4,133		
	# of acres owned, controlled, or managed in or adjacent to protected areas and areas of high biodiversity value	7,815	8,113	10,060	12,435		
	# of acres of habitat protected or restored	23	209	685	3,035		
Waste Reduction and Recycling	# of divisions incorporating recycling into their standard job site processes	11	11	10	12		
	% of communities in participating divisions incorporating recycling into their standard job site processes	100%	100%	81%	91%		
	Recycling sorted (cubic yards)	400,800	492,630	845,784	551,313		
Community Impacts	School related fees paid	\$10,479,317	\$11,364,055	\$23,822,505	\$16,546,413		
	# of Below Market Rate (BMR) affordable homes delivered	10	9	16	15		

<sup>&</sup>lt;sup>1</sup> Under the California Long-Term Energy Efficiency Strategy Plan, all new residential buildings in California were required to be Zero Net Energy (ZNE) by 2020. At Taylor Morrison, we began ZNE home construction in 2017.

#### **U.N. Sustainable Development Goals**

Goal	Name	Full Description	Target TMHC is Aligned With	Report Section(s)
4	Quality Education	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university	Training and Development, p. 22  Access and Affordability, p. 40
5	Gender Equality	Achieve gender equality and empower all women and girls	5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life	Diversity, Equality and Inclusion, p.17
8	Decent Work and Economic Growth	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	Training and Development, p. 22  Community Engagement and Philanthropy, p.24  Access and Affordability, p. 40
9	Industry, Innovation, and Infrastructure	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all  9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities	Superior Construction Quality, p. 30 Land Use Practices and Redevelopment, p. 36
11	Sustainable Cities and Communities	Make cities and human settlements inclusive, safe, resilient and sustainable	11.1 By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums  11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management  11.7 By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities	Protecting the Environment with the National Wildlife Federation, p. 32  Land Use Practices and Redevelopment, p. 36  Access and Affordability, p. 40  Health and Safety, p. 46











Goal	Name	Full Description	Target TMHC is Aligned With	Report Section(s)
12	Responsible Consumption and Production	Ensure sustainable consumption and production patterns	12.2 By 2030, achieve the sustainable management and efficient use of natural resources  12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment  12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse	Green Building and Energy Efficiency, p. 28 Vendor Management, p. 49 Environmental Risk Management, p. 45
13	Climate Action	Take urgent action to combat climate change and its impacts	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries	Climate Risk Management, p. 45 Environmental Risk Management, p. 45
14	Life Below Water	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	14.1 By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution  14.5 By 2020, conserve at least 10 per cent of coastal and marine areas, consistent with national and international law and based on the best available scientific information	Environmental Risk Management p. 45
15	Life on Land	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	15.1 By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements	Protecting the Environment with the National Wildlife Federation, p. 32  Land Use Practices and Redevelopment, p. 36
16	Peace, Justice and Strong Institutions	Access to justice for all, and building effective, accountable institutions at all levels	16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels	Diversity, Equity and Inclusion, p. 17  Board Independence and Diversity, p. 42  Public Policy, p. 52













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