



Environmental Performance Overview

PERFORMANCE INDICATOR	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
TOTAL NUMBER OF HOMES DELIVERED	23,743	12,438	8,488	7,346	5,812	6,282	7,145	7,215	8,196	9,829	10,909	11,317	11,871	10,672
ENERGY EFFICIENCY														
Number of ENERGY STAR® certified homes delivered ¹	7,467	4,736	5,258	6,631	5,677	6,207	7,078	7,168	8,099	9,768	10,736	11,176	11,797	10,668
% of total homes delivered that were ENERGY STAR certified	31%	38%	62%	90%	98%	99%	99%	99%	99%	99%	98%	99%	99%	99%
% of KB Home divisions building at least some homes to ENERGY STAR specifications	83%	91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of ENERGY STAR certified appliances installed ²	N/A	18,804	12,718	13,292	9,929	9,065	9,695	9,789	11,181	13,261	15,276	15,960	17,083	13,507
Homeowner satisfaction ratings on the energy efficiency of their KB home ³	N/A	N/A	N/A	91.90%	92.50%	93.10%	92.80%	91.50%	91%	91%	89%	89%	93%	93%
WATER CONSERVATION														
Number of KB homes built to EPA's WaterSense specifications ⁴	N/A	N/A	N/A	11	97	85	61	96	233	265	170	134	147	270
Number of Water Smart homes built ⁵	1,964	881	393	521	412	438	503	400	589	807	854	1,132	950	449
Number of EPA WaterSense labeled fixtures installed in KB homes: ⁶														
Bath faucets	N/A	154	15,189	19,096	18,240	22,500	23,500	23,800	28,700	34,400	40,000	42,000	44,000	39,500
Toilets	N/A	486	1,260	2,026	14,500	18,100	20,000	20,200	23,000	27,600	33,800	35,000	36,800	33,100
Showerheads	N/A	N/A	N/A	241	12,200	13,700	15,000	15,150	16,400	19,700	23,400	24,300	25,600	22,950
SUSTAINABLE PRODUCTS & OPTIONS														
Total number of sustainable products and options installed ⁷	N/A	N/A	21,010	23,155	18,412	20,039	33,582	35,373	46,717	52,094	59,454	61,585	64,697	64,032

¹ Project site conditions and development requirements as well as factors outside of our control can restrict our ability to build ENERGY STAR certified homes in certain communities.
² Began tracking in 2008.
³ Began tracking in 2010, from a 12-month post-closing survey on a scale of 0-100% satisfaction.
⁴ Construction commenced in late 2010.
⁵ Las Vegas market only; in conjunction with the Southern Nevada Water Authority.
⁶ 2012-2020 figures are estimated.
⁷ Began tracking in 2009. Optional upgrades include appliances, HVAC equipment, WaterSense labeled fixtures, ENERGY STAR certified doors and low-E windows. Figures are estimated.

PERFORMANCE INDICATOR	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
OFFICE SUSTAINABILITY PRACTICE														
% of office supplies purchased that are earth conscious	23%	27%	26%	33%	29%	22%	15%	20%	19%	22%	22%	26%	33%	33%
Sheets of paper saved through process improvement and reduction of paper in homebuying process, estimated ¹														55,000,000
Recycled paper (office grade) processed through our national service provider, which recycles the paper after shredding (lbs.) ²	56,440	148,940	72,390	467,979	158,129	94,703	123,637	66,114	203,341	165,606	335,526	181,981	329,900	92,620
Trees saved	479	1,266	615	3,978	1,344	805	1,051	555	1,706	1,389	2,815	1,527	2,768	777
Water saved (gal.)	197,540	521,290	253,365	1,637,925	553,451	331,459	432,728	906,125	2,786,903	2,269,713	4,598,551	2,494,154	4,526,444	1,264,403
Air pollution avoided (lbs.)	16,932	44,682	21,717	14,039	4,743	2,841	3,709	47,867	147,219	119,899	242,920	131,755	238,848	67,057
Landfill reduction (cu. yds.)	84	223	109	702	237	142	185	165	508	414	838	455	825	232
Electricity saved (kWh)	115,702	305,327	148,400	959,356	324,164	191,140	253,455	74,709	229,776	187,134	379,144	205,640	372,787	104,661
Oil saved (gal.)	12,981	34,256	16,650	107,635	36,370	21,782	28,436	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OUR CARBON FOOTPRINT														
Estimated greenhouse gas emission for KB Home operations (CO ₂ e in metric tons)	N/A ³	42,204	20,296	17,015	14,549	13,468	14,092	16,078	19,186	22,961	25,062	24,992	24,025	19,744
Estimated GHG emission financial intensity ⁴	N/A ⁵	0.0000139 (42,204 metric tons/ US \$3,033,936,000 total revenue)	0.0000112 (20,296 metric tons/ US \$1,824,850,000 total revenue)	0.0000107 (17,015 metric tons/ US \$1,589,996,000 total revenue)	0.0000111 (14,549 metric tons/ US \$1,315,866,000 total revenue)	0.0000086 (13,468 metric tons/ US \$1,560,115,000 total revenue)	0.0000068 (14,092 metric tons/ US \$2,084,978,000 total revenue)	0.0000067 (16,078 metric tons/ US \$2,400,948,000 total revenue)	0.0000063 (19,186 metric tons/ US \$3,032,030,000 total revenue)	0.0000064 (22,961 metric tons/ US \$3,582,900,000 total revenue)	0.0000057 (25,062 metric tons/ US \$4,366,529,000 total revenue)	0.0000055 (24,992 metric tons/ US \$4,547,002,000 total revenue)	0.0000053 (24,025 metric tons/ US \$4,552,747,000 total revenue)	0.0000047 (19,744 metric tons/ US \$4,163,174,000 total revenue)
Estimated GHG emission activity-related intensity (CO ₂ e in metric tons per delivered home)	N/A ⁶	3.4 (42,204 metric tons/ 12,438 homes)	2.4 (20,296 metric tons/ 8,488 homes)	2.3 (17,015 metric tons/ 7,346 homes)	2.5 (14,549 metric tons/ 5,812 homes)	2.1 (13,468 metric tons/ 6,282 homes)	2.0 (14,092 metric tons/ 7,145 homes)	2.2 (16,078 metric tons/ 7,215 homes)	2.3 (19,186 metric tons/ 8,196 homes)	2.3 (22,961 metric tons/ 9,829 homes)	2.3 (25,062 metric tons/ 10,909 homes)	2.2 (24,992 metric tons/ 11,317 homes)	2.0 (24,025 metric tons/ 11,871 homes)	1.8 (19,744 metric tons/ 10,672 homes)
WASTE REDUCTION AND RECYCLING														
% of KB homes built with preconstructed panels ⁷	65%	90%	90%	100%	100%	98%	85% (est.)	85% (est.)	85% (est.)	85% (est.)	85% (est.)	85% (est.)	85% (est.)	90% (est.)
% of KB Home communities incorporating recycling into their standard jobsite processes	N/A	N/A	44%	71%	91%	64%	70% (est.)	80% (est.)	85% (est.)	85% (est.)	85% (est.)	85% (est.)	85% (est.)	85% (est.)

¹ We began our digital transformation and paper reduction process improvement in 2019 and continued in 2020. New metric introduced in 2020 to track going forward.
² This service provider also calculated the environmental benefits in the related rows below. This figure does not include the recycling programs we have established in the majority of our local offices. Increase in 2010 was primarily due to our Northern California division recycling over 11,500 boxes of archived documents in 2010. Division reduced their document storage by 50% to cut costs and improve efficiency.
³ Data not available for comprehensive emissions estimate.
⁴ Based on the methodology identified by the Carbon Disclosure Project.
⁵ Data not available for comprehensive emissions estimate.
⁶ Data not available for comprehensive emissions estimate.
⁷ Preconstructed panels help to minimize waste and increase durability and are constructed off site for greater precision. Using these panels results in more airtight, better insulated building envelope and helps reduce energy bills.



Social Performance Overview

PERFORMANCE INDICATOR	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
TOTAL # OF HOMES DELIVERED	23,743	12,438	8,488	7,346	5,812	6,282	7,145	7,215	8,196	9,829	10,909	11,317	11,871	10,672
STAKEHOLDER AND COMMUNITY INVOLVEMENT														
NAB	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Infrastructure development – approx. school-related fees paid	N/A	\$35 million	\$25 million	\$21 million	\$20 million	\$22 million	\$26 million	\$25 million	\$28 million	\$34 million	\$40 million	\$44 million	\$49 million	\$42 million
EMPLOYEES, TRAINING AND LABOR PRACTICES														
Number of full-time employees	3,556	1,892	1,446	1,346	1,204	1,172	1,422	1,605	1,710	1,797	1,936	2,025	2,157	1,752
Number of collective bargaining agreements with employees	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EMPLOYEE INJURIES BY REGION:														
West	6	13	13	6	7	4	8	6	7	14	12	17	10	12
Southwest	3	3	3	1	3	1	1	7	6	8	16	9	7	3
Central	5	16	3	5	2	14	5	5	10	11	6	6	7	6
Southeast	7	13	3	4	1	1	6	5	6	8	3	4	8	0
Average online training certifications per employee ¹	46	36	17	14	12	12	17	13	14	10	7	8	13	10
Average online training hours per employee ²	35	27	13	11	10	12	13	10	11	8	5	6	11	8
ANNUAL CORE TRAINING CERTIFICATION RATE:														
KB2020 White Papers ³	92%	98%	96%	97%	91%	90%	83%	87%	83%	66%	70%	80%	92%	96%
Ethics Policy	100%	100%	100%	100%	100%	99%	99%	98%	96%	97%	100%	98%	98%	99%
100% Complete/100% Satisfied ⁴	94%	99%	98%	97%	92%	97%	100%	90%	85%	75%	77%	83%	94%	95%
Sustainability Certification ⁵	N/A	99%	99%	95%	93%	83%	85%	85%	81%	64%	70%	77%	93%	96%
Number of safety certifications ⁶	6,874	2,125	210	200	120	235	894	1,045	901	861	199	315	1,408	2,447

¹ Decline is due in large part to our lower numbers of new employees, who are required to complete a large number of certifications as part of our new-hire orientation.

² Decline is due in large part to lower numbers of new employees, who are required to complete more hours of training as part of our new-hire orientation. In addition to online training and certifications, we conduct on-site field training of employees that is not reflected in these numbers.

³ As of 2010, required for new hires only. Decline in 2016 is due to transition to a new learning management system.

⁴ As of 2010, required for new hires only. Decline in 2016 is due to transition to a new learning management system.

⁵ As of 2010, required for new hires only. Decline in 2016 is due to transition to a new learning management system.

⁶ Required for new hires only; significantly declined in 2011 due to lower numbers of new employees in relevant positions.

Economic Performance Overview

Note: Below are key financial and overall customer satisfaction performance indicators. Additional operational results for fiscal year 2020 and prior years as well as additional information about our financial performance and business operations, including discussion of the material risk factors, are available in the periodic and other reports we file with the U.S. SEC, which can be found on our website at www.kbhome.com/investor or at www.sec.gov.

PERFORMANCE INDICATOR	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
TOTAL # OF HOMES DELIVERED	23,743	12,438	8,488	7,346	5,812	6,282	7,145	7,215	8,196	9,829	10,909	11,317	11,871	10,672
FINANCIAL TOTAL REVENUE (in thousands)	\$6,416,526	\$3,033,936	\$1,824,850	\$1,589,996	\$1,315,866	\$1,560,115	\$2,084,978	\$2,400,949	\$3,032,030	\$3,594,646	\$4,368,529	\$4,547,002	\$4,552,747	\$4,183,174
Net income/loss (in thousands)	(\$929,414)	(\$976,131)	(\$101,784)	(\$69,368)	(\$178,768)	(\$58,953)	\$39,963	\$918,349	\$84,643	\$105,615	\$180,595	\$170,365	\$268,775	\$296,243
Net orders	19,490	8,274	8,341	6,556	6,632	6,703	7,125	7,567	9,253	10,283	10,900	11,014	12,841	13,404
Backlog units	6,322	2,269	2,126	1,336	2,156	2,577	2,577	2,909	3,966	4,420	4,411	4,108	5,078	7,810
Backlog value (in thousands)	\$1,498,835	\$521,386	\$422,496	\$263,794	\$458,950	\$618,626	\$682,489	\$914,025	\$1,281,478	\$1,519,089	\$1,660,131	\$1,434,368	\$1,813,707	\$2,962,403
Average selling price	\$261,600	\$236,400	\$207,100	\$214,500	\$224,600	\$246,500	\$291,700	\$328,400	\$354,800	\$363,800	\$397,400	\$399,200	\$380,000	\$388,900
Housing gross margin	-5.70%	-7.10%	6.50%	17.40%	13.40%	14.90%	16.70%	18.10%	16.30%	16.20%	16.30%	17.50%	18.30%	18.90%
CUSTOMER SATISFACTION														
Customer satisfaction rating ¹	8.9	9.3	9.5	9.5	9.5	9.4	9.2	9.1	9.1	9.2	9.2	9.4	9.5	9.5
Customer recommendation rating ²	N/A	N/A	N/A	9.5	9.5	9.4	9.1	9	8.9	8.9	9	9.2	9.4	9.4

¹ From a 30-day post-closing survey on a scale of 1-10.

² From a 30-day post-closing survey on a scale of 1-10; began tracking in 2010.