

tri pointe HOMES

2020 ESG Report

Life-changing by Design

Published on May 25, 2021



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Disclaimers

Various statements contained in this Environmental, Social and Governance (ESG) Report, including those that express a belief, expectation or intention, as well as those that are not statements of historical fact, are forward-looking statements. Forward-looking statements that are included in this report are generally accompanied by words such as “anticipate,” “believe,” “could,” “estimate,” “expect,” “future,” “goal,” “guidance,” “intend,” “likely,” “may,” “might,” “outlook,” “plan,” “potential,” “predict,” “project,” “should,” “strategy,” “target,” “will,” “would,” or other words that convey future events or outcomes. The forward-looking statements in this report speak only as of the date of this report, and we disclaim any obligation to update these statements unless required by law and caution you not to rely on them unduly. These forward-looking statements are inherently subject to significant business, economic, competitive, regulatory and other risks, contingencies and uncertainties, most of which are difficult to predict and many of which are beyond our control. For more information regarding such risks, contingencies and uncertainties, please review the risk factors discussed under the sections captioned “Risk Factors” included in our annual and quarterly reports filed with the Securities and Exchange Commission. Further, new risk factors may emerge from time to time and it is not possible for management to predict all such risk factors or to assess the impact of such risk factors on our business.

Note that while we have opted to include in this report metrics that are responsive to sustainability accounting standards promulgated by the Sustainability Accounting Standards Board (SASB) for companies within the “Home Builders” industry, such disclosures do not constitute an endorsement of the SASB framework or a representation that all or any of such metrics are material, or the only metrics that are material, to an understanding of our business and performance. Further, certain data included in this report may (i) include management estimates and/or (ii) be based upon standards of measurement that we may revise or refine in the future as we continue to refine our data collection and reporting processes. For more information regarding our business, liquidity, financial condition and results of operations, please review the reports that we file with the Securities and Exchange Commission.

The data and information herein are as of December 31, 2020 unless otherwise indicated.

Letter from our CEO and Chairman of the Board

Dear Stakeholder,

Tri Pointe Homes is proud to publish this inaugural Environmental, Social and Governance (ESG) report, outlining our ideals, values and efforts as they relate to important ESG issues.

One of our core beliefs is that we are in the life-changing business, a mindset that extends beyond our role as one of the nation's largest homebuilders and influences every aspect of our organization. We believe we have a responsibility not only to our customers, but also our team members, trade partners, stockholders and other stakeholders to make a positive impact through the way that we conduct our business.

Our culture is passionate and competitive, focused on building award-winning homes for our homebuyers and producing strong results for our stockholders. We have established a framework for ESG that emphasizes environmental sustainability, a diverse and empowered workforce and appropriate oversight over the way in which we conduct our business. We believe this framework benefits our homebuyers, our stockholders and our communities at large.

Our culture of high ethical standards, compliance and strong corporate governance reflects our commitment to accountability and transparency to our stockholders and other stakeholders. Our Board of Directors, which is comprised of a supermajority of independent directors and one-third female directors, has oversight of our ESG strategy and initiatives, demonstrating the importance of ESG to our company.

We strive to be a leader in green building and are committed to improving our homeowners' quality of life. We are intentional in our land acquisition strategy and focus on land that provides direct access to employment, transportation corridors, educational centers and other community resources.



Through our LivingSmart® program established in 2001, we provide homebuyers with more energy efficient, technologically smarter and healthier home environments. We constantly incorporate new materials, technologies and features that emphasize water preservation, energy conservation and sustainability. We understand that we live in a world of finite resources and believe that we all must do our part to preserve the planet.

We are equally passionate about positively impacting the lives of our team members and empowering them to do the same in their communities. We encourage a free flow of ideas within our company and pride ourselves on maintaining an open organizational structure where feedback and input are always welcome. We have established training programs and protocols to promote diversity and do not tolerate any discrimination or harassment. Team member engagement and retention have always been key focus areas for us, and we believe this is reflected in the work environment we cultivate and the benefits we offer our team members.

We continue to make significant strides in helping the communities where we live and work, including by supporting programs such as HomeAid, an organization whose mission is to end homelessness through building homes and community outreach. In 2019, we founded Tri Pointe C.A.R.E.S. (Charity, Advocacy, Resources, Enrichment and Stewardship) to encourage our team members to use their positive energy, talent and expertise to give back and support their local communities. Helping those in need is an important part of who we are as a company, and we are committed to following through on this higher purpose.

Our mission is to change lives, and we believe we are fulfilling this mission through the unique and innovative communities we build, as well as through the ESG initiatives we have implemented. We recognize the increasing significance of ESG risks and opportunities for the long-term financial sustainability of our organization, and the importance of these considerations to our stakeholders. We take our role as a responsible corporate steward seriously and strive to leave a positive and lasting impact on the world around us.

"We believe we have a responsibility not only to our customers, but also our team members, trade partners, stockholders and other stakeholders to make a positive impact through the way that we conduct our business."



Steven J. Gilbert
Chairman of the Board



Douglas F. Bauer
Chief Executive Officer

About Us

One of the largest homebuilders in the U.S., Tri Pointe Homes® (NYSE: TPH) is a publicly traded company and a recognized leader in customer experience, innovative design, and environmentally responsible business practices. The company builds premium homes and communities in 10 states, with deep ties to the communities it serves—some for as long as a century. Tri Pointe Homes combines the financial resources, technology platforms and proven leadership of a national organization with the regional insights, longstanding community connections and agility of empowered local teams. Tri Pointe has won multiple Builder of the Year awards, most recently in 2019, and made Fortune magazine's 2017 100 Fastest-Growing Companies list. The company was also named one of the Best Places to Work by the Orange County Business Journal for four consecutive years. To read more about these and other awards for our innovation, creativity and quality, please visit the About Us section of our website.

SETTING THE FOUNDATION

2009
Tri Pointe Homes was formed and began operations in Southern California

2010
$150 million Starwood Capital Group equity commitment

2011
Opened operations in Northern California

2012
Expanded into the Colorado market

2013
First initial public offering of a homebuilder in over 10 years

2014
WRECO transaction closes

Launched Tri Pointe Connect and Tri Pointe Assurance for mortgage and title services

2015
2014 Developer of the Year award[1]

2015 Homebuilder of the Year award[2]

#1 Rated Local Management Teams[3]

2016
Millennial "Responsive Home" completed

Expanded into the Austin market

HIVE 100 Innovators award[4]

2017
FORTUNE 100 Fastest-Growing Companies

Expanded into the Sacramento market

2018
Dunhill and Nathan Carlisle Homes acquired and become the Dallas-Fort Worth Division

Tri Pointe Advantage Insurance Services launched

2019
Expanded into the Carolinas

Best Places to Work Award[5] 4th consecutive year

Tri Pointe Assurance expands into escrow services

2020
2019 Builder of the Year award[6]

Tri Pointe unifies its six builder brands under the name Tri Pointe Homes®

[1] Builder and Developer magazine, a national homebuilding publication, named Tri Pointe the Developer of the Year in 2014.

[2] BUILDER magazine named Tri Pointe the Builder of the Year in 2015. The Builder of the Year Award is BUILDER magazine's highest yearly honor.

[3] Leading homebuilding analyst firm Zelman & Associates found Tri Pointe to have the highest-rated local management teams among public homebuilders in its 2015 survey of land developers and private homebuilders.

[4] Recognizing housing's most influential innovators, real estate media firm Hanley Wood awarded Tri Pointe with a HIVE 100 Innovators award in the Business Management category.

[5] Orange County Business Journal and Best Companies Group recognized Tri Pointe as one of the Best Places to Work in Orange County in 2016, 2017, 2018 and 2019.

[6] Builder and Developer magazine, a national homebuilding publication, named Tri Pointe the Builder of the Year in 2019.

Brand Pillars



#1
Best of big and small

We are local specialists on a national scale. Proud of our homegrown heritage and trusted community relationships. Empowered by the combined strength of our company-wide financial resources, design leadership and technology platforms. It's big thinking with a personal approach that makes us better together.

#2
Customer driven

Homebuyers are our inspiration. Where we build, how we design and the overall experience we create all spring from a deep understanding of how our customers want to live. We don't just focus on life inside the home, we believe in building community, in every sense of the word—from the connected locations we select to our commitment to social responsibility. We exist to create solutions that far exceed our homebuyers' expectations and truly enhance their lives.

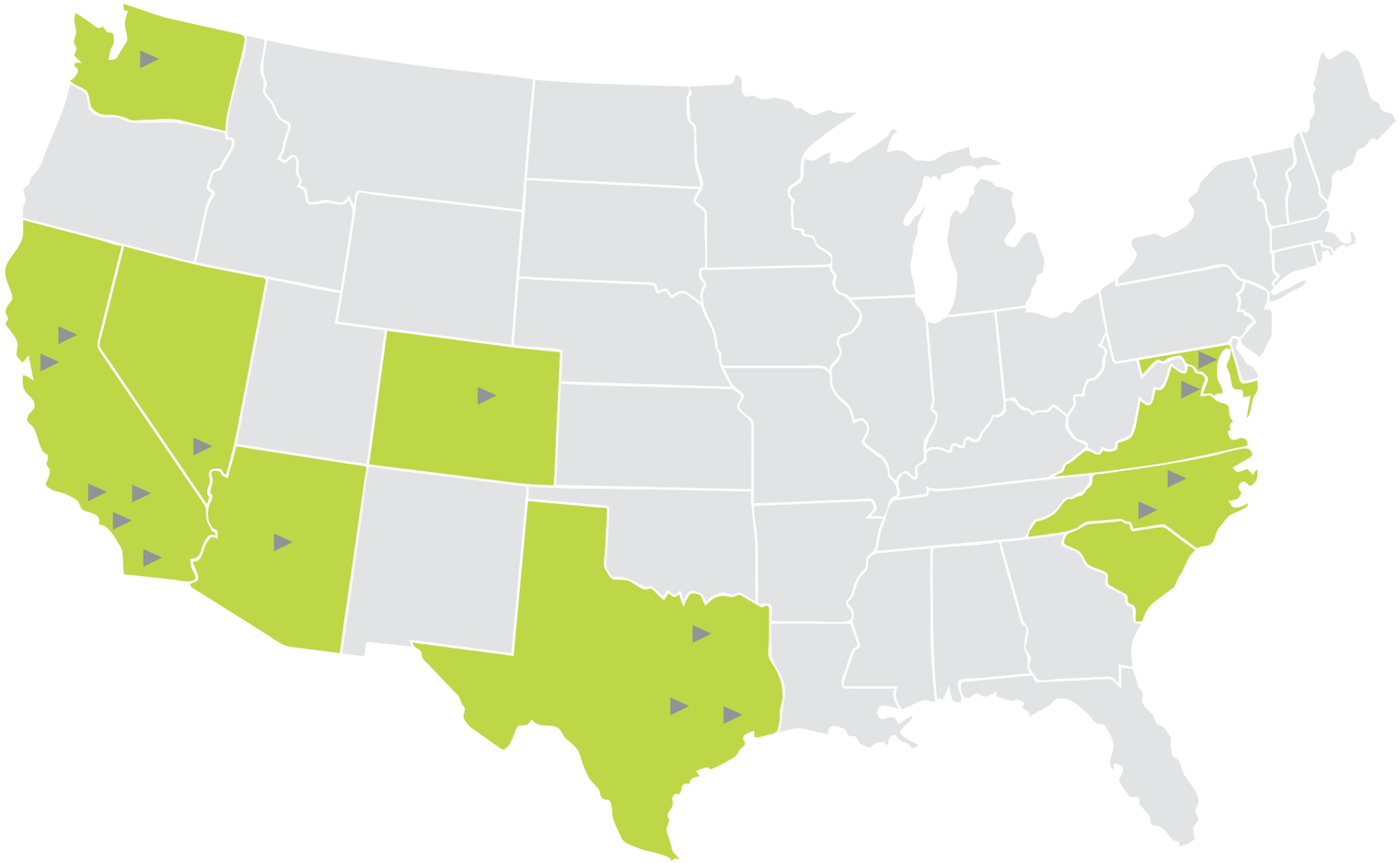
#3
Premium lifestyle brand

We're recognized in this industry for setting trends and paving new paths forward. We approach the entire homeowning experience—from design, to personalization and craftsmanship—with the same open-minded, progressive spirit as other leading lifestyle brands. The result is innovative programs like LivingSmart®, our commitment to healthy and environmentally responsible business practices and Tri Pointe Solutions®, our suite of services that streamline the buying process, start to finish. We're not just a leading homebuilder. We're about making a premium lifestyle possible for our customers, whatever their price point or life stage.

#4
Passionate culture

We are a people-first company—a team of passionate individuals who see our mission of being in the life-changing business as a true calling. Together, we achieve outstanding results that honor our shared values. We care deeply about helping our homebuyers achieve their dreams—about building thriving communities and empowering our team members to love what they do.

Our Divisions



WEST

- BAY AREA
- INLAND EMPIRE
- ORANGE COUNTY-LOS ANGELES
- SACRAMENTO
- SAN DIEGO
- ARIZONA
- LAS VEGAS
- WASHINGTON

CENTRAL

- AUSTIN
- DALLAS-FORT WORTH
- HOUSTON
- COLORADO

EAST

- DC METRO
- CHARLOTTE
- RALEIGH

About This Report

We recognize the importance of Environmental, Social and Governance (ESG) factors to our stakeholders. Through this report, we share some of the work we are undertaking as we continue to strengthen our capabilities in several key ESG areas:

- We seek to maintain a strong corporate governance structure that reflects accountability and transparency to our stockholders and other stakeholders.
- We demonstrate our commitment to healthy and environmentally responsible business practices through innovative programs such as LivingSmart®.
- We believe in building community, in every sense of the word—from the connected locations we select to our commitment to social responsibility.
- We are a people-first company—a team of passionate individuals who see our mission of being in the life-changing business as a true calling—that is committed to making Tri Pointe Homes a great place to work.

We have leveraged the reporting framework established by the Sustainability Accounting Standards Board (SASB) to identify the most important ESG factors for our investors. We also consulted the Global Reporting Initiative (GRI) for areas that may be important to other stakeholders, including talent management and our involvement with the communities in which we live and work. In addition, we have highlighted several of the United Nations Sustainable Development Goals to which we believe our current strategies and priorities most closely align.

If you have any questions or comments about ESG matters, including this report, please contact us at ESG@TriPointeHomes.com.





Governance

Oversight of ESG

We are committed to a strong corporate governance structure and practices that reflect a commitment to accountability and transparency to our stockholders and other stakeholders. Pursuant to our Corporate Governance Guidelines, our Board of Directors is responsible for overseeing our policies, programs and strategy regarding ESG-related matters. This includes, in consultation with our management team, our ESG disclosures and assessments of the effectiveness of our policies, programs and strategy regarding ESG matters.

At the management level, we have designated a Chief ESG Officer and established an internal ESG working group responsible for implementing our ESG strategy and initiatives. This working group has cross-functional representation and includes senior-level representatives from Legal, Operations, Sales and Marketing, Human Resources and IT. Our senior management team regularly updates our Board of Directors on matters related to ESG, including the efforts undertaken by the ESG working group.

Other Corporate Governance Highlights

In addition to the other practices described in this report, our corporate governance practices include the following:

- Separate independent Chairman of our Board of Directors and CEO
- Audit, Compensation and Nominating and Corporate Governance Committees are each comprised solely of independent directors
- Annual election of directors
- Majority voting in uncontested director elections
- Director resignation policy requiring incumbent directors who are not re-elected to tender promptly a written offer of resignation
- Stock ownership guidelines for our directors and senior management
- Claw-back policy for recoupment of executive officer incentive-based compensation in the event of certain restatements of our financial results
- Regular executive sessions of independent directors

Board Diversity and Independence

Our Board of Directors currently has six members, all of whom, other than our Chief Executive Officer, are independent under the New York Stock Exchange (NYSE) listing standards. In addition, one-third of our Board of Directors is female. We believe our Board of Directors should possess a combination of skills, professional experience and diversity of backgrounds necessary to oversee our business. Our Board of Directors recognizes the importance of diversity as it relates to viewpoints, backgrounds, leadership and business experience, as well as ethnicity, race and gender, and our Nominating and Corporate Governance Committee evaluates candidates' ability to contribute to such diversity.

For more information about our Board of Directors and its committees, please see our most recent Proxy Statement.



Steven J. Gilbert
Chairman of the Board



Douglas F. Bauer
Director and Chief Executive Officer



Constance B. Moore
Director



Vicki D. McWilliams
Director



Lawrence B. Burrows
Director



Daniel S. Fulton
Director

Business Ethics and Responsible Business Practices

Tri Pointe Homes is committed to the highest principles of business ethics and corporate governance requirements. Our Code of Business Conduct and Ethics sets out the fundamental principles and key policies and procedures that govern our business conduct and describes the expected standards of conduct for all of our employees, officers and directors. The purpose of our Code of Business Conduct and Ethics is to focus our Board of Directors and our management team on areas of ethical risk, provide guidance to our employees to help them recognize and address ethical issues, provide mechanisms to report unethical conduct and help foster a culture of honesty and accountability. Our Board of Directors reviews annually and revises, as appropriate, our Code of Business Conduct and Ethics.

Our team members complete an annual training on matters addressed in our Code of Business Conduct and Ethics, such as conflicts of interest, anti-bribery, the U.S. Foreign Corrupt Practices Act (FCPA), political contributions and lobbying, and are required to certify annually that they have read and agree to comply fully with our Code of Business Conduct and Ethics.

Our Board of Directors has also adopted a Code of Ethics for Senior Executive and Financial Officers that applies to our Chief Executive Officer, Chief Financial Officer and Chief Accounting Officer (or persons performing similar functions to the aforementioned officers).

Our Code of Business Conduct and Ethics, as well as our Code of Ethics for Senior Executive and Financial Officers, are available on our investor website in the Governance—Governance Documents section.





We are also committed to creating and maintaining a community in which our team members are free from all forms of harassment and discrimination. We require our employees to review our Discrimination, Harassment and Workplace Conduct Policy every two years. We have adopted protocols designed to prevent discrimination and provide avenues for reporting and addressing behaviors that are inconsistent with our business standards and our core values. We do not tolerate harassment, discriminatory behavior, sexual misconduct or any kind of retaliation for reporting suspected misconduct.

Our internal audit department provides our management and our Audit Committee with ongoing assessments of our risk management processes and system of internal control. We also maintain a toll-free Ethics Hotline (844-227-1794) and reporting website administered by a third party, which allows investors, employees and other interested parties to anonymously report any concerns or activities that may potentially violate company policies.

In accordance with the listing standards of the NYSE, our Board of Directors has also adopted Corporate Governance Guidelines that describe certain of our corporate governance policies and practices. Our Nominating and Corporate Governance Committee is generally responsible for oversight of matters related to corporate governance and ethical conduct, and monitors the effectiveness of our Corporate Governance Guidelines, including whether such guidelines are successful in preventing illegal or improper liability-creating conduct. Our Corporate Governance Guidelines are available on our investor website in the Governance—Governance Documents section.

Tri Pointe Homes is committed to conducting responsible business practices throughout our operations that protect human rights in accordance with the United Nations' Guiding Principles on Business and Human Rights and Universal Declaration of Human Rights. We do not use forced or involuntary labor of any kind or engage in any form of slavery, servitude or human trafficking, and we expect our vendors, suppliers and trade partners to similarly abstain from all such activities. For more information, please see our Human Rights Policy, which is available on our investor website in the Governance—Governance Documents section.



Risk and Crisis Management

One of the key functions of our Board of Directors is to provide informed oversight of the risk management process, which it administers with support from our Audit Committee, Compensation Committee, and Nominating and Corporate Governance Committee, each of which addresses risks specific to its respective areas of oversight. Our Board of Directors monitors risks through regular reports from each of the Committee chairs and is apprised of particular risk management matters in connection with its general oversight and approval of corporate matters. In connection with its review of our operations and corporate functions, our Board of Directors addresses the primary risks associated with those operations and corporate functions. In addition, our Board of Directors reviews the risks associated with our business strategies periodically throughout the year as part of its consideration of undertaking any such business strategies.

Our Audit Committee considers and discusses with management our major financial risk exposures and the steps management takes to monitor and control these exposures. Our Audit Committee also oversees the policies and processes relating to financial statements, financial reporting processes, compliance and auditing, and the guidelines, policies and processes for monitoring and mitigating related risks. It also monitors compliance with legal and regulatory requirements, in addition to oversight of the performance of our internal audit function, as well as our cybersecurity program and cyber-related risks.

Our Compensation Committee assesses and monitors whether any of our compensation policies and programs have the potential to encourage excessive risk-taking and reviews and discusses, at least annually, the relationship between risk management policies and practices, business strategy and our compensation policies and programs.



Our Risk Management function oversees the process of quantifying and prioritizing risks and identifying economical and opportunistic controls designed to mitigate risk on a company-wide basis. Risk Management also ensures that we have adequate insurance coverage and risk transfer, including as it relates to our commercial general liability insurance, which addresses risks relating to construction defect and related matters. Further, Risk Management works with our land acquisition and development and operations teams to ensure that our sales and development activities are appropriately bonded in accordance with state and local agency requirements.

We maintain a crisis response plan that is designed to address all crises affecting Tri Pointe Homes, including any incidences that occur at any of our new home development and sales locations. Pursuant to this plan, we have instituted protocols that require the involvement of specified persons who are tasked with applicable responsibilities for addressing the particular crisis, including both corporate-level and regional response teams. Additionally, we have adopted an Incident Response Plan in the event of any cybersecurity-related matters. For major emergencies that impact our entire operations (e.g., the COVID-19 pandemic), response plans are generally coordinated through a corporate task force comprised of senior management.

Further, to address development and market cycle risk, we have centralized control over all acquisitions through a land committee process. Our Management Land Committee, which is comprised of our CEO, President and CFO, reviews all land acquisitions and dispositions with a purchase price of up to $30 million, and our Executive Land Committee reviews all land acquisitions and dispositions with a purchase price greater than $30 million but less than $75 million. Any land transactions with a purchase price of $75 million or more are subject to review by our Board of Directors. In each case, our homebuilding divisions prepare comprehensive due diligence packages for review by the appropriate committee or Board of Directors, as applicable, which identify, among other things, environmental, development, legal, market and other risks associated with the potential transaction.



Supply Chain and Trade Partner Management

We are passionate about providing homebuyers with life-changing homes and seek to hire subcontractors who share in our ideals. We carefully select subcontractors who we believe will meet both our high expectations, as well as the expectations of our homebuyers.

Our subcontractor selection process includes soliciting bids from prospective subcontractors and assessing their qualifications related to safety, performance and financial resources, in addition to pricing and prior relevant home building experience. In some cases, our operations teams will also assess a potential subcontractor's work on one or more other jobsites.

Once we have approved a subcontractor, we enter into a master subcontract agreement, which generally provides, among other things, that the subcontractor will indemnify us for liabilities arising from their work, subject to various limitations. However, such indemnity is significantly limited with respect to certain subcontractors that are added to our general liability insurance policy. We track the performance of our subcontractors on each project diligently, particularly as it relates to jobsite safety. Throughout the construction process, we conduct regular work quality inspections and field safety walks. While each of our subcontractors are responsible for the health and safety of their employees, we share best practices with them and communicate observations from our jobsite visits.

We view our subcontractors as an integral part of the Tri Pointe Homes team. We believe that the long-standing relationships that we have developed with many of our subcontractors are an important part of our best-in-class approach to homebuilding.

Our National Vice President of Strategic Sourcing and Sustainability oversees our supply chain and sourcing of materials, as well as our local purchasing teams at each of our homebuilding divisions. At the corporate level, we seek to partner with large, established manufacturers to identify fixtures, appliances and other materials for use in our homebuilding activities, and negotiate pricing and/or rebates on the basis of our requirements as a national homebuilder. These brand partners regularly provide us and our local teams with knowledge and instruction about their products, including insights into customer trends, and training and guidance as to the application or installation of the applicable product(s). Our subcontractors then source directly pre-approved fixtures, appliances and other materials directly through a distributor for use on the applicable jobsite.







Customer Privacy and Cybersecurity

We believe that a critical part of our commitment to responsible business practices includes protecting customer privacy, which is of the utmost importance to us and is reflected in our comprehensive privacy policies and management processes. Our privacy compliance program is designed to comply with applicable federal and state rules and regulations, including the California Consumer Privacy Act (CCPA), to ensure the protection of our customers' data. Our Privacy Policy and California Privacy Policy describe our practices regarding our collection, use, protection and disclosure of personal information and other data. Our privacy policies also explain customers' choices for managing information preferences, including the right to opt out of certain uses of personal information.

All team members participate in mandatory cybersecurity training, which includes a recurring cyber-phishing awareness campaign designed to assess our team members' awareness of and responses to phishing requests, and we also publish a quarterly cyber-awareness newsletter. We have formed a working group comprised of team members from IT, Legal and Sales and Marketing that meets regularly to discuss best practices and organizational priorities regarding customer data protection, cybersecurity, training opportunities and recent developments in applicable laws and other relevant and related matters.

Our Audit Committee oversees our cybersecurity program and cyber-related risks and periodically reviews this program with our management, including risk mitigation and response strategies.



Public Policy

As part of being responsible stewards of our organization, we believe it is important to be involved in trade groups and industry associations that advocate for homeownership and progress in the homebuilding industry. As part of our engagement in the public policy process, we are active members of a number of industry organizations, including:

- Leading Builders of America (LBA): Formed in 2009, LBA's purpose is to preserve home affordability for American families by carefully evaluating the public policy dialogue at the federal and state level and becoming actively engaged in issues that have the potential to impact home affordability. LBA's membership includes many of the largest homebuilding companies in North America.

- Local Building Industry Associations: Tri Pointe Homes is a member of a number of local Building Industry Associations throughout the U.S. Generally, these Building Industry Associations serve as advocates for the building industry within the applicable region and seek to ensure continued access to housing opportunities and jobs within the industry.

Additionally, we have established an approval process for political contributions to address our compliance with applicable local, state and federal regulations.





"As part of being responsible stewards of our organization, we believe it is important be involved in trade groups and industry associations that advocate for homeownership and progress in the homebuilding industry."





Our Team Members

We are a people-first company—a team of passionate individuals who see our mission of being in the life-changing business as a true calling. Together, we seek to achieve outstanding results that honor our shared values. We care deeply about helping our homebuyers achieve their dreams—about building thriving communities and empowering our team members to love what they do.

Our values guide our behavior. At Tri Pointe Homes, having H.E.A.R.T. is at the core of our culture and stands for demonstrating the following:

- **H***umility*—We know we do not know everything. We are constantly learning and growing. We put the needs of our team members and customers ahead of ourselves and we let our actions and outcomes speak for themselves.
- **E***mpowerment*—We trust each other to act, to take responsibility and to make good decisions. This creates opportunity and builds confidence in each of us and in our team.
- **A***uthenticity*—We are open and honest with each other. We are real people who embrace each other as individuals with diverse backgrounds and points of view.
- **R***esults*—We set ambitious, achievable goals and are disciplined and resourceful about attaining what we set out to do. We embrace challenges and celebrate wins.
- **T***eam*—We are better together in this business. Respect and collaboration are everything. How we work together, what we share and the way in which we support each other make all the difference in our results—and in the quality of life we create each day.



1,163
Number of team members

509
Executive, management and administrative

251
Sales and marketing

403
Field construction

13.6%
Total turnover*



*Excludes separations resulting from workforce reduction plans

Diversity, Equity and Inclusion

We believe in the importance of cultivating a respectful and collaborative environment where all team members and individuals are encouraged to be their authentic selves. We actively recruit passionate, purpose-driven team members, embrace individuality and strive to be consciously inclusive of different backgrounds, experiences and perspectives in every aspect of our business. We believe that a diverse staff brings diverse ideas to the table, and we seek to promote an open and inclusive culture.

We make employment decisions based on merit and qualifications and we believe that our company's strength relies on the diversity of our team and the unique, innovative ideas everyone contributes. Diversity makes us better and inclusion makes us stronger.

"Diversity makes us better and inclusion makes us stronger."







Our Diversity, Equity and Inclusion (DEI) action plan, developed by our senior management team, consists of the following initiatives:

- Diversity and Inclusion Think Tank: Established in 2020, our Diversity and Inclusion Think Tank is comprised of diverse members of our Human Resources team and meets regularly to discuss DEI-related initiatives, goals and projects. We are also active participants in a DEI-focused working group within the homebuilding industry that shares ideas, action plans, and progress in this area.

- Communication and Education: In March 2021, we launched a DEI awareness training for leaders within our organization. This training is intended to increase awareness regarding the ways in which our leaders can be more intentional and consciously inclusive of different backgrounds, experiences and perspectives in all aspects of our business.

- Recruiting/Talent Acquisition: We implemented a centralized talent acquisition function in 2018, which allows us to work collaboratively with our hiring managers across the company and develop focused strategies to broaden our candidate pools.

- Analytics: In 2021, we undertook efforts to establish baseline diversity statistics within the company to better inform our DEI action plans going forward. We have also created a DEI-oriented index of questions that we include within our employee engagement surveys to allow us to measure responses more effectively by gender, ethnicity and work group and implement action plans accordingly.

- Succession Planning: As part of our succession planning, we make conscious efforts to identify, develop and promote diverse candidates.





Below are tables that set forth the percentage of women and racially/ethnically diverse team members in applicable job classifications, as defined by the US Equal Employment Opportunity Commission for purposes of EEO-1 reporting, as of December 31, 2017 and 2020, respectively. We believe the below data is useful in assessing our progress regarding diversity representation over such three-year period, as the number of women and racially/ethnically diverse team members increased in almost every applicable category between 2017 and 2020. Further, as of December 31, 2020, 40% of all our team members in management positions* were women, and over the three-year period ended December 31, 2020, racially/ethnically diverse team member representation in every EEO-1 job classification increased.

	Women Team Members		
EEO Job Classification	December 31, 2017	December 31, 2020	Percentage Change
Total Company	42.6%	43.4%	2%
Executive/Senior-Level Officials and Managers	4.5%	14.8%	226%
First/Mid-Level Officials and Managers	36.6%	42.6%	16%
Professionals	20.9%	23.0%	10%
Administrative Support Workers	89.8%	87.0%	(3)%
Sales Workers	67.6%	68.0%	1%

	Racially/Ethnically Diverse Team Members		
EEO Job Classification	December 31, 2017	December 31, 2020	Percentage Change
Total Company	25.0%	29.4%	18%
Executive/Senior-Level Officials and Managers	4.5%	14.8%	226%
First/Mid-Level Officials and Managers	15.2%	18.4%	21%
Professionals	27.7%	30.6%	10%
Administrative Support Workers	38.9%	41.8%	7%
Sales Workers	22.4%	32.4%	45%

**"Management positions" include employees that fall within the "First/Mid-Level Officials and Managers" and "Executive/Senior-Level Officials and Managers" EEO-1 reporting categories.*



8.1%
Team members under age 30

58.9%
Team members between ages 30 and 50

33%
Team members over age 50



Engagement, Training and Development

We believe in continuous learning and development and know that needs differ for individuals and teams. Our team members have expressed a desire for more training and development opportunities and, in response, we developed an online learning center called Blueprint. Our Blueprint learning center is a unique and customized resource available to all our team members, where they can curate learning paths to complete at their own pace based on individual needs. Blueprint features over 38,000 accessible courses on a wide variety of topics in areas such as Business Operations, Management, Productivity and Collaboration Tools and Professional Improvement.

10,581

Total Blueprint courses completed in 2020

5 MOST POPULAR BLUEPRINT COURSES IN 2020:

1. Developing Emotional Intelligence
2. Learning How to Manage Your Time
3. Contributing as a Virtual Team Member
4. One-on-One Meeting Pre-Work
5. Take a Deep Breath and Manage Your Stress

In addition, both through our Blueprint learning center and otherwise, we offer comprehensive training programs for our team members based on their specific roles. In some cases, company-wide training is mandatory to ensure all our team members follow a common set of rules regarding safety and ethical standards. To promote accountability, we track participation in mandatory modules to ensure timely completion, including for training on our Code of Business Conduct and Ethics, cybersecurity, anti-harassment and non-discrimination.

While we can open the door and provide learning opportunities, our team members are ultimately responsible and encouraged to champion and own their careers and development—and our supervisors are encouraged to act as their career coaches as part of the process.

To recognize and promote outstanding team members, we conduct an annual comprehensive talent and succession planning review focused on identifying top-performing, high-potential and diverse team members for advancement to key positions. Our Compensation Committee oversees this review process.

In 2020, in addition to our regular efforts, we also took steps to address the effects of COVID-19 on workplace productivity, inclusion and career development. One of our key areas of focus has been increasing the effectiveness of managers one-on-one with their team members through improved communication strategies, emotional intelligence and establishing routine one-on-one meetings.



ENGAGEMENT SURVEYS

To ensure that our team members have an opportunity to provide meaningful feedback about their experiences and to measure team member satisfaction, we conduct engagement surveys through a third-party vendor.

In our most recent survey in 2019, our team members scored us in the top quartile on 93% of items surveyed, and 69% of items were in the top decile (based on our survey vendor's benchmark database). In areas where we did not score well, our management team and HR leaders thoughtfully considered the feedback and developed action plans, addressing team member feedback with company-wide changes where appropriate.

In addition to team member engagement surveys, we regularly assess and track team member retention and engagement and use this data to institute action plans for improvement.

On a quarterly basis, our senior management team hosts "House Blend" townhall events, during which key leaders discuss our financial results and other matters affecting the company. To ensure we address topics that are most important to our team members, we encourage them to reach out with questions, ideas or concerns in advance or during the event.

"In our most recent survey in 2019, our team members scored us in the top quartile on 93% of items surveyed."







Health and Safety

The physical and mental wellbeing of our team members is paramount to the success of our company. In this unprecedented year, we have relied on the strength and creativity of our team more than ever.

RESPONSE TO COVID-19

Our leadership team has always been focused on providing transparent, open, honest and timely communication to our team members, customers, business partners and other stakeholders. Throughout the COVID-19 pandemic, these strengths have been invaluable. While there was no playbook, we acted quickly and decisively during the onset of COVID-19. We established a task force composed of key subject matter experts within our company, all of whom worked swiftly and collaboratively to keep our team members, customers and trade partners informed of applicable government orders and guidelines, including those promoted by the Centers for Disease Control and Prevention (CDC). The task force communicated new work protocols to ensure the continued health and safety of our team members and stakeholders, as well as supporting the safe continuation of our business operations. We set up a portal on our company intranet and populated it with helpful information and links, which we updated often to ensure that our team members would remain informed of evolving public safety guidelines. We held frequent virtual town halls, both company-wide and within our respective divisions and departments, and rapidly adopted new technologies to stay connected to our teams and trade partners. We also rolled out guidelines and training to all of our team members and managers to ensure they were equipped with the knowledge to employ best-practice communication tools.









We have taken, and will continue to take, proactive and preventive measures to help minimize the risk of COVID-19 in our communities—both inside and outside of the organization. As the situation has continued to evolve, our task force remains closely connected and communicates regularly to ensure that we adjust our response and protocols appropriately, typically in response to prevailing recommendations from the CDC, Occupational Safety and Health Administration (OSHA) and state and local governments in the communities in which we live and work. In March 2020, we were one of the first companies in the homebuilding industry to offer team members up to 10 days or 80 hours of additional paid time off (in excess of our typical time-off policies) in the event they are affected by COVID-19. We also instituted other measures designed to reduce various risks associated with the COVID-19 pandemic while ensuring continued business operations, including the following:

- Instituted internal travel restrictions and encouraged team members at our corporate and division offices whose duties could be performed from home to work remotely.
- Transitioned all of our New Home Galleries and Design Studios to appointment-only with pre-screened individuals or virtual appointments (as permitted by law).
- Instituted mandatory social distancing and hygiene/sanitation guidelines in accordance with recommended protocols throughout the organization (including in our New Home Galleries and Design Studios, and with respect to trade partners and their employees on our jobsites).
- Postponed non-essential Customer Care service and warranty requests when appropriate.
- Implemented various information technology and cybersecurity measures to allow our team members to use virtual working and communication platforms securely.









As permitted by applicable government orders or guidelines, we have transitioned substantially all of our team members back to our corporate and division offices (in many cases, using staggered or flexible schedules to limit the number of individuals in our offices on a given day), have resumed non-essential Customer Care service and warranty requests in substantially all of our markets, and are no longer appointment-only in many of our New Home Galleries. Our field-based team members continue to report to their assigned communities in all jurisdictions where homebuilding has been deemed an essential activity or is otherwise permitted by applicable government authorities. We have also encouraged our team members to use our virtual working and communication platforms in lieu of holding in-person meetings whenever possible.

We believe that our organizational agility and our ability to mobilize quickly and adopt new protocols and best practices, together with our people-first, family-like culture, enabled us to successfully adapt and meet the needs of our team members, customers and trade partners.

"We believe that our organizational agility and our ability to mobilize quickly and adopt new protocols and best practices, together with our people-first, family-like culture, enabled us to successfully adapt and meet the needs of our team members, customers and trade partners."



BENEFITS AND RECOGNITION

We are committed to making Tri Pointe Homes a great place to work and support a healthy work-life balance for our team members. Our team members' health and overall well-being, as well as their growth and development, are important to us. Our "Total Rewards" package and overall employer value proposition is about more than just compensation—it also includes benefits, programs and policies to promote health and wellness.

We seek to ensure that our compensation, recognition and rewards programs are fair and equitable, highly competitive, reward great performance and increase team member engagement and retention. We provide an annual Total Rewards statement to every team member, so they have transparency of the value of their collective compensation and benefit programs. In 2020, we launched our new "Pointes of Gratitude" recognition program, which enables team members to provide peer-to-peer recognition and celebrate each other in a social-media-like feed, recognize wins, accomplishments and important career milestones, and earn points that can be redeemed for merchandise.

Additionally, we design our short- and long-term incentive programs to align individual incentives and rewards with our vision and strategies, to motivate our team members to achieve top performance in the industry and to attract and retain high-performing talent. To ensure our compensation and benefit programs are designed appropriately to attract and retain talent, we also engage nationally recognized outside compensation and benefits consulting firms and vendors to benchmark our programs against peers and other comparable organizations.







We offer enhanced paid and unpaid leave of absence programs, including expanded parental leave benefits, military leave benefits and COVID-19-related time off. Team members are offered up to 16 hours of paid time off to perform community service as part of our Tri Pointe C.A.R.E.S. program. Team members also enjoy a variety of flexible work arrangement options, such as part-time and flextime, in order to support work/life flexibility and create a competitive advantage. Further, we offer qualified team members comprehensive medical plans, dental and vision plan options, employer-paid life insurance with various buy-up options (including long-term disability, group life and accidental death) and flexible savings/spending accounts, and our average team member health insurance premium contribution rate is extremely competitive.

We also offer comprehensive programs to our team members, such as the following:

- Professional growth and development opportunities, such as tuition reimbursement, our Blueprint learning center and other leadership growth opportunities
- A generous 401(k) program with company match
- A paid adoption assistance program for qualified team members
- An annual fitness reimbursement incentive
- A free Employee Assistance Program (EAP) to promote overall emotional, financial, and physical well-being among our team members and their families
- An employee home purchase rebate program
- A mortgage procurement program through our affiliated mortgage broker, Tri Pointe Connect®

tri pointe®
C.A.R.E.S.



WORKSITE SAFETY

Maintaining a safe work environment for our team members and trade partners is among our highest priorities. We are diligent in implementing best practices regarding health and safety protocols on our jobsites, as well as incident reporting and investigation. Our homebuilding divisions generally maintain a set of written safety policies, standards and guidelines regarding a variety of safety-related topics such as hazard communication, emergency preparedness and fall protection.

Our field personnel undergo health and safety training on a regular basis, covering focus areas such as Occupational Safety and Health Administration (OSHA)-specific topics, CPR, industry trends, silica exposure, use of electrical equipment, confined space work and heat injury illness. Our Construction Managers also 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 safety- and health-related topics. Additionally, we require each of our subcontractors to comply with jobsite safety protocols and communicate directly with our Project Superintendents on all safety-related issues. Additionally, 100% of our team members and trade partners are required to wear protective equipment at construction sites.

To further build our efforts to foster a culture of safety, we have formed an internal Safety Think Tank composed of representatives from our homebuilding divisions, including field staff such as our Construction Managers. The Safety Think Tank meets every other month to discuss best practices and strategies for risk management.

Notwithstanding our best efforts to protect against workplace incidents, jobsite injuries occur from time to time. As such, we have instituted a robust response and investigation process in the event of an incident and track all such incidents in a centralized tracking database.







Safety Data

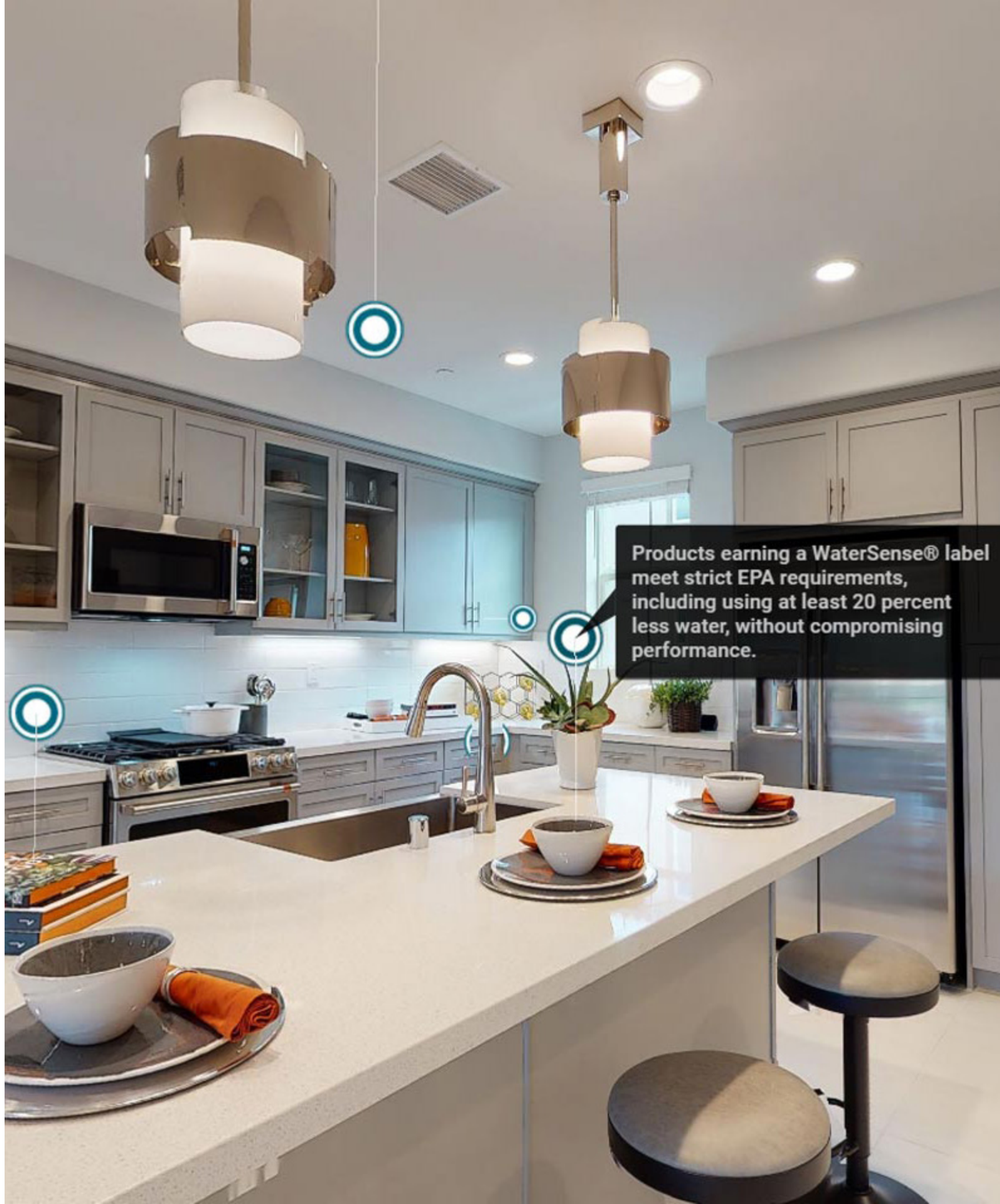
0.07	0.00	0	0
Total recordable incident rate (TRIR) for direct employees*	Total recordable incident rate (TRIR) for contract employees*	Total recordable fatality rate for direct employees	Total recordable fatality rate for contract employees

**Calculated as (i) the number of total recordable incidents for direct employees or contract employees (as applicable) during the period multiplied by 200,000 (ii) divided by hours worked by such individuals*

Environment

We believe it is our responsibility to be effective stewards of the land and the communities where we build. We recognize our responsibilities with respect to environmental sustainability and we are always looking for new and better ways to operate in a considerate, sustainable and healthy way. Examples of our commitment to the environment are our LivingSmart® program and use of third-party programs such as LEED®, ENERGY STAR® and Indoor airPLUS, as well as our approach to land acquisition and land planning.





Ecological Impacts and Land Use

We focus on thoughtful planning as a key driver to creating healthy communities, and it all starts with our approach to land acquisition. Because land is a finite and precious resource, we are selective about where we buy land and build our communities. We acquire land that is close to employment, transportation corridors, educational centers and other resources that homebuyers look for in a new home community. Equally important is access to fresh air, open spaces and exercise, so we plan for access to parks with walking trails, fitness/recreation amenities and natural habitat preservation to enhance overall wellness and health.

During the land development process, we analyze the project site balance to determine whether it is possible to keep utilization and movement of materials within the confines of the project. For example, if we discover that foundation materials exist on site prior to beginning construction, we collaborate with our soil engineers to find opportunities to reuse such existing materials for other aspects of the project. Such reuse can maximize efficiency and reduce costs, while also minimizing disturbances to surrounding communities during the development process by reducing or eliminating vehicle traffic that would otherwise haul materials to or from the project site.

We also comply with applicable regulations, operating guidelines and development parameters set by local, state and federal agencies in connection with our land acquisition activities.

STORMWATER MANAGEMENT

Water quality and treatment is an important consideration for all of our projects. We comply with applicable jurisdictional requirements of the city, county and/or state in which we build homes. We approach water treatment by utilizing different methods, depending on the size or location of the community, which may include the construction of subsurface storage chambers or large basins that treat stormwater prior to discharge back into local groundwater systems.

Monitoring stormwater-related issues and overall site conditions begins during the onsite development and construction process and continues throughout the life of the community. We engage third-party, certified consultants to develop water management plans, inspect site conditions and perform audits as required by local jurisdictions. Factors such as acreage under disturbance and type of development dictate the frequency of such inspections. In many cases, we also develop erosion control plans to manage areas under construction and ensure containment of drainage onsite.









ECOLOGICAL IMPACTS OF NEW DEVELOPMENTS

During the land development process, we look for opportunities to adapt our designs to highlight, complement and/or protect existing natural features of the land to maintain a sense of place and minimize the total area of disturbance. In many cases, regulatory or environmental requirements serve as an opportunity to create additional amenities for the community. For example, in our Cedar Landing community, a suburban residential development in North Bend, Washington, to decrease the size and appearance of stormwater detention vaults or ponds, our project provides for the implementation of biofiltration systems or “rain gardens” throughout the community to collect and clean stormwater runoff. The rain gardens provide a natural habitat with native vegetation and serve as an attractive amenity for the residents to enjoy.

We also integrate natural features and topography in our design process as often as possible, and seek to utilize natural bio-filtration mechanisms, such as grasses and other natural materials. Additionally, we look for opportunities to utilize space efficiently, or for multiple purposes, to maximize open space within our communities.

In higher-density communities with space constraints, we retain water on site that can be utilized to re-charge groundwater, establishing a cycle of water reuse. We design discharge flows with the objective of eliminating any impact on existing environmental conditions, and we take both pre- and post-construction flows into consideration during the design phase. For example, in our Canvas community, an urban infill master plan community in Southern California that we developed on an old industrial site, to reduce the impact to available parking and pedestrian traffic areas within the community, we incorporated into our design element various water treatment structures that sit within landscaped bioretention basins and help separate sediment and filter stormwater before discharge.

Water conservation, especially in the west, is always a top priority for planning, home design and smart building practices. In fact, it is our standard practice to use drought-tolerant vegetation and high-tech irrigation systems to reduce water consumption as much as possible.



Cedar Landing community, North Bend, Washington



Aldea, WA



Our Aldea community, a suburban infill neighborhood comprised of apartments, townhomes and a community center in Newcastle, Washington, was developed on a former brick manufacturing site. Due, in part, to outreach and feedback from the local community and jurisdiction, we identified a need to retain the natural environment and to promote outdoor recreation to the greatest extent possible. Our approved development plan for the community includes interconnected walking trails and connections to the regional trail system throughout the area.

West Oaks Corner, DC Metro







Our West Oaks Corner community, an infill suburban development of 188 homes in Fairfax, Virginia, opened in 2019. During the rezoning process for the community, our team, in conjunction with the Fairfax County Department of Planning and Development staff, proposed and received approval for a tree conservation area in the center of the community and designed an adjacent recreational area with benches, walking paths and landscaping. We designed the community plan around this conservation area, which serves as a meditation garden. This conservation area allowed the project to meet the county's stringent water quality requirements while creating a focal amenity space that greatly enhanced the overall community design.

Product Design and Resource Efficiency

We have been a leader in green building since 2001, with a steadfast passion for improving the quality of life for our homeowners and the legacy we will all leave on this amazing planet. Each of our homebuilding divisions proudly participates in LivingSmart®—a comprehensive program involving the development, design, construction and ongoing operation of high-performing homes resulting in cost-savings for our homeowners and a better environment for their families. New materials, technologies and features are constantly being incorporated into our LivingSmart® program which includes five specific areas of advancement: HealthSmart®, EnergySmart®, EarthSmart®, WaterSmart® and HomeSmart®.

To produce the best possible LivingSmart® package for our homebuyers, we analyze consumer research and we collaborate with our manufacturer partners to continue to evolve the new technologies we incorporate into our LivingSmart® program.

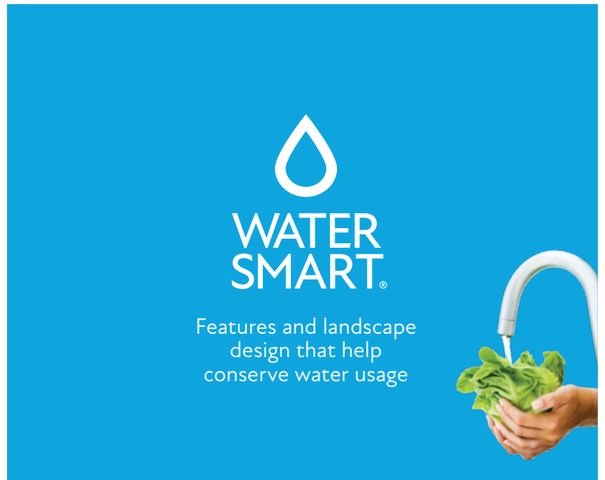
For more information on the specific features of our LivingSmart® program, please visit the "LivingSmart®" section of our website.

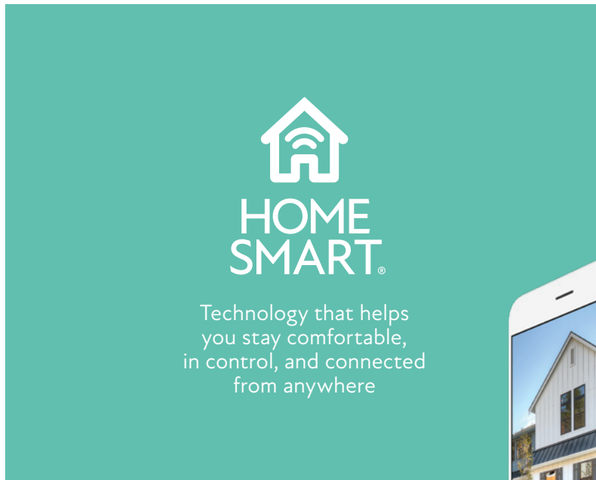












EFFICIENCIES WITHIN THE DESIGN AND CONSTRUCTION PROCESS

When designing and building environmentally efficient homes, we look for opportunities to minimize the use of natural resources in the development and construction process and source sustainably made materials and products for use in our homes.

During our home design process, we continually look for ways to improve energy efficiency and cost savings for our homeowners. We also take steps to reduce our environmental footprint by minimizing the amount of lumber and other materials required to construct our homes by collaborating with structural engineers to identify the most efficient means to build our plans. In some of our markets, we look for ways to design roofs to accommodate solar panels for maximum efficiency, ensuring there is sufficient surface area, regardless of the orientation of the home. Additionally, we thoroughly assess the number and placement of windows and doors and we utilize “low-e windows” to improve energy efficiency and minimize temperature fluctuation within our homes, particularly in places that experience large seasonal temperature variations, such as Las Vegas and Arizona.

We also work with mechanical consultants to identify opportunities to utilize high-efficiency equipment (including tankless water heaters and high-efficiency furnaces and condensers) that meets or exceeds energy efficiency standards in all our markets, and we install thousands of ENERGY STAR® appliances and WaterSense® fixtures in our homes every year.



ENERGY STAR® and WaterSense®



100%

Percentage of homes with at least one ENERGY STAR® appliance installed



62,953

Number of WaterSense® fixtures installed (approximately)



80%

Percentage of installed water fixtures certified to WaterSense® specifications

We comply with local building and energy codes for every community that we develop. Additionally, we participate in green building programs such as Leadership in Energy and Environmental Design (LEED), ENERGY STAR®, Indoor airPLUS and ICC 700 National Green Building Standard® (NGBS) in some of the markets where we operate.

We continue to refine our plans and processes with every community we develop. For example, we have developed a comprehensive, searchable library of our home designs, which we believe will allow us to utilize existing plans in new contexts to facilitate greater organizational efficiencies and reduce the time and expense associated with designing a new product in some cases.

Solar by the Numbers:

1,663
Total number of homes with solar panels installed[1]

7,616
Estimated carbon dioxide offset due to solar power installed (metric tons)[2]

10,747
Estimated megawatts of solar power installed

[1] Based on homes for which solar service was activated in 2020

[2] Equivalent to 1,656 passenger vehicles driven for a year, per the EPA

Pacific Highlands Ranch, San Diego, CA









Surrounded by 1,300 acres of preserved natural habitat, Pacific Highlands Ranch, our master-planned community in San Diego, California, demonstrates the principles of our award-winning LivingSmart® program, featuring energy-efficient homes, drought-tolerant landscaping and a multi-use trail system for hiking and biking. In addition to two neighborhood parks, the community includes Pacific Highlands Ranch Community Park, which features a large, lighted five-acre turf field designed to accommodate a variety of sports and activities, a recreation center, small and large dog parks, a traditional children's playground and discovery play area, a skate plaza and the first free public parkour area and pump track in the City of San Diego. The 17,000 square-foot recreation center hosts state-of-the-art photovoltaic panels with the capacity to reduce the park's energy consumption by up to 36%. The park was designed through a collaborative process between Tri Pointe Homes and the City of San Diego.

Climate Change Adaptation

During the early stages of an acquisition opportunity, we conduct comprehensive risk assessments that consider indicators that are closely associated with climate change risk, including risks associated with potential floods and wildfires.

If we elect to engage in development activities within an area more likely to be affected by the immediate impacts of climate change, we take steps to ensure that necessary protections are implemented. For example, in areas with increased risk of fire, such as many parts of California, we assess everything from building materials used in the construction of our homes to the landscaping plan and plant palettes, as well as usage restrictions on items such as outdoor barbeques.





Social

We say that we are not in the homebuilding business, we are in the life-changing business—a statement that is true for both the lives of our customers and our team members. We are dedicated to designing homes, neighborhoods and experiences that inspire and uplift and are always looking for new ways to be a responsible neighbor and extend a helping hand.

Community Impact of New Developments

In approaching each land acquisition opportunity, we assess the levers under our control that will help us produce a better quality of life for our homebuyers.

While each community we develop is unique, the concept of place-making is central to our process from the start. To make our communities feel like home, we look for every opportunity to maximize open space, establish connectivity to local trail systems and create parks and other recreational spaces in the development.

We conduct detailed analyses on features close in proximity to our sites. Factors that we consider in our development process include proximity to employment centers and schools, available transit systems, traffic impacts, and sound attenuation requirements due to proximity to existing conditions and roadways. Understanding each of these factors, among many others, helps us develop communities that prosper.

STAKEHOLDER ENGAGEMENT

Engaging with community stakeholders early in the development process is critical to ensuring that we can address concerns, incorporate feedback and ultimately realize a successful project. At the onset of certain development projects, we take steps that may include creating a stakeholder database, conducting briefings with certain affected stakeholders, holding public meetings, creating informational materials and gathering community feedback. Throughout the development and construction process, we aim to keep neighbors and the surrounding community updated through ongoing communications such as a community information hotline and website.



Skyline

Named for its unending views and scenic hilltop location, the Skyline community in Santa Clarita, California is one of our signature developments.

Creating a Sense of Place

In our original design for Skyline, a two-lane highway was set to bifurcate the community, leaving the neighborhood school on the side of the road opposite the homes. We recognized that the location of the road would not only be an obstacle to creating a real sense of community but would also pose a potential hazard to members of the community. In response, we analyzed the possibility of limiting all development to one side of the road. While we confirmed that doing so would require a substantial amount of work re-aligning a major thoroughfare and reduce the number of homesites within the community, we would gain the ability to place the school and an adjacent park closer to the community and facilitate safer access by children attending the school. With the support of the Los Angeles County Department of Public Works and Los Angeles County Department of Regional Planning, we were able to realize our aspirational plan. Now, upon completion of the school within the community, the children of Skyline will have the ability to walk to school on a beautiful walking trail without ever setting foot near a major thoroughfare.

During the process of re-mapping the project, we revised our community design to include an additional 150 acres of permanent open space along the entry to Skyline between our project and our closest neighbors in addition to the more than 1,200 acres of permanent open space that we dedicated in our original map for the project. Our revised design for the community also includes four separate recreation facilities in addition to the public park and trail connections within the community and to the Los Angeles County trail system.





Environmental Benefits

Skyline has presented us with an opportunity to look for creative ways to incorporate environmentally sensitive development concepts throughout every aspect of the development. For example, our development plan dedicates nearly 80% of the community to trails and open spaces, and we utilized an innovative, water-efficient irrigation system designed with drip or point irrigation—something not typically found in master-planned communities.

Throughout the development and construction of Skyline, we have sought to identify ways to limit our impact on the existing natural conditions and the communities that surround us, such as:

- We reduced Skyline's development footprint by 150 acres and established a natural open space buffer between Skyline and existing adjacent neighborhoods.
- Due to reduction in the footprint of the development activities, we reduced our grading obligations by approximately 10 million cubic yards, saved approximately 300 million gallons of water that would have been required for dust control and reduced the grading settlement period by approximately three years.
- We designed the community to balance from a dirt perspective, which means no trucks hauling dirt in or out of the community for grading activities.
- To construct the paved roads within the community, we brought two rock-crushing operations onsite to manufacture over 400,000 tons of aggregate base using geologic formations onsite, which eliminated more than 25,000 truckloads of gravel (by our estimates) that would have otherwise been transported on the streets of Santa Clarita.
- We used native rock material to create drainage swales adjacent to our parkways and trails (instead of importing concrete on trucks) and create our community signage, as well as decorative dry creek areas and retaining walls.
- We eliminated the need to import tons of sand on trucks to backfill electric and gas trenches by creating sand material using existing materials onsite.
- Our development plan provides for the restoration of approximately 7.2 million square feet of slopes to native vegetation using drought-tolerant irrigation concepts, which we anticipate will save millions of gallons of water that would have otherwise been used for irrigation.

Throughout our Skyline community are fun ways to learn about science and nature, including a butterfly garden that features native vegetation intended to attract butterflies, as well as placards that highlight interesting facts about other natural features of the local habitat.









Fairwind, Huntington Beach, CA



Our Fairwind community, an approximately 12-acre suburban infill neighborhood, was developed on the shuttered Lamb Elementary School site that had closed decades prior. We did extensive outreach in the local community and adjusted our development plan to include architectural design features to better integrate the new development with the existing adjacent single-story homes, which had been built in the 1960s, and built both a public park and a new soccer field for the benefit of the whole community. This brownfield redevelopment project of a vacant, troublesome site was welcomed by community groups and the local school district, among other members of the community.

Haven at Seven Lakes, Houston, TX



Haven at Seven Lakes, an infill suburban development of 129 homes in the suburbs of Houston, Texas, opened in February 2021. The local county commissioner and resident-controlled utility providers wanted to see the land developed into single-family homes due to the need for housing in the community, but the development was not financially viable. Our Tri Pointe team worked closely with the local community, government leaders, the City of Houston and Fort Bend County to develop a higher-density plan that met local needs and made financial sense. Due to our team's tireless work identifying and meeting the needs of the surrounding community, we were able to obtain approval for the project.

West Oaks Corner, Fairfax County, VA

West Oaks Corner, our 22-acre townhome development in Fairfax County, Virginia, features 188 homes including a collection of 23 affordable homes designated for people with low to moderate income levels. The units are priced to be affordable for families with household income levels of up to 70% percent of the area's median income. The community was developed in collaboration with the Fairfax County Department of Housing and Community Development with the intention of ensuring that the units would remain affordable for a minimum of 30 years.

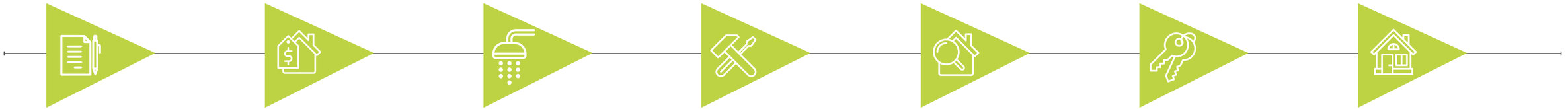


Product Quality and Customer Satisfaction

Our commitment to quality begins before a customer even walks through the door of their new home. Our homebuyer journey includes multi-point inspections with our Construction Managers, New Home Orientations with our homebuyers and quality assurance processes that result in quality inspection scores from our homebuyers. Due to the importance that we place on quality and customer satisfaction, we integrate customer satisfaction scores into our incentive compensation programs for our Sales, Design Studio, Customer Care and Construction team members.

"Our commitment to quality begins before a customer even walks through the door of their new home."

HOMEBUYING JOURNEY



PURCHASE AGREEMENT

The homebuyer begins their homebuying journey by engaging with one of our New Home Specialists online or New Home Advisors onsite before signing a purchase agreement and selecting structural options, if applicable.

FINANCING

Whether or not a homebuyer chooses to work with Tri Pointe Connect, our affiliated mortgage company, our New Home Advisors work alongside each homebuyer and their Loan Consultant through the loan process.

DESIGN STUDIO

The homebuyer collaborates with the professional co-creators in our Design Studio to personalize their home from our array of styles and options so their home feels unique to them.

CONSTRUCTION MEETINGS

The New Home Advisor and Construction Manager will provide the homebuyer with updates on the home's progress, including a Home Start Orientation (during which the team reviews floorplan, structural and design choices, exterior styling, the building process, utility placement easements, etc.) and a Home Building Orientation (a walkthrough that takes place after framing and is designed to educate the homebuyer about the construction process and materials), if applicable.

FINAL MILESTONES

About a week before closing, the Tri Pointe Homes team guides the homebuyer through a New Home Orientation during which the team reviews the home's systems and covers basics such as how to operate the thermostat, the location of shut-off valves and the overall maintenance of the home. Upon closing, the homebuyer participates in a final tour to confirm the home is move-in ready and that any previously noted items have been addressed.

CLOSING

At closing, the homebuyer signs all of the documents related to the purchase of their home, including final loan documents.

WELCOME HOME

After closing, our Customer Care team proactively contacts the homebuyer to schedule a meeting approximately 30 days after closing, and again at 10–11 months, to check in with the homeowner and address any applicable warranty requests not already submitted.

Our goal is to provide our homeowners with a premium lifestyle experience, so we keep our homeowners' experience at the forefront during our design process. For example, we assess the furnishability of every room in every floor plan that we design and analyze circulation and traffic patterns to ensure that we are dedicating the proper space to optimize our homes for livability. We also design the spaces within our homes to provide maximum flexibility to our homeowners and to allow them to tailor their space to fit their unique family needs and dynamics.

During their homebuying journey, we gather insights about our customers at several points and analyze their preferences regarding matters such as use of new technology and appliances in the home, to the importance of environmental lifestyle considerations such as energy and water reduction. In particular, we survey our homebuyers:

- within 30 days after their home closing about the process of buying a Tri Pointe home and how we performed;
- approximately halfway through the first year after their home closing to assess their experience with our Customer Care team; and
- approximately one year after their home closing.

Through this process, we aim to better understand how our customers' homes are performing relative to their needs and solicit any suggestions for improvements that we can make to our homes and/or our community designs.

We believe that keeping apprised of consumer preference trends and maintaining consistently high customer satisfaction scores are indicators of our commitment to quality and serve as positive indicators of our long-term financial sustainability.





87.9%

Overall Customer Satisfaction (2020)*

**Overall customer satisfaction is an average of three key measures that we use to assess customer satisfaction:*
(1) Overall, I am satisfied with the quality of my home;
(2) My home builder met its commitment to me; and
(3) I would recommend my home builder to a friend or family member.


MAN CAVE
my new ROOM
Dog Stuff
games + Toys
DO NOT TOUCH!!
MY Dream Kitchen!


tri pointe
OUR HOME AWAY FROM HOME HAS FOUND ITS HOME!

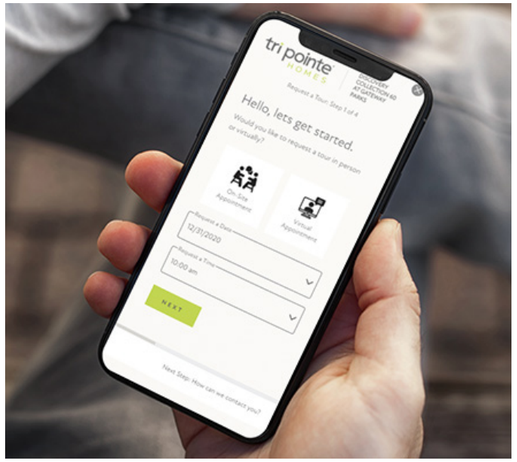

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tri pointe HOMES
512-955-5225



Over the years, we have been honored with multiple awards relating to customer satisfaction from Eliant, a homebuyer survey company that measures customer satisfaction for many homebuilders nationally. In 2021, we were finalists in 14 categories for Eliant's Homebuyers' Choice Awards, including Best Customer Communication, Purchase Experience, Design Experience and Overall Purchase and Ownership. For more information about our awards and accolades, please visit the "About Us" section of our website.

Once our homebuyers have moved in, we seek to provide a complete Customer Care experience backed by a robust limited warranty to ensure that our homebuyers are happy in their Tri Pointe home. We provide each of our homebuyers with a comprehensive set of home performance standards that outline the performance expectations of our homes, which may vary by jurisdiction. In the event a homebuyer believes their home is not performing to the applicable standard, our homebuyers can reach out to our Customer Care team for assistance. As a guiding principle, we train our Customer Care teams to strive to exceed our homebuyers' expectations and our Customer Care teams are empowered to go above and beyond what is required to do the right thing for our customers.





Going Virtual: How we are improving the customer home buying experience.

While the COVID-19 pandemic has shifted the way customers shop for new homes, it has also accelerated existing trends, including more online interactions with our homebuyers. Over the last few years, to provide a better customer experience, we have invested in online sales solutions, such as virtual tours, online design studios and interactive floorplans, which potential customers are now using more than ever before. From our homebuyers' standpoint, our expanded virtual tools provide them with better knowledge and a greater ability to evaluate their potential home purchase. Our digital assets also allow us to build fewer model homes, as homebuyers are increasingly able to tour our homes virtually rather than physically.

As we continue to focus on technology and innovation, we will continue to adapt to meet our customers' needs and desires, utilizing technologies that make the customer experience even better.

Corporate Philanthropy and Volunteering

At Tri Pointe Homes, we believe that “making a difference” extends beyond the typical business boundaries, and includes utilizing our homebuilding expertise, resources, relationships and people to support programs like HomeAid, an organization whose mission is to end homelessness through building homes and community outreach. Reaching out to communities and establishing philanthropic partnerships epitomizes a deeper commitment to improving people’s lives.

Supporting our team members as they build lives of purpose and meaning is a cornerstone of our passionate culture, which is why we provide our team members with opportunities to donate their time to charitable organizations throughout our regional markets around the nation. In furtherance of that goal, in 2019, we established Tri Pointe C.A.R.E.S. (Charity, Advocacy, Resources, Enrichment and Stewardship) to encourage team members to use their positive energy, talent and expertise to give back to their local communities, reaping the rewards that come from charitable engagement and benefitting the communities that nurture and support us, furthering Tri Pointe’s longstanding commitment to social purpose and giving back.

Under our Tri Pointe C.A.R.E.S. program, all of our regular full-time team members are eligible to receive up to 16 hours of paid time-off per year to perform community service during regularly scheduled work hours, and regular part-time team members who work at least 20 hours per week are eligible to receive up to 8 hours of paid time-off for volunteer work. We encourage our team members to use their Tri Pointe C.A.R.E.S. benefit to serve with and for any organization of their choice, whether alone or with a group of colleagues.

For more information about our philanthropic partnerships, please visit the “ESG—Social Responsibility in Our Communities” section of our website.



#BuildersCare

In response to the COVID-19 pandemic, Tri Pointe Homes partnered with the Leading Builders of America (LBA) and a number of its homebuilder members to organize drop off stations and collect personal protective equipment (PPE) for frontline health care workers across the U.S. as part of the LBA’s #BuildersCare project. Tri Pointe Homes acted as captains of the collection efforts in Sacramento, Seattle, and the DC metro area. Working together, the LBA members set up over 50 drop off stations across the U.S. and collected over 175,000 masks and glasses, which were delivered to 36 clinics and hospitals.


HomeAid
Phoenix
CAREKIT
PROJECT


1734


HomeAid
Phoenix
CAREKIT
PROJECT


FOOD DRIVE



SASB Index

The table on the following pages sets forth metrics that are responsive to sustainability accounting standards promulgated by the Sustainability Accounting Standards Board (SASB) for companies within the “Home Builders” industry. These SASB standards have been “designed to identify a minimum set of sustainability issues most likely to impact the operating performance or financial condition of the typical company” in our industry. We continue to refine our data collection and reporting processes and assess the metrics that we believe are most material to an understanding of our business and performance.







SASB Topic	SASB Code	Accounting Metric	2019[1]	2020[1]
Land Use & Ecological Impacts	IF-HB-160a.1	Number of lots located on redevelopment sites	2,578	2,220
	IF-HB-160a.1	Number of homes delivered on redevelopment sites	308	641
	IF-HB-160a.2	Number of controlled lots in regions with High or Extremely High Baseline Water Stress	16,703	19,377
	IF-HB-160a.2	Number of homes delivered in regions with High or Extremely High Baseline Water Stress	2,759	2,807
	IF-HB-160a.3	Total amount of monetary losses as a result of legal proceedings associated with environmental regulations	0	0
	IF-HB-160a.4	Discussion of process to integrate environmental considerations into site selection, site design, and site development and construction	See “Ecological Impacts and Land Use”	
Workforce Health & Safety	IF-HB-320a.1	Total recordable incident rate (TRIR) for direct employees	0.55	0.07
	IF-HB-320a.1	Total recordable incident rate (TRIR) for contract employees	0.00	0.00
	IF-HB-320a.1	Total recordable fatality rate for direct employees	0	0
	IF-HB-320a.1	Total recordable fatality rate for contract employees	0	0
Design for Resource Efficiency	IF-HB-410a.1	Number of homes that obtained a certified HERS® Index Score	2,112	3,019
	IF-HB-410a.1	Average HERS® Index Score	58	56
	IF-HB-410a.2	Percentage of installed water fixtures certified to WaterSense® specifications	80%	80%
	IF-HB-410a.3	Number of homes delivered certified to a third-party multi-attribute green building standard	3,069[2]	3,175[3]
	IF-HB-410a.4	Description of risks and opportunities related to incorporating resource efficiency into home design, and how benefits are communicated to customers	See “Product Design and Design for Resource Efficiency”	

(1) Quantitative data is as of and for the year ended December 31 of the applicable year.

(2) Consists of (i) 2,051 homes delivered during the period that were built to California’s Green Building Standards Code (CALGreen), (ii) 530 homes delivered during the period that were certified to ENERGY STAR® and Indoor airPLUS standards, of which 241 homes were also certified to LEED® standards, (iii) 434 homes delivered during the period that were certified to Green Built Gulf Coast (GBGC) standards and (iv) 54 homes delivered during the period that were built to the ICC 700 National Green Building Standard® (NGBS) published by the National Association of Home Builders (NAHB) and achieved either Silver or Bronze ratings.

(3) Consists of (i) 2,010 homes delivered during the period that were built to California’s Green Building Standards Code (CALGreen), (ii) 664 homes delivered during the period that were certified to ENERGY STAR® and Indoor airPLUS standards, of which 169 homes were also certified to LEED® standards and (iii) 501 homes delivered during the period that were certified to Green Built Gulf Coast (GBGC) standards.

SASB Topic	SASB Code	Accounting Metric	2019[1]	2020[1]
Community Impacts of New Developments	IF-HB-410b.1	Description of how proximity and access to infrastructure, services, and economic centers affect site selection and development decisions	See “Ecological Impacts and Land Use”	
	IF-HB-410b.2	Number of homes delivered on infill sites	665	1,253
	IF-HB-410b.2	Number of lots located on infill sites	4,583	6,372
	IF-HB-410b.3	Number of homes delivered in compact developments	1,359	1,632
	IF-HB-410b.3	Average density of compact developments (dwelling units/acre)	10.30	10.27
Climate Change Adaptation	IF-HB-420a.1	Number of lots located in 100-year flood zones	5,263	5,076
	IF-HB-420a.2	Description of climate change risk exposure analysis, degree of systematic portfolio exposure, and strategies for mitigating risks	See “Climate Change Adaptation”	

	SASB Code	Activity Metric	2019[1]	2020[1]
Activity Metrics	IF-HB-000.A	Number of controlled lots	30,029	35,641
	IF-HB-000.B	Number of homes delivered	4,921	5,123
	IF-HB-000.C	Number of active selling communities	137	112

United Nations
Sustainable Development Goals

We have begun to align our ESG strategy and priorities with the United Nations Sustainable Development Goals ("SDGs") . United Nations members established the SDGs in 2015 with the intention of ending all forms of poverty, fighting inequalities and tackling climate change while ensuring that no one is left behind. We believe that our current strategies and priorities most closely align with the following SDGs:



Goal Number	Goal Name	Goal Description	Report Section(s)
5	Gender Equality	Achieve gender equality and empower all women and girls	Diversity, Equity and Inclusion
8	Decent Work and Economic Growth	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Diversity, Equity and Inclusion; Engagement, Training and Development
11	Sustainable Cities and Communities	Make cities and human settlements inclusive, safe, resilient and sustainable	Ecological Impacts and Land Use; Community Impact of New Developments
12	Responsible Consumption and Production	Ensure sustainable consumption and production patterns	Product Design and Resource Efficiency
13	Climate Action	Take urgent action to combat climate change and its impacts	Climate Change Adaptation
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	Community Impact of New Developments

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