

Now more than ever

Caring for people, making a difference®. At the end of the day, that's what matters — always has and always will.

Although we have announced our agreement to be acquired by Service Corporation International, it's just as important as ever that we continue to provide the Best in Class service that is synonymous with our facilities. Simply

demonstrate that we really do have the best people, the best systems and the highest-quality operations. Remember, that's why families choose us.

With change comes opportunities, and those opportunities will only manifest themselves if we all display the right attitude and the commitment to doing the best job we possibly can do. If we keep a positive spirit, we'll put our best foot forward.

SCI needs good people to operate its funeral homes and cemeteries. That's why it's essential to continue to work hard and do what you do

creating a lasting, positive impression will cement our relationships with families for the future.

Respect your colleagues and families at all times and treat each other as you would like to be treated. Always take the **initiative** to make every interaction with customers and your colleagues meaningful. That includes going the extra mile to think outside the box to solve problems and continue providing superior service to families.

Addressing everyone you come in contact with by **name** ties back into appearance and helps us further strengthen that bond for years to come. Showing **gratitude** shows families we are privileged to serve them and make a difference in their lives.

These values were important before the SCI announcement and are even more essential now. Do your best to stay focused on what's most important — caring for families. That has been our mission for more than 100 years, and it's still our number one priority today.



Tom Kitchen

“Serving families is why we're here and we need to remember that in everything we do.”

put, serving families is why we're here and we need to remember that in everything we do.

Families call and come through our doors every day as they turn to us for assistance. We help people at the worst times of their lives, and that is an incredibly significant responsibility to manage and never lose sight of. It's what we do best.

Our top quality service, performance, processes and operations are what made our Company appealing to SCI. They want to expand their operations and presence by combining our funeral homes and cemeteries with theirs. It's vital that we continue to

best — serve families.

As we begin to plan for a transition, we cannot lose sight of the cultural principles that are our foundation. We need to continue to incorporate the

Company's CARING standards to help us remain Best in Class and show our customers that we really do care.

We **communicate** honestly and clearly to understand a family's needs and make sure they understand what we can provide for them. Take pride in your **appearance** and the image our facilities and properties portray, because



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