



CORPORATE SOCIAL RESPONSIBILITY REPORT

Improving Access to Nutrition in the Communities We Serve





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CHRIS CHOI
Chief Executive Officer
Mom's Meals

ACCESSING ENOUGH NUTRITIOUS, AFFORDABLE FOOD IS CHALLENGING FOR MANY AMERICANS.

There are more than **47 million people** in the U.S. who are food insecure.¹ Next, let's consider the natural disasters in the U.S. that have caused catastrophic devastation and affected millions of lives in so many ways, including access to food. But these are not just numbers, they're people.

Some may even be our neighbors — the young family that just moved in down the block, the older gentleman next door with a heart condition — or our own family members. Access to nutritious food should not be a privilege. Mom's Meals has been and continues to be dedicated to making quality nutrition more accessible and helping people improve their overall health and better manage their chronic conditions.

Our mission is to improve life through better nutrition at home.

Dedicated to reducing food and nutrition insecurity

Over the years, we've worked to reduce food and nutrition insecurity wherever we can — whether it's across the street or across the country — because it's an integral part of why we exist as an organization. We celebrated our 25th anniversary in 2024, and we are very grateful for the work we have done. However, we realize the need for expanding access to quality

nutrition is greater than it's ever been. In our inaugural corporate social responsibility (CSR) report, we share our steadfast support to reduce nutrition insecurity in the communities we serve as part of our CSR efforts and programs. After all, we're really all neighbors.

Making a positive impact through partnerships

Living our mission would not be possible without our partners. Working closely with health plans, health care providers, state and local governments and community-based organizations, we are grateful to be connected with people in organizations who are just as passionate about using food as medicine and making nutritious food more accessible.

This partnership also includes our employees who time and time again volunteer and donate resources where they live, work and play. They are constantly showcasing the Mom's Meals core values.

The progress we've made improving access to quality nutrition doesn't end here. There's more to do and our commitment and dedication is steadfast.



Chris Choi,
Chief Executive Officer
Mom's Meals

We're committed to making a difference today and in even greater ways as we look toward the next 25 years and beyond.



ABOUT US



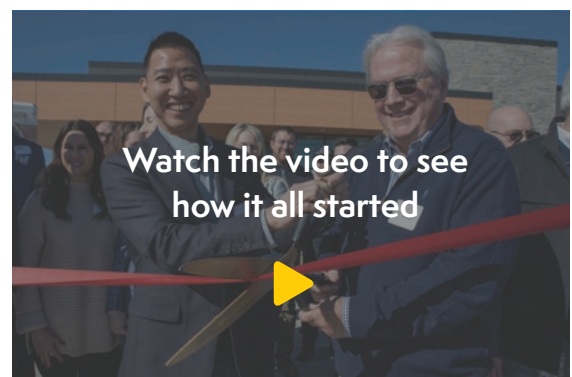
The Anderson family left to right: Michael, Barb and Rick

Small-town roots reaching nationwide

LIKE MOST GREAT IDEAS, IT ALL STARTED AROUND THE FAMILY TABLE.

Mom's Meals was started by the Anderson family in a small rural Iowa town in 1999. Barb Anderson, the mom of Mom's Meals, and her husband Rick needed to ensure their moms were getting meals on a regular basis. They were both widowed, living alone and needed nutritious food to better manage chronic health conditions. The business idea grew from there.

Our first contract was providing meals to older adults living in rural and remote areas, far from existing meal routes or senior centers offering congregate meals.



OUR MISSION

Improving life through better nutrition at home

Now, 25 years later, Mom's Meals delivers to any address nationwide and has transformed to become the leading provider of comprehensive food as medicine solutions in the U.S. We partner with a wide variety of health plans and organizations to improve chronic condition management, and long-term care and post-discharge outcomes.

Individuals and caregivers can also experience convenient, quality nutrition when they order meals on their own through our self-pay program.

We are a **ONE-STOP FOOD AS MEDICINE SOLUTION** driven to help individuals improve health, preserve their independence at home and reduce total cost of care.



MEDICALLY TAILORED
MEALS



ORAL NUTRITION
SUPPLEMENTS



PRODUCE AND
PANTRY BOXES



NUTRITIONAL
EDUCATION



NUTRITIONAL
COUNSELING

ABOUT US



460

MILLION

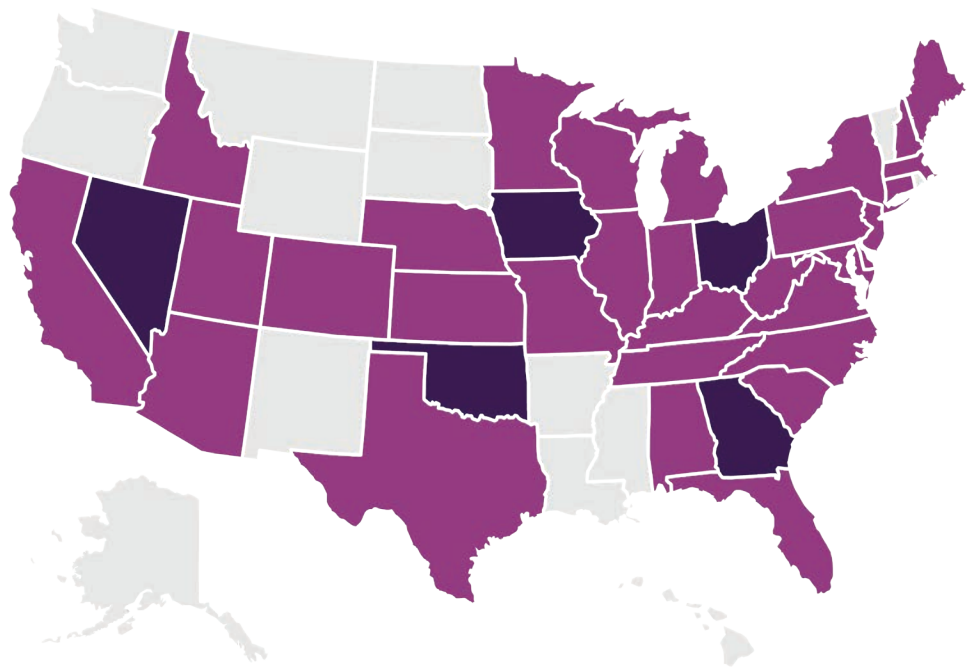
MEALS DELIVERED
in the past 10 years



1.3 M

MEALS SOLD EACH WEEK
in 2024 on average

Strategically placed locations and facilities reach customers nationwide, **no matter how remote** via Moms Meals drivers or third-party carriers



2k

TEAM MEMBERS

36

STATES
where employees live, work and play

61

DISTRIBUTION CENTERS

3

USDA-INSPECTED KITCHENS

4

FULFILLMENT CENTERS

The Mom's Meals Difference



Refrigerated – Meals are made in USDA and FDA-inspected facilities – providing the highest level of compliance with federal regulations governing food production – and are packaged for convenient storage in the refrigerator for at least 14 days from delivery; ready to heat, eat and enjoy in minutes.



Choice of Every Meal, Every Delivery* – Clients select their own meals from an array of options based on their needs and preferences.



Delivery to Any Address – Mom's Meals' local drivers and third-party carriers team up so we can deliver to any address nationwide, no matter how remote.



Medically Tailored – Crafted by professional chefs and registered dietitians, our meals taste great and nutritionally support most common chronic health conditions.



Compassionate Customer Care – Live, bilingual help for clients and case managers; trained to recognize and report potential health and safety issues.

*Initial deliveries will have a variety of meals based on dietary preferences.

I am a visiting nurse. This service has **greatly improved the overall quality of life of many of my elderly clients.** They are easy to prepare, offers variety and just the right amount of food. They really look good!

- Satisfied Customer, via Facebook

Finding Mom's Meals was a true blessing. I order renal-friendly meals for my husband and diabetes friendly for myself. You saved me from stress, and we are both so pleased with the meals. They taste so good. **Thank you so much!**

- Satisfied Customer, via Facebook



Our Core Values

Our employees are more like family, working together to reach one common goal – to help feed and nourish the clients we serve. We treat each customer with care and compassion, as we consider them an extension of our family. Whether it is the warm, understanding voice in the call center taking a meal order or a friendly, helpful route driver reliably delivering much needed meals, our entire team is compassionate about the work we do and the people we serve.

“Let your boss know that you brightened this old lady’s day. You guys are always so nice when I talk to you.”
– Happy Customer

“My driver took the time to shovel snow and clear a path so I could open the door to get my meals, and my aid could get to my home.”
– Thankful Customer

LIVING OUT OUR CORE VALUES EVERY DAY IN ALL WE DO.

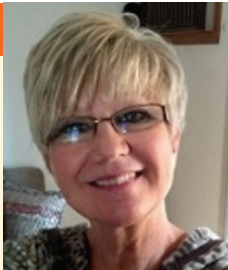
Teamwork – Committed to helping each other and working as a team.

Relentlessly Dependable – Doing whatever we can to meet the obligations to our customers and colleagues.

Appreciation and Respect – Live the Golden Rule and always treat others with respect.

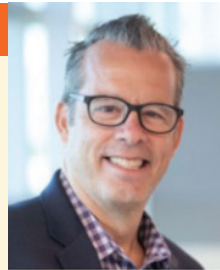
Innovation and Constant Improvement – Always seeking to improve. Think boldly, try new things, don't be afraid to fail, learn from our mistakes.

Delivering Excellence – Being accountable to both our customers and our internal teams. We're driven to be our best at all times while exceeding expectations.



Lanette Arne
*Grinnell Kitchen
Supervisor*
Iowa

"I started 20 years ago in the 'original' Nevada, Iowa kitchen. Over the years, I've learned it all. This job gave me confidence and purpose, something I didn't know I needed back when I started. I look back and can see how much of my personal growth took place through this job. I just love this company. I'm proud of what it stands for."



John Phillips
*Vice President of
National Programs*
California

"I have had the pleasure of being part of the Mom's Meals family for 20 years. Through it all, it's remarkable how the culture has remained steady and strong. You would think that as we grow, the culture could possibly become diluted, or slightly stray in another direction. But we have continued an incredible culture of caring, not only with our clients, but also with our employees."



OUR CORE VALUES IN ACTION

Mom's Meals team members believe in recognizing each other for going above and beyond living our core values.

Jody-Kay Mason

Quality Assurance Technician, 3rd shift
Georgia

TEAMWORK

Jody-Kay exemplifies exceptional dedication and unwavering commitment to excellence. Her meticulous attention to detail ensures every meal sent to our customers meets the highest standards of quality.

Always willing to lend a hand, she embodies the true spirit of teamwork. She steps in to help without hesitation and consistently goes the extra mile. Her positive attitude, reliability and relentless drive to do her best makes her an invaluable asset to our team.

Jennie Huxford

Data Analytics
Iowa

RELENTLESSLY DEPENDABLE

Jennie has been relentlessly dependable on many different levels. She has built out and continues to maintain challenging reports for some of our partners. She pivots often with changing parameters and contractual obligations.

Jose Nieves

Cycle Count Coordinator
Nevada

DELIVERING EXCELLENCE

Jose helps anyone and everyone that comes to him, and he is approached by a lot of people. No matter the issue, he goes above and beyond to make sure everyone is taken care of.

He always cares about doing a great job. Jose takes the initiative to figure out what is needed and delivers on the task.

Roberto Camacho

Fulfillment Supervisor, 1st shift
Ohio

APPRECIATION AND RESPECT

Roberto and his family have experienced tremendous loss, yet he puts others' needs before his own. When he asks how you are, he truly listens. He really does care for the well-being of others.

As a leader, he works with his team and provides guidance to their challenges. Roberto also partners with human resources to talk through situations when he wants to ensure he takes the best approach to help an associate with whatever their needs may be.

Tommie Anderson

Mom's Meals Driver

Georgia

Tommie had a delivery the day after a huge storm rolled through his delivery route in Georgia.

He had a customer who lived about a quarter mile down a dirt road. Knowing what storms can do to dirt roads, he let his customer know it might be tough getting back to the client's place. The customer was understanding, but Tommie knew the meals were really needed.

When it came time to make the delivery, Tommie had a plan and there was no stopping him. He got to the road entrance, got out of his truck and carried the cooler of meals down the muddy road.



Photo Tommie sent to his supervisor of his trek.

Daniel Vogt

Mom's Meals Driver

Arizona

Daniel was making a delivery in the mountains of Arizona. He called ahead, as he usually does, but no one picked up. He thought that was strange.

When he arrived at the customer's door, she didn't come to the door either. This was very unusual for her. Concerned, Daniel worked his way to the back of the house and rapped on the bedroom window. He then heard, quietly but clearly, his customer's voice crying out. She had fallen and needed help.

He tried to call 911, but being in a remote area of the mountains, he had no cell service. Daniel remembered he had seen a state trooper a few miles back running a speed trap. He hurried down the highway, found the trooper and shared what was happening. He returned with the trooper to the customer's home in case his help was needed.

It easily could have been days until someone might have realized the customer's situation. And by that time, it might have been too late.

Driver Spotlight

Ken Andreen

Mom's Meals Driver

Pennsylvania

Ken has a knack for being in the right place at the right time. It's an important quality as a delivery driver. It has also made him a hero — two times.

FEBRUARY 2022

Ken was on his regular Thursday delivery route in Pittsburgh. Little did he know he would be a hero on this extraordinary day.

As he was driving through a neighborhood, Ken noticed a house on fire. He could have just kept driving, or called 911 and been on his way, but that's not how Ken operates.

Instead, Ken leapt into action and ran to the burning house. Seeing the door was ajar, he pushed it open and called out — and heard a voice. Ken entered and moved toward the voice while flames were lapping from the roof and thick, black smoke billowing out the windows.

Ken recounts, "I found him sleeping on the sofa and picked him up. Threw him on my shoulder and out the door we went."

Thanks to Ken's heroism, the man was treated and released the same day. Ken was treated for smoke inhalation — then went right back to work.



Ken Andreen received the **CARNEGIE MEDAL** for his actions.

The medal is given in recognition to those who enter extreme danger to save others.

Driver Spotlight

OCTOBER 2024

While on his delivery route, Ken saw smoke about three blocks away. His instincts kicked in again as he followed the smoke and saw a house on fire.

After parking down the street and calling 911, he went inside the house. He heard a TV on upstairs. After making his way up the stairs, he found a man asleep on the couch. Ken immediately woke the man up and they made their way out of the house.

Fortunately, no one was hurt although the attic had heavy damage and other parts of the home sustained smoke and water damage.

Ken continued with his route that day, like it was any other ordinary day. However, there is nothing ordinary about his selflessness.

Ken is the first recipient of the Mom's Hero Award. The award was created to recognize employees who display exceptional bravery, show a strong commitment to helping others, lead during a difficult situation and inspire others to engage in acts of bravery or selflessness.



“Ken’s courage in these life-threatening situations is truly heroic,” said Dan Mandolfo, Chief Operating Officer for Mom’s Meals. “We are proud to present Ken with the first ever Mom’s Hero Award. This award was created to recognize employees who display exceptional bravery, show a strong commitment to helping others, lead during a difficult situation and inspire others to engage in acts of bravery or selflessness.”



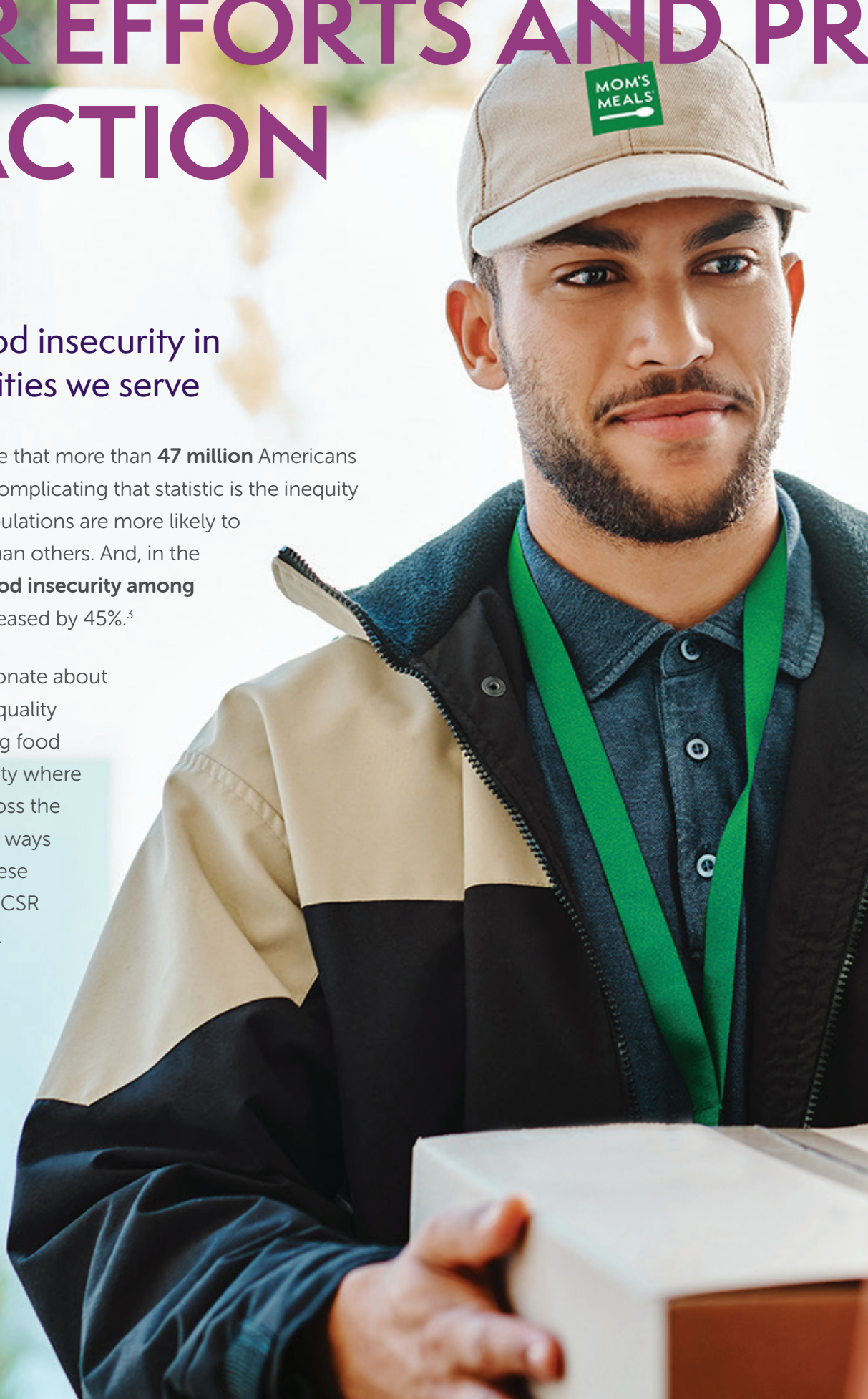
OUR EFFORTS AND PROGRAMS IN ACTION

CSR STRATEGY:

Reducing food insecurity in the communities we serve

It's shocking to realize that more than **47 million** Americans are food insecure.² Complicating that statistic is the inequity of hunger. Some populations are more likely to experience hunger than others. And, in the past two decades, **food insecurity among older adults** has increased by 45%.³

Mom's Meals is passionate about improving access to quality nutrition and reducing food and nutrition insecurity where we live and work across the country. Some of the ways we are combating these issues is through our CSR efforts and programs.



PROGRAMS



OUR EFFORTS AND PROGRAMS IN ACTION



Ensure equitable food access

We collaborate with public, private and government sectors to be part of the food insecurity solution. Working together, we have been able to address gaps in the supply of nutritious food.

Mom's Meals Hunger Challenge

When someone is food insecure, it directly affects their overall health and well-being. Helping combat nutrition insecurity is an issue that directly aligns with our mission of improving life through better nutrition at home. It's why Mom's Meals developed the Hunger Challenge initiative. Each year, we turn to our partners on the front lines such as case managers, food banks or other community-based organizations (CBOs) to identify someone who is nutrition insecure and is not eligible for any type of home-delivered meal funding or programs.

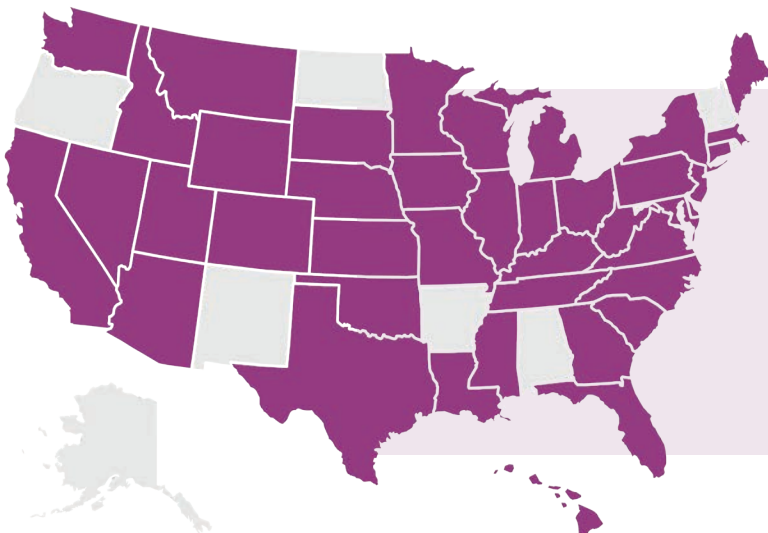
Through our annual Hunger Challenge, we donate home-delivered medically tailored meals to provide short-term support to that person until other long-term community resources can be identified.

"The Hunger Challenge has been an **AMAZING** resource and a huge blessing for both my ESRD and CKD patients."

- Case Manager

"My colleagues and I want to say that this program has been **ABSOLUTELY WONDERFUL**. As a social worker, I see so many gaps in the system and there are very few services that bridge that gap. A cooler of meals from the Hunger Challenge is one of those bridges."

- Social Worker



Collaborated with CBOs to donate more than

80,419 MEALS

nationwide through our annual **Hunger Challenge program**⁴

OUR EFFORTS AND PROGRAMS IN ACTION



Support our communities

Combating and bringing awareness to nutrition insecurity closely aligns with the Mom’s Meals mission. We have donated our ingredients and shelf-stable meals to local food banks and other CBOs.



Local food banks have received nearly
\$256,000
worth of **INGREDIENTS**⁵



CBOs across the country received
83,775
DONATED
SHELF-STABLE MEALS ⁶



Our community was rocked by Hurricane Helene. We truly saw the worst of Mother Nature, but we have **SEEN THE BEST OF PEOPLE**, especially your group helping to feed those who aren’t only without food, but those volunteering to help others.”

- Senator Blake Tillery, Georgia





Hurricane Helene Relief

5,415 shelf-stable meals

In early October, Hurricane Helene ravaged the southeastern portion of the United States. In response, Mom's Meals donated 5,415 shelf-stable meals to Georgia residents. Victor Lovejoy, a regional driver who has been with Mom's Meals for nearly four years, volunteered and made the 16-hour drive from Iowa to personally deliver the meals. The meals were then distributed with the help of military officials to Lyons, Georgia residents who were affected by the hurricane.

Lovejoy recounts as he got closer to where Helene made landfall the devastation was shocking.

"Roofs were ripped off steel buildings, a house completely pushed off its foundation — you see it on TV, but to actually drive through it and see the energy that went through there was unbelievable. We have cameras on the trucks, and I called my boss to look, because I couldn't believe what I was seeing."

This type of outreach is central to the company's focus on fighting nutrition insecurity. From natural disasters where basic needs cannot be met to working with food banks and pantries across the country to ensure vulnerable populations are getting nourishing meals, Mom's Meals believes in providing nutritional equity to all.



People were so thankful. I had probably five or six people thank me for bringing it, and I said, 'It came all the way from Iowa,' and then their eyes just got gigantic. It just gave me such a feeling of personal pride to be a part of it and associated with a company that thinks about the needs of other people."

- Victor Lovejoy
Mom's Meals Regional Driver





Department of Children and Families Hope Florida Program

7,000+ shelf-stable meals

“On behalf of the Florida State Emergency Response Team, I want to thank **Mom’s Meals for their generous donation** of over 7,000 shelf-stable meals to the DCF Hope Florida program. These meals are in use by Hope Florida canvassers to go into the hardest hit areas to provide immediate support to individuals who lack power, have suffered damages, or are vulnerable due to storm effects. Thanks to the support of organizations like Mom’s Meals, Florida is able to be the best in the nation at responding to the needs of disaster survivors, ensuring that our most vulnerable communities receive the care and nourishment they need in times of crisis. **We are truly grateful for your partnership!**”

- **Erek Culbreath,**
Director of Mass Care, Florida Department of Children and Families



Mom’s Meals has stepped in on numerous occasions over the years and solved a lot of problems.”

— Chief Todd Bereda
Bridgeport Police Department

Bridgeport Police Department

500 shelf-stable meals

Mom’s Meals territory managers worked with 19 CBOs across the nation to distribute the shelf-stable meals in nutrition insecure areas. One organization was the Pennsylvania Bridgeport Police Department.

Mom’s Meals and the Bridgeport Police Department share a long-lasting relationship. For over four and a half years, they have worked together to combat nutrition insecurity. Ranging from natural disaster relief donations to an increased need of food during the holidays, Mom’s Meals has supported the Bridgeport Police Department. Police Chief Todd Bereda noted the police department does some atypical things such as assist with food insecurity and whenever the Bridgeport Police Department receives donations, the community is always grateful.

1.5M

PEOPLE

in Pennsylvania identify as FOOD INSECURE⁷



of the total population⁷



We certainly appreciate the steadfast support of Mom’s Meals. We feel that our goals are very aligned and that both of our organizations the Food Bank of Iowa and Mom’s Meals are working to serve the health and nutritional needs of our communities.”

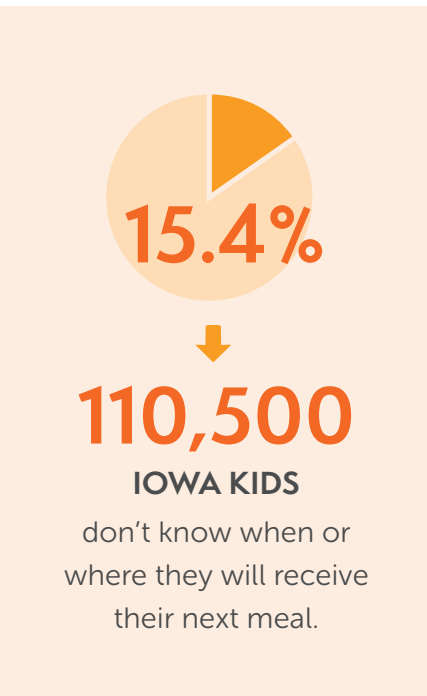
— Annette Hacker, Vice President of Strategy and Communications
Food Bank of Iowa

Food Bank of Iowa School Pantry Program

7,000+ shelf-stable meals

According to the Food Bank of Iowa, **15.4%** of Iowa children (110,500 kids) don’t know when or where they will receive their next meal.⁸ The school pantry program is one way the Food Bank of Iowa is working toward ending food insecurity.

The school pantry program provides free, wholesome food to kids and their families at a location that is already known and convenient to them.





Three Square Food Bank

\$10,000 donation

One in seven Southern Nevadans are food insecure. That is more than 341,480 people.⁹ Three Square is Southern Nevada’s only and largest hunger relief organization, serving over **100,000 people each month**.¹⁰ To keep up with demand, Three Square partners with different community organizations.

As one way to give back to the community during our year-long 25th anniversary celebration, Mom’s Meals decided to get others involved to help us donate \$10,000 to Three Square Food Bank in Southern Nevada. During the 2024 America’s Health Insurance Plans Conference in Las Vegas, Mom’s Meals had a roulette wheel for attendees to spin and win prizes, and to help raise money for the donation. When attendees landed on a dollar amount, it was added to the overall total to help reach the \$10,000 donation.

“When someone donates one dollar, Three Square can make three wholesome meals, and so from our good friends at Mom’s Meals donating \$10,000 that means we can get 30,000 more meals out into the community,” said Will Edwards, Three Square’s event marketing manager. “Three Square really strives to reach out to the different areas we service and try to fill the gaps and fill the holes as much as we can with distributions and partnerships.”



1 in 7

Southern Nevadans are FOOD INSECURE



341,480+ PEOPLE

\$10,000 DONATION



30,000 MORE MEALS



We can’t do this work without great partners, and Mom’s Meals with their donation has proven to be a great partner.”

—Will Edwards
Event Marketing Manager
Three Square

OUR EFFORTS AND PROGRAMS IN ACTION



Engage employees

Another piece of our corporate social responsibility strategy empowers employees to showcase Mom's Meals' core values in the communities where they live, work and play. Mom's Meals employees are passionate about our mission of improving life through better nutrition at home. They are constantly volunteering or donating resources to help those in need.¹¹



60,264

MEALS PACKAGED
for Meals from the
Heartland and

\$15,800

DONATED



**American
Red Cross**

\$10,000

DONATED to American Red
Cross Disaster Relief efforts



**ABOVE+BEYOND
CANCER**

\$5,000+

DONATED to
Above + Beyond Cancer

“Having support from an employer like Mom's Meals makes a big difference in my volunteer efforts. It shows that they value community involvement and are committed to making a positive impact.”

— John Bellis,
Mom's Meals Director, IT Facility Solutions
Iowa

OUR EFFORTS AND PROGRAMS IN ACTION



Engage employees



I feel that I work for an organization that not only cares for its employees but about community and those less fortunate.

There is a bigger picture that you can only see if you take a step back. Our mission at Mom's Meals is improving life through better nutrition at home and we do that in so many ways, volunteering is just one of them."

— **Brianna Moncada, RDN**
Mom's Meals Director of Healthcare Partnerships
California

9,500+
POUNDS OF FOOD
donated from food drives

\$15,000+
worth of SUPPLIES
AND FOOD
to Puerto Rico for
hurricane relief



I volunteer because I believe in treating people the way that I would want to be treated. It is a way to show kindness, in a world where we need more of it. I enjoy seeing the ones that benefit from volunteering, because it affects the giver just as much as the receiver."

— **TiAnn Taylor**
Mom's Meals Office Assistant, Project and Facilities
Iowa



When I volunteer, I always feel proud and hopeful that my efforts that day will truly help someone in need. It fills my cup, so I can continue to pour into other's cups. I appreciate that Mom's Meals puts the mission over margin when employees are given the chance to volunteer."

— **Edwin Scott**
Mom's Meals Manager, Field Sales
New Hampshire



About Mom's Meals

Mom's Meals is the leading provider of comprehensive food as medicine solutions with published improved health outcomes that drive lasting change. This includes fully prepared, refrigerated, medically tailored home-delivered meals delivered to any address nationwide, oral nutrition supplements, produce and pantry boxes, nutritional education, nutritional counseling, other forms of nutrition support and personalized engagement. These solutions are provided through Medicaid or Medicare Advantage health plan benefits or for direct purchase. At Mom's Meals, our mission is to improve life through better nutrition at home through our long-term care, condition management, post-discharge and nutrition insecurity programs.

For more information, visit momsmeals.com.

To learn about the latest CSR efforts at Mom's Meals, visit momsmeals.com/about/csr



Sources

^{1,2}<https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-us/key-statistics-graphics>

³ <https://www.sciencedirect.com/science/article/pii/S2211335520301704>

⁴ 2020-2024

⁵ 2019-2024

⁶ 2021-2024

⁷ <https://map.feedingamerica.org/county/2022/overall/pennsylvania>

⁸ <https://foodbankiowa.org/about-us/who-we-help/>

⁹ <https://www.threesquare.org/learn/about-us/hunger-in-southern-nevada>

¹⁰ <https://www.threesquare.org/learn/about-us/how-a-food-bank-works>

¹¹ 2012-2024