

# ESG SUPPLEMENT

Our inaugural Environmental, Social and Governance (ESG) summary report provides information on The Hartford's activities across a broad spectrum of ESG issues, our progress in meeting existing goals and the company's future ESG-related commitments.







## OUR APPROACH TO ESG

The challenges facing our business and local communities have only grown in the face of a pandemic that affected people across the globe. It has highlighted systemic inequities, along with deficiencies in the global approach toward tackling climate-related problems and exacerbated existing crises around substance use and mental health. We understand the role we play in addressing these obstacles and recognize the importance of ESG to the long-term success of our business and the insurance sector as a whole.

Leading ethically means addressing racial and economic inequality as well as operating with integrity and ensuring business resiliency. As an insurer, it is important to understand risk. Rising greenhouse gas emissions and increased climate-related disasters is a reality our industry cannot ignore. We see benefits to underwriting businesses operating in clean energy and investing in renewable products, such as solar and wind – and are building these strategies throughout our operations. Discussions on inequality and sustainability have increased over the past year, with a focus on addressing the stigma around mental health in the workplace taking center stage. Having an open and engaged workforce that feels comfortable discussing their mental health is vital during this pandemic to ensure productivity and prevent burnout.

To address these challenges as a leading U.S. insurer, The Hartford is embedding ESG principles throughout its business and join others in the business community in setting ambitious ESG goals. Examples of actions we are taking to address these critical issues impacting not only our business but the insurance industry at large include:

-  As part of our efforts to address rising greenhouse gas emissions (GHGe), we pledged to stop insuring or investing in companies that generate more than 25% of their revenues from thermal coal mining or more than 25% of their energy production from coal.
-  To help customers avoid investing in products that harm the environment, we offer premium discounts to encourage the purchase of electric vehicles and the use of energy-efficient equipment and building materials.
-  To set standards for the insurance industry and address inequality in our communities, it is important to hold ourselves accountable. We utilize a Diversity Talent Mobility scorecard that measures employee progress and puts in place a robust business continuity strategy along with a Sustainability Governance Committee to oversee sustainability strategy and brief the Board of Directors at least annually.
-  To ensure a productive and resilient workforce, we are spearheading several initiatives to end workplace stigma around the topic of mental health and addiction including removing stigmatizing language from our materials and partnering with external organizations such as Shatterproof and the National Alliance on Mental Illness.

By embedding ESG into our stakeholder engagement and business strategy, we can provide end-to-end coverage for products and investment opportunities that retain value for the foreseeable future, connect distribution partners with customers on issues that are increasingly becoming relevant to their operations and elevate the insurance sector as a whole by setting standards and providing coverage that evolves with the times.

## PROGRESS WITH PURPOSE

As an insurance company, we want to ensure individuals and businesses are well protected. But as a corporate citizen, we want to make an impact in ways that extend beyond underwriting risk. This is why we take action to align our business with our ESG priorities. We view underwriting human achievement to be at the heart of what we do, and we aim to build resilience in our communities, empower personal and business success for our customers, and create a culture in which our employees can thrive.

*“ESG issues pose a shared risk to our customers, employees and communities. As risk managers, insurers and investors, we recognize our role in supporting the resilience of our key constituents and society at large. We are committed to underwriting human achievement for another 200 years, and managing and mitigating these risks will be paramount.”*

– Chris Swift, Chairman and CEO





## WHY ENVIRONMENT MATTERS

As a 211-year-old insurer and asset manager, we view the transition to a greener society as a business imperative and we are doing our part. Our environmental commitment is demonstrated by our actions across the business including through our sustainable products, transparent disclosure of climate risk and operational impacts, compostable cafeteria, and purchase of renewable energy credits such as landfill gas combustion and onshore wind power. Most importantly, sustainable climate performance creates enduring value for our customers. The Hartford's ability to underwrite risk and provide resilient insurance solutions drives our purpose and unwavering performance.

## CORE ISSUES

### CLIMATE CHANGE

**Risk management, ESG integration into underwriting, and sustainable products.**

Helping people prepare and adapt to climate change is essential to The Hartford, and our customers. Inclement weather and the catastrophic impact of extreme weather events require that our underwriting methods result in optimal pricing, products and coverage to help people through unexpected challenges.

Our approach to managing climate risk includes disciplined underwriting protocols and sophisticated risk-based pricing, risk modeling, risk transfer, and capital management strategies to provide our customers and agents with information and confidence to make informed decisions. We apply widely used vendor catastrophe models and internal tools to assess risk from natural catastrophe perils including hurricanes, floods, earthquakes, wildfires, severe thunderstorms and winter storms. Our models incorporate climatic trends probabilistically, producing loss distributions by peril, region and products. We use our historical loss experience from catastrophe events to calibrate and validate the vendor catastrophe models to ensure our risk assessment is in line with industry best practices. These risk assessments, embedded in our underwriting and product offerings, help improve predictability and elevate the protection and security of our customers.

## SUSTAINABLE PRODUCTS

We offer a range of sustainable products, discounts and technology-driven services to help our customers prepare for and adapt to environmental and health and safety-related risks. These include a dedicated Catastrophe Claims Operation team, available to customers 24 hours a day, 365 days a year, and premium discounts to encourage the purchase of hybrid or electric cars, the installation of energy efficient equipment and environmentally friendly building materials. See our [SASB Report](#) for a full list.

- **15%** of written premium in our energy business were for policies related to energy efficiency as of December 31, 2020.
- **17.8%** of written premium in our global specialty financial lines energy and utility portfolio is for companies engaging in or supporting energy efficiency projects and operations.

## RESPONSIBLE INVESTMENTS

Embedding climate change and ESG considerations into our Mutual Funds business and investment processes and decisions is another critical way we can play our part. In 2019, The Hartford made commitments related to [coal and tar sands divestment](#); and Hartford Funds, a Principles for Responsible Investment (PRI) Signatory, offers several mutual funds with a sustainable investing focus:

- The Hartford Global Impact Fund (\$110 AUM as of 3/31/21), invests in companies whose products and services address the world's most significant environmental and social challenges; Life Essentials, Human Empowerment and the Environment, that align with many of the UN Sustainable Development Goals.
- In April 2021, The Hartford Sustainable Municipal Bond Fund launched, investing the majority of its assets in "sustainable" activities centered on access to education, sustainable cities and communities, and industry innovation and infrastructure in alignment with the UN Sustainable Development Goals.
- The Hartford Climate Opportunities Fund (\$111M AUM as of 3/31/21) invests in companies promoting clean and/or efficient energy, sustainable transportation, water/resource management and companies exhibiting low-carbon leadership.

- The Hartford's investment portfolio, which as of Dec. 31, 2020 totaled \$55B, is managed by Hartford Investment Management Company ("HIMCO"), The Hartford's affiliated asset manager. HIMCO Portfolio Managers and Research Analysts believe sustainability factors are a significant driver of risk and return.
- As a result of our Coal and Tar Sands Policy, we have identified \$622 million (book value as of December 31, 2020) of investment holdings that are subject to restriction and will decrease over time, including \$253 million in publicly traded investments which will be divested by the end of 2023.
- \$275 million invested in LEED certified real estate and REITs, supporting efforts to reduce the world's carbon footprint.
- \$1.6B invested in Municipal Healthcare, a social priority in 2020.
- \$32M invested in International Development Agencies which drive more equitable communities worldwide.

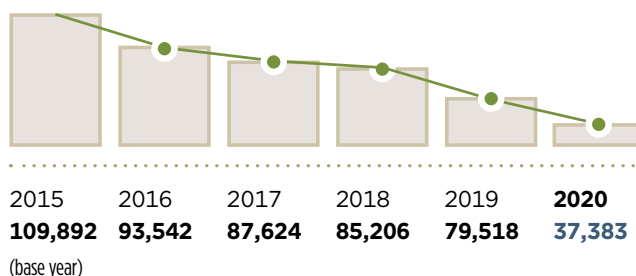
## TRANSPARENCY AND COLLABORATION

Our sustainability commitment involves regular, transparent disclosure of our corporate actions and progress. We published our first Task Force on Climate Related Financial Disclosure (TCFD) report in 2020 and for the 13th year reported to CDP, with recognition in the "Leadership" category. We assumed membership in ClimateWise in 2019 and our current Climate Change Statement aligns with the 5th Assessment of the Intergovernmental Panel on Climate Change (IPCC). The Hartford also signed a public letter to President Biden in support of a strong 2030 U.S. climate target pursuant to the Paris Agreement in early 2021.

## TACKLING OUR OPERATIONAL ENVIRONMENTAL IMPACTS

### Greenhouse gas emissions.

The Hartford will continue to reduce our total scope 1, 2 and select categories of scope 3 GHGe, achieving a reduction of at least 2.1% of GHGe each year, resulting in a minimum decrease of 25.7% by 2027 and 46.2% by 2037 (using 2015 as the base year).



**25.7%**

minimum decrease  
by 2027



**46.2%**

minimum decrease  
by 2037

The Hartford's baseline and subsequent data was adjusted to incorporate GHGe impacts resulting from the acquisition of Aetna's Group Benefits business in 2018 and the acquisition of Navigators in May 2019. Our GHG emissions data is verified by Apex Companies, an independent third party in accordance with the ISO 14064-3 Second Edition 2019-04 Standard. The Scope 3 emissions included are those generated from employee commuting and business travel.

## WATER

Our investment in a smart irrigation water system helped us surpass our five-year 15% water reduction goal with a 27% decrease in water usage through 2020, well in advance of 2022.



## SUSTAINABLE CONSTRUCTION

The Hartford's home and business insurance solutions incentivize the adoption of environmentally responsible and resource-efficient structures when we help our customers recover from a loss. At the forefront are green standards features that help pay for the incremental costs of using green alternatives and methods during the repair or restoration. We were one of the first insurers to offer these features, encouraging sustainable rebuilding by businesses. By enabling environmentally sound recovery, we also encourage our customers to implement green initiatives into their business culture.



## WHY SOCIAL MATTERS

At The Hartford, we deliver accelerated growth, provide attractive returns to shareholders and offer insurance protection to our customers; while pursuing strong societal outcomes within communities where our employees and customers live and work. Our ESG approach guides sustainable product development and supplier diversity, supports our investments in affordable housing and emotional well-being and enables us to attract and retain top employee talent.

## CORE ISSUES

### EMPLOYEES

**Diversity, equity and inclusion.**

Building a diverse workforce and creating an equitable and inclusive culture is a top priority and a business imperative – these actions sharpen our competitive advantage with expanded perspectives and productivity. To demonstrate our commitment this year, we shared our gender and people of color pay equity numbers, our workforce representation data, and our new leadership representation target goals for 2030, and for the first time, our EEO-1 data.

### DRIVING DIVERSITY AND INCLUSION WITHIN OUR BUSINESS AND BEYOND

**Pay equity.**

A recent pay equity analysis shows that on average, across the U.S., base salaries for women were 99.9% of those of men in comparable roles and people of color and 98.8% of white people in comparable roles. Although a statistically insignificant gap, we are determined to close it and to achieve total pay parity.

**Our culture of belonging.**

Membership in our Employee Resource Groups has nearly doubled in five years with 50% of our employees participating in 105 local ERG chapters in offices nationwide.

### COVID-19 response.

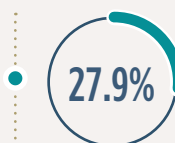
In 2020, a multitude of events challenged our society and elevated the importance of supporting the needs of employees and customers, especially in response to a global pandemic. The Hartford responded with a \$1M donation to organizations combating the COVID-19 crisis. A digital COVID-19 resource center was generated for customers and a triage process to expedite handling and review of COVID-19 related claims. Our claims specialists worked nights and weekends to support the extraordinary needs of our customers and, a record volume of short-term disability (STD) claims. Employees were offered free COVID-19 testing and treatment and non-COVID-19 behavioral health virtual and telehealth visits.

### CUSTOMERS

**Satisfaction and retention.**

Putting customers first is our top priority. Our team is committed to timely complaint resolution and handles them with a focus on customer retention. While we do not track a complaints-to-claims ratio, we do measure claimant satisfaction through customer claims ratings.

### OVER THE PAST DECADE, WE HAVE DIVERSIFIED OUR WORKFORCE.



Today we have 27.9% people of color across the organization, compared to 19.4% in 2010; and our board is comprised of 33% women and 25% people of color. But we are committed to go further, reaching 50% senior leadership roles filled by women and 20% by people of color by 2030.

- For the twelve months ended March 1, 2021, we earned an average rating of 4.8 (out of 5.0) from business insurance and auto claimants through more than 62,000 customer claims ratings and reviews.
- Our Personal Lines Auto and Homeowners posted an 84% retention rate for Q4 2020.
- We currently serve over one million small business customers.

#### Customer engagement.

We believe clear and transparent communication is fundamental to a high-quality customer experience and essential to informing customers about product information such as pricing, coverage options, policy limits, deductibles and sustainability. That's why we engage through multiple touch points and channels to meet all our customers' needs.

We offer 24/7, secure, ADA compliant, digital access to policyholder information with easy access to information on products and services and password protected access to customer and agent client portals, as well as educational tools and resources.

On average, we receive 50,000 completed surveys monthly, many including feedback from customers. Employees and managers use feedback to drive performance and process improvement and deliver a smooth experience with the empathy and expertise our customers expect.

#### Customer resilience, protecting customers.

Products sold in our group benefits business cover accident, illness, disabilities, and death. More than 16,500 Group Benefits plans worth approximately \$1.75B in annual premium include coverage provisions that incentivize health and safety. An April 2021 release of The Hartford's *Future of Benefits Study* shows there has been a positive shift in employee attitudes about benefits following a decline in June 2020, and a heightened interest in the types of insurance benefits that protect their paycheck when they experience unexpected illness, injury or loss of a loved one.

To learn more about customer information and support: [https://s0.hfdstatic.com/sites/the\\_hartford/files/sasb-report.pdf](https://s0.hfdstatic.com/sites/the_hartford/files/sasb-report.pdf)

## COMMUNITY

#### Community resilience advocacy and collaboration.

Targeted philanthropic investments help people to prepare and adapt to economic, health and environmental impacts; and we have a proud history of partnering and supporting like-minded national and local organizations that make a difference in our communities. Through these community partnerships and programs and the generosity of our employees, The Hartford is on track to positively impact 10M lives by year-end 2022.



## TACKLING STIGMA

As a leading provider of workers' compensation and disability insurance, The Hartford knows that untreated mental health conditions can impede employee productivity and engagement. We have partnered with well-regarded nonprofit organizations to advocate for building open, inclusive workplaces to overcome the stigma associated with mental illness and substance use disorder. To better support our employees, we have increased communications about mental health, worked to remove stigmatizing language from company culture, and added wellness resources to our benefits package, including anti-anxiety and mindfulness apps, as well as prescription digital therapeutics for substance use disorder and opioid use disorder.



## WHY GOVERNANCE MATTERS

The Hartford's commitment to integrity and operating ethically remains a cornerstone of our culture, informing our decisions and actions. We aspire to be an exceptional company celebrated for financial performance, customer value and strength of character because good governance practices and responsible corporate behaviors are core to our mission.

## CORE ISSUES

### GOVERNANCE AND ACCOUNTABILITY

Our full board has oversight responsibility for The Hartford's corporate reputation and ESG activities and receives a "deep dive" report on at least one ESG topic annually. 2020 briefings provided a progress report of the company's actions in three priority areas: climate change and environmental stewardship, pay equity and representation, and data protection and customer privacy.

In addition, the Nominating Committee retains oversight of the governance framework and processes related to ESG activities. This includes our Sustainability Governance Committee, a management committee comprised of senior leaders from across the enterprise which sets and helps drive execution of The Hartford's sustainability strategy. The Sustainability Governance Committee meets at least four times each year and reports to the full board at least annually.

### Ethics and accountability.

The Hartford emphasizes accountability and reinforces the obligation of ethical behavior among all employees – working in the office or remotely. Our recent company-wide survey of our ethical culture showed 96% of employees believe The Hartford is committed to ethical business decisions and conduct.

Our Code of Ethics and Business Conduct guides employees to choose a course of action consistent with The Hartford's core values – every time.

We also encourage all employees and business partners to report suspected code violations through dedicated internal representatives, The Hartford's Ombudsman or Fraud Hotline, or anonymously through our independent, third-party service "EthicsPoint."

- 100% of employee emails are governed under a data classification standard to identify and protect personally confidential information and highly restricted documents.
- 100% of the board and employees certify annually that they have read, understood and will adhere to the policies outlined in our Code of Ethics and Business Conduct Policy.
- 91% of our employees believe they can report unethical conduct without fear of reprisal.

## BOARD OF DIRECTORS

AUDIT COMMITTEE	COMPENSATION AND MANAGEMENT DEVELOPMENT COMMITTEE	FINANCE, INVESTMENT AND RISK MANAGEMENT COMMITTEE	NOMINATING AND CORPORATE GOVERNANCE COMMITTEE
<ul style="list-style-type: none"> <li>Financial reporting</li> <li>Operational risk</li> <li>Cybersecurity</li> <li>Legal and regulatory compliance</li> </ul>	<ul style="list-style-type: none"> <li>Compensation programs</li> <li>Talent acquisition, retention and development</li> <li>Succession planning</li> </ul>	<ul style="list-style-type: none"> <li>Insurance risk</li> <li>Market risk</li> <li>Liquidity and capital requirements</li> <li>Climate risk</li> </ul>	<ul style="list-style-type: none"> <li>Governance policies and procedures</li> <li>Board organization and membership</li> <li>Sustainability governance</li> </ul>



#### **Anti-Corruption.**

Our Anti-Corruption program prohibits anyone doing business on behalf of The Hartford from engaging in government bribery, commercial bribery or facilitation payments and provides information on how to report bad behavior. Given our expanded global presence, The Hartford has enhanced its Anti-Corruption program, including revising the policy and risk assessment framework, designing a monitoring and auditing framework and developing new training content.

#### **Vendor partners.**

The Hartford diligently reviews sustainability practices in the selection and ongoing evaluation of our suppliers to ensure compliance with all applicable laws and regulations. Our Vendor Code of Ethics and Business Conduct outlines the ethical behavior and responsible business practices we expect our suppliers to uphold.

#### **Cybersecurity.**

Data privacy and security has taken on new importance at every level – from agencies responsible for regulating data protection to the people sharing that data. The Hartford’s cybersecurity strategy aligns to the National Institute of Standards and Technology (NIST) Cyber Security Framework. Cybersecurity updates are provided regularly to the board and senior executives, and we have comprehensive data security policies and systems that are assessed and tested at least annually by an independent external third-party auditing company.

#### **Business continuity.**

Our business continuity strategy is consistent with industry best practices, providing the needed assurance that we are prepared for – and can recover from – emergencies, disasters and pandemics. We do this by maintaining multiple data centers in geographically dispersed locations and investing in redundant equipment to support the recovery of critical infrastructure and applications by reducing single points of dependency. We perform comprehensive testing to validate resiliency capabilities for relevance and effectiveness, including: Business Resumption Plans and Application Disaster Recovery Plans, according to established frameworks. Emergency Response Plans for each office are required to be exercised at least annually.



## **SUPPLIER DIVERSITY**

This year, The Hartford elevated supplier diversity within our Strategic Sourcing and Real Estate teams. We are prioritizing the inclusion of certified diverse suppliers into sourcing practices and utilizing a refreshed strategy that identifies those who offer innovative solutions and improves our long-term competitive edge. This program works by providing opportunities to certified diverse suppliers and ensuring suppliers share our values and our commitment to diversity, equity and inclusion. We will track and share diverse spending with senior leaders and report on progress made by capturing good data, monitoring for improvement by category and demonstrating the economic impact of our efforts.



# PERFORMANCE SUMMARY: PROGRESS AGAINST OUR GOALS

## PERFORMANCE SUMMARY: ENVIRONMENT

Since transitioning to a remote work environment as a result of COVID-19, our new way of working has resulted in positive impacts and lower than expected numbers in 2020. We expect that many of these effects are temporary and will rise when we return to the office, however, some new practices may continue and help reduce our GHGe.

PROGRESS AGAINST GOALS	2020	2019	2018
<b>Greenhouse Gas Emissions (GHGe)</b>			
Year-on-year reduce our total scope 1,2 & 3 GHGe by at least 2.1% (annual reduction %)	-53%	-6.7%	-2.9%
Minimum GHGe decrease of 25.7% by 2027, and 46.2% by 2037, from 2015 baseline* (cumulative reduction %)	-66%	-27.6%	-22.5%
<b>Energy</b>			
Reduce facilities energy use 15% by 2022 with energy efficiency building management (%)	-23.5%	-11%	-7.8%
100% renewable energy by 2030*	100%	69%	73%
Double the percentage of hybrid fleet vehicles and move to 100% electric campus shuttles and security vehicles by 2022	100%	50%	N/A
<b>Water</b>			
Reduce water usage 15% by 2022	-24%	-11%	1%
<b>Waste</b>			
Reduce non-recyclable, non-biodegradable solid waste from our facilities 20% by 2022	-80%	-8.2%	2.5%
Eliminate the use of Styrofoam by 2022	Hit	Hit	Not calculated
<b>PERFORMANCE SUMMARY</b>			
Scope 1 GHGe (mT CO2e)	8,602	13,251	14,230
Scope 2 GHGe (mT CO2e)	16,583	18,964	21,063
Scope 3 GHGe (mT CO2e)	12,198	47,303	49,913
Scope 1, 2 & 3 GHGe (mT CO2e)	37,383	79,518	85,206
<b>Energy</b>			
Total renewable energy use (MWh)	55,679	63,375	64,846
Total non-renewable energy use (MWh)	42,670	63,079	65,450
<b>Water</b>			
Total water use (million cubic meters)	0.16103	0.23264	0.20722
<b>Waste</b>			
Total waste generated (metric tonnes)	414	1,037	1,135
<b>RESPONSIBLE INVESTMENT (as of December 31)</b>			<b>2020</b>
Percentage of written premium for policies in our Middle & Large Commercial energy business related to energy efficiency			15%
Percentage of written premium for policies in our Middle & Large Commercial inland marine business related to renewable energy			7%
Percentage of written premium for policies in our Global Specialty financial lines energy and utility portfolio that engage in or support energy efficiency projects and operations			17.8%
Percentage of written premium for policies in our Global Specialty environmental practice covering property and operations related to energy efficiency			3%
Percentage of our Personal Lines homeowners policies in force that include an Equipment Breakdown Coverage Endorsement that encourages environmentally friendly property replacement			7%
<b>Climate change risk</b>			
Total net catastrophe losses* (\$M)	\$606	\$368	\$539

\*In-Scope: self-generation, RECs, offsets and credits in fully managed offices in the U.S. and abroad.

# PERFORMANCE SUMMARY: PROGRESS AGAINST OUR GOALS

## PERFORMANCE SUMMARY: SOCIAL

WORKFORCE DATA	2020	2019	2018
Total employee headcount	18,500	19,500	18,500
Women in the workforce	60%	60%	60%
People of color in the workforce	28%	28%	27%
EEO-1 disclosure	Yes	No	No
We remain committed to ranking in the top quartile of U.S. insurers for representation of women and people of color through three levels of reporting to the CEO; but we know there is more work to do. <b>We are committed to having 50% of senior leadership roles filled by women and 20% by people of color by 2030.</b>			
WORKFORCE REPRESENTATION (2020 baseline)			2020
Representation of women across the organization (Leader)			34.1%
Representation of people of color across the organization (Leader)			10.9%
Representation of women across the organization (Managers & Prof)			53.9%
Representation of people of color across the organization (Managers & Prof)			21.6%
Representation of women across the organization (Specialist)			73%
Representation of people of color across the organization (Specialist)			39.3%
Equal Pay			
Base salaries for women			99.9%
Base salaries for people of color			98.8%
SOCIETAL IMPACT	2020	2019	2018
Positively impact the lives of ten million people by year-end 2022 (data is cumulative)	2.3M	2.4M	2.2M
Community investment spend (per year)	\$13.8M	\$13.3M	\$12.3M
Employee hours spent volunteering (per year)	103,171	183,735	169,262

## PERFORMANCE SUMMARY: GOVERNANCE

PERFORMANCE SUMMARY	2020	2019	2018
Board Composition and Independence <sup>1</sup>			
Size of board <sup>2</sup>	11	10	12
Board average age <sup>3</sup>	63.4	62	61.9
Mandatory retirement age	Yes	Yes	Yes
Average director tenure <sup>4</sup>	6.7	6.9	5.6
Director tenure policy <sup>5</sup>	No	Yes	Yes
Percentage of directors who are independent <sup>6</sup>	90.9%	90%	91.7%
Independent chairman	No	No	No
Independent lead director	Yes	Yes	Yes
Board Diversity			
Women on the board <sup>7</sup>	3	4	4
People of color on the board <sup>8</sup>	2	2	2
Compliance			
Employees who have read and understood the Code of Ethics and Business Conduct	100%	100%	100%
Human Rights			
Equitable Pay Statement	Yes	Yes	No
Human Rights Statement	Yes	Yes	No
Equal Employment Opportunity Policy	Yes	Yes	Yes
Supplier Management & Diversity			
Supplier Management Policy	Yes	Yes	Yes

# FOR FURTHER INFORMATION

*"Investors are increasingly prioritizing companies who uphold the belief that you can provide profitability to your shareholders and resiliency to your stakeholders as a business imperative. Environmental, social and governance factors are top of mind to our long-term business strategy and will continue to play a prominent role as we stimulate sustainable growth across our company."*

– Beth Costello, Chief Financial Officer



## EXTERNAL RECOGNITION

MEMBER OF  
**Dow Jones  
Sustainability Indices**  
In Collaboration with RobecoSAM



## OUR FULL REPORTING SUITE:

- Sustainability Highlight Report
- SASB Supplement
- TCFD Supplement
- Climate Change Statement
- CDP Submission
- ESG Investment Policy Statement
- GRI Response
- Proxy Statement and 2020 Annual Report
- EEO-1 Report

## GET IN TOUCH:

**Karen Jarmoc** | Corporate Sustainability  
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Business Insurance  
Employee Benefits  
Auto  
Home

<sup>1</sup> Information provided is as of the conclusion of the Annual Meeting of Shareholders for the stated year, unless otherwise noted.

<sup>2</sup> As of the Annual Meeting on May 19, 2021, the size of the board is 12.

<sup>3</sup> As of the Annual Meeting on May 19, 2021, the board average age is 64.3.

<sup>4</sup> In December 2020, the board eliminated its tenure policy in conjunction with its adoption of individual director evaluations, as described in the company's 2021 proxy statement.

<sup>5</sup> As of the Annual Meeting on May 19, 2021, the average director tenure is 7.0 years.

<sup>6</sup> As of the Annual Meeting on May 19, 2021, the percentage of independent directors is 91.7%.

<sup>7</sup> As of the Annual Meeting on May 19, 2021, the number of women on the board is 4.

<sup>8</sup> As of the Annual Meeting on May 19, 2021, the number of people of color on the board is 3.