

# Making Progress on Our Commitments: Strengthening our Pledge to be a Purpose-Driven Company



ASSURANT®

## ASSURANT'S SOCIAL RESPONSIBILITY STRATEGIC FRAMEWORK: 2019 PROGRESS AND ACCOMPLISHMENTS



### Responsible Employer

Strive to be a responsible and progressive employer with a culture that values diversity, encourages inclusion and recognizes the importance of investing in employee talent.

- Expanded multi-step process to ensure all employees are compensated equitably
- Added 2 new directors, enhancing Board's breadth and depth of experience and diversity.
- At year-end 2019:



62% of global workforce comprised of women



51% of global workforce comprised of racial and/or ethnic groups



35% of all roles at managerial level are women



31% of all roles at managerial level represent racial and/or ethnic diversity



50% of Board is racially, ethnically or gender diverse (incl. Board chair)



### Impact on Society

Strengthen the communities where we live and work worldwide, while operating our business and managing our investments with a meaningful environmental commitment.

- Assurant Asset Management's portfolio management professionals and third-party asset managers worked to integrate ESG considerations into due diligence, monitoring and investment decision making for the company's **\$13 billion investment portfolio**
- Reduced energy consumption at owned and leased facilities by **≥ 2% each year** for past 10 years
- Decreased energy consumption by **57.6+ million kilowatt hours** over past decade
- Cut carbon dioxide emissions by **~24,750 tons** in past decade



### Integrity and Ethics

Adhere to unwavering standards of integrity, ethics, governance, privacy and information security.

- Created a dedicated Ethics Office and launched global "Speak Up!" campaign to create additional channels for employee feedback
- Successfully completed total of **239 cybersecurity audits**
- Privacy and cyber security training completed by **13,600+ employees**



### Customer Commitment

Deliver differentiated experiences by being customer-centric and anticipating the needs of the people we serve.

- Augmented resources and global coordination by creating an enterprise customer experience center of excellence
- Increased investment in training, tools and emerging technologies (i.e. earning additional customer experience certifications, an enterprise-level "Voice of the Customer" platform, deploying AI to build additional self-service capabilities)
- Leveraged consumer insight research in design of evolving products and services

### 2020

Issued second social responsibility report, highlighting commitment to building a stronger Assurant through ESG initiatives

### 2019

Formed Governing Oversight Board

Rolled out ESG Dashboard to monitor progress against specific objectives and targets

Established Guiding Principles

### 2018

Issued first social responsibility report

Launched social responsibility strategic framework to identify opportunities to track and improve progress on core ESG topics

### 2017

Conducted materiality assessment to strategically guide our social responsibility management and reporting



Assurant Foundation Trust donates **\$4M** annually



**~1,000** charitable organizations supported each year



Recognized as a 2020 **Women on Boards** winning company for the fourth consecutive year



“As a purpose-driven company with a strong social responsibility commitment, we have long considered the needs of multiple stakeholders as we serve our customers, innovate and take the important actions that will drive the long-term growth of our business. We are making significant progress towards more fully integrating our social responsibility efforts with our long-term business strategy and day-to-day operations. We have intensified our focus on critical areas such as diversity and inclusion, data security and privacy programs, ethics and integrity standards, and our customer experience commitment.”

Alan Colberg | President and CEO