

# TOGETHER, WE ARE FARMERS

EMPLOYER BRAND PLAYBOOK



# WELCOME

You may already recognize Farmers Insurance as the insurer who knows a thing or two because we've seen a thing or two. But there's so much more to life at Farmers than catchy commercial slogans. We are diverse innovators, creators and strategists with a passion for giving back to the community and helping customers.

In 1928, two men shared a dream of providing a quality insurance product at a reasonable price. In the decades that followed we've grown and adapted to meet the changing needs of consumers. But one constant has remained: We have an unwavering commitment to uphold our founding ideals to provide industry-leading products and first-rate services to the customers we're privileged to serve.

We're proud of more than 90 years of serving our customers and excited about the future as we continue to evolve. Personalized attention is a hallmark of the Farmers experience, and that includes over 22,000 employees like you! Come take a look inside our employee culture and see what it means to be a part of the Farmers Family.



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Being There For Each Other



### BEING OUR BEST SELVES

It's clearer than ever, support in the workplace is important. As a prospective employee, you may ask yourself "What can Farmers offer as an employer?" Farmers Insurance seeks to offer benefits that can help employees be their best selves, focusing on areas such as health, well-being, work-life balance, and financial security. No matter what stage you're at in your career, Farmers is proud to provide resources to help individuals and families. For additional information on support and benefits, *click here*.

## OUR HEALTH AND WELL-BEING



MEDICAL, DENTAL AND VISION INSURANCE THAT INCLUDES HSA AND FSA OPTIONS FOR ELIGIBLE EMPLOYEES

Plus, Farmers will contribute to eligible employees' HSAs!

**TELADOC** 

Don't have time to go into the doctor's office? Don't want to expose yourself to waiting room germs for a simple sinus infection? There's a Farmers health benefit for that! Teladoc is a convenient and cost-effective option available on demand to diagnose, treat, and prescribe medication, if necessary, for certain non-emergency medical and behavioral health issues, and it's just one way Farmers offers flexible options to help you.

- LIFE AND ACCIDENT INSURANCE
- LONG TERM AND SHORT TERM DISABILITY COVERAGE
- WELL-BEING PROGRAMS INCLUDING:

An Employee Assistance Program (EAP) with mental health services, financial planning, legal assistance, crisis support and convenience services, like information on childcare and elderly support, biometric screening opportunities, virtual fitness classes and wellness challenges, and more!



Work-life balance is an integral part of our culture at Farmers, and we offer resources to support a healthy synergy.







Enjoy a generous PTO policy that increases with your time at Farmers! We provide eligible employees with 19-34 paid days off based on your time with the organization.

#### **PAID HOLIDAYS**

Farmers also observes an average of 9.5 paid holidays per year, including Martin Luther King Jr. Day, Memorial Day, and more.
Use these days to recharge, reconnect, and celebrate.

#### **HEADSPACE®**

Each employee has free access to the meditation app, Headspace®! One of the best ways to maintain balance is to practice mindfulness, and Headspace® helps make taking time for you possible – anytime, anywhere!

# THE FUTURE IS SHAPED BY US

With more than 90 years of experience, Farmers® understands change and the importance of adaptability. While we diligently serve the ever-evolving needs of our customers with innovative products and services, we also focus on fostering a workplace environment that helps support the growth of our people and empowers them to thrive in their roles. Across the Farmers organization, people throughout the enterprise remain dedicated to actively upholding our ambitions and values as one of the nation's leading employers and Property and Casualty insurance providers.





#### **FUTURE OF WORK**

At Farmers, teams across the organization have consistently demonstrated effectiveness in serving customers throughout the pandemic. Farmers leadership have listened as many employees have expressed their appreciation for working with increased flexibility. The pandemic has accelerated Farmers future of work strategy, offering many fully remote and hybrid job opportunities.

# SUPPORTING OUR FAMILIES

We have several programs to support working parents.

#### **PAID PARENTAL LEAVE**

10 weeks of 100% Paid Parental Leave to eligible employees who become new parents through birth, surrogacy, non-family legal adoption or legal adoption placement. This gender-neutral and inclusive benefit means Farmers working parents can take time off to care for and bond with a new child.

#### MAVEN MILK®

Eligible nursing moms have access to Maven Milk®, a service that ships refrigerated breast milk home if moms travel for business. Maven's state-of-the-art app makes shipping breast milk simple for any kind of work travel, both domestic and international, and provides kits to safely store or ship milk. Maven Milk also provides on-demand access to Care Advocates and lactation consultants to answer breastfeeding questions.

#### **ADOPTION ASSISTANCE**

Adoption Assistance of up to \$5,000 for each eligible legal adoption.

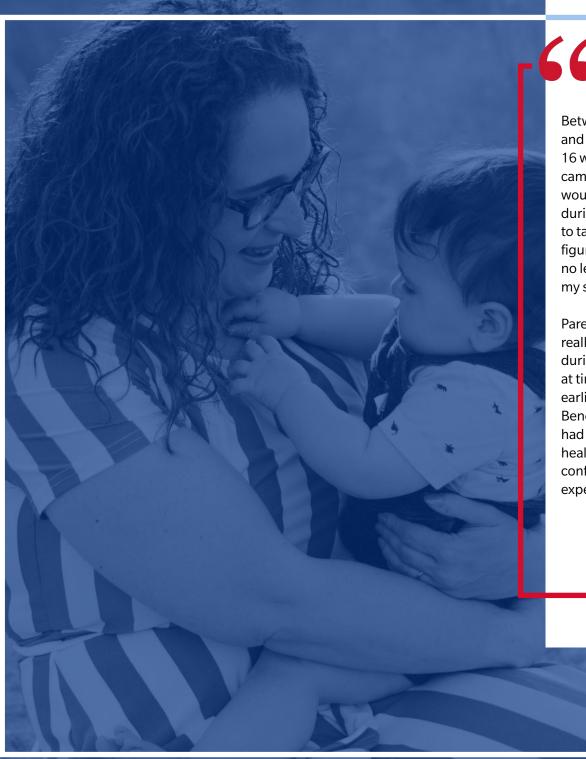
#### **BEREAVEMENT**

Bereavement policy that includes pregnancy loss.

#### **OTHER BENEFITS**

Additional covered services include (limitations and eligibility requirements may apply) Infertility Benefits, Transgender Services, and Applied Behavioral Analysis (ABA) therapy for autism.





Between Farmers' generous Short Term Disability and Paid Parental Leave benefits, I was able to take 16 weeks of fully paid leave after my son was born. I came from the field where being able to do that would be unheard of. Farmers was so supportive during my time away and when I returned. To be able to take that time to properly recover physically, figure out how to first-time parent (in a pandemic, no less!), and spend those newborn months with my son is something that I will be forever grateful for.

Parenting is stressful. Parenting during a pandemic is really stressful. Becoming a parent for the first time during a pandemic has been absolutely overwhelming at times. When I was feeling especially overwhelmed earlier this year, I used our Employee Assistance Benefits to get free sessions with a therapist who had specific experience with postpartum mental health concerns. The benefit is easy to use, confidential, and takes away the stress of the financial expense of getting support.

#### **Deb Sullivan**

Senior Talent Acquisition Consultant



# INVESTING IN OUR FINANCIAL SECURITY

Farmers is proud to support employees' abilities to save for their futures and make smart financial decisions.



#### **401(K) SAVINGS PLAN**

Farmers matches eligible employees' 401(k) contributions dollar for dollar, up to 6% of eligible pay. Additionally, Farmers makes an automatic 4% base company contribution to the 401(k) Savings Plan based on your eligible pay. The 4% base company contribution has a three-year vesting period and is in addition to the plan's company match amount. Essentially, by contributing 6% Farmers gives 10% - meaning you can save 16% of your salary for retirement!



#### SHORT-TERM INCENTIVE PLAN (STIP)

Spring is one of the most exciting times of year at Farmers, as eligible employees enjoy spending (or saving!) their annual payout. This financial incentive is linked to a combination of individual and company performance, and is designed to motivate and reward employees for their contributions towards the company's success.



#### **CREDIT UNION**

Farmers even has its own credit union with special member perks like 24/7 banking with free checking and savings accounts, loans with rate discounts, financial wellness checks with tools and educational materials, and the ability to get your paycheck up to two days early (cha-ching!).



#### **EMPLOYEE PERKS**

Referrals are one big way Farmers hires great talent– that's why we offer a \$1,000 referral bonus to eligible employees. Farmers also offers multiple enterprise-wide employee recognition and reward programs



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### **OWNING OUR CAREERS**

The suite of benefits available are just the start of what makes Farmers a certified Great Place to Work. Now, it's time to go a step further and explore how a career at Farmers can help an employee develop their professional skills for the future. Through a collective of resources, a community of support, and a vast network of internal growth opportunities, we are committed to helping our employees learn, cultivate and be the best versions of themselves. At Farmers, employees are supported and encouraged to bring their voice to the table to help the organization continually seek ways to help support its people. Rest assured, time spent with Farmers can be more than a job – we want you to build your career.



My first job at Farmers was in 2006 as a mail clerk at the former Chino Materials Distribution Center. It didn't take long for my career to take off with Farmers — I even made the decision to go back to school because of the tuition reimbursement benefit here! I quickly worked my way up from mail clerk to supervisor to manager while also earning my college degree.

As I considered how to expand my role, I was advised by a former colleague that, "sometimes you need to take a step to the side or take a step down in order to take a leap ahead." As such, in 2014 I made the transition to home office distribution, where I took on a role as a Marketing Consultant. I looked at this transition as a tremendous learning and growth opportunity, and it paid off!

After a few years working as a Marketing Consultant, I got promoted into my current role as Awards & Incentives Manager, where I am responsible for managing several high-profile programs.

As I look back on my journey with Farmers, there are a few key things that helped me get to where I am today. It all starts by saying yes to new opportunities! When making a career-related decision, never hold yourself back or second guess what you're capable of accomplishing. You may encounter roadblocks, but don't let that stop you from pursuing your goals. It's also important to have pride in your work, take advantage of the benefits offered (such as tuition reimbursement and Employee Resource Groups), and build purposeful relationships along the way. I've had an incredible set of mentors at Farmers who've inspired me and offered invaluable advice. These individuals, and my faith in myself, played a crucial part in my development and success with Farmers.

#### **Phil Corona**

Awards & Incentives Manager

# RESOURCES FOR OUR CAREER DEVELOPMENT

Click on the rectangles to learn more!





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# EMBRACING EVERY PERSON, EVERY PERSPECTIVE, EVERY DAY

We've been on a journey to live our values for years now, and our most important value is we respect the differences amongst us and encourage everyone to bring and be their true self at work. Our differences are what make us stronger. Our commitment to diversity, inclusion, and the Employee Resource Groups was and is to support employees and make sure that together we enhance the collective experience for all of us.



**Jeff Dailey** CEO, Farmers Insurance

I felt honored to attend and celebrate the legacy of Dr. Martin Luther King with our Farmers family; my peers, our executives, and board members. Even though it was decades ago that he gave his "I Have a Dream" speech, we showed up in a very profound way for our communities in which we live and serve.

As a product of his dream, I was proud to represent Farmers at the 2020 Kingdom Day Parade. This was a great example of unity and celebration. It was a time of being heard, seen and validated, paving the way for equity and justice as we embraced the Dr. King's spirit.

#### Carrie Lane-Johnson Strategy & Process Manager



Farmers is proud to take a public stance of support on social injustices. And we're dedicated to listening, learning, and changing in ways that serve this purpose. For all information on Diversity and Inclusion at Farmers, <u>visit here</u>.

### EMPLOYEE RESOURCE GROUPS

One way we recognize diversity and inclusion is through our nine Employee Resource Groups (ERGs), which are open to all employees. These groups allow employees from any background, location, and line of business to find commonalities and build inclusive relationships. They also encourage diversity of thought and enhance the overall Farmers culture. An ERG can be a meaningful way to network, learn, and grow, both professionally and personally.

#### Click on the circles to learn more!



BLACK PROFESSIONALS
ALLIANCE (BPA)



DISABILITY INCLUSION GROUP (DIG)



FARMERS ASIAN ALLIANCE (FAA)



FARMERS FUTURE



FARMERS PRIDE



PARENT CONNECT



SOMOS FARMERS



VETERANS AND ADVOCATES



WOMEN'S INCLUSION NETWORK (WIN)

## **CORPORATE INITIATIVES**

Farmers also supports four expansive Corporate Initiative Groups, which similarly work to bring together employees to encourage and support one another and accomplish enterprise-wide goals.

Click on the rectangles to learn more!



FARMERS FIT



MINDFULLY FIT



**COMMUNITY CHAMPIONS** 



GO GREEN TEAMS

# GREATER THAN GOLF

Golf may not be the first thing that comes to mind when thinking of Diversity and Inclusion, but Farmers is making a commitment to include D&I in all we do on and off the course.



### APGA (ADVOCATES PROFESSIONAL GOLF ASSOCIATION)

Farmers is a sponsor and supporter of the APGA Tour which was established in 2010 with a focus on bringing greater diversity to the game of golf.

Click here for more info

### BCGCA (BLACK COLLEGE GOLF COACHES ASSOCIATION)

Building a pipeline of opportunity is core to what we do with our sponsorships. Farmers kicked off in the fall of 2021 with BCGCA by sponsoring four tournament events. In addition to the support for these events, Farmers is cultivating relationships with schools and students, and providing access to learn more about career coaching, internships and other resources to support career development and professional aspirations.

Click here for more info



### STRENGTHENING COMMUNITIES, IMPROVING LIVES TOGETHER

Our field of work is naturally focused on helping others through hard times, but we don't stop at just completing our day jobs. By offering the tools needed to be successful, Farmers also opens the door to employees to be a part of something more. Through charitable donations and various employee programs, we're able to make giving back an even greater foundation of our culture. We encourage all employees to volunteer and engage in meaningful service that makes a positive impact on local communities. For in-depth information, *click here*.

### THE HEART OF WHO WE ARE

One major way we serve our customers and communities is by being there when they need us most. After all, we are an insurance organization that frequently sees the impact that disasters such as tornadoes, hurricanes, and fires have on people and communities. Together with our nonprofit partners, we support philanthropic efforts and programs that help communities plan and prepare for natural disasters and recover in the aftermath.





We help communities get ready by sharing best practices and safety information/education materials.



We help communities get through by providing immediate and experienced response, and supporting first responders.

#### **GET STRONG**

We help communities get strong by helping them rebuild more sustainably and resiliently.

# NONPROFIT PARTNERS

As Farmers works to maintain a high standard of responsible corporate citizenship, we donate our time and resources to nonprofits that help make a difference in our communities. We have strategically aligned ourselves these with four national nonprofits.



#### **SBP**

SBP's mission is to shrink the time between disaster and full recovery by working with communities prior to a disaster and then helping disaster-impacted citizens and communities recover in a prompt, efficient and predictable manner. Since its founding in 2006, SBP has directly rebuilt homes for over 2,140 families with the help of more than 130,000 volunteers in cities across the United States and Puerto Rico.



#### **TEAM RUBICON**

Team Rubicon unites the skills and experiences of military veterans with first responders to rapidly deploy emergency response teams. Founded in 2010, Team Rubicon has deployed across the United States and around the world to provide immediate relief to those impacted by disasters and humanitarian crises.



#### **OPERATION BBQ RELIEF**

Operation BBQ Relief provides comfort to those in need by connecting, inspiring, serving and educating in communities far and wide. The nonprofit was founded in May 2011 in response to a need for relief efforts in tornado-stricken Joplin, Missouri, and continues to respond to natural disasters and other situations to help feed displaced residents and emergency personnel.



#### NATIONAL FIRST RESPONDERS FUND (NFRF)

National First Responders Fund was founded on the idea of becoming a trusted source of resources and assistance dedicated to every first responder with a touch-point to emergency incidents. NFRF is developing programs to address specific needs related to first responders and their families, including post-traumatic stress treatment, cancer prevention, toxic exposure, chemical dependency and critical incident support, outreach and activation.

### GETTING INVOLVED BY GIVING BACK

We are passionate about making a difference in the communities where we work and live, which is why Farmers' Corporate Citizenship team supports several employee volunteer programs to achieve these goals. Helping others in their time of need isn't just our business – it's our culture!

Click on the rectangles to learn more!



### BEING THERE FOR EACH OTHER

Our employee hardship initiative, The Farmers Family Fund, offers grants to employees experiencing unexpected financial hardship. This fund is fueled solely by employee donations, and is a really unique way that we can support and give back to one another. This fund reinforces the importance of helping not only our local communities, but also our employee community.



As an employee in Farmers Insurance's Inside Sales department, I have a testimony to share:

Farmers is an EXCELLENT company to work for! August 2021 was truly a rough month! After experiencing a slab leak that caused flooding in my home, the same day I ended up in the hospital with over \$14,000 in unexpected medical expenses. I was hospitalized and then displaced for a few weeks. At a loss, I reached out to HR and found out about the Farmers Family Fund. Thank you, thank you, thank you so much from the bottom of my heart for the people at the Farmers Family Fund, because this helped me to keep a roof over my head, and pay for some medical expenses during this difficult time!



Marcus Smith
Farmers Insurance
Sales Representative

# IMPROVING OUR FUTURE THROUGH SUSTAINABILITY

Farmers continues to take measures to become a more environmentally focused organization that operates in a way that benefits our people, planet, and communities, and promotes a culture of less waste. In 2019, Farmers launched our Go Green initiative to engage internal stakeholders across the enterprise and raise awareness around sustainability. This strategy incorporated two key commitments: reducing internal print and eliminating single-use plastics in our offices.



#### **REDUCED PAPER**

We reduced our internal paper use by over 80% in the last five years through a significant reduction in internal print communications.



#### **REDUCED PLASTIC**

In 2019, polystyrene and plastic were removed from our operations wherever biodegradable alternatives were practical.



#### **TREES PLANTED**

Got a green thumb? 30,000 trees have been planted across the country on behalf of all Farmers employees through a collaboration with American Forests.

### **OUR AMBITION**

Be the leader in delivering peace of mind, innovating for customers whenever and wherever they need us.

## **OUR VALUES**

- Value the diversity and potential of every individual
- Exceed our customers' expectations
- Stand up for what is right

The foundation of our employee culture centers around our universal ambition and value statements. This is our north star, helping to guide the decisions we make and the environment we create. Everything we do – from our commitment to diversity and inclusion to employee benefits, is to build a space for employees to live our ambition and values.



# TOGETHER, WE ARE FARMERS

These four major sections are just a taste of everything the culture at Farmers Insurance aims to achieve. We're constantly evolving with the world around us to better support our employees and our customers. But the true backbone of our Great Place To Work® is our people, who uphold our missions and values in order to offer incredible service and support to our customers, and communities, and one another.

Now that you've seen what makes Farmers great, take the next step in your career and explore our job opportunities by <u>clicking here</u>.



