

2022 Supplier Diversity Report



Liberty Mutual.
INSURANCE

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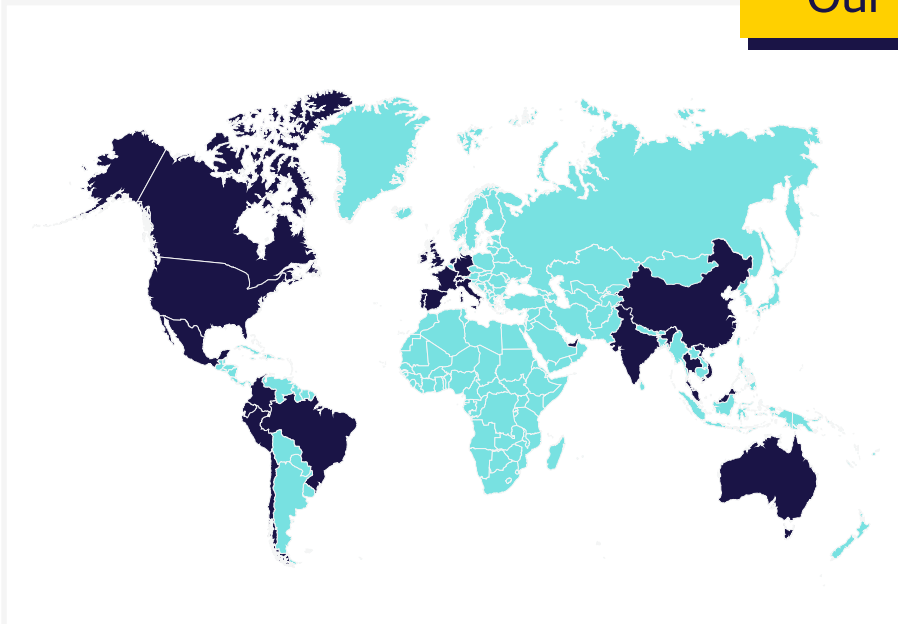
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SECTION 1
Welcome





Our business



Liberty Mutual operates in 29 countries and economies around the globe. Since we were founded in 1912, Liberty Mutual has grown to become the world's sixth largest global property and casualty insurance company and the fourth largest in the United States.

In 2022:

51,486
were people employed globally

\$49.96 billion
was reported in annual revenue

\$48.23 billion
was generated in net written premiums

Ranked #78
on the Fortune 500 list of largest U.S. corporations based on 2021 revenue

Ranked #285
on the Fortune Global 500 list

A message from Erika Gibson

Liberty Mutual is a global company that serves millions of customers from different cultures and backgrounds.

Our Supplier Diversity Program aims to engage in outreach to diverse suppliers and provide opportunities for all potential suppliers to compete on a fair and equal basis. By investing in these suppliers, we demonstrate our commitment to building strong partnerships to promote innovative thinking, economic development and quality of life for the communities we serve.

This report highlights the numerous accomplishments and milestones of Liberty Mutual's Supplier Diversity Team in 2022. We're excited to continue diversifying our supplier base in 2023 and create a lasting impact in our diverse communities.

Erika Gibson
Assistant Vice-President and Director,
Supplier Diversity

Americas

- U.S.
- Bermuda
- Brazil
- Canada
- Chile
- Colombia
- Ecuador
- Mexico
- Peru

Europe

- Belgium
- France
- Germany
- Ireland
- Italy
- Luxembourg
- Netherlands
- Portugal
- Spain

- Switzerland
- U.K.

Asia Pacific

- Australia
- China
- Hong Kong
- India
- Malaysia
- Singapore
- Thailand
- UAE
- Vietnam

Our identity and values

Our Identity: Why we do what we do

Our belief

We believe progress happens when people feel secure

Our purpose

We exist to help people embrace today and confidently pursue tomorrow

Our promise

We promise protection for the unexpected, delivered with care

Our Values: How we do what we do

Be open

Engage with all people and possibilities

Act responsibly

Do what's right and follow through



Keep it simple

Be clear and transparent

Make things better

Be proactive and challenge the status quo

Put people first

Act with empathy, dignity and respect



Our commitment to Diversity, Equity & Inclusion (DEI)

At Liberty Mutual, we believe that recognizing, appreciating and giving voice to the unique insights and cultural perspectives of each person cultivates an atmosphere of trust and respect.

DEI is critical to our business to fuel innovation, attract and retain talent and maintain a culture of belonging at Liberty Mutual. We have built a strong DEI foundation through thoughtful and deliberate goals and programs designed to ensure employees feel welcome and included.

Employee resource groups (ERGs) taking action

Liberty Mutual's ERGs continue to grow and make significant contributions to the business. ERGs are employee-driven groups supported by our Global Office of DEI and guided by a collective mission to foster an inclusive culture, enhance personal development and support broader business objectives.

In 2022, more than 13,600 employees in the U.S. engaged in over 300 ERG sponsored events. Globally, we have expanded our ERGs to our colleagues in South America and Asia with more to come.

To better serve our employees and our business, we created the Multicultural Advisory Council (MAC), a committee that integrates the expertise of ERGs into strategic action. This group is comprised of senior leaders from all seven of our ERGs who provide insights across multiple dimensions of diversity. The MAC has already provided actionable counsel around such issues as employee benefits, self-ID, real estate and recruitment, providing insights we are using to make our business more inclusive.

 [LEARN MORE ABOUT OUR ERGS](#)



Amigos@Liberty + Allies serves as a resource to support Liberty Mutual's Hispanic/Latino community.

Leveraging ERG expertise to meet customer needs

Amigos@Liberty + Allies, together with our Global Retail Markets business unit in the U.S. created a framework to leverage Hispanic/Latino employees' experience and expertise in our go-to-market strategy for renter's insurance. As a result of this initiative, we launched a new end-to-end Spanish language experience on our Certainly digital platform to better meet the needs of Hispanic/Latino customers.



Liberty Employees of African Descent and Allies (LEADA@Liberty + Allies) provides support for employees of African descent.

Ensuring agency representation

LEADA@Liberty's Seattle chapter piloted MAPEX (Minority Agency Plant Expansion), a program within the independent distribution channel to ensure SAFECO and Liberty Mutual business lines have agency representation across the country that reflects the customers and communities we serve.



Leading & Empowering Asian and Ally Professionals (LEAAP@Liberty + Allies) provides support for Liberty Mutual's Asian community.

Earning recognition for our ERGs

LEAAP@Liberty + Allies was awarded Ascend's ERG Impact Award for addressing Anti-Asian Hate through the 3Ls Campaign: Listen, Learn and Lift. The campaign launched in December 2020 and was a call to action to "Listen to one another's personal stories and experiences; Learn more about the culture, history, biases and challenges facing different communities; and Lift one another up."



Able@Liberty + Allies fosters awareness and support for people with disabilities, caregivers and family members.

Creating a more accessible workplace

In 2022, we were named a Best Place to Work for Disability Inclusion based on the 2022 Disability Equality Index. We were recognized for the significant steps we took to create a more accessible and inclusive workplace, which includes the work of our ERG Able@Liberty + Allies.



Pride@Liberty + Allies promotes an inclusive working environment for LGBTQ+ employees. WE@Liberty + Allies attracts, empowers and elevates women at Liberty Mutual.

Influencing HR policies

Pride@Liberty + Allies and WE@Liberty + Allies collaborated with our employee benefits teams to expand Liberty's bereavement leave policy to include up to five days of paid time off for the loss of a non-immediate family member and as a result of a pregnancy loss.



Valor@Liberty + Allies engages and supports our military and veteran community.

Supporting our veterans and current service members

In 2022, Valor@Liberty + Allies received an Honorable Mention ERG Impact Award from Seramount, a leading force in the DEI space. They were recognized for making Liberty Mutual a better workplace for our veterans and current service members through our supportive hiring and retention initiatives, service member and spouse talent acquisition, community support and mentorship.

A photograph of a woman with long, wavy white hair, smiling warmly. She is wearing a dark green top and gold hoop earrings. The background is a blurred office environment with other people and bookshelves.

SECTION 2

Our Supplier Diversity Program



Our progress

As a global company serving customers from all backgrounds, Liberty Mutual is working to actively support and engage an inclusive supplier base.

Our **Supplier Diversity Program** was created to help us connect suppliers of diverse backgrounds around the globe. Our program is focused on increasing our spend with diverse suppliers and cultivating an ecosystem to promote a stronger and more inclusive supply chain.

Since its inception in 2004, Liberty Mutual's Supplier Diversity Program has continued to grow year over year. We have deeply invested in the resources and talent needed to foster and engage a diverse supply base, while putting equity and inclusion at the core of our strategy.

We use the National Minority Supplier Development Council's (NMSDC) Five levels of supplier diversity maturity model to benchmark our program and track progress. In 2020 we conducted an assessment that placed our program between Level 1 (Beginning Program) and Level 2 (Basic Program).

Over the last two years, we've enhanced our program to a Level 3 by focusing on the following:

- **Improving leadership involvement** from limited executive participation to an Executive Steering Committee. In addition, the department head is at the director-level and oversees a full-time team.
- Setting **objectives and performance goals** that impact several business units in the company.
- Expanding supplier diversity **education and training** for staff.
- Implementing multi-year supplier diversity **planning and reporting**.

EVOLUTION OF THE PROGRAM

2004	2009	2015	2020	2021
<p>Ted Kelly, former President and CEO, approved financial support to officially launch a Supplier Diversity Program</p> <p>Joined the National Minority Supplier Development Council (NMSDC) and their local chapter, the Greater New England Minority Supplier Development Program</p>	<p>Launched an internal Supplier Diversity Awareness course</p>	<p>Became a corporate member of the Women's Business Enterprise National Council (WBENC)</p> <p>Became a corporate partner of the National Gay & Lesbian Chamber of Commerce (NGLCC)</p>	<p>Hired a Director of Supplier Diversity</p> <p>Launched Shop on Small Business Saturday</p> <p>David Long signed CEO Call to Action for Diversity & Inclusion</p> <p>Joined the NMSDC industry group Financial Services</p>	<p>Became Corporate members of Disability:IN</p> <p>Joined the Pacesetters program through the Boston Chamber of Commerce</p>



SECTION 3

Goals and accomplishments

2022 Achievements



Exceeded our yearly goal to increase spend by 100%



Expanded the Tier II program by targeting our top 25% strategic partners



Grew Liberty's supplier diversity brand

Liberty Mutual supplier diversity by the numbers



67%

Sourcing events that included at least one diverse supplier



52k+

Enriched supplier records to reflect diversity classifications



56

New suppliers enrolled within our Tier II program

SUPPLIER BREAKDOWN

3,962 Small businesses

954 Disadvantaged-owned businesses

719 Woman-owned businesses

542 Minority-owned businesses

181 Veteran-owned businesses

6 LGBT-owned businesses

6 Disability-owned businesses

*In March 2023, our Supplier Diversity team completed an extensive data scrub and enrichment exercise resulting in substantial updates to diversity vendor master.

*Suppliers may hold multiple certifications.

Building the brand (External initiatives)

During 2022, our Supplier Diversity Program participated in 17+ local, state and national supplier diversity events to meet with certified diverse suppliers and other supplier diversity professionals from across multiple industries. Some highlights included:



The National LGBT Chamber of Commerce (NGLCC)

The NGLCC Conference is the largest LGBT business event in the world. The conference delivers innovative leadership programming as well as networking and engagement opportunities for more than 2,000 LGBT and allied business leaders.



The Women's Business Enterprise National Council (WBENC)

WBENC provides the most relied upon certification for women-owned businesses and the tools to help them succeed. Each year, a dynamic and diverse network comes together to fuel opportunities for women entrepreneurs. The WBENC National Conference is the largest event for women business owners, welcoming 3,000 women entrepreneurs and corporate executives.



Disability:IN Conference

The Disability:IN conference provides sessions for employees in all areas of diversity and inclusion including: Digital Accessibility, ERG Building, ESG, Inclusive Marketing & Communications, NextGen, Supplier Diversity and Workplace inclusivity. In 2022, Liberty Mutual served as a key committee member.

Additionally, the American Association of People with Disabilities and Disability:IN presented Liberty Mutual with the **2022 Disability Equality Index (DEI) Best Places to Work** award. This is a benchmarking tool that helps companies build a roadmap of measurable and tangible actions and measures companies against six pieces of criteria: Culture & Leadership, Enterprise-Wide Access, Employment Practices, Community Engagement, Supplier Diversity and Non-U.S. Operations.



National Minority Supplier Development Council (NMDSC)

The National Minority Supplier Development Council Conference and Business Opportunity Exchange includes the largest national business opportunity fair of its kind. More than 6,000 corporate executives, minority business owners and government officials attend each year.

2022 EVENT SPOTLIGHT

Liberty Mutual hosted the inaugural **Insurance Industry Peer Group** with 20+ insurance peers. Together we created a working group that will establish a framework for insurance industry best practices in supplier diversity.

Other key engagements in 2022:

1. Joined the Financial Services Roundtable of Supplier Diversity and NaVOBA
2. Published a collection of advertisements in DiversityComm Magazine
3. Participated in *The Hill's Roundtable on Investing in Diverse Small Businesses*



Shop diverse (An internal initiative)

In 2022, the Supplier Diversity Team set out on a mission to make it easier for Liberty employees to shop by diverse suppliers.

The mission went live, and now employees can filter and shop by diverse suppliers through the promotional products and office supplies catalogs, along with Perks@Work.

In December 2022, Liberty's Supplier Diversity Program, in partnership with the ERGs, was excited to launch the first Holiday Catalog featuring over 200 diverse-owned businesses. Throughout the catalog, employees were able to shop by diversity designations: minority-owned, women-owned, veteran-owned, military spouse-owned, disabled-owned, LGBT-owned, small businesses and others.

Awards and recognition

Our Supplier Diversity Program is only as strong as our team members who advocate for and support the use of certified suppliers in their daily work.

In 2021, Liberty Mutual launched the **Advocate of the Year** award to recognize an employee whose actions consistently exemplify and advance DEI. In 2022, we established a new award, the **Procurement Buyer of the Year** award for the individual in procurement who intentionally strives to make a change.

We are proud of our contributions to the diverse business community, and in 2022 we received several awards and recognition including:

- **2022 Best-of-the-Best Corporation for Inclusion** by the NGLCC and Partners in the National Business Inclusion Consortium (NBIC). This designation honors corporations for their ongoing commitment to create a better future for all diverse communities in business.
- **DiversityPlus Magazine's Top 25 Diversity Change Leaders** - Erika Gibson, AVP & Director of Supplier Diversity.
- **DiversityComm's Best of the Best** awards in three of their six nationally recognized, diversity-focused magazines.



Procurement Buyer of the Year

Joshua Combs, U.S. Air Force
Sr. Program Manager, Contingent Workforce
Procurement



Advocate of the Year

Emily Palmer
Sr. Consultant, Internal Communication
GRM Internal Communications



NBIC Best of the Best for Corporate Inclusion



Top 25 Diversity Change Leader
by Diversity Plus Magazine



Black Journal



HISPANIC
PROFESSIONAL



Professional
WOMANS
MAGAZINE

DiversityComm's Best of the Best awards

A woman with voluminous, dark curly hair is smiling broadly, showing her teeth. She is wearing a dark purple blazer over a white t-shirt and a necklace with a small blue pendant. She is shaking hands with another person whose hand is visible in the foreground. The background is a bright, out-of-focus indoor setting.

SECTION 4

Our suppliers
and partners



Supplier spotlights

Each year we select supplier partners to spotlight their unique journey and accomplishments with Liberty Mutual. In 2022 we had the privilege to partner with:



We partnered with World Wide Technology (WWT), the largest Black-owned company in the United States, to help modernize our capabilities in cloud computing, computer security, data center technologies, computer networking and storage. WWT is a top partner of IT software manufacturers such as Cisco, Dell, Hewlett Packard and Microsoft; assisting their enterprise clients with the procurement, integration, deployment and ongoing support of technical solutions supporting critical business operations.

“As a global solution provider for more than 70 of Fortune 100 companies, WWT has a unique perspective to offer Liberty as we seek to continuously modernize in the areas of cloud computing, computer security, data center technologies, computer networking and storage. Since onboarding, WWT has quickly made strides for Liberty—assisting Liberty with the procurement and integration of critical new networking solutions, as well as ongoing maintenance of existing ones. We look forward to working with WWT to deliver complex technology solutions to support our business.”

Nick Coufas
Sr. Contract Manager



In 2022 we engaged Consciously Unbiased, a minority-certified diversity organization, to help provide staff for our contingent workforce program in the U.S.

“In an effort to impact Tier 1 diverse spend through the Contingent Workforce Program (CWP), a project was launched in late 2022 to transition all non-supplier sourced staff augmentation spend to Consciously Unbiased, a payroll processing services company and a certified MBE by the NMSDC. Non-supplier sourced staff augmentation spend can be defined as pass-thru or referred contract workers who took on a staff augmentation assignment at Liberty Mutual.

In total, 212 existing staff augmentation contractors were moved to Consciously Unbiased. On average, over the last three years, the CWP has seen \$14.5 million in annual spend from non-supplier sourced staff augmentation candidates, including \$21.8 million in 2022. As the Contingent Workforce Program continues to grow, we expect to see that number continue to increase year over year.”

Josh Combs
Sr. Program Manager, Contingent Workforce



As a longtime partner of Liberty Mutual, DMI is a diverse-owned business that has helped us execute our digital transformation journey. Liberty Mutual's partnership with DMI continues to grow because of their consistent customer support across innovation, UX, web, app development, analytics and machine learning.

“DMI is a trusted and long-standing partner for sourcing of UX talent. We have a shared philosophy on UX research and design practices and roles and responsibilities which has been an integral part of why we have leaned heavily into this partnership for staff augmentation. As their offerings span from tactical support to strategic consulting, we can count on them to respond to our rapidly evolving needs.”

Lisa Miller
GRS User Experience, Director II

Kendra Laverty
Category Strategist, IT Professional Services



Our supplier diversity partners

Our partners bring our program to life by helping us engage more suppliers, expanding our programming and innovating to create new solutions. We are grateful for their partnership in advancing the impact of Liberty Mutual's Supplier Diversity Program.



DiversityComm





SECTION 5

Looking ahead

Goals for 2023



Expand supplier diversity internationally



Establish insurance industry best practices



Launch Diverse Supplier Development Program



Looking ahead

Over the next **three years**, we plan to focus on the following priorities:

Supply chain and sustainability

We will expand our team's remit to encompass sustainable procurement. This is just the start in the evolution of the teams' priorities and expansion of its goals. Ultimately, the team will be responsible for embedding Liberty Mutual's sustainability strategy into all purchasing decisions.

Global reach

The program will continue to expand into more countries and regions internationally. Our aspirations are to truly be a global program that interjects sustainability in all aspects of the supply chain.

Insurance industry best practices

We will continue to work closely with insurance peers who are prioritizing supplier diversity. We hope that the synergies we realize by partnering together will result in recognition of the insurance industry's work among our supplier diversity network.

Diverse supplier development

We will continue to prioritize making a supportive ecosystem for our existing and potential suppliers by investing in our supplier development program. This investment will result in robust cohorts of diverse development program alumni poised to do business with Fortune 100 companies, ultimately aiming to close the wealth gap in their communities.

Contact us

To learn more about Liberty Mutual Supplier Diversity Program, please contact SupplierDiversity@LibertyMutual.com.



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