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A FAIRFAX COMPANY

# Impact & Belonging 2023 REPORT



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## MESSAGE FROM **Our CEO**

I am pleased to present the 2023 Impact & Belonging Report for Crum & Forster, a wholly owned subsidiary of Fairfax Financial Holdings Limited (Toronto: FFH.TO). This report highlights C&F's dedication to making a difference in our communities and fostering an environment where our employees feel valued, supported and empowered.

WE'RE A  
**GREAT PLACE**  
TO WORK!

For over 200 years, C&F has been guided by the principle of "doing good by doing well," shaping our business practices and corporate responsibility. We are proud to have received the Great Place to Work® Award for the third consecutive year, along with recognition as a Fortune Best Workplace for Women, Parents, and in the Financial Services and Insurance Industries, as well as in the New York region.

These accolades reflect our commitment to inclusivity and creating a space where everyone feels they belong and can thrive. We share these stories with gratitude for the collective efforts of our employees, partners, and communities, which drive our ongoing journey and commitment to positive change.






# CRUM & FORSTER (C&F) At-a-Glance

## WHO WE ARE

  
**2,500**  
employees

  
across  
**40+**  
states and India

  
**6** divisions/  
**3** affiliated  
companies

### SENECA



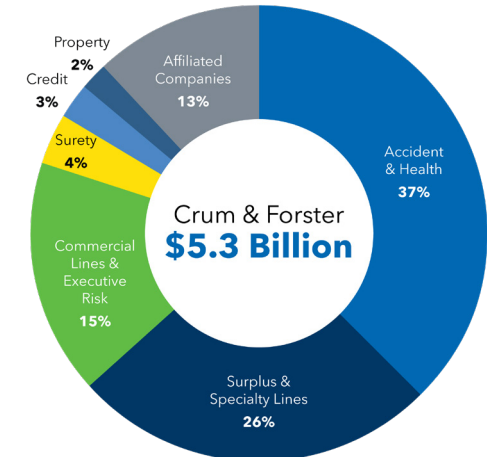
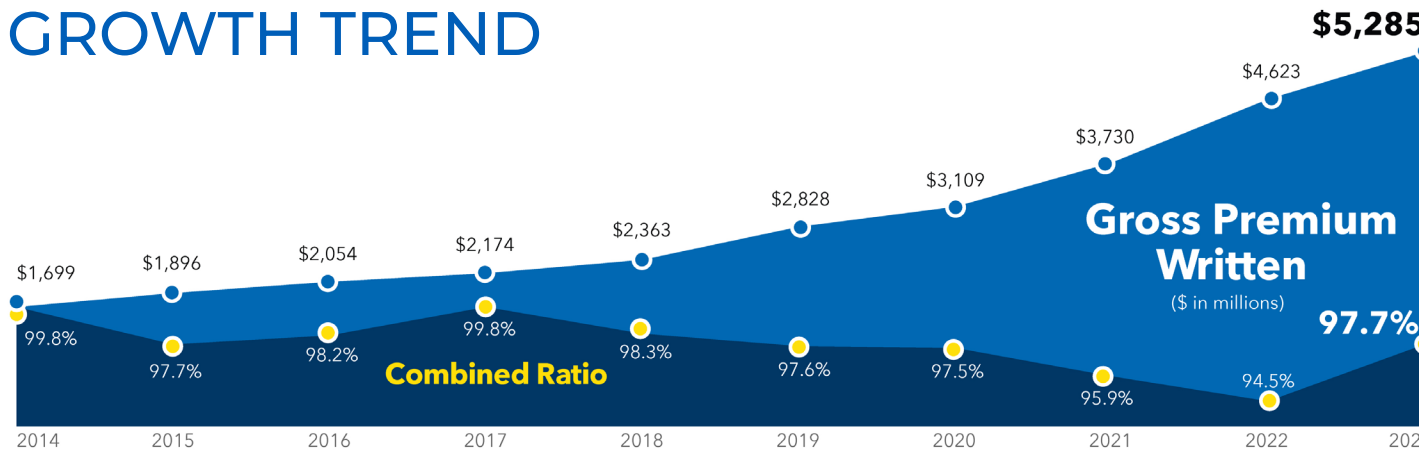
## VOICES@C&F

Employee Engagement Survey (June 2023)

# 95%

of employees say **C&F is a great place to work**

## GROWTH TREND







# Social Impact

## EMPOWERING COMMUNITY CONNECTIONS

C&F's commitment to supporting the communities where our employees live and work has long been a distinctive feature of our company culture dating back to 1822.

As a decentralized organization, we empower our business units to support causes that are important to them – through **charitable giving and employee-driven programs, including volunteer opportunities.** We support a variety of organizations dedicated to issues that resonate with our people, including food scarcity, education equity and access to healthcare.

We intentionally focus on smaller organizations that are making significant impact to their local communities and where our employees can be personally engaged as volunteers. But we will also fund larger projects that have the potential for strong community impact, like our multi-year commitment for development of the new outpatient Behavioral Assessment Center at Morristown Medical Center in New Jersey, underscoring our commitment to health and wellbeing.

Additionally, with approximately 4 million people in the U.S. facing food insecurity, C&F has contributed both money and volunteer hours to food banks, food pantries, and food distribution centers to help address this critical issue.



### Our Partners Say...




*The past few years have taken a tremendous toll on the mental health of our communities, many of whom turn to Morristown Medical Center for their care. Crum & Forster's generous gift to support our new Behavioral Health Assessment Center will help us continue to prioritize and serve this important patient population. We thank Crum & Forster for exemplifying corporate citizenship at its best.*



**Trish O'Keefe, PhD, RN, President, Morristown Medical Center and SVP and Chief Nurse Executive, Atlantic Health System**

**\$2M**   
donated  
in 2023

**700+**   
nonprofits  
supported  
annually 

**100%**   
company match for employee  
personal donation through  
**C&F Cares** program

**\$21.5 M**   
10-year donation  
amount

# Charitable Giving

## EMPOWERING OUR EMPLOYEES

C&F believes that a strong culture of social impact should represent the varied voices of our colleagues, so we encourage them to help us direct additional giving through our **Charitable Impact Committee (CIC) and C&F Cares Program.**

### CHARITABLE IMPACT COMMITTEE

Bridging the gap between employees, the local communities and C&F's corporate commitment to giving, the **CIC** is comprised of employees representing various roles within the company and geographic locations across the United States. The group focuses on providing donations to local charities and organizations in need of funding, and all nominations come directly from C&F employees. **Since its inception in 2017, the CIC has provided \$1.1M in giving to 115 organizations,** including many that help combat food insecurity.



### “ Our Partners Say...

*Crum & Forster has been an amazing partner to JBWS with the first donation of goods to our shelter 26 years ago! JBWS could not provide the life-saving, life-changing services to those families impacted by domestic violence in our community without the unwavering support of corporations like Crum & Forster. Thank you, Crum and Forster for supporting our mission to end domestic violence in our community!*

**Diane Williams, President & CEO, JBWS**

### C&F CARES

The C&F Cares Program amplifies our employees' desire to support charitable groups that are meaningful to them. We support their generosity by providing a **100% company match to both employee giving and volunteer hours up to \$10,000 annually. Over the years, the Program has supported more than 600 nonprofit organizations!**

We are immensely proud to have made such a positive difference in our communities.





# Education

## INVESTING IN THE FUTURE

C&F recognizes that access to education is essential for unlocking potential and paving the way for future generations. Our support to education is multifaceted and spans from preschool to college, engaging with institutions focusing on nurturing talent and introducing rewarding careers in the insurance industry.

# Crum & Forster Scholarship Program

Through this program, managed by the National Merit Scholarship Corporation, C&F has provided \$2.16 million in financial assistance for college studies to almost 280 high school students who are dependents of our employees.



### New Jersey City University

In addition to financial support, scholarship recipients are eligible for a 12-week paid internship, which includes mentorship from C&F senior leaders, access to networking and career resources, and participation in workshops and events.



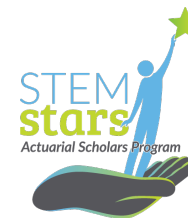
### UNCF (United Negro College Fund)

The C&F Scholarship is designed to provide scholarship support to juniors and seniors.



### Susquehanna University Sigmund Weis School of Business Risk Management & Insurance (RMI) Program

C&F piloted a program about risk management and insurance for Susquehanna University students to help with their career and professional development.



### The Actuarial Foundation –

STEM Stars Actuarial Scholars Program identifies, recruits and supports high school students who are skilled in math and interested in the actuarial field. C&F is proud to be a part of their Corporate Advisory Council since it was created in 2022.



### Tri-County Scholarship Fund –

This fund provides financial support to N.J. children by offering scholarships to better, safer and values-based independent schools that help students reach their full potential.



### St. John's University's Maurice R. Greenberg School of Risk Management, Insurance and Actuarial Science (GSRM)

As a longtime partner of St. John's University, C&F is proud to support a variety of programs and scholarships including the Tricia Griffith St. John's University Endowed Scholarship for Women in Insurance.



# Inclusion & Belonging




**Global Asian Pacific Islander**

Global Asian Pacific Islander (GAPI)

**SPONSORS**  
Pamela Corey, Vice President, Marketing, Seneca  
Sunny Yang, Vice President, Compensation & Payroll

**MISSION STATEMENT**  
To effect an inclusive environment that creates opportunities and fosters the advancement of the GAPI community at C&F through education, mentoring, networking and allyship. We aim to: raise awareness of the community's diversity and its enrichment of American history and society, enable avenues for professional and leadership development while striking a work-life balance, and promote C&F's partnership with the GAPI community at large.



C&F firmly believes that diversity is our strength and each individual's unique background and perspective contribute to our collective success.

We are proud to support our communities while empowering our workforce to reach their full potential. We do this through our leadership, Inclusivity Council and our seven active Employee Resource Groups.



# EMPLOYEE Resource Groups

Our Employee Resource Groups (ERGs) are **company-sponsored inclusive spaces, led by employees** who share common backgrounds or life experiences, providing allies and members a forum to learn, connect, advocate, and support one another while helping to foster innovation, drive growth, and **strengthen our culture of inclusion and belonging.**

Executive Sponsors serve as mentors and advocates and oversee ERG progress on established objectives across four pillars:

1. Culture and Engagement
2. Personal and Professional Development
3. Community Outreach
4. Business Initiatives



C&F's Inclusivity Council, comprised of leaders from across the organization, is dedicated to fostering inclusion, advancing a culture of belonging, and amplifying potential by making C&F a place where everyone can bring their best selves to work.



**Mission:**  
*Promoting cultural awareness, networking, mentoring, and leadership opportunities for Black employees at C&F, focusing on recruitment, retention, and professional advancement.*



**Mission:**  
*Diverse Abilities ERG strives to shift perceptions, and champion inclusion, understanding and advocacy. We celebrate, empower, and inspire everyone to bring their best selves to work.*



**Mission:**  
*Create an inclusive environment that fosters opportunities and promotes the advancement of the Global Asian Pacific Islander community through education, mentoring, networking, and allyship.*



**Mission:**  
*WAVE champions the development, advancement and retention of women to succeed through networking, mentoring and education, and giving back to other women through community engagement.*



**Mission:**  
*The C&F Pride Alliance supports the LGBTQ+ community and allies through mentorship, education, and networking, fostering a safe, authentic, and empowering workplace for all employees.*



**Mission:**  
*A family of Latine professionals, and their allies, building networks and cultural awareness at C&F and in its communities.*



**Mission:**  
*The VALOR ERG unites veterans, active Guard/Reserve, military families, and allies within our organization. We facilitate networking, community outreach, career development, and recruiting initiatives.*

## EMPLOYEE

# Resource Groups in Action



*ABES ERG recognized Black History Month and hosted a Juneteenth celebration complete with entertainment, education and community engagement.*



*C&F Pride ERG partnered with PFLAG to bring educational opportunities to employees surrounding topics that resonate with LGBTQ+ individuals and allies.*



*WAVE partnered with the GAPI & PRIDE ERGs to host a self-defense seminar. They also celebrated Women's History Month and International Women's Day with a keynote speaker and community outreach.*



*GAPI hosted several educational sessions, including an external speaker who focused on mental health in the Asian community and best practices for reaching out to young children, adolescents, and elders. They also celebrated AAPI Month, Harvest Moon and Diwali.*



*In celebration of Veteran's Month and the inception of our VALOR ERG, employees volunteered with their local Habitat for Humanity to build homes for veterans.*



*SOMOS ERG, in celebration of Hispanic Heritage Month, invited employees to embark on a journey of learning, understanding, and celebration with fireside chats and a virtual DJ.*



*Diverse Abilities hosted an informative session, "Understanding Autism," with Dr. Suzanne Buchanan, Executive Director of Autism NJ.*



# FOSTERING WELLBEING THROUGH Health & Wellness

We are proud of the diverse and unique individuals that make up our workforce. Our goal is to empower their overall wellbeing through the different stages of their lives.

A critical aspect of this commitment is **ensuring that our benefits are both comprehensive** and inclusive. Knowing that health and wellness affects both professional and personal productivity, C&F regularly evaluates our suite of programs to ensure that we're offering something for every type of individual, family and situation. Examples include:

- Tools to support **financial wellness**, which now encompass resources to help manage student debt, including personalized coaching
- **Enhanced Family Building Benefits**, including increased fertility care, a new surrogacy assistance program and an enhanced maternity program
- Expansion of our **mental health offerings** - giving employees access to thousands of licensed, insured and verified therapists – on top of the already expanded EAP services and mindfulness and meditation app provided to all employees

Our Morristown, NJ headquarters has an on-site fitness facility with a range of exercise equipment, plus a variety of classes and motivational programs that enable employees to become more active and exceed their wellness goals.

Awards from Aetna and the American Heart Association recognize that our programs, which focus on maintaining an active lifestyle, mental health awareness and treatment, and much more, are making a difference.





# INVESTING IN EMPLOYEE GROWTH THROUGH Talent Development

At C&F, we are committed to helping our employees realize their potential through a comprehensive approach to development that encompasses all levels of their careers. From entry-level positions to leadership roles, we **prioritize the growth and advancement of our workforce.**



We invest in the future of our employees through multiple facets of learning.

in **2023**



**853**

employees participated in comprehensive leadership development training



Employees spent more than

**17,000**

hours on continued learning



We provided more than

**\$256K**

in tuition reimbursement, insurance credentialing, and continuing education



C&F invested over

**\$165K**

to provide virtual and hands-on learning experiences for employees at all career levels



Employees accessed over

**100K**

learning materials through our Learning & Development programs



# IMPACTING CHANGE THROUGH OUR COLLABORATION WITH Industry Partners

C&F partners with the following organizations to increase opportunities within the insurance industry.





ABOUT  
**C&F**

WE'RE A  
**GREAT PLACE**  
TO WORK!

Crum & Forster, which has a proud history dating back to 1822, provides market-leading property & casualty, accident & health, and specialty insurance solutions to a broad array of customers and industries. With \$5.2 billion in gross written premium as of 2023, C&F enjoys a financial strength rating of "A" (Excellent) by AM Best.

For more information, visit [www.cfins.com](http://www.cfins.com). You can also follow us on [LinkedIn](#), [X](#) and [Instagram](#).



**HOW WE HAVE BEEN RECOGNIZED**

3rd  
Consecutive  
Year!



**CandE Candidate Experience Award**

Compiled by ERE, recognizing companies with the highest positive candidate experience ratings



**2022 APCIA Company Award**

For our "commitment to expanding diversity and inclusion in the insurance industry"



**Other Fortune Awards**

Also named to Fortune's list of Best Workplaces in the NY region and Best Workplaces for Parents

