



COVID-19 internal communications

Liberty Mutual Insurance

July 21, 2020

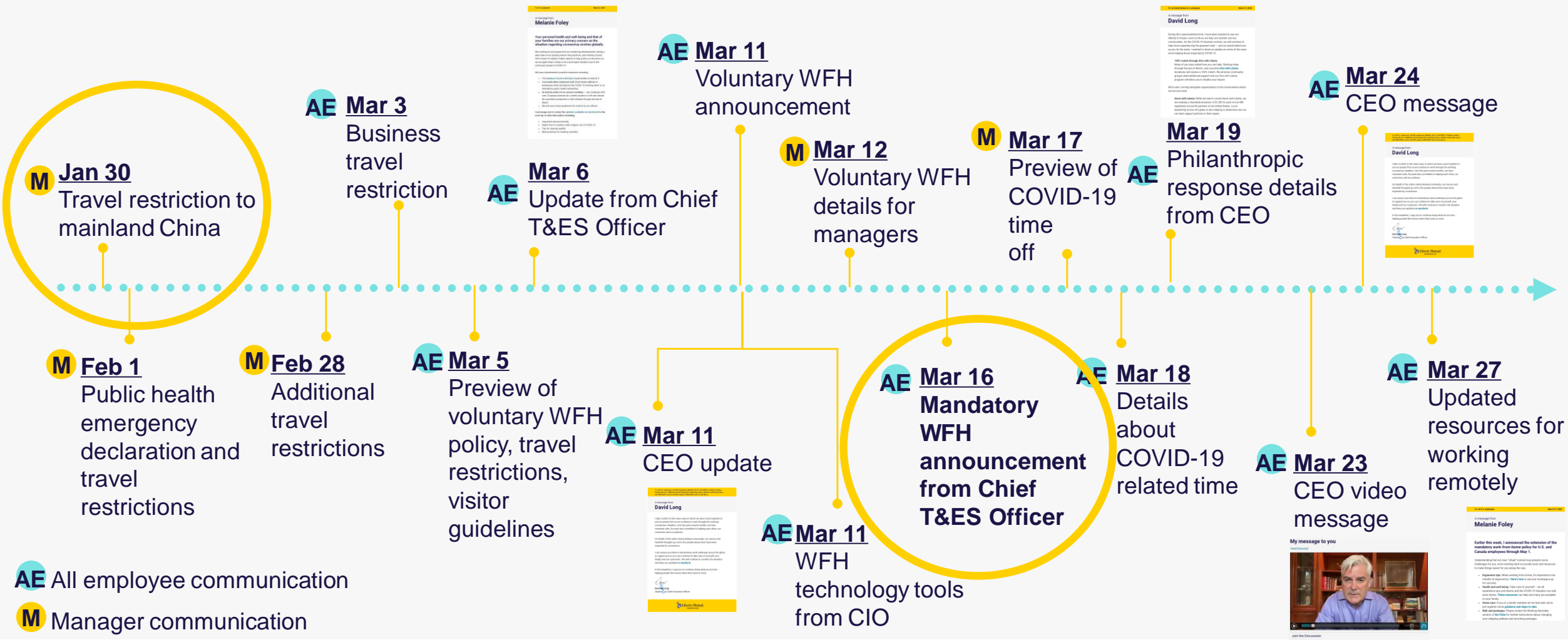


COVID-19 presented Liberty Mutual – and the world – with **unprecedented challenges**

- Liberty Mutual’s response has been guided by **our Values** and three key principles:
 1. Protect the health and safety of our employees
 2. Live our Values by **acting responsibly** and **putting our people** first
 3. Continue to meet the needs of our customers
- We brought the right people together to make rapid decisions to protect the health and safety of our employees, informed by internal and external experts.



Executive leadership communicated frequently and transparently with employees as the situation escalated...



LM Technology provided additional capabilities to **support our virtual workforce**

LM AnyWhere

Ability for employees to access online versions of Microsoft Office (Outlook, Word, PowerPoint, Excel, etc.) to do their work from any machine from anywhere

Zscaler – cloud first access

Provides a cloud-based alternative to our Virtual Private Network (VPN)



VDI Gateway

Provides employees with all the apps they need to do their work through a virtual desktop image via the internet

Prioritized Remote Access

Provides the ability to prioritize VPN access and network bandwidth via exclusion lists (non-critical roles) or proxy blocking (video, social media)



Internal communications has **played a critical role throughout the crisis** by...



Coordinating frequent and transparent leadership communications across the enterprise to keep employees informed and engaged.



Partnering with multiple functions to promote the policies and resources created to support employees' physical, financial, and mental health and well-being.



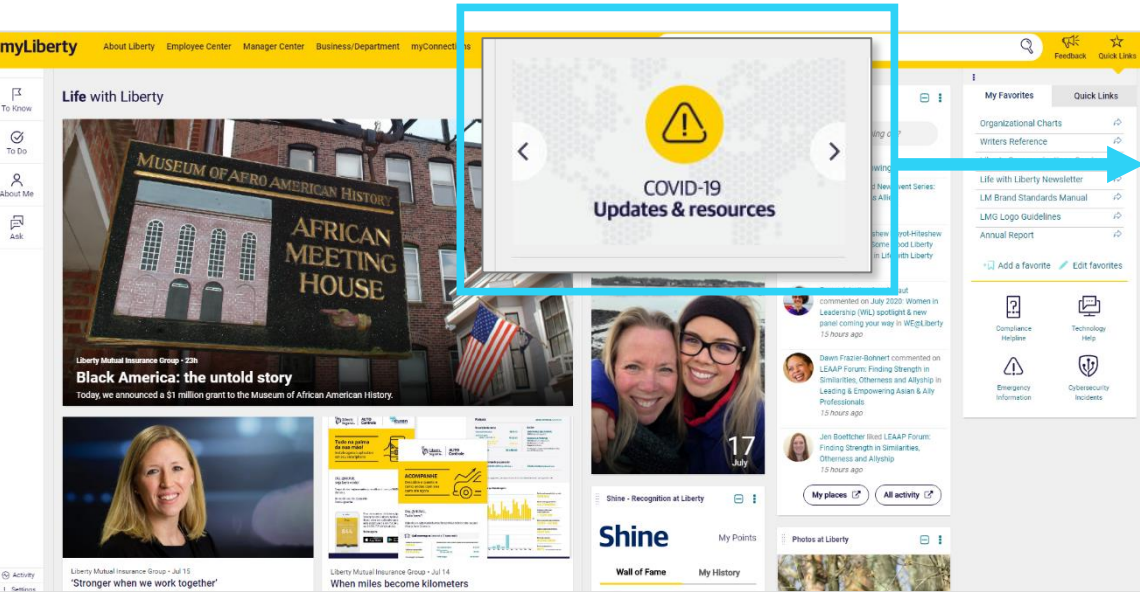
Creating new channels and tactics to engage our employees around the world.



Ensuring that our Values are the foundation for all of our internal communications.



We quickly created a dedicated COVID hub on our myLiberty homepage



COVID-19 Updates & resources

What's New

Wednesday, July 15, 10:00 a.m. ET

- For business-critical travel within the U.S., there's now a streamlined **intake form** to request approval from aligned leadership.
- Full, 100% coverage for COVID testing and treatment **has been extended** through Sept. 30.
- Ayco is presenting a series of **live webinars** on July 15, 23 and 28. Each day will feature multiple sessions covering budgeting, debt management, emergency funds and overall financial wellness.
- Full, 100% coverage with no deductible **has been extended** again through Sept. 30 for medical and behavioral health virtual and telehealth visits.
- Through Aug. 5, you have a special opportunity **to view** "Angst," an award-winning documentary on anxiety, its effect on people and strategies for coping.
- If your loved ones or a colleague are dealing with grief and you want ideas for how to respond, this **guide** may help.

[View the Communications Archive](#)

- #### Featured Links
- Home Care
 - Mental Health & Well-Being
 - Virtual Visits
 - International SOS (travel advice & assistance)
 - Technology Help Hub

Featured Videos

Nine tips exposure

Resources & FAQs

[View the complete Coronavirus \(COVID-19\) FAQ](#)

<p style="margin: 5px 0;">Your well-being</p>	<p style="margin: 5px 0;">Working virtually</p>
<p style="margin: 5px 0;">Time and pay</p>	<p style="margin: 5px 0;">Travel, visitor and meeting policies</p>
<p style="margin: 5px 0;">Contacts & External resources</p>	<p style="margin: 5px 0;">Return to field/office</p>

One location for employees to find the most **up-to-date information, policies, resources and tools** created to support them through the COVID-19 crisis.



We focused on **helping our employees** navigate our new way of working virtually by launching new workstreams



Listening & Learning

What Matters Most

Understand the moments that matter most to employees right now

Market Intel

Synthesize insights from external parties on how to adapt to this new world



Feeling Secure

Personal Well-being

Share resources to build resiliency and enhance social/emotional, physical, and financial well-being

Identify ways to adapt our benefits plans to help drive a sense of security



Adapting How We Work

Lead Through Uncertainty

Articulate ways to lead and motivate employees in a virtual environment

WFH Best Practices

Share ways to stay connected in a virtual environment



Keeping Spirits Up

Foster Connections

Create a sense of belonging to the global community and connection in this environment while living our Identity and Values



We created new communication opportunities to **reinforce our Values** and engage employees around the world...

Our Values: How we do what we do

Be open
Engage with all people and possibilities

Keep it simple
Be clear and transparent

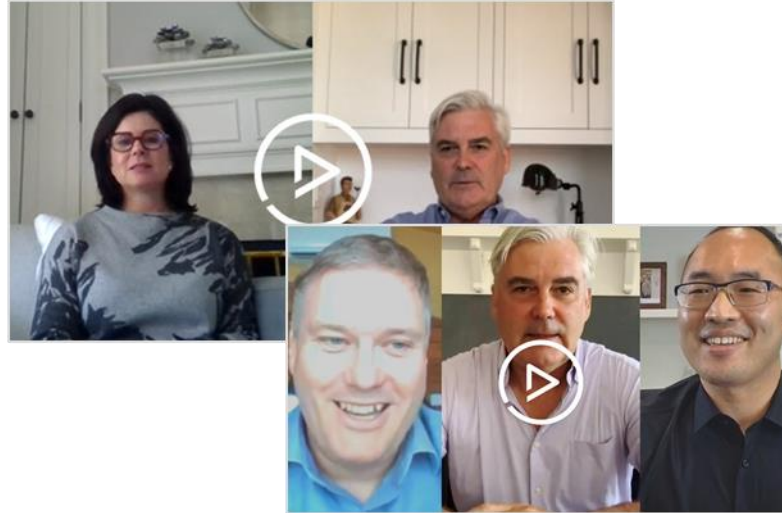


Act responsibly
Do what's right and follow through

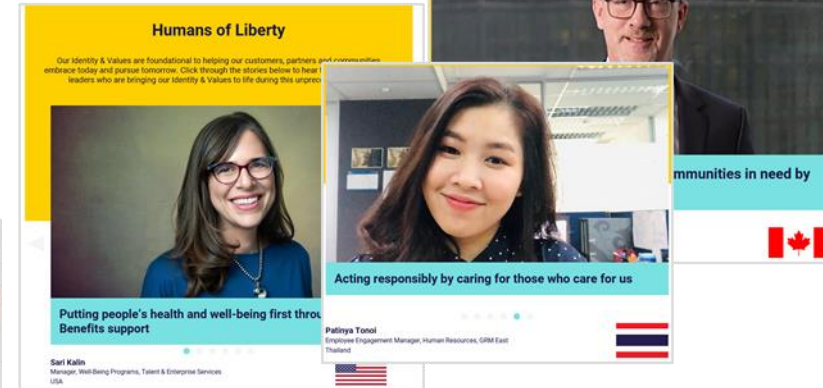
Put people first
Act with empathy, dignity and respect

Make things better
Be proactive and challenge the status quo

Leadership fireside chats



Humans of Liberty



Ongoing pulse surveys



COVID-19 employee pulse survey

Liberty Mutual is committed to putting people first by providing you with support during this time of uncertainty. You have been selected to participate in a follow-up survey to the one you received on Mar. 25. It will help us continue to understand your current environment and how you are feeling during this time. Your feedback will help us make meaningful and impactful adjustments as the COVID-19 situation evolves.

The survey should take approximately two minutes to complete and will be available until Tuesday, May 26, at 8 p.m. EDT. Please know that your responses are completely confidential and will be used in aggregate form only.

[Take the survey.](#)

The results of this survey will be shared with senior leadership to drive enterprise-level decision making.

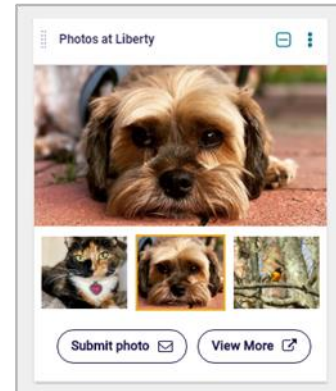
Thank you in advance for your participation!



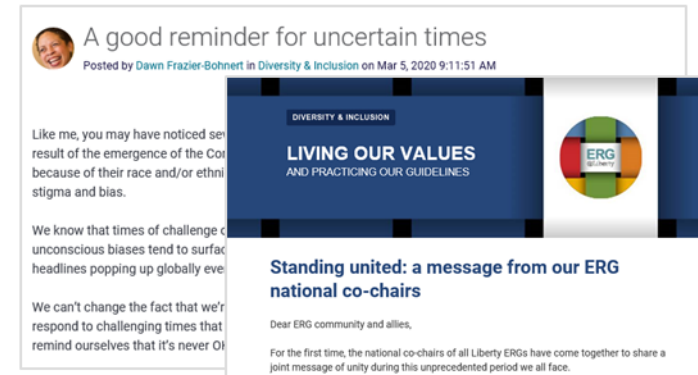
Some good Liberty news



Photos at Liberty



myConnections social network



...and we have continued to **communicate frequently** with employees throughout the evolving crisis.

Thank you, Mr. Long. I'm so proud of how Liberty is handling this crisis. Liberty has protected employees from the moment this began - with the travel ban, the seamless transition to remote work, and accommodations for the unique circumstances each employee faces based on their health and family needs. I wish your family well, and I extend the same wishes to all of my colleagues and their loved ones. Take care everyone!

Thank you both for your commitment to keep us informed and giving us the resources we need to do our jobs! Stay Safe as well!
Thank you, Melanie and David for your leadership during this time. I've never been more proud to say I work for Liberty. We will get through this and come out stronger on the other side. Stay safe and healthy everyone.

Thank you to everyone who was, what seemed like, light years ahead of other companies in their response and understanding.

I started at Liberty on 3/16, the day the mandatory WFH was announced. I have to say, as a new employee, I am blown away by leadership's response to this situation and continued encouragement. I feel so grateful to be a part of this team and I am so impressed. Thank you!

Love seeing so much involvement and making the best of the situation. Keep SGLN coming, I look forward to seeing these. So nice to see what other countries are doing to stay connected. I love hearing all these wonderful stories! I look forward to watching these videos. THANK YOU!

Many prayers to you and your family. The company's response to COVID-19 has been amazing and has truly shown how we live our values of "putting people first."



What's happening now?





Liberty Mutual[®]

INSURANCE