



ASSURANT®

Social Responsibility Report 2021

Table of Contents

- Our Connected Responsibilities..... 3**
 - CEO Message
 - Social Responsibility and ESG Strategic Framework
 - ESG Oversight
- 2020 - 2025 ESG Areas of Strategic Focus 7**
 - Talent
 - Products
 - Climate
- Core Pillars**
- Responsible Employer 14**
 - Diversity, Equity and Inclusion
 - Talent and Engagement
- Impact on Society 18**
 - Responsible Investing
 - Climate, Energy and Emissions
 - Supplier Diversity and Inclusion
 - Community Giving and Volunteering
- Customer Commitment 22**
 - Customer Experience
 - Innovation and Growth
- Integrity and Ethics 26**
 - Corporate Governance
 - Ethics and Compliance
 - Privacy and Data Security
- Task Force on Climate-Related Financial Disclosures (TCFD) Index 32**

Our Connected Responsibilities

At no time in history have Assurant employees had to adapt, persevere and deliver support for our customers with the selfless courage they demonstrated in the past year. We value their talent as key to the success of Assurant.

Global Pandemic Tests Our Resolve

Since the onset of the COVID-19 pandemic in early 2020, we took actions to do our part within society to stem the spread of the virus and prioritize the health, safety and wellbeing of our 14,100 employees. We did so without job eliminations due to the COVID-19 pandemic. Specifically, Assurant:

Activated Continuity Plans Globally

- Rallied our global organization and quickly implemented our business continuity plans to safeguard our employees and sustain our operations in 21 countries worldwide
- Ensured essential facilities remained open so we could serve our more than 300 million consumers who rely

At Assurant, our global commitment as a socially responsible company is stronger than ever.

on Assurant for their connected lifestyles — more important than ever as society migrated to a new, virtual way of life

- Quickly moved more than 12,000 employees to work remotely. This included more than 6,000 U.S.-based customer contact and call center employees in eight states who were equipped with technology to provide uninterrupted service to our customers remotely

Prioritized Employee Health, Safety and Support

- Expanded emotional, mental health and other support through our Global Employee Assistance Program

- Provided essential, on-site workers with special incentive payments, and one-time supplemental relief payments for employees working from home
- Awarded participants in our Enterprise Employee Incentive Program the maximum bonus payout, reflecting the strong results and customer commitment they helped to sustain throughout 2020
- Granted additional paid floating days to all employees to address family and personal needs
- Launched a special Assurant Cares Employee Support Fund COVID-19 Emergency Relief program for employees who experienced severe financial hardships triggered as their family members lost their jobs or other household income
- Continued our Assurant Foundation charitable commitments and added special one-time COVID-19 grants to help our community partners in the frontline pandemic battle, while also

recognizing the tireless first responders and healthcare heroes through “Acts of Giving and Gratitude” by our employees worldwide

Our values have endured as our true north. As we continue to address the unprecedented challenges of the COVID-19 pandemic, we are building upon and strengthening our connected social responsibilities.

Advancing Environmental, Social, Governance (ESG) Integration

During the past year, we have held tight to our commitments as we continued to make measurable progress to further align and integrate ESG with Assurant’s longer-term strategy and operations. Our Social Responsibility Strategic Framework centers on four core pillars: Responsible Employer, Impact on Society, Customer Commitment, and Integrity and Ethics. We highlight key actions during the past year, related data and our longer-term aspirations in this report.

As part of our longer-term strategic planning process with our Board of Directors, in 2020, we prioritized three multiyear ESG areas of focus: talent,

products and climate. We continue to strive to:

- Foster a diverse, equitable and inclusive culture to drive sustainable innovation for the benefit of all stakeholders
- Help customers thrive in the Connected World
- Operate to minimize our carbon footprint and enhance sustainability

Our goals and related actions in each of these ESG areas of focus are highlighted beginning on [page 8](#) of this report, such as:

- Launching expanded programs to support diversity, equity and inclusion, training, development and engagement throughout our global workforce
- Extending product life cycles and enhancing sustainability through mobile device repair, refurbishment, reuse and recycling
- Expanding environmental reporting to include Scope 3 emissions going forward, which we believe to be essential as we set long-term science-based targets

Our strategic view of ESG is helping us make more informed decisions with a holistic approach that considers broader societal issues, while also pushing Assurant toward a successful and sustainable future. Our Management Committee is working closely with me and other leaders throughout Assurant to build off of our progress in recent years and to champion continuous improvement on multiple ESG initiatives in 2021 and beyond.

We are holding ourselves accountable as we fortify our strengths and enhance the company’s long-term performance.

I invite you to learn more about our 2020 – 2025 ESG Areas of Strategic Focus as well as our actions during the past year as we continue to build a stronger Assurant for our customers, employees, communities, partners, and shareholders — now and for our collective future.

Thank you for your continued interest and support of Assurant.



Alan Colberg
President and CEO, Assurant, Inc.
March 15, 2021

Assurant's Social Responsibility Strategic Framework and ESG Guiding Principles

Our Board of Directors ("Board"), Management Committee and employees understand the importance of social responsibility and ESG priorities as we operate our business and support Assurant's long-term strategy.

Our Social Responsibility Strategic Framework centers on four pillars and reflects our ESG Guiding Principles against which we track our progress.



Responsible Employer

We are a responsible employer with a culture that values diversity, equity and inclusion, and recognizes the importance of investing in employee talent.



Impact on Society

We actively engage to strengthen the communities where we live and work worldwide while operating our business and managing our investments with a meaningful environmental commitment.



Customer Commitment

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



Integrity and Ethics

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

ESG Oversight and Materiality Assessment

The Nominating and Corporate Governance Committee oversees ESG matters for Assurant and, together with the Compensation Committee, oversees our human capital management programs. The Board directly oversees ESG matters relating to strategy. Our CEO, together with our Chief Administrative Officer and our ESG/Social Responsibility leaders, set the strategic direction in collaboration with the Management Committee as well as other leaders and subject matter experts.

To identify and prioritize key ESG matters, we engage a cross-section of leaders

representing social responsibility, investor relations, risk management, strategy, facilities, legal, business operations, customer experience and our people organization to identify and prioritize key ESG matters.

Assurant's materiality assessment used the Global Reporting Initiative (GRI)'s Identification, Prioritization and Validation steps to define the most significant ESG topics based on impacts, risks and opportunities. We prioritized ESG topics using a customized weighting analysis that reflected relevant industry standards and studies, internal priorities,

peer benchmarking and feedback from internal and external stakeholders. Assurant's materiality assessment is reviewed annually to ensure relevance to Assurant's business and broader strategy.

As we further evolve, we are working toward the sector-specific reporting guidance of the Sustainability Accounting Standards Board (SASB) and embracing the Principles for Responsible Investment (PRI) as part of our ESG oversight process.



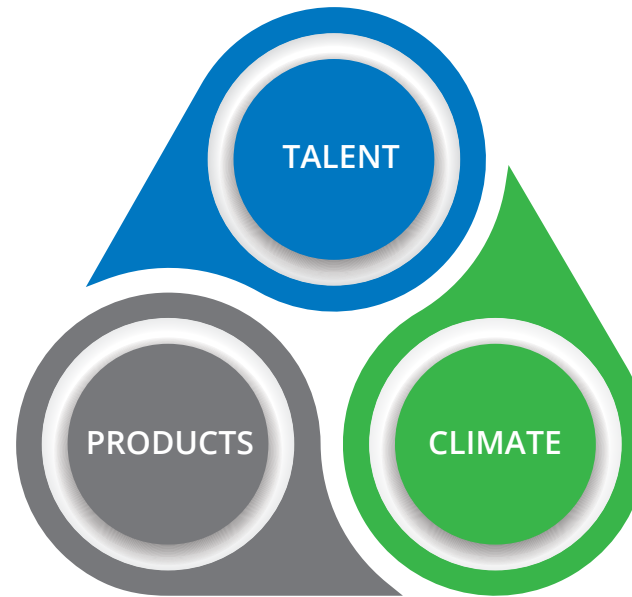
2020 - 2025 ESG Areas of Strategic Focus

2020 - 2025 ESG Areas of Strategic Focus

Through our longer-term strategic planning process with our Board, we have prioritized three multiyear ESG areas of focus: talent, products and climate.

As the global market, consumer needs, expectations and ESG standards continue to evolve, Assurant will further integrate ESG considerations into our planning, operations and disclosure. Doing so is important to Assurant and our multiple stakeholders as we:

- Fortify employee engagement and recruitment of a highly skilled, inclusive workforce
- Optimize sustainable environmental practices through deeper operational integration with key business objectives
- Engage with all stakeholders on issues of societal value and importance in U.S. and global markets
- Add value for our clients and their consumers we serve
- Strengthen risk management and engagement, especially with actions to address broader societal issues
- Accelerate long-term value creation for shareholders



While we made progress on several fronts in 2020, there is more work to do. In 2021, we are identifying longer-term goals, developing action plans, defining milestones and assigning accountability to realize our longer-term ESG aspirations. On the following pages, you can read more about our 2020 - 2025 ESG focus areas and goals related to talent, products and climate.

2020 - 2025 ESG Areas of Strategic Focus: Talent

We aspire to foster a diverse, equitable and inclusive culture to drive sustainable innovation for the benefit of all stakeholders

Assurant's talent remains core to our ability to anticipate and support our customers' evolving needs toward the goal of delivering additional value. Fostering a diverse, equitable and inclusive culture throughout Assurant is critical to our talent strategy.

Our culture, programs, policies and practices are focused on attracting, retaining, developing and engaging our employees to drive job satisfaction and achieve top-level performance from hire to retire. We are focused on recruiting the best talent and have invested resources in creating a pipeline of talent that reflects the diversity of the communities in which we live and work worldwide. We actively seek out, accept and integrate employee feedback to proactively strengthen our culture of engagement and take actions to further improve. Our talent journey includes multiple priorities that are critical to realizing our longer-term talent aspiration. Currently and longer term, we are focused on achievement of the goals that follow.

Goals	Actions
<p>Ensure our Assurant workforce reflects the diversity and inclusivity of our consumers and the communities we serve to drive innovation</p>	<ul style="list-style-type: none"> • Achieving meaningful year-over-year increases in diverse representation of gender, race, ethnicity and global work experiences within our senior leadership team and, over time, on the Assurant Management Committee • Implementing diverse slate and interviewing requirements globally for open management positions, with inclusive participation in the hiring process to also support our longer-term succession planning processes • Establishing Employee Resource Groups to further support and enhance career development opportunities for employees of underrepresented groups by providing forums for the exchange of ideas and insights • Tracking progress internally and reporting year-over-year changes, identifying the nature and extent of the challenges we face in achieving equity in ways that align with emerging ESG standards • Increasing our year-over-year spend with diverse and inclusive suppliers toward a longer-term goal of doubling our spend with diverse suppliers by 2025

2020 - 2025 ESG Areas of Strategic Focus: Talent

Goals	Actions
<p>Commit to fair, equitable pay and benefits to employees of Assurant</p>	<ul style="list-style-type: none"> Continually enhancing our robust compensation, benefits and wellbeing programs to provide a competitive Total Rewards suite of offerings that support the physical, mental and financial health of our employees Ensuring ongoing monitoring of competitive market wages globally, including review of pay structures to ensure they are competitive with evolving national market wages in the U.S. — essential to attracting and retaining the best talent in the marketplace Taking actions to increase all hourly roles in the U.S. to pay at or above \$15 per hour Leveraging third-party expertise to assist in the objective and ongoing review of compensation practices to identify and address inequities that may emerge across gender, race and ethnicity
<p>Continue to adapt and evolve new ways of working to strengthen our bench of talent regardless of location</p>	<ul style="list-style-type: none"> Continually investing in our employees' career growth and providing employees with a wide range of training and development opportunities, including face-to-face, virtual, social and self-directed learning, mentoring, coaching and external development opportunities Continuing to provide flexible work schedules where possible, enabled by technology and other collaboration and engagement tools that further enhance the customer experience
<p>Strengthen communities where we operate through volunteerism and engagement to support the greater good</p>	<ul style="list-style-type: none"> Supporting core charitable partners aligned with our Assurant Foundation focus of <i>Protecting, Connecting, Inspiring</i> through grants and in-kind donations Providing tools, resources and forums to increase understanding of broader societal issues and ways employees can support nonprofit and community-based initiatives Activating employees globally through team-based, individual, in-person and virtual volunteering, including pro-bono and nonprofit board service

2020 - 2025 ESG Areas of Strategic Focus: Products

We aspire to help customers thrive in the Connected World

During the past several years and through Assurant’s longer-term strategic planning processes, we have taken a holistic review of our product and service offerings with an eye toward providing enhanced value that anticipates expanded consumer needs. The COVID-19 pandemic ushered in an unexpected strain on in-person interactions, thrusting consumers into an expanded world of virtual connections. As expectations rise, the world becomes more complex and the need for support accelerates, there are additional opportunities for Assurant to expand access and protection — especially for underserved groups.

Goals	Actions
<p>Leverage insights to accelerate the rollout of connected offerings that add customer value and have a positive impact on society</p>	<ul style="list-style-type: none"> • Enhancing connectivity and essential mobile technical support to make life easier and further empower consumers, such as we do today through Pocket Geek Mobile, Pocket Geek Auto and Pocket Geek Home • Extending product life cycles and enhancing sustainability through mobile device repair, refurbishment, reuse and recycling • Encouraging adoption of green products and services that globally expand upon offerings such as extended service coverage for electric and hybrid vehicles
<p>Continue to help consumers understand and invest in digital protection products and services to enhance access and ease of use through seamless support</p>	<ul style="list-style-type: none"> • Continuing to expand digital support and customer service experiences wherever possible to support everyday needs as well as in times of need, such as when filing and receiving payment for claims • Providing a variety of support channels so that customers have more choices as to how they wish to engage and interact with Assurant — whether that is talking with a service center representative or leveraging digital resources • Fostering continued innovation through Assurant Growth Investing (AGI), the corporate venture capital arm of Assurant, as we invest in venture and growth stage technology companies that complement or are disruptive to our core businesses

2020 - 2025 ESG Areas of Strategic Focus: Climate

We aspire to operate in ways that minimize our carbon footprint and enhance sustainability

Beyond our broader social responsibility commitment, we see the business value of taking a leadership position to address our own environmental footprint, encourage employees to be environmentally conscious, strengthen communities with innovative solutions and help customers become more resilient to climate change. By partnering with organizations that have expertise and resources related to the climate crisis, we are gaining insights and exchanging ideas to help us scale the impact we can achieve. We will continue to focus on managing multiple environmental risks and integrating sustainability across our supply chain, in our investment practices and throughout our operations worldwide.

Goals	Actions
Develop an environmental management infrastructure to track and report Scopes 1, 2 and 3 emissions globally¹	<ul style="list-style-type: none"> • Completing a sustainable supply chain assessment to reduce environmental impact, set targets and measure progress • Expanding go-forward CDP Climate Survey environmental reporting to include Scopes 1, 2 and 3 emissions beginning in 2021 • Assessing and setting science-based targets to achieve longer-term goals
Strengthen climate resiliency and adaptation planning to identify vulnerabilities, measure readiness and quantify impacts	<ul style="list-style-type: none"> • Evaluating exposure to climate risk of physical footprint and our business operations through scenario analysis modeling • Ensuring alignment and consideration of long-term technology infrastructure strategy to further reduce carbon footprint • Integrating expanded environmental scenarios in global risk management processes
Improve energy efficiency in our owned facilities and reduce our global real estate footprint where appropriate to do so	<ul style="list-style-type: none"> • Reconfiguring and making adjustments in our owned and leased facilities as more of Assurant's employees work from home • Further enhancing energy, waste management and water efficiency in all locations
Fully integrate environmental commitment with our investment portfolio through oversight by the Assurant Investment Committee	<ul style="list-style-type: none"> • Expanding ESG screening criteria, environmental monitoring and tracking of holdings within Assurant's portfolio • Providing a forum for ongoing consideration of ESG topics in balance with other investment considerations • Reviewing potential sustainable alternatives for future investments

¹Scope 1 covers direct emissions from sources owned or controlled by Assurant. Scope 2 covers indirect emissions from the generation of purchased electricity, steam, heating and cooling consumed by Assurant. Scope 3 includes all other indirect emissions that occur in Assurant's value chain.

Assurant's Social Responsibility Strategic Framework and ESG Guiding Principles

Responsible Employer 	Impact on Society 	Customer Commitment 	Integrity and Ethics 
<p>DIVERSITY, EQUITY AND INCLUSION Foster a diverse, equitable and inclusive workforce that reflects the customers and global markets we serve to foster innovation</p> <p>TALENT AND ENGAGEMENT Promote a strong culture that engages employees through our practices and policies, total rewards, wellbeing and learning and development programs that lead to greater innovation and business outperformance</p>	<p>RESPONSIBLE INVESTING Consistently integrate ESG factors and socially responsible standards</p> <p>CLIMATE, ENERGY AND EMISSIONS Ensure facilities adhere to sustainability practices such as reducing waste as we work toward carbon neutrality</p> <p>SUPPLIER DIVERSITY Achieve year-over-year growth by more fully integrating and providing opportunities for diverse suppliers in our sourcing/procurement processes</p> <p>COMMUNITY GIVING AND VOLUNTEERING Employee volunteer teams supported by the Assurant Foundation are engaged in local charitable initiatives focused on <i>Protecting, Connecting, Inspiring</i></p>	<p>CUSTOMER EXPERIENCE Provide customer experience excellence and seamless omnichannel digital capabilities while delivering improvements in metrics, leading to best-in-class standing; customer experience is a competitive advantage, benchmarking favorably</p> <p>INNOVATION IN PRODUCTS AND SERVICES Seen as an industry leader in incubating and bringing to market innovative solutions through a broad array of products and services</p>	<p>CORPORATE GOVERNANCE Maintain a diverse, skilled Board with multisector, global expertise that champions strong governance practices</p> <p>ETHICS AND COMPLIANCE Assurant's Global Ethics and Compliance programs reflect internationally recognized best practice standards and processes</p> <p>DATA SECURITY, PRIVACY AND RISK MANAGEMENT Foster a culture of data privacy protection through participation in, and continual improvement of, education/training programs; use best practice controls to safeguard customer, client and employee data</p>

During the past year, we have continued to take significant actions related to each of the core pillars of our Social Responsibility Strategic Framework. In the sections that follow on pages 14 – 29, we recap our progress by providing our ESG Guiding Principles, Key Highlights and Accomplishments, relevant ESG data for 2020 and 2019, and alignment of our commitments in each area with the United Nations Sustainable Development Goals (SDGs).



Responsible Employer

We are a responsible employer with a culture that values diversity, equity and inclusion, and recognizes the importance of investing in employee talent.



Responsible Employer

ESG GUIDING PRINCIPLES

DIVERSITY, EQUITY AND INCLUSION

Foster a diverse, equitable and inclusive workforce that reflects the customers and global markets we serve to foster innovation

TALENT AND ENGAGEMENT

Promote a strong culture that engages employees through our practices and policies, total rewards, wellbeing and learning and development programs that lead to greater innovation and business outperformance

Key Highlights and Accomplishments

Strengthening Employee Engagement

- Increased virtual forums and other communication with employees worldwide, especially to share critical information and resources related to the COVID-19 pandemic and support mental health
- Provided additional wellbeing resources to enhance physical and mental health as well as multiple virtual programs such as yoga, mindfulness and virtual walk/run/cycling events to promote healthy lifestyles and raise money for communities in need
- Launched a new and enhanced Global Employee Assistance Program to further support employees and their families worldwide
- Implemented an expanded employee listening program for anonymous, real-time feedback to gain deeper insights and employee sentiment more frequently

Implementing Critical Diversity, Equity and Inclusion Accountability and Programs

- Created a new Diversity, Equity and Inclusion function that reports directly

to the Chief Administrative Officer to provide dedicated support and resources, and to oversee programs and processes to enable success

- Added an Executive Inclusion Council to further leadership engagement and accountability at the Management Committee level, complementing the work of the Global Diversity and Inclusion Council, a 20-member cross-section of employees from throughout Assurant who bring voice and perspective to ways we can continue to improve
- Created virtual enterprise-wide forums for candid discussions, referred to as “Courageous Conversations,” so that employees could share their experiences, discuss racism and gender inequality, and focus on enhancing social justice
- Rolled out diverse slate and interviewing requirements for all managerial and above job openings beginning in 2021
- Developed ongoing enterprise-wide diversity training to increase awareness of unconscious bias and cultivate greater inclusivity throughout Assurant

Ensuring Pay Equity, Robust Total Rewards

- Launched a multistep pay equity review of 11,000 U.S. employees, or nearly 80% of Assurant employees. This assessment leveraged the expertise of a third party to help ensure we are compensating equitably across employees with similar job skills and responsibilities. The review examined 2020 base salaries and wages with consideration of gender and racial/ethnic representation. Results confirmed that we are fairly administering pay and see no evidence of systemic or material pay equity issues. Our commitment to pay equity is strong and our work is ongoing as we continue to assess and remediate any pay disparities we discover through our global practices and programs designed to ensure employees are paid fairly regardless of gender or race/ethnicity.
- Actions taken to move all U.S. hourly wages to \$15 per hour or more by July 2021 to support the financial wellbeing of our employees and ensure our market wages are competitive
- Introduced expanded family-oriented benefits for pregnancy and paid parental leave, adoption assistance and subsidized back-up care for

dependents to enhance our robust Total Rewards program that supports the physical, mental and financial health of employees

Fostering Talent Development and Support

- In response to the COVID-19 pandemic, transitioned all classroom functional and leadership training delivery online to support the current virtual workforce and adapt to flexible work in the future
- Introduced a new online learning platform to move select new hire training to virtual delivery and provided more on-demand learning resources through key partners such as LinkedIn Learning
- Committed to not eliminate jobs during the height of the pandemic as we expanded flexibility and support to address evolving employee needs
- Provided a wide array of more than 13,250 internal and external training and development courses for employees to access
- Employees completed more than 136,500 hours of combined onboarding, employee and leadership training during 2020



U.S. hourly wages
increasing to **\$15 or more**
in July 2021

Striving for Excellence

- Included on the 2021 Bloomberg Gender-Equality Index
- Earned a perfect score of 100 for the third consecutive year on the Human Rights Campaign Foundation's Corporate Equality Index as a Best Place to Work for LGBTQ Equality
- Included in Forbes 2020 list of America's Best Employers for Women
- In the United Kingdom, we hold a Silver Investors in People accreditation with the robust reaccreditation process currently underway in 2021
- Recognized in France with "Le Tour de France de la Diversité: 2020 Gender Equality Award"
- Named as a "Best/Great Place to Work" in Puerto Rico, Brazil, Japan, Argentina, Mexico and Australia

Tracking Our Progress

ESG Topic	Dec. 31, 2020	Dec. 31, 2019
Global Headcount	14,100	14,200
Global Region		
• North America	82%	81%
• Latin America	5%	6%
• Europe	11%	11%
• Asia-Pacific	2%	2%
Wage Type		
• Hourly	51%	52%
• Salaried	49%	48%
Turnover Rates		
• Overall	16%	23%
• Salaried	9%	13%
• Hourly	22%	28%
Global Gender Diversity		
• Women	60%	60%
Workforce Diversity (U.S. Only)		
• Women	63%	62%
• Race/Ethnicity	52%	51%
Managerial-Level Diversity (U.S. Only)		
• Women	35%	35%
• Race/Ethnicity	37%	36%
Management Committee Diversity		
• Women	33%	36%
• Race/Ethnicity	0%	0%
Board of Directors		
• Women	25%	25%
• Race/Ethnic Diversity	25%	25%

Our Responsible Employer commitments relate to the United Nations Sustainable Development Goals 3, 5, 8 and 10.





Impact on Society

We actively engage to strengthen the communities where we live and work worldwide while operating our business and managing our investments with a meaningful environmental commitment.



Impact on Society

ESG GUIDING PRINCIPLES

RESPONSIBLE INVESTING

Consistently integrate ESG factors and socially responsible standards

CLIMATE, ENERGY AND EMISSIONS

Ensure facilities adhere to sustainability practices such as reducing waste as we work toward carbon neutrality

SUPPLIER DIVERSITY AND INCLUSION

Achieve year-over-year growth by more fully integrating and providing opportunities for diverse suppliers in our sourcing/procurement processes

COMMUNITY GIVING AND VOLUNTEERING

Employee volunteer teams supported by the Assurant Foundation are engaged in local charitable initiatives focused on *Protecting, Connecting, Inspiring*

Key Highlights and Accomplishments

Investing Responsibly

- Nearly all of our assets are managed by firms that are signatories of the United Nations-supported Principles for Responsible Investment (PRI)
- In 2020, moved management of Assurant's real estate investment portfolio to BIG Equity Investors, LLC, an affiliate of Basis Investment Group, LLC, a certified minority and woman-owned business with an investment focus that includes supporting affordable multifamily housing
- Began expanding ESG investment screens beyond civilian firearms and tobacco to also include carbon screens by midyear 2021 to inform future investment decisions
- A newly formed Assurant Investment Committee provides a forum for ESG topics to be discussed in balance with other investment considerations
- Committed to achieving a lower overall portfolio exposure to industries and companies with high-risk environmental

issues and targeting higher allocations beginning in 2021 to companies and issuances that demonstrate enhanced environmental and social attributes for future investments

Enhancing Environmental Sustainability

- Achieved a "B" score on the annual [CDP Climate Survey](#)
- Processed 5.2 million mobile devices for repair or resale, and recycled 1.0 million
- Acquired Hyla Mobile in 2020 to develop new pathways to consumer-focused innovation and further sustainability practices by extending the life of mobile devices
- Our mobile device repair facilities in the U.S. recycled more than 87% of waste on-site, compared to 66% in the previous year
- Reduced energy consumption in our facilities each year, cutting energy consumption by more than 67 million kilowatt hours over the last decade

- Operated six ENERGY STAR-certified buildings and have invested in energy-efficient lighting, building controls and HVAC systems
- A 1.9 MW photovoltaic system at our Springfield, Ohio, facility generates alternative energy, and our three offices in France are powered by sustainable energy
- We reduced our annual paper consumption by about 52.5 tons in 2020 as we continue to migrate to more digital applications and processes, removing printers wherever possible
- Transitioned Woodbury, Minnesota, and Duluth, Georgia, locations to virtual to enable greater flexibility and began the process to significantly reduce our New York office footprint from 55,000 square feet to 11,000 square feet by midyear 2021
- Improved the environmental efficiency of our Atlanta office with LED lighting, low flow and hands-free water fixtures and enhanced building system control settings

Increasing Supplier Diversity

- Launched a Supplier Diversity and Inclusion registration portal to increase opportunity to become an Assurant supplier for diverse businesses certified by a local, state or national certifying entity
- Tier 1 certified diverse supplier spend in 2020 of \$46 million, with 208 diverse suppliers
- Created a formal network of business unit leaders to ensure collaboration, foster diverse spend and engage for continued improvement, including goals to increase spend through greater integration with procurement and competitive bid processes
- Expanded network of contacts through corporate memberships in important supplier diversity and inclusion organizations such as the [Financial Services Roundtable for Supplier Diversity](#) and the [National Minority Supplier Development Council](#)

Strengthening Communities by Supporting Charitable Partners

- Donated more than \$4.7 million in grants to charitable organizations focused on *Protecting, Connecting,*

Inspiring and provided \$688,717 in matching gifts of employee donations to charities they support through the Assurant Foundation

- Supported nearly 1,700 charities globally through Assurant Foundation grants and matching gifts in 2020
- Employees reported 17,292 volunteer hours through our Assurant Engagement Champion Team events held during 2020 to help charitable causes important to them – often through virtual engagement such as a Miles for Meals challenge to benefit [Move For Hunger](#) and multiple [Make-A-Wish](#) events adhering to pandemic protocols
- In-kind donation of 274 laptops and computers to help students and charities in need through [Good360](#), as well as 42,978 canned goods, books, clothes and other necessities to local charities during our holiday 2020 Assurant Cares Global Celebration of Giving & Gratitude
- Donated \$8 million through the Florida Tax Credit Scholarship Program to [Step Up For Students](#) to fund more than 1,100 K-12 scholarships for lower-income students in Florida

Tracking Our Progress

ESG Topic	Dec. 31, 2020	Dec. 31, 2019
Climate, Energy and Emissions		
• Buildings/Facilities Owned	1.17 million sq ft	1.17 million sq ft
• Buildings/Facilities Leased	1.48 million sq ft	1.37 million sq ft
• Scopes 1 and 2 GHG Emissions (Metric Tons CO2e)	14,363	16,635
• Known Paper Usage	72.1 tons	124.6 tons
• Mobile Devices Recycled ²	1.0 million	1.5 million
• Mobile Devices Repaired/Resold ²	5.2 million	5.4 million
Supplier Diversity and Inclusion		
• Diverse Supplier Tier 1 Spend	\$46 million	\$49 million
Community Giving and Volunteering		
• Total Assurant Foundation Grants	\$4.7 million	\$3.9 million
• Charities Supported	1,695	1,268
• Matching Gifts	\$688,717	\$607,250
• Volunteer Hours Reported	17,292	20,200

²Does not include devices processed by HYLA Mobile as that acquisition closed on December 1, 2020.

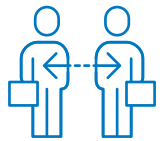
Our Impact on Society commitments relate to the United Nations Sustainable Development Goals 7, 11, 12, 13 and 17.





Customer Commitment

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



Customer Commitment

ESG GUIDING PRINCIPLES

CUSTOMER EXPERIENCE

Provide customer experience excellence and seamless omnichannel digital capabilities while delivering improvements in metrics leading to best-in-class standing; customer experience is a competitive advantage, benchmarking favorably

INNOVATION IN PRODUCTS AND SERVICES

Seen as an industry leader in incubating and bringing to market innovative solutions through a broad array of products and services

Key Highlights and Accomplishments

Improving Customer Experiences

- Our Customer Experience Center of Excellence continued to embed discipline with expanded training and supporting technology to continuously improve the customer experiences
- Overall, as well as for our lines of business targeted for growth, our Net Promoter Scores (NPS) improved year over year, a trend we anticipate will continue in 2021 and beyond
- In 2020, an expanded ratings and reviews infrastructure was implemented to further integrate real-time customer feedback on Assurant.com and gain insights from multiple independent platforms to help us address concerns and enhance the overall customer experience
- Ratings through recognized third-party review platforms such as Consumer Affairs, Trustpilot and Google increased year over year, a trend we are focused on further

improving in 2021 and beyond

Enhancing Operations through Technology

- Rolled out multiple new platforms in support of our clients and customers to make it easier to do business through a digital-first approach that delivers exceptional experiences
- In our Connected Living business, we implemented robust digital self-service tools that provide easier ways for customers to start and complete a claim. New repair options are easier to use and provide greater flexibility for customers to initiate and resolve their claims.
- A new dynamic claims management process with machine learning and video inspections makes the process quicker for our loss draft customers as we can now pay the majority of claims significantly faster. Chat technology further enhanced service options for those customers who prefer a digital option to address their questions.

- In our Global Housing business, our new digital loss draft platform reduced the number of calls needed per claim and decreased the time taken to resolve the claims
- In our Global Automotive business, we refined our Claims Virtual Inspections experience for customers, allowing Assurant to inspect claims within hours versus multiple days needed when sending out an inspector
- To provide expanded support to vehicle dealers, in our Global Automotive business, we rolled out a first-of-its-kind Digital Retailing Guide for our auto protection products so that dealers can offer omnichannel experiences for car buying consumers

Acquiring to Expand Capabilities and Customer Support

- During 2020, Assurant completed the acquisition of five companies, focused on strengthening our mobile trade-in and customer service capabilities in our Connected Living and Global Automotive businesses to add scale, talent and further capabilities worldwide

- To ensure we continuously improve our customer experience while also bolstering our mobile trade-in capabilities and sustainability in our Connected Living business, in 2020, we acquired:
 - **HYLA Mobile**, strengthening our trade-in and upgrade programs as 5G emerges as the dominant new technology standard for broadband mobile networks and consumer demand for trade-in programs grows
 - **Fixt**, a leading provider of on-demand mobile device support and repair, expanding options to have repair technicians meet consumers when, where and how it's most convenient for them
 - **Alegre**, expanding our mobile capabilities to support the large and growing market for preowned mobile devices in Australia, and further enhance our mobile disposition capabilities in the Asia-Pacific region
- To complement the finance and insurance products, services and

capabilities that support our customers and clients through our Global Automotive business, we acquired:

- **American Financial and Automotive Services** known for their award-winning training and development programs that support a network of 600 franchised dealerships in 40 states
- **EPG Insurance, Inc.**, a leading provider of heavy equipment insurance products and service contracts, expanding our portfolio of offerings in the commercial equipment segment

Investing in Growth

- Through Assurant Growth Investing (AGI), we continued to invest in venture- and growth- stage technology companies that are complementary or disruptive to our core businesses
- During the past six years, AGI screened more than 3,000 start-ups and invested in 21 portfolio companies, representing

a total investment of more than \$100 million to help us drive innovation and growth

- In 2020, AGI continued to invest in innovation despite a challenging environment. We made investments that aligned with our Connected World focus, including:
 - **Vacasa**, a leading vacation rental management platform

- **KEEPS**, offering data analytics solutions for auto dealers’ service and parts departments
- **TrueAccord**, enabling modernized digital debt recovery using artificial intelligence (AI) technology

Tracking Our Progress

ESG Topic	Dec. 31, 2020	Dec. 31, 2019
Ratings/Reviews (5-Star Scales)		
• Consumer Affairs	3.45	1.1
• Trustpilot	4	3
• Google (Average of Markets)	4.1	2.8
Total Consumers Served	300+ million	300+ million

Our Consumer Commitment relates to the United Nations Sustainable Development Goals 9 and 12.





Integrity and Ethics

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



Integrity and Ethics

ESG GUIDING PRINCIPLES

CORPORATE GOVERNANCE

Maintain a diverse, skilled Board with multisector, global expertise that champions strong governance practices

ETHICS AND COMPLIANCE

Assurant's Global Ethics and Compliance programs reflect internationally recognized best practice standards and processes

DATA SECURITY, PRIVACY AND RISK MANAGEMENT

Foster a culture of data privacy protection through participation in, and continual improvement of, education/training programs; use best practice controls to safeguard customer, client and employee data

Key Highlights

Ensuring Strong Governance

- Continued strong diversity of experience and gender, race and ethnicity on the Board, with Assurant's Board comprised of a cross-section of global leadership experience with 50% of its members diverse in gender, race and/or ethnicity
- Continued to review composition and expertise on the Board to best align with the company's strategy; one new director was added in 2020 with significant mobile, consumer and digital experience
- Continued independent oversight, with 11 out of 12 independent directors on Assurant's Board and an independent Chair of the Board
- Balanced a mix of director tenures on the Board to strengthen Board effectiveness and dynamics, with average Board tenure of seven years and five directors having five or fewer years of service

50% of Assurant's Board of Directors is diverse in gender, race and/or ethnicity

- The Board formed an Information Technology Committee in May 2020 that is responsible for oversight of risk management with respect to information technology — including oversight of cybersecurity policies, controls and procedures — and that receives quarterly updates from management, including the Chief Information Security Officer, on internal and external cybersecurity risks
- Board-level oversight of ESG matters with regular updates from management regarding important topics, including human capital management, diversity, equity and inclusion, cybersecurity and executive compensation

Operating with Integrity

- Comprehensive ethics training completed by approximately 15,000 Assurant employees in 2020
- Assurant's global [Code of Business Conduct and Ethics](#) provides the principles to guide employee behaviors and is supported by an enhanced helpline platform to ask questions and share concerns, which now includes anonymous SMS texting capabilities for U.S. employees
- Our updated Human Rights policy reinforces Assurant's global commitment to value and respect for human rights as we adhere to the International Labour Organization (ILO) conventions as well as the laws of the countries where we operate
- We are committed to respecting the human rights and dignity of everyone. We comply with and value our business partners who share a similar commitment to:
 - Laws that promote safe working conditions and individual security
 - Laws prohibiting forced labor

- Prohibitions on the employment of underage children
- Prohibitions on human trafficking
- Laws that ensure freedom of association and the right to engage in collective bargaining
- Assurant's [Supplier Code of Conduct](#) was refreshed as part of our ongoing commitment to the highest standards of ethics, honesty and integrity and compliance with all legal and regulatory obligations

Securing Data and Upholding Privacy

- Assurant's information security program includes a comprehensive set of written policies and standards that follow the guidance of the International Organization of Standards (ISO) 27001 and is certified accordingly in the United Kingdom in line with local regulatory requirements
- Multiple affiliations and ISO certifications including FS-ISAC, CISO Coalition, Knowledge Connect, Security 50 and ISACA and others
- Completed 210 information security audits, and conducted 938 third-party IT vendor assessments and three

tabletop information security exercises during 2020

- No material information security breaches in 2020
- Annual Privacy training completed by approximately 14,000 employees by year-end 2020
- Required IT security training completed by approximately 14,000 employees worldwide with additional optional information security courses completed by more than 3,000 employees during 2020
- Third-party suppliers who manage, store or otherwise access Assurant data must subscribe to and complete an extensive data security interview process including questionnaires, interviews and input from external assessment bureaus to assess our comfort with the provider's security model.



14,000+ employees completed mandatory cyber security, privacy and ethics training in 2020

Tracking Our Progress

ESG Topic	Dec. 31, 2020	Dec. 31, 2019
Ethics Training³		
• Employees Trained	15,026	14,546
Privacy Training³		
• Employees Trained	13,978	13,564
Data Security Training³		
• Employees Trained	13,760	13,700
• Security Audits Completed	210	239
• Third-Party Vendor Assessments	938	884

³Reflects mandatory employee new hire and annual refresher training and accounts for turnover throughout the year.

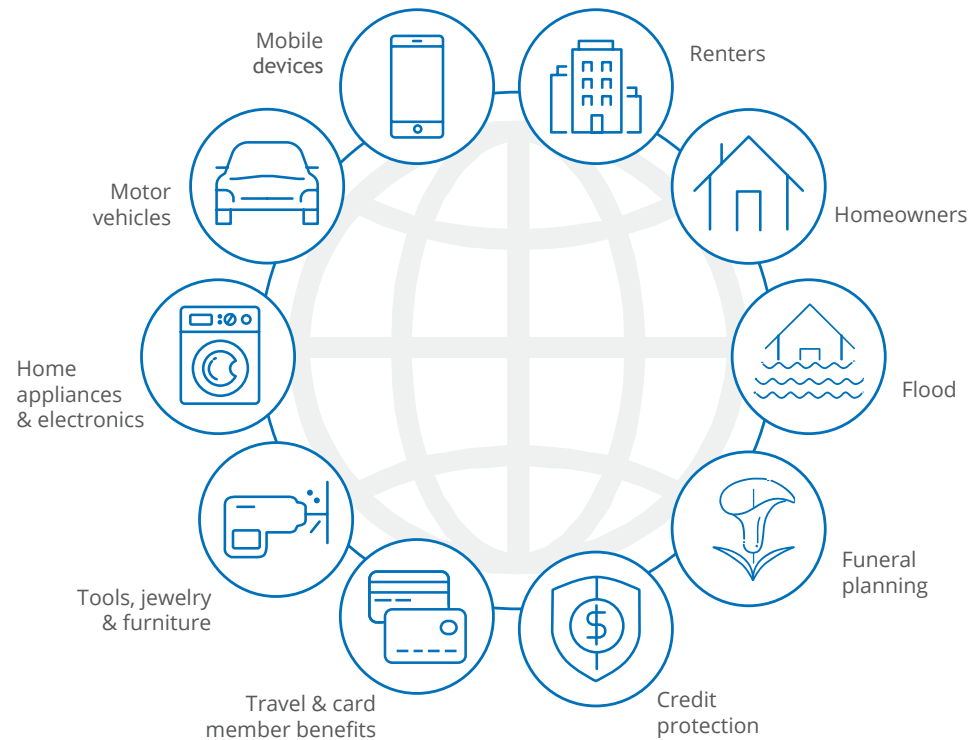
Our Integrity and Ethics commitments relate to the United Nations Sustainable Development Goals 16 and 17.



We invite you to read more about our Corporate Governance Guidelines and Supplier Code of Conduct, as well as Assurant's Proxy Statement in the Investor Relations section of [Assurant.com](https://www.assurant.com).

Our Products and Services

Currently, we partner with many of the world's leading brands to provide solutions that support, protect and connect major consumer purchases. We support more than **300 million** consumers worldwide to help protect what they own, where they live and their families. The graphic that follows provides greater detail on the range of our global expertise and offerings.



54 million mobile devices connected & protected

49 million motor vehicles running smoothly

78 million appliances & electronics humming

21 million tools plus **9 million pieces of jewelry & furniture** protected

66 million travelers & credit card holders supported with added member benefits

2 million rental units protected

32 million mortgage loans tracked

500,000 homeowners protected from losses due to **flood damage**

2 million families prepared for the expenses of **end-of-life arrangements**

7 million customers with financial products covered with **credit protection**

Our Values

Four uncompromising values are the true north of our Assurant culture. They guide our actions and inspire us to continuously improve.

Common Sense

We seek simple, straightforward solutions that help life run smoothly for the clients and consumers we serve.

Common Decency

We act with integrity. We treat others with respect. We're honest, transparent and committed to doing the right thing.

Uncommon Thinking

We're never satisfied with the status quo. We seek diverse perspectives and thrive on challenge. We believe there's always a way to build upon our successes.

Uncommon Results

We focus on actionable solutions that deliver measurable results. We approach each challenge with a sense of urgency, striving to exceed every expectation.



21 countries across
North America, Latin
America, Europe and
Asia-Pacific



126 years
of expertise



14,100
employees
worldwide

Task Force on Climate-Related Financial Disclosures Index

We are committed to providing transparency on our climate change risk management, governance and performance. The Task Force on Climate-Related Financial Disclosures (TCFD) has developed a voluntary, consistent framework for climate-related financial risk disclosures for use by companies providing information to stakeholders. A summary of our response to the TCFD-recommended disclosures is below, with new, expanded information in addition to our response to the 2020 CDP climate change survey.

Governance	
a) Board Oversight	
<p>The Board, directly and through its committees as described below and in their charters, oversees our risk management policies and practices and regularly discusses risk-related issues, including climate-related risk. The Audit Committee reviews the company's policies with respect to risk assessment and risk management and coordinates with the Finance and Risk (F&R) Committee with respect to Board oversight of risk management and enterprise risk management activities. The F&R Committee receives regular risk management updates and also focuses on risks relating to investments, capital management and catastrophe insurance. This includes oversight of our climate-related risk appetite and the integrity and adequacy of our risk mitigation strategies. The Board approves the company's risk appetite and reviews management's assessment of key enterprise risks annually, as well as management's strategy with respect to each risk. Our Chief Strategy and Risk Officer reports results to the F&R Committee at least quarterly, and to the Board at least annually.</p>	
b) Management Role	
<p>The Chief Strategy and Risk Officer, Chief Administrative Officer and Chief Financial Officer, who each report directly to our CEO, oversee functions responsible for climate-related actions, policies, and risk mitigation and management. Risk Management coordinates our risk management activities and is headed by our Global Head of Risk, who reports to the Chief Strategy and Risk Officer. Climate-related issues inherent in Assurant's property insurance writings are monitored by the Reinsurance Risk Committee (RRC), which reports into the Enterprise Risk Committee (ERC), and subsequently the F&R Committee of the Board. Quarterly updates from the Chief Strategy and Risk Officer include the company's risk appetite related to reinsurance, changes to catastrophic risk, and material climate-related issues in catastrophe-prone areas where Assurant does or plans to conduct business. The ERC includes members of Assurant's Management Committee, Risk Management leadership, and leaders of certain functional support areas of the company, and is responsible for the interdisciplinary oversight of business unit and enterprise risks and the design, management and recommendation of the risk appetite framework and limits. Additionally, the Chief Administrative Officer provides periodic updates to the Nominating and Corporate Governance Committee of the Board, which has direct oversight of Assurant's ESG matters and strategy.</p>	
Strategy	
a) Climate-Related Risks and Opportunities	
<p>Key climate risks facing Assurant span both Transition and Physical risk categories, including:</p>	
Table 1: Summary of Risks	
<p>Policy and Legal <i>(long-term)</i></p>	<p>Own Operations: Assurant may incur additional costs associated with tracking and reporting on climate-related aspects of its operations based on increasing mandatory disclosure in various jurisdictions.</p> <p>Business Activities:</p> <ul style="list-style-type: none"> • Policy and regulatory environments are encouraging electric vehicles, alternative transportation fuels, and micro mobility, so insurance policies and/or warranty coverage may need to be aligned with changing risks/liabilities in the marketplace. For example, Assurant's portfolio of auto warranty products includes an emerging product for electric vehicles in the UK and development underway for other select countries worldwide. • Regulatory changes and re-zoning in response to climate risk may shift the value of certain properties, affecting the risks and potential penalties associated with Assurant's portfolio. <p>Investment Activities:</p> <ul style="list-style-type: none"> • Regulatory changes and re-zoning in response to climate risk may shift the value of certain properties, affecting the value of Assurant's equity real estate portfolio. • Emissions reduction legislation may accelerate the clean energy transition in certain jurisdictions, leading to heavily fossil-fuel reliant investments becoming devalued or stranded.

Technology (long-term)	<p>Own Operations: Assurant may incur costs associated with transitioning towards low-emissions operations, such as the cost of building efficiency. Some of these transitions may be partially offset by energy cost savings over the long-term.</p> <p>Business Activities: New “green” technologies, reduced personal vehicle ownership due to micro mobility, and ridesharing alternatives, as well as shifts towards extended product life cycles may require Assurant to take a close look at the cost-revenue implications for insurance and warranty products and services in its Connected Living and Global Automotive businesses, and to avoid underpricing of green technologies in Global Housing business.</p> <p>Investment Activities: Green technology shifts may require Assurant to reconsider strategies and screening criteria for future investments.</p>
Market (medium-term)	<p>Business Activities: In Global Lifestyle, there is risk that products will not meet market needs as dominant technologies change, or markets shrink due to movement away from personal vehicles and reduced vehicle-miles-traveled. In Global Housing, while the consumer market may expand for hazard insurance in climate-prone areas, Assurant will need to consider the impact of increasing climate-related hazards when defining its growth strategy into climate risk-prone markets.</p> <p>Investment Activities: Assurant may need to further consider its investment screening criteria due to changes in risk and return of long-term investments in carbon-intensive industries, driven by the pressure to decarbonize and the risk of stranded assets that have not yet been fully disclosed.</p>
Reputation (long-term)	<p>Own Operations: Assurant may experience increasing pressure from investors, employees and clients to measure, disclose and act on climate risk and broader ESG considerations.</p> <p>Investment Operations: Assurant may face growing pressure from investors and customers to divert investments away from heavy-emitting industries and towards green investments.</p>
Physical Risks	
Acute (near-term)	<p>Own Operations: Assurant may encounter increased physical damage to offices and prolonged outages and/or disruption of electricity and other services due to climate hazards such as flooding, storm surge and extreme weather events. Damage and disruption may interfere with critical operational functions for the business for on-site operations, a remote workforce, and outsourced business processes. Operating costs may rise in order to: 1) implement and further harden existing business resiliency processes, providers and equipment; 2) account for recovering property, data, equipment, systems and human resources; and 3) insure against these hazards. Insurance may be unavailable to transfer some of these risks.</p> <p>Business Operations: Across many of its business operations, Assurant may encounter higher rates of insurance payout due to hazard-related damage to vehicles, equipment, devices, properties and canceled trips.</p> <p>Investment Operations: Assurant may see devaluation in its Equity Real Estate Portfolio depending on the exposure of certain sites to climate-related hazards. Risk and screening categories for future investments in Assurant’s fixed maturity investment portfolio may need to be adjusted to account for vulnerability to acute climate hazards.</p>
Chronic (long-term)	<p>Own Operations: In addition to those noted in “Acute Risks,” hazards could include temperature change, sea-level rise and extreme weather events. Any properties owned by Assurant in its operations may decline in value due to sea-level rise. Damage to property, equipment, systems and climate-related health effects on the workforce will likely increase operating costs associated with insuring against these hazards.</p> <p>Business Activities: In addition to increased claims anticipated in “Acute Risks,” rising sea levels, changing fluvial flooding, and increased vector-borne diseases may impact the frequency of payouts across Assurant’s housing insurance business, particularly flood insurance activities.</p> <p>Reinsurance Mitigation: The increasing frequency and severity of catastrophic events may cause Assurant increased difficulty or increased costs when securing catastrophe reinsurance protection to minimize financial shocks and provide capital offsets. Assurant may see downgrades of the credit ratings of reinsurers who are less diversified.</p>
Table 2: Summary of Opportunities	
Resource Efficiency (near-term)	<p>Own Operations: Assurant may benefit from cost savings and system efficiency from the adoption of new technology; however, this must be balanced against increased exposure to new risks associated with moving towards digital, decentralized and cloud-based systems/technology (e.g., cyber risk, energy security, data centers, etc.), and the time and resources required to implement this transition on a global scale.</p> <p>Business Activities: Growth of “green” products, such as energy-efficient smart appliances, could create opportunities for growth for Assurant’s Global Lifestyle business.</p>

Energy Source (near-term)	<p>Own Operations: Assurant may need to make further investments in clean energy and technology (e.g., on-site generation, energy-efficiency, energy storage, etc.) to meet energy conservation goals. While capital costs may be incurred, there also may be opportunities to reduce operating costs and increase business resiliency.</p> <p>Business Activities: Adoption of clean energy and technologies (e.g., electric vehicles, micro mobility, ridesharing, distributed energy, solar + storage, etc.) may offer opportunities for Assurant to explore new products and markets in its Global Housing and Global Lifestyle businesses.</p>
Product and Services (long-term)	<p>Business Activities:</p> <ul style="list-style-type: none"> • In addition to those noted in “Energy Source,” pressure on other businesses to reduce waste and engage with circular economy principles may generate opportunities and attract new investors (aka “clean” capital) in Assurant’s Global Lifestyle business, though this also could result in increased costs. • Additional risks and U.S. policy support for climate-related risk insurance (e.g., national flood insurance) may offer Assurant additional opportunities to pool risk and develop new products in the Global Housing business.
Markets (medium-term)	<p>Business Activities:</p> <ul style="list-style-type: none"> • In addition to those noted in “Energy Source” and “Products and Services,” Assurant may discover new ways to bundle products due to the convergence of climate risk in certain areas. For instance, certain fire-prone areas may, in the future, also be susceptible to flooding or storm surge. • Assurant may be able to expand its offerings to include low-cost products in new, emerging markets that are most at-risk of climate-related impacts. <p>Investment Activities: As Assurant further integrates ESG factors into its investment decisions, we will look to expand and explore investments in growing “green” markets through the adjustment of screening criteria to also include carbon screens by mid-year 2021. These markets are predicted to expand as global capital shifts in response to increasing TCFD disclosures and growing movement towards climate-resilient investments across the financial services sector.</p>
Resilience (long-term)	<p>Own Operations: Assurant has the opportunity to invest in renewable energy and energy efficiency programs to minimize financial risks associated with carbon pricing, increase business resilience (e.g., through on-site generation), and align with peers, investors and customers to set and achieve decarbonization goals</p> <p>Business Activities:</p> <ul style="list-style-type: none"> • Assurant could work with their clients to engage end-user customers in the Global Housing business to adopt distributed energy technologies that could reduce costs for customers and increase resilience against climate-related hazards. • Assurant may be able to continue to explore new partnerships/products with Resilience Service Companies (ReSCOs) that offer capital outlay for risk retrofitting and generate a return from reduced insurance costs.

b) Impact on Strategy

We believe considering and incorporating climate risks and opportunities into our business strategy drives long-term profitability and provides educational opportunities for our management and employees. Assurant faces the greatest risk exposure to climate change through our lender-placed, voluntary homeowners, renters and flood property insurance offerings, particularly in coastal regions prone to hurricanes. We integrate several strategies into our business approach to mitigate these risks and seize opportunities, including:

Most Substantial Business Decision: As part of our strategy, we have continued to diversify our portfolio toward products and services with lower catastrophe exposure, including the overall growth of the Connected Living and Global Automotive businesses. Assurant’s multiyear strategy to position the company for longer-term profitable growth is focused on growing business where we can maintain or reach market-leading positions, advancing our diversification and shift to capital-light and fee-based offerings that provide greater stability and predictability, and less climate-related risk. Catastrophe-exposed businesses accounted for only 31% of Assurant’s net operating income at year-end 2020, compared to 54% in 2015.

Risk Transfer and Diversification: Relative specifically to its insurance policy writings, responsible and diversified risk transfer forms the foundation of Assurant’s catastrophe risk mitigation strategy. For exposure to catastrophe risk above its internally established risk appetite thresholds, Assurant works with a leading reinsurance broker and more than 40 global reinsurers to transfer risk. Assurant may additionally transfer its weather-related catastrophe risk through private equity or capital markets, including the insurance-linked securities (ILS) market. Risk is also transferred to the Florida Hurricane Catastrophe Fund. Assurant’s exposure to acute risk in the change of its risk transfer strategies is mitigated by the procurement of reinsurance arrangements which have a multi-year duration. As of January 1, 2021, more than half of Assurant’s reinsurance arrangements are multi-year.

Catastrophe Modeling: Assurant employs a proprietary view of risk, which combines and adjusts results from several models to arrive at a comprehensive assessment of our climate-related risk, policy rates and reinsurance costs. Assurant’s total exposure to catastrophe risk is reviewed on a quarterly basis.

Model Risk: Reinsurance catastrophe models rely on, in part, catastrophe losses to project the future. As the impact of climate change has the potential to exponentially grow the frequency and severity of insured damage from weather events, reliance on historical data inherently implies there is a model risk. Additionally, the modeled futuristic view (beyond one year) of catastrophe risk is continually modified as more favorable historical loss years in the loss data set are replaced, year by year, by less favorable recent years.

c) Climate Resilience

Preliminary scenario analysis: The process of screening for climate-related risks and opportunities across operations and business units informed our preliminary scenario analysis activities. We conducted initial scenario analysis, with third-party support, to identify and analyze the various climate-related risks faced by 10 of Assurant's critical and/or highly vulnerable facilities across the globe. We also explored climate-related opportunities for Assurant's operations to enhance resilience. Key modeling assumptions related to asset values and GHG emissions associated with each site. In alignment with the TCFD recommendations, we reviewed impacts in the near-term (2020-2029) and how they may evolve in the longer-term (2030-2039) under a "two-degree" scenario and a "business-as-usual" scenario.¹ In the future, Assurant may elect to conduct additional scenario analyses covering underwriting activities and investments as resources, analytical tools, and data become available. Assurant expects that climate scenario analysis will be one of several important inputs that will influence the shaping of the company's long-term strategy, business operations and physical footprint.

Impact and strategy for climate resilience: With exposure to natural catastrophe through our insured properties, Assurant maintains a high-quality panel of reinsurers, works with state regulators and incentivizes flood-prone policyholders to use physical risk management tools. Our reinsurance program reduces our financial exposure to climate change and enhances our ability to protect more than three million homeowner and renter policyholders against severe weather and other hazards. We also prioritize opportunities that address the underlying causes of climate risk. For example, we educate consumers and regulators about the benefits of adopting climate-resilient improvements when constructing or repairing homes. To incentivize these behaviors, we offer discounts to those who have fortified their homes to mitigate the impacts of floods, hurricanes or other severe weather. Most of our international homeowners' policies offer discounts to customers who build with more resilient materials and install wind mitigation features.

Risk Management

a) Process to Identify Climate Risk

The company conducted a risk and opportunities screening analysis to identify potential climate-related issues for Assurant businesses. As part of that process, the major lines of business were reviewed and assessed based on current climate change trends, the varying degrees of potential downside and upside, and the additional information and analysis required to gain greater understanding of the risks.

Assurant prioritizes risks and opportunities based upon each business unit's exposure to catastrophe, flood, fire and other climate-related events. Assurant is most prone to climate change impacts related to the homes for which we provide lender-placed, voluntary and flood insurance through Assurant Global Housing. To enhance our understanding of our significant risk exposure to catastrophic events, we purchase aftermarket information that provides us with additional building characteristics, which we include in our modelling process and supply to our panel of more than 40 reinsurers. We employ catastrophe models for various geographic regions that contain long-term (5-year) projections, which allow us to make more accurate assumptions on the frequency of hurricanes or other climate-related events to determine pricing and guide appropriate risk-taking within the company. Assurant Risk Management, in collaboration with corporate real estate and facilities, assesses all of the company's facilities for exposure to severe climate-related events and recommends improved climate resiliency where appropriate. For example, we fortified our Miami, Florida office with hurricane-resistant glass that provides protection from hurricanes rated up to category 5 and a full electrical generator capacity for use during a tropical cyclone and/or long-term power outage.

b) Process for Managing Climate Risk

Risk Management coordinates the company's internal risk management activities and is headed by our Global Head of Risk, who reports to the Chief Strategy and Risk Officer. Risk Management develops risk assessment and risk management policies and facilitates identification, management, measurement and reporting of risks. Risk Management also coordinates with compliance and other departments and internal committees overseeing risk to develop recommendations for risk limits. Periodic reporting and discussion of climate risk occurs at the ERC and subcommittees, as warranted.

Risk appetite is used to reasonably ensure that we manage the types and amount of risk we are willing to assume, consistent with our business strategy and objectives. Using metrics allows for a cohesive assessment of risk, resources and strategy, and supports management and the Board in making well-informed business decisions. The company's risk appetite is subject to Board oversight.

Risk Management relies on a combination of activities and processes to provide analysis and seek assurance that material risks have been identified and managed as appropriate. Risk Management facilitates an annual Risk and Control Self-Assessment, which assists in identifying the top enterprise risks for the following year. Risk owners from each of the company's key business and functional areas assess current and future risks within their areas and the effectiveness of controls in place. Risk Management presents results to management and action plans are agreed as necessary. This annual assessment is also used to identify potential emerging risks.

¹A "business-as-usual" scenario represents an emissions trajectory should no major global effort to limit greenhouse gas emissions come into effect (RCP8.5). In a "two-degree" scenario, global emissions are aligned with international pledges to manage global average temperature increases to below 2°C by 2100 (RCP4.5).

c) Climate Risk Integration

Climate-related risk identification is integrated into a multidisciplinary, company-wide risk identification, assessment and management processes. For our climate-related catastrophe exposures inherent in our property insurance business, our RRC monitors catastrophe exposure and reports results to the F&R Committee of the Board on a quarterly basis. Our RRC reviews and approves our catastrophe reinsurance activities. Annually through our catastrophe reinsurance program, we work to reduce our company's financial exposure while protecting millions of homeowners and renters against severe weather and other hazards. Our lender-placed insurance product also offers significant liquidity to the mortgage industry and its ability to offer mortgage loans. Additionally, the ERC meets at least six times per calendar year to focus on all key risks (i.e., inherent risks greater than \$5 million Net Operating Income across the full spectrum of Assurant's risk taxonomy). The ERC, which is chaired by our Chief Strategy and Risk Officer and includes senior members of risk management, and leaders of all the functional support areas of the company, is responsible for the interdisciplinary oversight of business unit and enterprise risks and the design, management and recommendation of the risk appetite framework and limits. The ERC reports and provides regular updates to the F&R Committee.

Metrics

a) Metrics

We monitor absolute energy use and Scope 1 + Scope 2 emissions, and emissions intensity relative to sales.

b) Scope 1 and 2 GHG emissions

Scope 1 emissions (2019): 1,019 metric tons of CO₂-e

Scope 2 (market-based) emissions (2019): 23,288 metric tons of CO₂-e

c) Targets

At an operational level, we set and achieved a goal to reduce energy consumption at our facilities by a minimum of 2% annually for 2010-2020. We are currently in the process of developing a new long-term emissions reduction goal that includes Scope 3 emissions.

APPENDICES

Legal Notice

Forward-Looking Statements

Some of the statements included in this report may constitute forward-looking statements within the meaning of the U.S. Private Securities Litigation Reform Act of 1995. You can identify forward-looking statements by the use of words such as “will,” “may,” “can,” “anticipates,” “expects,” “estimates,” “projects,” “intends,” “plans,” “believes,” “targets,” “forecasts,” “potential,” “approximately,” and the negative version of those words and other words and terms with a similar meaning. Any forward-looking statements contained in this report are based upon our historical performance and on current plans, estimates and expectations. The inclusion of this forward-looking information

should not be regarded as a representation by us or any other person that our future plans, estimates or expectations will be achieved. Our actual results might differ materially from those projected in the forward-looking statements. We undertake no obligation to update or review any forward-looking statement, whether as a result of new information, future events or other developments. For additional information on factors that could affect our actual results, please refer to the factors identified in the reports we file with the U.S. Securities and Exchange Commission.



ASSURANT®