



CSAA Insurance Group,  
a AAA Insurer



# What makes US—*US*



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# Our Enduring Purpose

# Our Core Beliefs

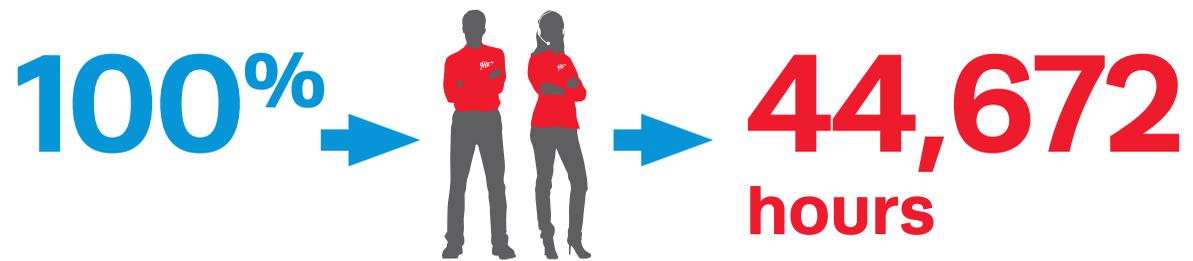
- We are committed to excellence in everything we do to help members prevent, prepare for and recover from life's uncertainties. We continuously challenge ourselves to find innovative and better ways to serve members and communities with care and compassion.

- Unwavering integrity
- Personal and mutual accountability
- The power of inclusion
- A passion for service excellence
- Thinking big and moving fast
- Investing in ourselves



## We give back

For more than 100 years, our employees have demonstrated a strong commitment to supporting the community:



100% of our employees participated in one or more volunteer activities in 2019, logging more than 44,672 hours at nonprofits. The company offers employees company-paid time off to volunteer every year.

## Philanthropic support

Nonprofits are critical to ensuring our communities thrive. We support organizations across the country that help create equitable, resilient and vibrant communities.

## Employee giving programs

CSAA Insurance Group donates to nonprofits through employee matching gifts, Dollars for Doers and Dollars for Board Service programs.

## Our awards

Here are just some of the honors we have received:

### Gold Achievement, Fit-Friendly Worksite

#### American Heart Association

Recognized for going above and beyond to support employees' health and wellness

### 100% Score, Corporate Equality Index

#### Human Rights Campaign

Achieved the national benchmark for corporate policies and practices pertinent to LGBTQ+ employees since 2005

### The Civic 50

#### Points of Light

Recognized as one of the 50 most community-minded companies in the United States since 2014

### Volunteer Group of the Year, National Park Service

#### U.S. Department of the Interior

Recognized for ongoing volunteering at various national parks

### Leadership 500 Excellence

#### HR.com

Recognized for corporate programs that reinforce leadership development

### Leadership in Community Service

#### Communitas Awards

Recognized for efforts to better our communities through giving

### Healthiest Employer Award

#### San Francisco Business Times

Recognized for proactively improving the health of our employees

### Top 100 Bay Area Corporate Philanthropist

#### San Francisco Business Times

Recognized for our financial contributions to charities in our communities

### California HR Excellence Award

#### HR.com

Recognized for best new-hire inclusion and belonging training



### **Our employee engagement**

Our employees are the heart and soul of the company. We are proud of the culture we create together. Our employees continuously tell us they find fulfillment in serving AAA Members, and are motivated by the growth and innovation this commitment brings. They're inspired by the organization's engagement with our community and by working with diverse and talented colleagues who serve members and communities with care and compassion.



### **Our investment in ourselves**

We continuously learn and grow, with an eye to the future, to address ever-changing member needs. We invest in ourselves by building skills and developing our employees so they achieve both personal and collective goals. We offer coaching and employee development programs such as the Aspiring Leaders Development Program and the Accelerators program.



### **Our passion for service excellence**

Built on a legacy of caring, we deliver unparalleled customer experiences and strive to exceed the current and emerging needs of members, our communities and one another. We are proud to have some of the best customer service scores in the industry.



### **Our community impact programs**

CSAA Insurance Group has been repeatedly named one of the 50 most community-minded companies in America by Points of Light. Our employee impact program leverages the use of company-paid time off to drive meaningful change in our communities, including hands-on, skills-based and pro bono volunteerism and nonprofit board service. We seek to develop multifaceted relationships with trusted partners to drive sustained community impact.



### **Our inclusion and belonging**

Our differences, visible and invisible, make every individual at CSAA Insurance Group valuable. We foster a culture where all employees feel a sense of belonging and can leverage their differences to thrive. CSAA Insurance Group has several Employee Resource Groups and Diversity Councils that support the company's mission and give everyone in our community a voice.



### **Our commitment to sustainability**

We are proud of our work in environmental sustainability, which continues to evolve with the strong support of our Sustainable CSAA IG employee group. We are vigilant about reducing our environmental footprint and the impacts of climate change. Our headquarters is certified LEED Gold, and one of our other employee centers is certified LEED Silver. Two of our employee centers received an Energy Star rating for 2020.



### **Our innovation**

We are at the forefront of significant disruption in our industry. As we navigate this disruption, we will be the leader in meeting members' evolving needs and helping them manage emerging risks. We are transforming our company to ensure our success—moving fast, thinking big and aiming high.



### **Our focus on wellness**

We enhance our employees' quality of life by providing a wide variety of tools and resources that actively support their physical, emotional and financial well-being. We were honored to be recognized for the Best Wellness Program in 2020 by the California HR Excellence Awards and for Best Companies for Work-Life Balance in 2020 by the Comparably Awards.