



Corporate Sustainability



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1. Introduction from Gabriel Tirador, President & CEO

Every voice matters.

“It is the unique talents of each team member that collectively makes us strong. We embrace our differences and celebrate our individual strengths.”

Gabriel Tirador,
President and Chief Executive Officer



Letter from Gabriel Tirador, President & CEO

Mercury was founded by our Chairman, Mr. George Joseph, with the vision of providing affordable auto insurance for everyone, regardless of race, religion, sexual orientation, or socioeconomic background. More than 60 years later, I'm proud to say Mr. Joseph's vision remains the foundation upon which our company is built.

We are guided by our core values: We Do the Right Thing; We Own It; We Seek a Better Way; and We Move Quickly. These values are our north star – they serve as a compass and a promise to our customers, team members, the environment and the communities we serve.

Mercury's actions during the COVID-19 pandemic exemplified our commitment to leading during difficult times. In short order, we moved most of our team members to a work-from-home environment to protect their safety while remaining true to our goal of helping our customers when they needed our support more than ever. To date, we have given back over \$128 million of premium to our customers and helped team members that were hard hit by the pandemic. Team members even took it upon themselves to help by making and donating masks at a time when inventory was low.

The pandemic solidified what I always knew to be true; Mercury and our team members do the right thing every day to make our society better.

On the environmental front, we are committed to managing our operations to create a more sustainable future. This includes offering "green" discounts to our policyholders, reducing waste and installing electric vehicle charging stations at our buildings. We truly believe that every "green" step is a step in the right direction.

Mercury is dedicated to contributing at the community level, as well – from building homes for veterans through a partnership with Habitat for Humanity to fighting cancer through our partnership with the American Cancer Society. Our team members are encouraged to participate and are provided time off work to give back to our communities. These efforts underscore Mercury's commitment to helping our customers at a local, neighborhood level.

We embrace our differences and celebrate our individual strengths. In fact, this is a key component of Mercury's business strategy. It is through this diversity of opinions, ideas and unique talents that we've been able to build a remarkable culture focused on Mercury's core purpose: helping our customers reduce risk and overcome unexpected events.

Whether you immigrated to the U.S. as a child like I did, you're the son of immigrants, like Mr. Joseph, or your family has been here for generations, Mercury welcomes everyone with open arms. This is what makes our company great, and it's one of the many reasons I'm so excited about our future. Together, with our customers, team members, and partners, we will continue to make a positive and lasting impact.

Stay safe and be well.

Thank you,



A handwritten signature in black ink that reads "Gabriel Tirador". The signature is fluid and cursive.

Gabriel Tirador
President and Chief Executive Officer

2. George Joseph, Chairman and Founder

“I’ve always believed we should treat others the way we would want to be treated, regardless of whether they are a customer or not.”

George Joseph
Chairman and Founder



George Joseph Changes the Insurance World

Few people have the ability to completely transform an entire industry, but that’s exactly what George Joseph did when he launched Mercury Insurance. He believed he could create a company that would provide fair and equitable rates for all drivers, instead of the one-size-fits-all approach employed by every other insurance company in the ‘50s and early ‘60s.

It was a big, audacious vision that ended up changing the industry as we knew it when Mercury Insurance was born on April 1, 1962.

“This commitment continues to drive Mercury today,” says Mr. Joseph. “We offer quality insurance products at affordable rates, no matter your race, religion, background, socioeconomic standing, or sexual identity.”

“I’ve always believed we should treat others the way we would want to be treated, regardless of whether they are a customer or not.”

Mr. Joseph’s entrepreneurial spirit and passion for finding better ways to solve problems and create new opportunities began at an early age. As the child of Lebanese immigrants, Joseph was raised to believe in the American Dream – that if you work hard and get a good education, anything is possible. His hard work and studies – particularly in the field of mathematics – led him to combat service as a navigator during World War II, and later became the foundation for his life’s work in the insurance business.

This work ethic is alive and well within Mercury today, as we continue to innovate and create exceptional experiences for our customers. Not just because it was our founder and chairman’s dream, but because it’s the right thing to do for the customers who trust us to protect their cars, homes, businesses and families.



April 1, 1962

Mercury General Corp., founded in Los Angeles by George Joseph under the principles of service, security and savings, sells its first policy.

The company began with six employees and 90 agents.

3. We're Here to Help

I am a Mercury Gal for Life!

“I have had two separate experiences with Mercury, one as a policyholder and one as the motorist who was hit by your insured motorist. BOTH times, I gotta say were trouble free and timely. I am still impressed by the pace at which everything moved forward and was settled, even when I wasn't the insured party. In fact, it was so good that I switched to Mercury! To me, Mercury is an obvious choice and one I will stick with for years to come. The unbeatable pricing is an added bonus, for sure!”

K. Fodor

Mercury customer since 2008



We're Here to Help: Here's What Our Customers Have to Say

Mercury team members are driven by a passion to help and customers can rest easy knowing they're protected by one of America's best insurance companies. We operate by the golden rule; treat everyone how you'd like to be treated. This is what drives us to provide exceptional customer experiences every day, so we love hearing from customers that we not only met this goal, but exceeded it!

We are one of many unfortunate families who lost their home in the Carr Fire in July of 2018. There were many devastating fires and tragic events that occurred that year, but when you lose everything, aside from your life, it is absolutely devastating. Trying to hold together your daily routine, including going back to work, is difficult enough without having to deal with finding a hotel to stay in short term, a rental home long term, and just replacing clothes and daily essentials. It's overwhelming.

We were evacuated at 6:30 pm on a Thursday evening and fled to my parents' home 2.5 hours away because there were no hotel rooms available within 300 miles. We received confirmation early the next morning that our home was gone, so we were on the phone to Mercury at 8:00 am Friday morning to open a claim.

We were in shock, but Mercury really came through for us. Our adjuster, Katie P, was amazing. She was able to secure a hotel for us by that afternoon and she overnighted an advance on our personal property funds so we could buy clothes and other items we need just to live. What an angel!

We have heard some horror stories from others about their experiences with other insurance companies, which makes us feel even luckier to have had Mercury and Katie in our corner. I've told everyone I know about our Mercury experience and many are now Mercury customers, too. And we will be for life!

Kris L.
Mercury customer since 2013



We're Here to Help: Here's What Our Customers Have to Say

I'm completely satisfied with Mercury!

I've had Mercury Insurance in the past. I tried using another company, but I'm now with Mercury again! I won't be using anyone else in the future! They are very personable and knowledgeable about their products, and the prices are great!

A. Fontaine

Mercury customer since 2020

A Wonderful and Caring Company!

I've had quite a few auto insurance companies over many years, but I feel Mercury is the most professional and least expensive of them all. I have a fender bender claim going on now, and I've been so impressed with the caring and professional adjuster I've been working with. Both my car and the other car were promptly looked at by a collision specialist, who was also kind and professional. I am very impressed by Mercury.

C. Bone

Mercury customer since 2020

Covered and cared for...

I've been with Mercury Insurance for over 10 years and have everything covered through them. From their agents to the adjusters...they always treat me very well. I work hard for my money, so when I spend it and receive quality treatment, it makes me very happy.

S. Trone

Mercury customer since 2011

Mercury is the insurance company, hands down!

Their customer service has always been at the top and other companies should take notes.

E. Morgan

Mercury customer since 2008

Great product, great price.

Mercury has always given me good service at the best cost. I have been with Mercury for almost 40 years.

P. Pittman

Mercury customer since 1985

We Love Mercury Insurance!

This is the fairest auto insurance we've ever had, and we plan on being customers for another 30 years!

K. Brennan

Mercury customer since 1994

4. COVID-19: We're In This Together

“Throughout this pandemic, Mercury has shown that team member health and safety is a priority. Transitioning to work-from-home was very easy thanks to IT and our leadership team. I am thankful every day to work for a company that looks out for its people.”

David M.
Mercury Team Member



4. COVID-19: We're In This Together



The Mercury Giveback

We recognized people were driving less due to the pandemic, and this shift in driving patterns resulted in fewer accidents and claims. Additionally, many people were facing financial hardship during this unprecedented time, so Mercury acted quickly to provide help and relief to our customers. We provided payment flexibility for policyholders who lost jobs, reduced vehicle mileage, and Mercury was one of the first insurance companies to refund premium when we enacted the Mercury Giveback program.

Supporting Our Frontline Heroes

When we saw the challenges healthcare professionals were facing with COVID-19, we partnered with the California Medical Association to launch Care 4 Caregivers Now, which provides frontline healthcare workers with mental and emotional wellness support and coaching. Funded by a \$150,000 donation from Mercury Insurance, the program trains and connects volunteer physicians, nurses and healthcare workers to provide peer-to-peer coaching to assist those serving on the front lines of the COVID-19 pandemic.

“This program provides critical support to the brave men and women who are risking their lives to help protect their communities,” said Gabriel Tirador, our President & CEO.

Work From Home – We Pivoted to Protect Our People and Our Customers

The COVID-19 Pandemic created a lot of anxiety and uncertainty around the world and Mercury responded by taking swift action to help protect our customers and team members.

We transitioned more than 95% of our workforce to work-from-home environments in less than two weeks, which allowed us to continue providing our customers with the excellent service for which Mercury is known.

This also extended to our field operations, as we implemented strict CDC-recommended safety protocols and guidelines to help ensure safe environments for team members, vendors and customers.

Ensuring a Better Remote Working Experience

We quickly recognized the challenges of the new norm. To help offset some of the costs associated with working from home, Mercury offered team members a monthly stipend. We also partnered with Office Depot to provide team members a better remote working environment by offering home office equipment, such as desks, chairs, and accessories. It's important for team members to have the resources they need to perform at their best.

“I was so impressed with how quickly the company transitioned people from work to home. It is a huge relief to those of us who have kids at home. My work from home setup was easy, and I was able to assist a lot of others.”

Michelle B.
Mercury Team Member

“The great thing about Mercury is the personal attention they give each customer. They reached out to me during COVID, instead of the other way around. They reached out to adjust payments for those who were struggling. Mercury treats me like I'm part of the family.”

S. Sweets
Mercury customer since 2000

5. We're Committed to Protecting Our Environment

“It’s a great feeling to work for a company like Mercury that cares about the environment. I can charge my electric car for free while at the office, which saves money and saves the environment at the same time! At home, I’ve installed solar panels and a tankless water heater.”

Charles C.
Mercury Team Member



We installed 106 electric vehicle charging stations at our owned buildings.

5. We're Committed to Protecting Our Environment

We're Glad to be Green

Mercury is committed to managing our resources to protect our environment and community. It's in our DNA to **Do the Right Thing**. That's why we take both small and significant steps to conserve, because we know every step gets us closer to a more sustainable planet. Our customers, team members and vendors are encouraged to join our ride on the green side.



Green Discounts for Our Customers

Many people are taking steps to reduce their carbon footprint, and we encourage these actions by providing green discounts. The less you drive, the more you can save with our focus on mileage rating in California and New Jersey (more states coming soon). Policyholders (outside of California and New York) can receive a discount for owning an electric vehicle, and we provide green discounts on homeowners and business policies for buildings with LEED certifications.

Taming Wildfires

Wildfires have devastated communities throughout California the past few years, disrupting lives and causing billions of dollars in damage. Through it all, Mercury continues to support and take care of our customers. We provide tools and resources to policyholders so they can protect their homes before disaster strikes, and we offer discounts to those who proactively take steps to "harden" these same homes. We are committed to better protecting our communities from catastrophic events by driving positive changes in our industry and with our customers. In fact, that's our purpose. We're here to help customers reduce risk and overcome unexpected events.

Earth-Friendly Buildings

Each year, we focus on making our buildings more Earth-friendly. Recently, we began creating "green" areas with living plant walls to improve air quality and transitioning to drought-tolerant plants throughout our properties. We also installed more than 100 electric vehicle charging stations at our owned buildings, and most of these buildings utilize LED lighting and auto sensors to save energy.

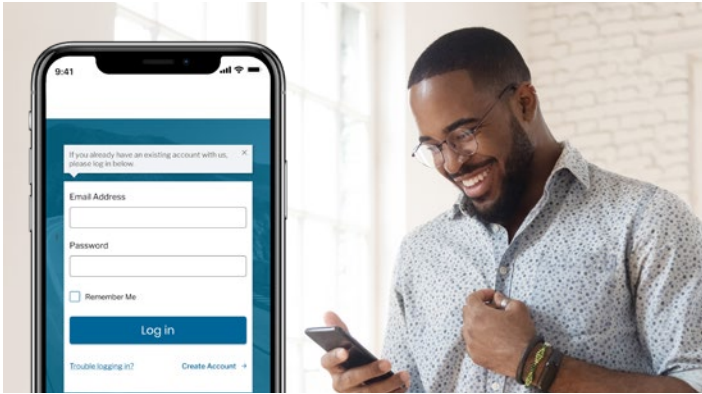
Fewer Miles on the Road = More Sustainable Future

Mercury introduced programs that focus on creating a more sustainable future by reducing our need for car travel. In 2020, we took team members off the road by launching photo-based auto claims estimating capabilities and virtual home inspections. The photo-based auto claim estimating program, alone, reduced the miles driven by Mercury employees by more than 596,000 miles in 2020 – that's more than 200 road trips between Los Angeles and New York City! Our vanpool program allows team members to reduce personal car use.

We are proud of our commitment to choosing "green" products. In 2018, we were awarded the Leadership in Greener Purchasing Award from Office Depot for higher levels of green spend compared to other insurance companies.



5. We're Committed to Protecting Our Environment



Saying No to Paper

We have many initiatives that reduce our paper use. Digital payments capabilities give customers the option to pay electronically, eliminating paper bills, checks, envelopes, stamps, and even the fuel needed for delivery. Digital document delivery, digital recordkeeping, and e-sign capabilities further reduce paper consumption. We provide a discount to many customers who choose paperless delivery.

Our internal teams are also reducing paper used in daily operations, including an 80% paper reduction by our legal team and a 95% paper reduction by our underwriting team.

Recycle and Reuse

Mercury is dedicated to helping protect our planet by internally recycling and making it easy for team members to do their part. We encourage team members to recycle by providing onsite recycling bins and offering recycling and paper shredding events to employees who would like to safely destroy and recycle personal files. We also give team members the opportunity to recycle personal use batteries at no cost, which has safely removed more than 640 pounds of batteries from landfills in the last two years alone!

Recycling is important, but we believe eliminating waste all together is also critical to the health of our planet, which is why we introduced the “Bring Your Own Mug or Bottle” program to reduce disposable cup use. And to kick it off, we gave every team member a 24 oz. reusable, insulated drink cup.

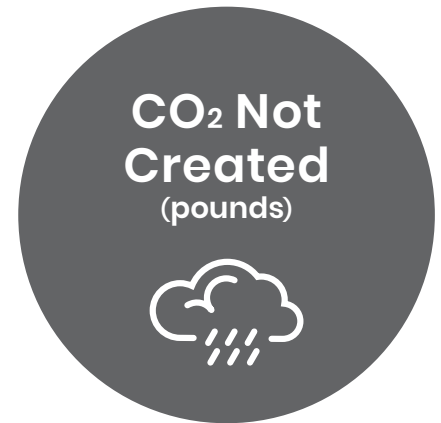
We are reducing our environmental footprint through eDelivery (paper not printed), paper recycling, cardboard recycling, and reduced miles driven by the company fleet.



32,215



16.2 million



5.0 million

6. Our Commitment to Social Responsibility

“Do the Right Thing. That’s one of Mercury’s core values, and it’s something we strive for every day, but we often go beyond this simple ideal to support the communities in which we live and do business. This is what makes Mercury special and it’s this commitment to helping those around us that makes me proud to work for such an amazing company.”

Steve W.
Mercury Team Member



6. Our Commitment to Social Responsibility

Supporting Our Communities

Our goal is to support our communities through strategic partnerships, volunteering, and donations. Giving back is part of our DNA, from building houses for veterans to promoting safe driving through discounts. We grow with our communities and we want our communities and team members to thrive.

Mercury Cares

We formally introduced Mercury Cares several years ago to focus on our mission to help others. We deeply care about the communities and people we serve. Every year, Mercury contributes to various important causes, such as:



The American Cancer Society to help in the fight against cancer.

Operation Gratitude to support military and first responders through donations and care packages.

Care 4 Caregivers Now to support our frontline heroes battling COVID-19 by providing mental and emotional wellness support and coaching to healthcare workers.

Habitat for Humanity to build houses for those who need a little extra help, including veterans.

Veterans Association (VA) and VA Hospital to support veterans financially.

We also support other charities that are near and dear to our team members through individual requests. It is uplifting to see the passion and effort our team members show for giving.

Mercury offers four hours of paid volunteer time each year so our team members can more easily give back. Many team members support our partnership with Operation Gratitude by assembling paracords, writing letters, and assembling care packages that will be sent to the brave men and women serving in our Nation's military services.

Others give back in ways that are important to them, like donating blood, organizing food and toy drives, or walking a 5K to help fight cancer.

6. Our Commitment to Social Responsibility

The COVID-19 Pandemic changed the world and our team members recognized that our communities needed our help more than ever.

Multi-Masking: Sewing and donating masks to hospitals and frontline workers.

Letters of Love: Writing letters to the elderly at assisted living facilities who were especially isolated during the pandemic.



“My motivation to make masks was that so many people were in need at hospitals, police departments, and even friends and family. I know how to sew and decided...to step up and help. I made over 5,000 masks and...I am all about giving back to those that need it.”

Valerie M.
Mercury Team Member

6. Our Commitment to Social Responsibility



Supporting Students

We donated \$1.9 million to Step Up For Students, a Florida non-profit that helps over 100,000 disadvantaged students attend school each year. Their mission is to empower families, especially those who lack information and financial resources, to explore the most ideal learning options for their children. We support their mission to help public education fulfill its promise of equal opportunity.

Mercury's IT Team partnered with Project Hope Alliance to help young and disadvantaged students. We donated laptops and iPads to help these students complete their schoolwork, because many lack access to personal computers that are essential to distance learning.



Paving the Way for Future Leaders in the Insurance Industry

For several years, Mercury has donated to the Center for Insurance Studies at Cal State Fullerton. We are thrilled to see bright, talented graduates choose insurance careers and dedicate their lives to helping others. It's important for us to nurture future industry leaders, and we look forward to the positive impact they will have on this essential business.



Championing Woman Leaders

We support future women leaders by donating to the Women's Leadership Program at Cal State Fullerton. About half of our leadership team is comprised of female leaders and we greatly appreciate their significant contributions to Mercury's success.

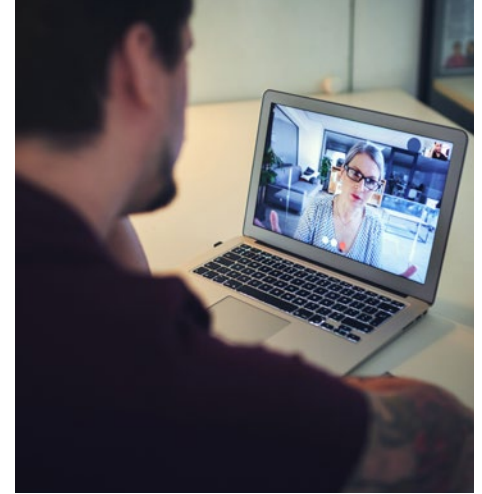
“Through our partnership with Cal State Fullerton, we support a forum for female leaders to mentor young women and provide them the knowledge and skills they will need to become the next generation of great leaders.”

Heidi Sullivan Lopez
Mercury's Chief Human Capital Officer

6. Our Commitment to Social Responsibility

Team Member Wellbeing

Team members drive our success. George Joseph, our founder and chairman, once said, “Without team members, Mercury is nothing. We’re just cement, wood, and leather.” Their health and wellbeing are of utmost importance, which is why we have many programs focused on team member wellbeing.



My Health at Mercury

My Health at Mercury is our award-winning program to support the physical, emotional, and financial wellbeing of our team members. It encourages team members to take care of themselves and assists them as they embark upon their personal wellness journeys. The company offers financial incentives to participate, because we know that healthy, happy team members create experiences for our customers.

Health Advocate

We provide health-related assistance to team members and their families through Health Advocate. This program helps team members find doctors, schedule appointments, transfer medical records, resolve medical claims, coordinate care, and answer questions.

Employee Assistance Program

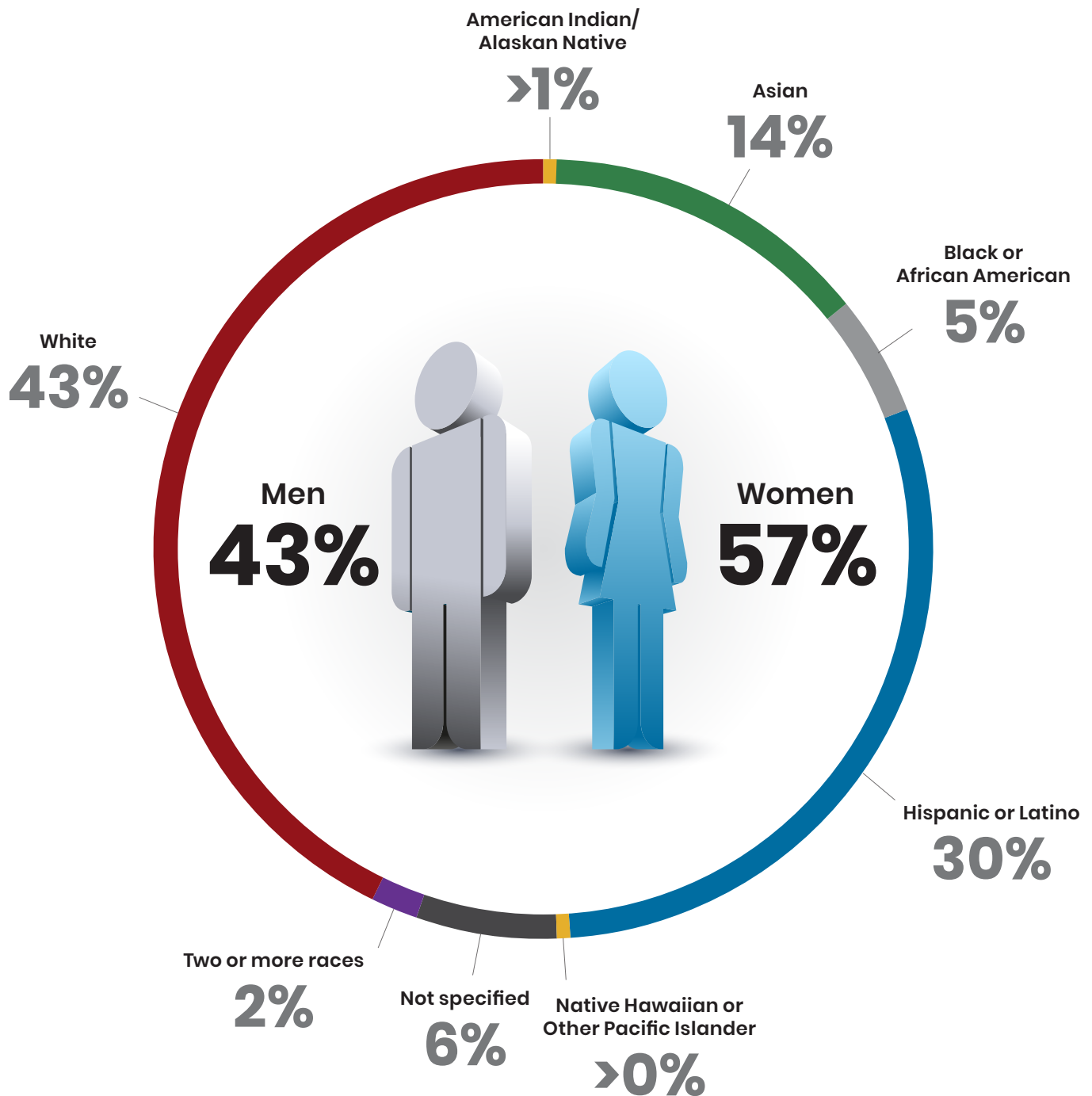
Mercury is committed to providing team members with the support and services they need to live rich, well-balanced lives. This includes caring for the mind as well as the body, so we’ve partnered with industry-leading mental wellbeing provider, Lyra, to give team members immediate access to best-in-class mental health care. We also realize our team members may encounter complex life problems, and we want to help make those times more manageable from providing legal services to childcare referrals to general wellbeing care.

6. Our Commitment to Social Responsibility

Diversity & Inclusion

Mercury is committed to diversity and inclusion. Our team members make us unique and strong, setting us apart from other insurance providers. We are dedicated to promoting a diverse culture and ensuring everyone knows they are valued and included. We make a deliberate effort to create an environment where everyone feels empowered to pursue their dream careers.

This is exemplified by the diversity of our workforce, because everyone is welcome at Mercury Insurance.



6. Our Commitment to Social Responsibility

Diversity



We were named one of The Best Employers for Women by Forbes in 2020. This designation speaks to the fact that nearly half of our leadership roles are filled with women. It's a testament to our long history of supporting our team members so they can succeed regardless of gender.



We are a proud employer of many veterans and their family members. In 2019, we joined the Department of Defense Military Spouse Employment Partnership to support military spouses and provide them with job opportunities. Through this partnership, we are furthering our long-lived connection to the military that started with our Founder and Chairman, George Joseph, who served as a B-17 navigator during World War II.



Our effort to support diversity does not stop with our team members. Our vendors are also a big part of this commitment. Through our Supplier Diversity Program, we choose to work with minority, women, and disabled veteran business enterprises (MWDVBE), whenever possible. To us, suppliers are extended family. They are critical to our success and our pledge to help others.

6. Our Commitment to Social Responsibility

Inclusion

Mercury’s culture embraces the strengths and values of each team member. We believe in embracing diverse perspectives where everyone is included to best serve customers from all walks of life.

Diversity is part of our overarching culture of inclusion. We believe in the value of having diverse ideas, not just having a diverse demographic population. We believe our strength comes from welcoming different perspectives and, at the same time, making sure everyone feels safe and included. That’s what makes Team Mercury so unique and strong.



Our Diversity and Inclusion Team, made up of members from a variety of departments and business units across the company, work together to create and enhance an inclusive culture. They encourage team members to write and share stories about events that are meaningful to them, such as Black History Month, Women’s History Month, or Hispanic Heritage Month. Through this article series, we strive to create an environment where team members appreciate and support each other and learn about experiences different from their own.

“I’m very happy to see that Mercury is prioritizing diversity and inclusion initiatives and investing resources into making sure our teams are set up for success. Focusing on diversity & inclusion is not only the smart thing to do, but is also the right thing to do for humanity.”

Darryl L.
Author of the Martin Luther King Jr. Day Article

7. Governance

Core Values



We do the right thing

We put people first. We treat people the way we want to be treated.



We own it

We act with initiative and passion, balancing decisiveness, and attention to detail to drive results.



We seek a better way

We are explorers discovering new paths forward. We overcome challenges with bold and creative solutions and learn from every step.



We move quickly

We move with “Mercurian” speed. We swiftly put ideas into action and rapidly adapt in a changing world.



We live our Core Values every day. When the Camp and Woolsey wildfires hit California in 2018, our Property Catastrophe Team set up on-site evacuation centers within hours of ignition to help our insureds secure temporary housing and get their claims submitted. Our team members were doing the right thing, owning it, and seeking a better way to help people put their lives back together after such a devastating event, all with Mercurian speed.

7. Governance

Board of Directors

We understand the importance of having the right people, in the right place, to oversee our operations. Our Board of Directors brings diverse perspectives and experience to guide Mercury. We frequently communicate with our board members to keep them aware of Company progress and we appreciate the insights they provide.

Our Board is committed to Mercury’s corporate sustainability efforts and provides oversight and advice on our economic, social and governance strategic directions. Several efforts of interest include becoming more Earth-friendly, critical event responsiveness with paramount concern of protecting team member’s safety and continuing support of our customers, recognizing the importance our diverse set of team members serve in realizing success on our path forward, and continually making it easier for customers to do business with Mercury.

George Joseph⁴
Chairman of the Board

Gabriel Tirador⁴
President and
Chief Executive Officer

George G. Braunegg^{3,4}
Advisor and Investor
Terafina Inc.

Ramona L. Cappello^{1,3}
Partner
CEO Coaching International

James G. Ellis^{2,4}
Retired Dean, Marshall School of Business,
The University of Southern California

Joshua E. Little^{1,2,3}
Shareholder,
Dentons Durham Jones Pinegar P.C.

Martha E. Marcon^{1,2}
Retired Partner,
KPMG LLP

¹ Member of Audit Committee

² Member of Nominating/Corporate Governance Committee

³ Member of Compensation Committee

⁴ Member of Investment Committee

Investor Information

[Corporate Governance Guidelines](#)

[Code of Business Conduct and Ethics](#)

[Board of Director’s Committee Charters](#)

[Contact the Board](#)