CULTURE TRENDS & OPPORTUNITIES OF THE 2021 WORKPLACE

MARINE INSURANCE DAY 2021
POLL
WHAT HAVE YOU SEEN THE MOST IN THE BACKGROUND DURING YOUR WORK ZOOM OR VIRTUAL MEETINGS?

a. DOGS AND PETS
b. CHILDREN
c. ADULTS
HOW HAS YOUR **WORK LIFE** CHANGED?

HOW HAS YOUR **COMPANY** CHANGED?

HOW HAVE **YOU** CHANGED?

“2 weeks” sailing into 2 years!
2020 ROUTINES & HABITS

STREAMING SERVICES REACH 1.1 BILLION SUBSCRIPTIONS

PELOTON SALES UP 172%

ONLINE GROCERY SALES UP 300%

instacart
## CULTURE TRENDS 2020 & 2021+

### Assessing & Action

<table>
<thead>
<tr>
<th>FLEXIBILITY 2020</th>
<th>FLEXIBILITY 2021+</th>
<th>MENTAL HEALTH 2020</th>
<th>MENTAL HEALTH 2021+</th>
<th>DIVERSITY, EQUITY, &amp; INCLUSION, SOCIETAL ISSUES 2020</th>
<th>DIVERSITY, EQUITY, &amp; INCLUSION, SOCIETAL ISSUES 2021+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location - ability to work from home</td>
<td>Time - ability to flex work hours, measured by output versus set of hours</td>
<td>Loneliness at work, anxiety, and uncertainty</td>
<td>Normalization of mental health at work</td>
<td>Pledges, listening, courageous conversations, research, reports, some actions</td>
<td>74% employees expect employer to become more actively involved in cultural/societal issues</td>
</tr>
</tbody>
</table>

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*Gallagher @GallagherGlobal - Sep 29*

“When we were discussing a mass vaccination site, this was really our first and only choice.” Watch more of Lee Smith’s conversation with Anna Scaccia of Illinois Masonic Medical Center in Episode #1 of Community Connections Presented by @Gallagher.
## WORK TRENDS 2020 & 2021+

### Assessing & Action

<table>
<thead>
<tr>
<th>STAFFING 2020</th>
<th>STAFFING 2021+</th>
<th>HIRING 2020</th>
<th>HIRING 2021+</th>
</tr>
</thead>
</table>
| - Insurance companies committed to not laying off employees  
- Employees staying in current roles | - Insurance companies seeing productivity gains, not filling some roles  
- Employees evaluating career options | - Largely hiring from competitors  
- Experience based | - Highly competitive, hiring from competitors  
- Exploring other talent pools  
- Skills based |

RLI Insurance Company
9,720 followers  
2x • Edited • 3

RLI is growing and we are adding smart, talented individuals to our open positions and reach out to learn more about winning, positive and rewarding ownership culture.

Learn more about our open career opportunities and apply [here](https://www.linkedin.com/join/rli/insurancejobs)

#hiring #career #jobs #jobsearch #JoinRLI #insurancejobs

#insurancecareers
Great Resignation & Great Reshuffle

4.3 million people quit their jobs in August 2021

"Help Wanted"
10.4 million job openings

Great Resignation & Great Reshuffle

4.2 million women dropped out of labor force Feb. 2020 to April 2020, nearly 2 million still haven’t returned

52% of workers planning to change jobs
HIGHER EDUCATION CHALLENGES & CLIFF

• IN 2020, ROUGHLY 500,000 WOULD-BE COLLEGE STUDENTS OPTED OUT

• SOARING HIGHER EDUCATION COSTS & VIRTUAL CLASSES CAUSING PARENTS AND STUDENTS TO QUESTION VALUE

• MORE HIGH SCHOOL STUDENTS SEEKING CERTIFICATES AND CAREER TRAINING

• 2008 GREAT RECESSION CAUSED BIRTHRATE DROP, DID NOT REBOUND – HIGHER EDUCATION ENROLLMENT CLIFF HITS IN 2025
INSURANCE JOBS

INCREASE STAFFING

Most Likely Areas for Increasing Staff: July 2021

<table>
<thead>
<tr>
<th>By Type of Insurer</th>
<th>P/C Commercial</th>
<th>P/C Personal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technology Balanced</td>
<td>Technology</td>
<td>Claims</td>
</tr>
<tr>
<td>Underwriting</td>
<td>Underwriting</td>
<td>Sales/Marketing</td>
</tr>
<tr>
<td>Claims</td>
<td>Analytics</td>
<td>Technology</td>
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<td>Product Management</td>
<td>Operations</td>
<td>Analytics</td>
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Source: Insurance Labor Market Study; Jacobson and Ward Group

MOST DIFFICULT TO FILL

Most Difficult to Fill Insurance Positions

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<th>July 2021</th>
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<tbody>
<tr>
<td>Technology</td>
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</tr>
<tr>
<td>Analytics</td>
<td>Actuarial</td>
</tr>
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<td>Actuarial</td>
<td>Analytics</td>
</tr>
<tr>
<td>Executives</td>
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</tr>
<tr>
<td>Underwriting</td>
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Source: Insurance Labor Market Study
Jacobson and Ward Group
MOST DIFFICULT TO FILL INSURANCE JOBS

AIMU OFFICERS AND BOARD OF DIRECTORS

Senior Underwriting, front line underwriters, marine underwriters

Positions with 5-10 Years of experience required. Difficult to reconcile the salary requirements of the candidates with their experience level.

Experienced senior underwriters who are adept at both the technical and distribution sides of our business.

Underwriter with multi-line marine experience with between 5-10 years active job knowledge and not yet a manager.

Mid level underwriters/managers

Positions requiring long hours to be productive
Fights over marine boundaries are creating safe zones for pirates

New research reveals how contested waters have become maritime hotspots

USA, John Ellis, shares his views on the impact of pandemic related constraints on the cargo shipping industry #maritimereinsurance #cargoinsurance #suezcanar #insurance #canopus #canopususa

Photography: Gridlock at L.A. ports as dozens of ships idle off the coast

Container ships wait to unload cargo outside the ports of Los Angeles and Long Beach on Wednesday. (Christina Cole / Los Angeles Times)

By Carolyn Cole, Jason Armond, Allen J. Schaben

September 22, 2021 8:55 PM PT

We haven't recovered yet': Short-term outlook remains grim for cruise industry

David Koenig - Associated Press

Published 12:00 p.m. ET Sept. 26, 2021

How Fishing Charters Are Providing an Escape from the COVID World

September 22, 2021

Deep Sea Charters, Fishing Charters, Global Fishing News

By Matt Dragle

Purpose Driven Industry

How do you tell your story?
CONNECTIONS & STICKINESS
YOUR INFLUENCE ON
JOB DESCRIPTIONS
WEBSITE
SOCIAL MEDIA CHANNELS
INTERVIEW PROCESS
ONBOARDING

Authentic, storytelling

TMA values our relationships with agents, insureds, and each other. Do you have strong people skills? Learn how you can join the team through our #careers site, including an opening for a newly available Underwriter position in Pasadena, CA: bit.ly/39sa8Km

Show off your skills.

The Hartford - @TheHartford - 10/5/21
Each year, employees at The Hartford receive PTO to give back to our communities. Matt Taylor from our Global Specialty team volunteered at Dupage Habitat for Humanity, fixing up a home for a family in IL. We’re proud of the impact our employees make.
ms.spr.ly/60712X530n

Marsh @MarshGlobal - 10/6/21
How are you? One year later and this is still the most important, powerful question we can ask each other. At @MarshMcLennan, our commitment to normalize and champion #MentalHealth R in the workplace continues.
#WorldMentalHealthDay R
HOW DO YOU ILLUSTRATE YOUR CULTURE & WORK ENVIRONMENT? HOW DO YOU SHOW ACTION?
RELATIONSHIPS & COLLABORATION

• MICRO TARGETING SCHOOLS AND UNIVERSITIES
• INSURANCE CAREERS MOVEMENT, GIS
• NATIONAL AFRICAN-AMERICAN INSURANCE ASSOCIATION
• HIRING OUR HEROES, GIRLS WHO CODE
• APPRENTICESHIPS AND MICRO PROGRAMS
ROUTINES & HABITS HAVE CHANGED

EXPECTATIONS HAVE HANGED

ACTIONS ARE CHANGING

Together, we can thrive.
Thank you
American Institute of Marine Underwriters,
American Marine Insurance Forum,
Association of Average Adjusters of the US and Canada,
Inland Marine Underwriters Association and Marine Claims and Insurance!
Thank you!
Rocky says you should connect with me!

LinkedIn
Twitter @MargueriteTort
RESOURCES

- INSURANCE CAREERS MOVEMENT
- NAAIA
- HIRING OUR HEROES
- GAMMA IOTA SIGMA
- LEADING BEYOND THE GREAT DISRUPTION, A TIME FOR REFLECTION, A TIME FOR REINVENTION, DELOITTE, 2021
- 9 TRENDS THAT WILL SHAPE WORK IN 2021 AND BEYOND, HARVARD BUSINESS REVIEW, JANUARY 2021
- IT'S A NEW ERA FOR MENTAL HEALTH AT WORK, HARVARD BUSINESS REVIEW, OCTOBER 2021
- P/C CARRIER JOB TALLY DOWN 14K SO FAR IN 2021, CLAIMS MANAGEMENT, SEPTEMBER 2021
- THE BIGGEST MISTAKES BOSSES WILL MAKE WITH WORKERS RETURNING AFTER COVID-19, WSJ, AUGUST 2021
- WHY LITERALLY MILLIONS OF AMERICANS ARE QUITTING THEIR JOBS, TIME, OCTOBER 2021