



Building **VALUE** in Insurance

ISG Corporate Social Responsibility

The ISG Family

Valuing Inclusion and Diversity

At ISG, we work together to create an environment where people feel respected, accepted and included for being their authentic selves. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique. When we value diverse ideas, backgrounds and perspectives, our people thrive, our customers benefit – and our business succeeds.

The ISG strategy includes four critical focus areas:

- Build a more inclusive culture
- Increase workforce diversity at all levels
- Team work makes the dream work
- Accountability

ISG is committed to intentionally creating and supporting an inclusive and diverse workforce. We see diversity as all the characteristics and experiences that define each of us as individuals. Diversity includes everything that makes us who we are – all the ways in which we are similar, and all the ways in which we are different. Diversity includes things like race, religion, ethnicity, gender, age, disability, sexual orientation, gender identity and military experience.

Inclusion happens when you value both the differences and the commonalities of others. One of our core values is to promote inclusion and teamwork throughout all the various parts of our company. This means we look for and value each other's unique ideas and perspectives to get better results through these commitments:

- Always treating others with respect, fairness, and empathy
- Bringing together multiple skills and experiences to make important decisions or solve problems
- Be inquisitive and ask questions to broaden our perspective
- Respecting different cultures
- Building teams, at all levels, which reflect the communities we work in
- Creating a safe and welcoming workplace
- Ensuring diversity when recruiting, developing and promoting team members



Our Community

We use our time, talent and treasure to support our communities throughout the country.

ISG believes that corporations have an important role to play in creating social value in the communities in which we operate and conduct business. We are committed to pursuing that responsibly and being a helpful member of our communities worldwide.

ISG works closely with our local communities and our national client footprint communities to engage in volunteerism, financial grant awards and in-kind service to non-profits and non-government organizations to help make our neighborhoods a better place to work and live. Some of our annual philanthropy work is completed through the listed programs:

- American Red Cross
- The Aspire Program (MGH) - Autism Awareness
- Boy Scouts of America
- Breast Cancer Awareness
- Champions of the Community Drive Out Hunger
- Habitat for Humanity
- Kids Chance of America – State Level
- Nationwide Children’s Hospital
- Polar Plunge
- Special Olympics U.S. Paralympics
- United Way
- Wide Horizons for Children

ISG is dedicated to offering charity support for all of our business partners throughout each year and contributing to local communities nationally.

Our Planet

A company of our size has great opportunity to make a difference in the world. We are determined to make that impact a positive one. We find innovative ways to reduce our environmental impacts and support our customers in doing the same through our offerings.

We are committed to environmental impact

At ISG we are committed to living by our core values and putting them into action every day and in everything we do – from safeguarding our customers’ information to empowering employees, serving our communities, and protecting the environment. By being a responsible corporate citizen, we reinforce our foundation of sustainable business growth.

Our core values include an ecologically sound operations environment including a robust recycle program and a process that is 95% paperless. ISG also provides a work from home environment for all of our employee’s which reduces carbon emissions.