



## CNA Financial Company Overview

CNA Financial is one of the largest providers of property and casualty insurance in the United States. The company provides a broad range of standard and specialized property and casualty insurance products and services for businesses and professionals in the United States, Canada and Europe. CNA has successfully managed risk for its clients and monitored risk for itself for more than 120 years. Today it is backed by more than \$44 billion of invested assets.

One key driver of CNA's success is the talented individuals that run its businesses. CNA is able to attract top talent by creating a culture that challenges and engages its more than 6,000 employees, offering them opportunities to learn, grow and achieve their career goals. CNA continuously seeks new avenues for supporting and strengthening employees' knowledge and expertise.

### Sustainability Scorecard

*As part of CNA's ongoing sustainability reporting efforts, the company addresses sustainability issues that are considered to be most relevant to its business and uses as a guide applicable issues identified as part of the Sustainability Accounting Standards Board's (SASB) industry-level materiality guidance.*

Topic	Category (SASB Code)	Description
<b>Governance</b>	<a href="#">Board Composition</a> Pg.4	Although Loews holds an 89% stake in CNA, only five out of 11 directors are affiliated with Loews.
	<a href="#">Employee Survey &amp; Engagement</a> Pg.5	CNA conducts an employee engagement survey once every two years.
<b>Employee Relations</b>	<a href="#">Diversity &amp; Inclusion</a> Pg.4	All employees are required to participate in diversity training and CNA has six Employee Resource Groups, as well as an affirmative action program.
	<a href="#">Talent Acquisition</a> Pg.5	CNA tracks retention, high-performer retention, time to fill positions, cost per hire and hiring manager satisfaction.
	<a href="#">Talent Development</a> Pg.5	During 2019, CNA employees completed over 12,000 professional development courses.
	<a href="#">Gender Pay Gap Analysis</a> Pg.5	Each year CNA conducts a comprehensive statistical analysis of its compensation data to ensure compliance with federal nondiscrimination and affirmative action requirements.
	<a href="#">Employee Reporting Hotline</a> Pg.5	CNA maintains a third-party employee hotline.

<b>Enterprise Risk Management</b>	<a href="#">ERM Process</a> Pg.6	CNA's Enterprise Risk Committee meets quarterly. The Chief Risk Officer also reports to the Audit Committee of the Board of Directors each quarter.
	<a href="#">Incorporation of Systemic Risks into ERM</a> (FN-IN-410a.2) Pg.7	CNA's risk management procedures include regular stress tests on its investments portfolio and liquidity profile.
	<a href="#">Supplier Oversight</a> Pg.7	CNA has a robust supplier oversight program.
	<a href="#">Data &amp; Cyber Security</a> Pg.8	CNA maintains an information security program designed to protect the confidentiality and integrity of its and its customers' information assets.
<b>Strategy</b>	<a href="#">ESG &amp; Strategy</a> Pg.8	ESG considerations are core to CNA's strategy of being a top-tier underwriter.
	<a href="#">ESG &amp; Investments</a> Pg.9	CNA also incorporates ESG related risks into its investment process.
<b>Climate Change &amp; the Environment</b>	<a href="#">Strategic Planning</a> (FN-IN-410a.2) Pg.9	Climate change related risks are integral to CNA's strategic planning.
	<a href="#">Maximum Catastrophe Losses</a> (FN-IN-450a.1) Pg.9	As of year-end 2019, the post-tax probable maximum loss for a 1-in-100-year natural catastrophe event is \$1.069 billion on a gross basis or \$330 million net of reinsurance.
	<a href="#">Experienced Catastrophe Losses</a> (FN-IN-450a.2) Pg.9	CNA reported catastrophe losses, net of reinsurance, of \$179 million and \$252 million for the years ended December 31, 2019 and 2018.
	<a href="#">Integration of Environmental Risks into Models</a> (FN-IN-450a.3) Pg.10	Environmental risks are integrated into CNA's catastrophe models and are used to manage firm-level risk and evaluate capital adequacy.
	<a href="#">Environmental Footprint</a> Pg.10	CNA is committed to reducing its environmental footprint and is headquartered in the first WELL v1 Gold Certified high rise in the US.

<b>Ethics &amp; Values</b>	<a href="#">Code of Ethics</a> Pg.10	CNA has a code of business ethics.
	<a href="#">Discrimination</a> Pg.11	CNA is an equal opportunity employer and will not tolerate discrimination of any kind.
	<a href="#">Harassment Training</a> Pg.11	Mandatory harassment prevention training is conducted on an annual basis.
	<a href="#">Anti-Solicitation</a> Pg.11	CNA has a robust anti-solicitation policy.
<b>Business Continuity</b>	<a href="#">Disaster Preparedness &amp; Response Plan</a> Pg.11	Business Continuity, Disaster Recovery and Crisis Management functions collaborate to form a comprehensive disaster preparedness and response plan.
<b>Public Policy, Engagement and Political Activity</b>	<a href="#">Engagement</a> Pg.12	CNA actively monitors and engages in public policy activities to shape laws and regulations to align with its core business values.
	<a href="#">Compliance with Applicable Laws</a> Pg.12	CNA also engages in the political action process in a manner that is in compliance with all applicable federal and state laws.
<b>Corporate Social Responsibility</b>	<a href="#">Community Engagement</a> Pg.13	CNA has an established program focused on promoting community involvement, disaster preparedness and recovery, diversity and inclusion, the environment and STEM (science, technology, engineering and mathematics) education.

# Sustainability Report

## GOVERNANCE

### *Board Composition*

Loews holds an 89% ownership stake in CNA and therefore a number of Loews directors serve on CNA's board. However, Loews holds a minority of the seats on CNA's Board with Loews directors accounting for five out of the 11 members of the CNA Board of Directors. Additionally, CNA's Board consists of directors with a diverse range of experience and expertise.

## EMPLOYEE RELATIONS

### *Diversity & Inclusion*

CNA's emphasis on D&I is integral to its goal of creating and growing an inclusive culture that celebrates individuals' differences, attracts diverse talent and inspires a work environment that enables all employees to do their best work and ultimately drives superior business performance. CNA fosters an environment that promotes new ways of problem-solving and rewards diversity of thought. CNA routinely reviews its workforce statistics and maintains active plans to develop and attract more female and multicultural talent.

As part of its D&I efforts, CNA has built a strategy focused on attracting talent. Key aspects of this strategy include developing strategic partnerships with diverse colleges and universities, actively targeting and recruiting diverse talent through a newly created team focused on strategic talent pipelines, the use of social media campaigns to target and engage diverse talent in the market, posting roles on niche diversity job boards and proactively engaging vendors to develop pipelines of diverse talent.

D&I education is a cornerstone of CNA's leadership development programs and onboarding for new hires. Online D&I training is available to all employees, through four micro learning courses – Foundations of D&I, Business Case for D&I, Attitudes Towards Differences and Behaviors and their Impact.

Participation in D&I programs at CNA is strong and the company's Employee Resource Groups (ERGs)—including the African American Employee Networking Group, Asian American and Pacific Islander Employee Network, Growing Professionals, Organization of Hispanic and LatinX Americans, Pride@CNA and Women Impacting Leadership—are helping lead the way.

At CNA, diversity and inclusion extends beyond CNA's employee base. CNA also makes a concerted effort to develop strong, innovative relationships with qualified businesses owned and operated by people of diverse backgrounds. Supplier diversity ensures that diverse businesses have an equitable opportunity to compete for and win CNA's business. This culture not only enables CNA to compete for the best talent, but also uniquely positions CNA to meet the needs of an increasingly diverse customer base.

## *Employee Survey & Engagement*

CNA is committed to being a great place to work, a commitment that is shared by the entire senior leadership team. To ensure that the company remains focused on initiatives important to employees, CNA seeks direct, candid feedback on the employee work experience via a bi-annual employee survey administered by an independent third party. The next survey is planned for 2020. Typical survey items include questions on Engagement, Inclusion, Leadership and other aspects of working at CNA. Examples of survey items include:

- I would recommend the company to a close friend as a good place to work.
- At the present time, I am seriously considering leaving the company.
- I am proud to tell people I work for the company.
- My work gives me a feeling of personal accomplishment.

## *Talent Acquisition*

Attracting and retaining talent is a key priority for CNA. By placing a strategic focus on operational excellence, diversity and the continuous improvement of systems, processes and technology, CNA's talent acquisition team ensures the organization can recruit top-tier talent from underwriters to data scientists to claims adjusters and beyond.

CNA has several key performance indicators for its talent acquisition efforts to measure the speed, quality and overall cost of the recruitment process. These metrics include overall retention and high performer retention, time to fill a role (targeted at less than 60 days), cost per hire and hiring manager satisfaction.

## *Talent Development*

CNA strives to create a culture of continuous learning, providing all employees with access to online and instructor-led courses that provide learning opportunities related to various professional skills. In addition, CNA provides structured onboarding, technical trainee programs, on-the job learning, multilayered leadership development programs and educational reimbursement. During 2019, over 12,000 professional development courses were completed by CNA employees.

## *Gender Pay Gap Analysis*

Each year CNA retains an external law firm to provide the Company with legal advice concerning its compensation practices, and specifically to help the Company plan and conduct a privileged, comprehensive statistical analysis of its compensation data to review internal pay equity and ensure compliance with federal nondiscrimination and affirmative action requirements.

## *Employee Reporting Hotline*

CNA's confidential Employee Hotline is managed by a third party, Navex. CNA also has an Open-Door Policy that is intended to provide a neutral environment in which to resolve workplace issues. If personal or professional issues are affecting employees' work experience at CNA, CNA also encourages them to bring their concerns to the attention of a trusted colleague.

## ENTERPRISE RISK MANAGEMENT

### *ERM Process*

CNA has an Enterprise Risk Committee (“ERC”) that is chaired by the Chief Risk Officer and meets quarterly. Membership includes senior executives from all relevant business and functional areas (e.g., Specialty, Commercial, Actuarial and Finance).

The ERC is responsible for the oversight of the risk management framework of CNA on an enterprise-wide basis. Such oversight responsibilities include:

- Identifying, quantifying and prioritizing risks viewed as being significantly material
- Ensuring appropriate risk monitors and controls are in place
- Escalating key risk issues and determining appropriate actions are taken
- Identifying emerging risks and ensuring appropriate actions are taken to mitigate or capitalize on opportunities

At the ERC’s quarterly meetings, risk owners are expected to provide updates on their key risks and controls, as well as updates on Key Risk Indicators (“KRIs”). These updates form the basis of the Enterprise Risk Management (“ERM”) function’s quarterly Enterprise Risk Report. This quarterly report incorporates the following information:

- The current status of KRIs against indicated thresholds / limits, as appropriate
- Commentary on risks including, but not limited to:
  - Drivers of amber or red risk indicators and breaches
  - Control weaknesses or failures identified, and corresponding remediation plans to address issues
  - Other critical information deemed appropriate by risk owners
- Updates on transformation and change management initiatives impacting enterprise risk

The Chief Risk Officer also reports quarterly to the Audit Committee of the Board of Directors. Membership of the Audit Committee includes five independent directors. The report reflects the content and updates from the ERC and, specifically, may include:

- The status of strategic ERM efforts that influence the risk management framework and related capabilities
- An update on and changes to CNA’s risk profile and exposures
- The current status of board-level KRI’s against established thresholds / limits
- Key risks impacting the enterprise including any new or changing emerging risks
- Status of ORSA reporting / efforts

In addition to CNA’s ERC, the company has formed a number of committees and working groups to manage key risks. Below is a selection of those committees and their respective responsibilities:

- *International Risk Committee*: Responsible for reviewing and challenging the CNA Hardy reported risk profile, adherence to risk appetites and tolerances, as well as the sufficiency of economic and regulatory capital. Oversees the CNA Hardy Economic Capital Model and the stress and scenario testing framework.

- *Investment Operations Review*: Monitors and discusses the CNA investment portfolio results, trends, risks and opportunities. Provides oversight in establishing investment priorities, risk parameters and investment strategy execution. Ensures investment activities support CNA's enterprise business objectives.
- *Enterprise CAT Committee*: Responsible for measuring, monitoring and reporting CNA's aggregations from property, workers compensation, cyber and product liability exposures. Evaluates and advises on risk tolerance methodologies and limit setting. Oversees controls and other efforts to improve capacity utilization.
- *Long Term Care (LTC) Risk Committee*: Responsible for establishment of LTC's risk strategy and appetites, risk identification and assessment, risk response and management and risk monitoring and reporting.
- *Emerging Hazards Committee*: Responsible for investigating, monitoring and acting upon emerging hazards in order to minimize the potential impact to the insurance portfolio, and reduce exposure to long term, mass tort latency events.
- *Compliance & Ethics Council*: Provides advice to the Chief Compliance Officer regarding the development, implementation, enforcement and application of CNA's Compliance and Ethics program, including feedback on modifications or improvements over time

### *Incorporation of Systemic and ESG risks into ERM*

ESG risks are considered and discussed through a variety of forums and escalated within the ERM Governance framework as appropriate. Examples of these forums include emerging risks discussions, risk and control assessments within the business and further considerations around climate change impacts to catastrophe risks.

CNA's capital management approach focuses on preserving a level of capital that enables the company to execute on its strategic and financial plans, fulfill financial obligations and maintain desired financial ratings under both normal and stressed conditions. In order to manage its capital position, CNA conducts monthly stress testing on the investment portfolio to ensure that it is comfortable with the volatility of its market exposures with systemic non-insurance activities.

CNA also engages in active liquidity management with the goal of maintaining sufficient liquidity to enable the company to execute on its strategic and financial plans and fulfill financial obligations under both normal and stressed conditions. As part of its liquidity management process, CNA monitors its liquidity position monthly and conducts annual liquidity stress testing to ensure the company is able to adequately fulfill its financial obligations in stressed conditions.

### *Supplier Oversight*

CNA has a formally established Third Party Risk Management program, which provides guidelines and expectations regarding the initial and ongoing diligence of CNA's service providers. CNA tiers its service providers, using an Inherent Risk Questionnaire, to determine the level of diligence required for initial and ongoing risk assessments.

CNA maintains an inventory of its existing suppliers. Beyond the initial risk assessments, CNA monitors, reviews and audits suppliers using an ongoing periodic assessment program. The frequency of these assessments depends on the established inherent risk of the supplier.

CNA also utilizes contracts which contain, when appropriate, (i) information security requirements, including adherence to relevant regulations which must be complied with for the term of the agreement with CNA, and (ii) a right to audit clause which allows CNA to perform periodic risk assessments.

## *Data and Cyber Security*

CNA maintains an information security program designed to address the goals of confidentiality, integrity and availability. The program provides guidance for information security decision-making and effective risk management and includes standards to promote understanding and compliance with applicable laws and regulations. In particular, CNA's information security program includes administrative and technical safeguards for protecting the Company and its customers' information assets from accidental or malicious disclosure, modification or destruction.

The CNA Information Security group is responsible for general oversight, implementation, leadership, policy setting, compliance monitoring, incident management and liaison with management and third parties in relation to information security. From a strategic standpoint, the Information Security Steering Committee (ISSE), headed by the Chief Information Security Officer (CISO), provides overall strategic direction by approving and mandating the Information Security Principles. These Information Security Principles drive policy development and implementation.

The CISO is also responsible for seeking approval for any material changes to the supporting Information Security Policies and Standards. The Policies and Standards are reviewed periodically or as needed for significant events. The CISO is responsible for ensuring that changes to the Information Security Policies and Standards are implemented. The CISO is also designated as the HIPAA Security Officer responsible for the management of information security policies, procedures and technical systems subject to HIPAA regulations within CNA.

CNA employees and other users are made aware of relevant policies and are informed when they fail to comply with them. Noncompliance may result in disciplinary actions up to and including termination of employment or contract.

## **STRATEGY**

### *Incorporation of ESG into Strategic Considerations*

CNA's main strategic objective is to maintain its position as a top-tier underwriter. In order to achieve that objective, it is crucial that CNA is able to attract, retain and develop top-tier talent. CNA's underwriting focused culture empowers top-tier talent, technical expertise and collaboration across the value chain in order to deliver expert risk solutions for CNA's customers and distribution partners. CNA's commitment to diversity and inclusion in day-to-day business operations is integral to recruiting and retaining top-tier talent.

In order to remain a profitable underwriter, it is also crucial for CNA to continuously monitor risks associated with natural catastrophes and climate change. Environmental and catastrophe risks are incorporated into CNA's enterprise capital model, which is used to establish the amount of required capital needed to insulate CNA against severe events. CNA's assessment of natural catastrophe and climate change related risk also drives a variety of business decisions, including its underwriting and pricing approach and its strategic purchasing of reinsurance.

Additionally, in order to maintain its relevance with its customers, CNA must ensure that it meets their needs and acts as a good corporate citizen. CNA ensures that it tailors its products to its customers' needs and carefully monitors its customers' satisfaction with its performance by tracking metrics such as the complaints to claims metric, which measures how many complaints CNA receives as a proportion of the claims it processes.

CNA also has an established corporate social responsibility program with a focus on community involvement, disaster preparedness and recovery, diversity and inclusion, the environment and STEM education, as well as a robust charitable giving program. These programs serve to strengthen the communities CNA serves.

### *Responsible Investment Guidelines*

CNA's investment evaluation approach considers ESG factors as part of the assessment of potential risks associated with an investment. CNA assesses the risk to its investment portfolio in light of emerging trends and their potential impact on specific sectors, as well as individual holdings. These risks may include climate-change related impacts such as the direct impacts of climate related weather events, energy prices, litigation exposure, public perception of corporate social responsibility and the cost of compliance with legal requirements. All of these risks may create a negative impact on an entity's performance and, therefore, the value of its issued securities. CNA provides disclosure regarding its investments by asset class.

As of March 31, 2020, CNA had a portfolio of \$44 billion. The vast majority of that portfolio is invested in high grade fixed income securities. CNA's fixed maturity portfolio has an average credit rating of single-A. Furthermore, only 5% of CNA's portfolio is invested in equities and LPs, enabling CNA to have the resources to meet its obligations in the event of a market dislocation.

## **CLIMATE CHANGE**

### *Climate Change and Strategy*

The impact of weather-related perils on CNA's insurance portfolio drives strategic decisions. CNA has established risk tolerances that limit the amount of natural catastrophe exposed risk it assumes. CNA also utilizes reinsurance to further limit its potential exposure to large losses. CNA actively assesses the impact of extreme events on its exposures and includes a significant number of these events in its risk assessment of natural catastrophe and weather-related exposures.

### *Modeled Probable Maximum Loss*

As of year-end 2019, the post-tax probable maximum loss for a 1-in-100-year natural catastrophe event is \$1.069 billion on a gross basis or \$330 million net of reinsurance.

### *2019 Losses by Type of Catastrophe*

CNA reported catastrophe losses, net of reinsurance, of \$179 million and \$252 million for the years ended December 31, 2019 and 2018. Net catastrophe losses for the year ended December 31, 2019 related primarily to U.S. weather related events. Net catastrophe losses for the year ended December 31, 2018 included \$88 million related to Hurricane Michael, \$47 million related to the California wildfires and \$33 million related to Hurricane Florence. The remaining net catastrophe losses in 2018 resulted primarily from U.S. weather related events.

## *Incorporation of Environmental Risks in Underwriting*

CNA utilizes catastrophe models and claims experience to assess and monitor environmental risks. CNA also monitors scientific advances to determine if its risks are expected to change materially over time. Catastrophe models allow CNA to assess the impact of changing weather assumptions, such as the frequency or severity of weather-related events. The integration of catastrophe modeling is fundamental to CNA's underwriting and pricing approach at both the individual account level and portfolio management level. Authority and underwriting guidelines are in place to mitigate the potential for underwriters to issue a policy with a large exposure without scrutiny. Additionally, CNA has tools that mitigate the potential for underwriters to issue a policy that will breach its established risk tolerances.

Environmental and catastrophe risks are also integrated into CNA's enterprise capital model which is used to establish the amount of required capital needed to insulate against severe events.

## *Environmental Footprint*

As an insurer, CNA's activities do not generate a significant amount of greenhouse gas emissions or waste. Nevertheless, sustainability takes many forms at CNA, and green practices have been a part of the company's day-to-day operations for many years. Across its worldwide offices, the company has established a "good practice" campaign, which includes recycling reminders and a variety of energy-efficiency tips. CNA has also partnered with organizations like Tree Canada, a nonprofit dedicated to forestation and reforestation. Through this partnership CNA funded the planting of thousands of trees across Canada to promote a more sustainable future.

CNA moved its headquarters in 2018 to the first WELL v1 Gold Certified Core & Shell high rise building in the United States. In order to meet these stringent certification standards, CNA's headquarters has the following features, among others:

- Electric fuel stations to promote alternative fuel vehicles
- 15,000 square feet of vegetated roof
- Water efficient landscaping using drip irrigation
- Materials that incorporate recycled content
- Nearly 75% of construction waste diverted from landfills through recycling and salvage programs
- Up to 14.5% energy savings compared to the ASHRAE 90.1-2007 energy efficiency standards through the use of efficient HVAC systems and lighting controls
- Refrigerant safety technology that minimizes the emissions of compounds that contribute to ozone depletion and global warming
- Water fixtures that substantially reduce building water consumption
- Battery and e-waste recycling available to all tenants

## **ETHICS & VALUES**

### *Code of Business Ethics*

CNA's commitment to ethics, integrity and proper business conduct has been a cornerstone of the company since 1897. CNA believes that proper business conduct goes beyond the practice of avoiding wrong. It is also a matter of choosing to do right. Insurance is a business based on trust -- something that CNA earns every day with its customers and business partners.

CNA recognizes what a valuable commodity trust is, how long it takes to be earned and how quickly it can be lost. Each employee is integral to upholding CNA's reputation and therefore CNA requires that each employee personally attest to its code of conduct. Employees' personal commitment to high standards of ethics, integrity, fairness and equal treatment will be more effective in achieving CNA's standards than any penalties that might be imposed by the Company or by law.

Specifically, CNA codified its ethical standards in two key policies, the Commitment to Professional Conduct and the Code of Business Conduct and Ethics. These policies are promoted internally and available to all employees across the company. These policies are also used publicly to drive external commitments.

Additionally, CNA's policy against bribery and corruption incorporates a global approach by encompassing the behaviors and expectations addressed in major anti-corruption laws and regulations rather than specific jurisdictional requirements. All of CNA's global locations must adhere to the Global Anti-Corruption Policy, although affiliates may create more stringent policies to address local conditions. Each employee at CNA is required to annually attest to the prohibition of improper payments during the Conflict of Interest process. Stand-alone anti-bribery training is also available to employees.

### *Equal Opportunity Policy*

CNA is committed to providing a workplace free from unlawful discrimination, harassment and retaliation. CNA will not tolerate discrimination or harassment against any of its employees on the basis of race, color, age, gender, national origin, religion, disability, pregnancy status, sexual orientation, gender identity or expression, military or veteran status, genetic information, familial status or any other protected status under federal, state or local law. CNA also will not tolerate retaliation against any employee who exercises rights under this policy or the law.

### *Harassment Free Workplace*

CNA is committed to providing its employees with a safe, nurturing environment that ensures they can perform at their best. Harassment is not tolerated in any form and CNA provides harassment prevention training on an annual basis which all employees are required to complete. Managers are required to complete additional training and managers located in California and Connecticut are required to complete state-specific training.

### *Non-Solicitation Policy*

CNA employees may not distribute literature or solicit employees in the work area or on work time. Any fundraising must be corporate sponsored. Non-employees are prohibited from soliciting or distributing anything on company property without prior approval from Human Resources.

## **BUSINESS CONTINUITY AND SECURITY**

### *Disaster Preparedness & Response Plan*

CNA takes an operational resilience program approach to disaster preparedness and response planning. Business Continuity, Disaster Recovery and Crisis Management functions come together to form a comprehensive strategy filtered through the lens of enterprise risk management. Operational Resilience is a sub-process of Operations in partnership with Physical Security. All program components, initiatives and policies are globally applicable.

CNA has invested in technology enabling its employees to work remotely in the event that they are not able to work from their physical offices. CNA also has processes in place to ensure claims are handled properly in the event that the claims handling centers are not usable.

From a strategic standpoint, the Business Resilience Steering Committee, overseen by the Chief Operations Officer (COO), provides overall strategic direction by reviewing and approving operational resilience practices and principles that drive program management and policy development.

## **PUBLIC POLICY, ENGAGEMENT AND POLITICAL ACTIVITY**

### *Public Policy Engagement*

As CNA operates in a highly regulated industry, it monitors and engages in public policy activities to shape state and federal laws and regulations to align with its core business values. CNA addresses public policy issues by engaging directly with public officials to share the positions that are important to its business, employees, policyholders and shareholders. CNA engages responsibly and is compliant with all state and federal laws governing advocacy.

These activities are led by its Government Relations team, which partners with its business leaders to define its advocacy priorities.

### *Federal and State Political Contributions*

CNA participates in the political action process by contributing to candidates who support its positions on key industry issues. Where corporate contributions to political candidates are prohibited, political support of candidates is provided solely through the CNA Citizens for Good Government, a political action committee (CNA PAC), which is funded through the monetary support of eligible CNA employees. The CNA PAC directs contributions to candidates at federal and state levels where corporate contributions are prohibited. Its activities are overseen by a board of directors comprised of CNA business leaders.

In states where it is permissible, CNA also makes corporate contributions to state and local candidates, political parties, trade association political action committees and ballot initiatives. Contributions given either through CNA's employee-funded political action committee or through direct corporate contribution, are reviewed by CNA's Government Relations team and are given to candidates who are likely to support the issues important to CNA and the insurance industry.

CNA ensures all of its political activities are in compliance with applicable federal and state law.

## CORPORATE SOCIAL RESPONSIBILITY

### *Community Engagement*

CNA has an established corporate social responsibility program and strategy with a focus on five core areas: community involvement, disaster preparedness and recovery, diversity and inclusion, the environment and STEM education. CNA employees are as passionate about giving their time and support to nonprofit organizations in their communities as they are about building a profitable and successful business. They express this commitment by participating in a wide array of volunteer activities, including charity walks, home renovations and other community service projects.

In addition, CNA has three distinct charitable giving programs: Matching Gift Plan, Payroll Donation Program, and Corporate Donations. The company supports the charitable giving of its employees by matching contributions to qualified nonprofit organizations—dollar for dollar—up to \$5,000 per year.

Employees can submit matching gift requests, sign up for volunteer events and stay connected with CNA's corporate social responsibility program. Through various programming, CNA employees reported more than 6,148 hours of volunteer work in 2019. A major contributor to these efforts was CNA VOLUNTEER-A-THON, the company's campaign to promote volunteering during the month of October.

*This document is intended to be a companion to CNA's 2019 Annual Report to shareholders and 2020 Proxy Statement and is not intended to serve as a comprehensive accounting of our sustainability efforts at the parent or subsidiary level.*