



May 2020

We care about your safety. See our new hiring and onboarding process in response to COVID-19.

We hope you and your family are doing well. The health, safety and well-being of current and potential employees, customers and agents is of the utmost importance to us during this unprecedented time. Westfield has activated our business continuity plan so we can continue to help customers, agents and communities in their times of need without missing a beat.

You may be wondering:

As an Applicant...

Could I still be hired at Westfield?

Yes. We are continuing to hire so we are well-positioned to continue meeting the needs of our customers and agents. You can browse our [open positions](#) through our Westfield Careers website.

How will Westfield conduct my interviews?

All interviews will be conducted via phone or held virtually. If you have been selected for an interview, our team will contact you with more information on how to set up and connect for a virtual interview.

As a New Hire...

Where will I work?

We have mobilized a remote workforce for the vast majority of our employees, and for the small number of employees working onsite, we have put measures in place to help ensure the health and safety of employees and contractors.

What will my first day look like?

If you are a mobile employee and working remotely, Westfield will provide the necessary equipment for your role and ship it to your house prior to your first day.

We will also be conducting virtual onboarding and training, with a structured schedule to keep you informed and engaged with your new team.

As an Employee...

What is Westfield doing to protect me during this time?

Westfield is proactively monitoring the COVID-19 situation and has contingency plans in place to ensure business continuity.

A majority of our workforce is working remotely, and for the small number of employees working in roles critical to our business operations that must continue to work at the Home Office or in the field, we've put additional measures in place to ensure they're in the safest possible environment by:

- Daily symptom assessments
- Spacing out employee workspace
- Providing personal protective equipment, such as face coverings for employees to wear on site and in the field
- Additional workplace cleanings in common areas
- Restricting non-essential business travel

We have resources available for employees to help keep up with their physical and mental wellness such as

- Employee Assistance Program that can help employees with a wide range of needs from help with anxiety to help with personal finances
- Make sure employees take care of themselves first such as encouraging taking vacations and personal time
- Virtual exercise classes
- Work/Life Balance webinars
- ICU Mental Health Awareness Campaign for all employees



Westfield has also launched the COVID-19 Employee Hardship Fund through the Westfield Insurance Foundation to help employees facing financial hardships during the pandemic.

How will I stay connected with my team?

We know that starting at a new company can be stressful, we understand that! We're using technology to help you feel connected and to help establish and build relationships with your teammates at Westfield.

Staying connected with teammates is important, and with the help of technology, we continue to hold birthday/anniversary celebrations, frequent check-in/check-outs with leaders and teams, virtual lunches/breaks with others, create connections through the Westfield Employee Facebook Group and even sharing moments that make us laugh.

As an Agent or Customer in the Community...

How is Westfield caring for its customers and community during this time?

Helping our customers and communities during times of need defines Westfield. Knowing it's a long road to fully recover, Westfield provides funding for the long-term to help families and communities rebuild and regain normalcy. Being there for our customers is what we are all about, and some of the things we offer are:

- Offering billing options for financial hardships
- Temporary premium reduction since customers are driving less
- Supporting local nonprofits addressing hunger and our national partner, Feeding America
- Matching dollar-for-dollar up to \$50 for every one of our employees who gives to the COVID-19 funds of the foodbanks and United Ways in their hometown
- Donating:
 - o Nearly \$1 million, this year, to our other partners who focus on family stability and disaster recover
 - o Nearly \$600,000 to nonprofits in their communities to support COVID-19 recovery efforts and other community needs
 - o In support of the Insurance Industry Charitable Foundation Children's relief Fund