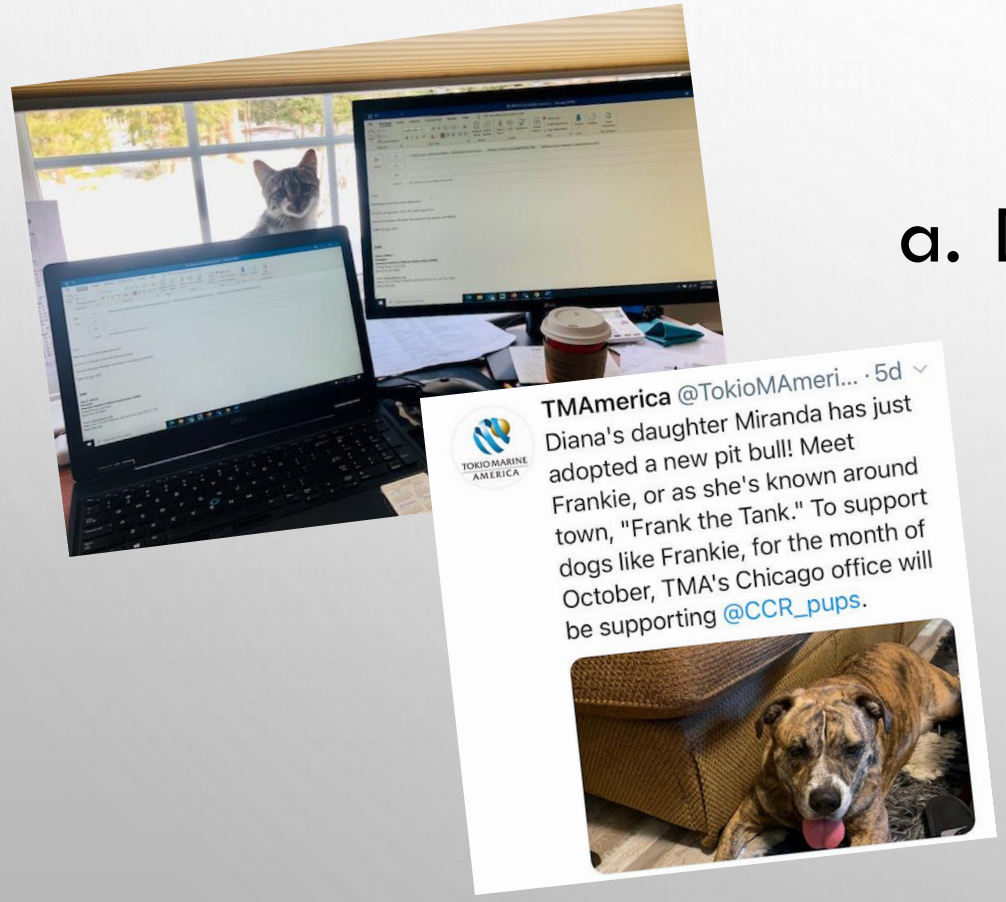
CULTURE TRENDS & OPPORTUNITIES OF THE 2021 WORKPLACE

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

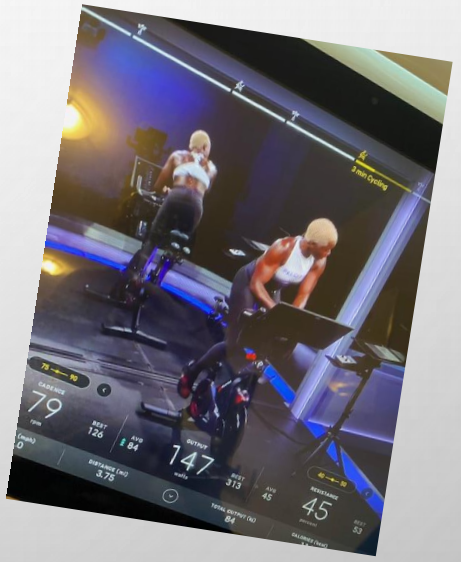
STREAMING SERVICES REACH
1.1 BILLION SUBSCRIPTIONS

ONLINE GROCERY SALES

UP 300%

instacart

PELOTON SALES UP 172%



CULTURE TRENDS 2020 & 2021+

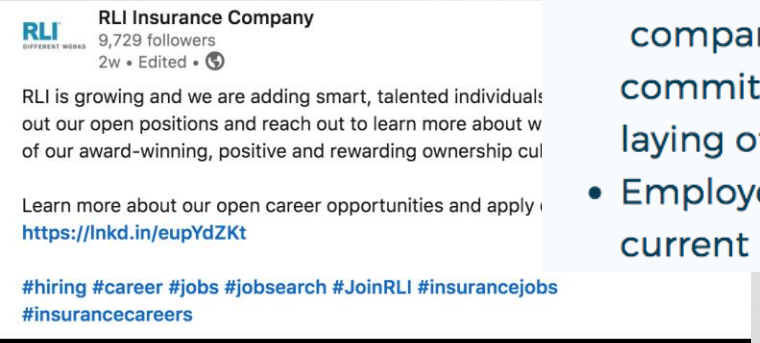
Assessing & Action

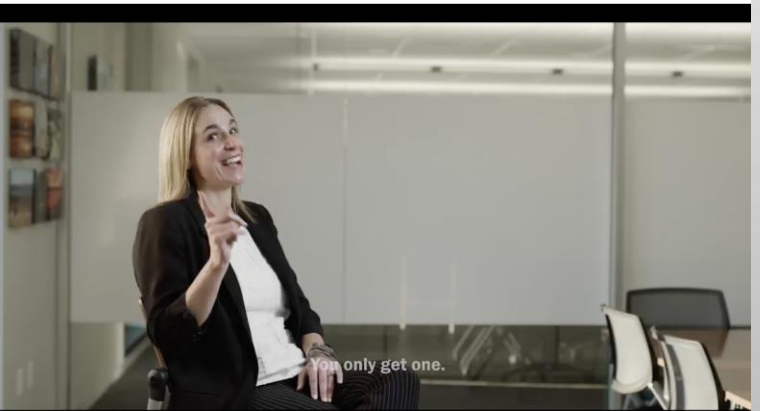
FLEXIBILITY 2020	FLEXIBILITY 2021+	MENTAL HEALTH 2020	MENTAL HEALTH 2021+	DIVERSITY, EQUITY, & INCLUSION, SOCIETAL ISSUES 2020	DIVERSITY, EQUITY, & INCLUSION, SOCIETAL ISSUES 2021+
Location - ability to work from home	Time - ability to flex work hours, measured by output versus set of hours	Loneliness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

WORK TRENDS 2020 & 2021+

Assessing & Action

STAFFING 2020	STAFFING 2021+	HIRING 2020	HIRING 2021+
• 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





Great Resignation & Great Reshuffule

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 *By Type of Insurer*		
P/C Balanced	P/C Commercial	P/C Personal
Technology	Technology	Claims
Underwriting	Underwriting	Sales/Marketing
Claims	Analytics	Technology
Sales/Marketing	Claims	Operations
Product Management	Operations	Analytics
Source: Insurance Labor Market Study; Jacobson and Ward Group		

MOST DIFFICULT TO FILL

Most Difficult to Fill Insurance Positions	
July 2021	July 2020
Technology	Technology
Analytics	Actuarial
Actuarial	Analytics
Executives	Executives
Underwriting	Underwriting
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

Swiss Re @SwissRe · 9h
Ten years on, the 2011 Thailand flood is still one of the country's worst humanitarian disasters and the costliest flood for #insurers. As climate change increases extreme rainfall 🌧, adaptive measures will be crucial. Learn more: ow.ly/dOGz50GpYZU #RacetoZero #DRRDay

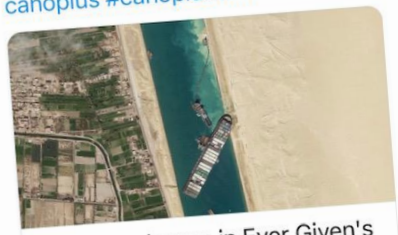
The Washington Post
Democracy Dies in Darkness

Monkey Cage • Analysis

Fights over marine boundaries are creating safe zones for pirates

New research reveals how contested waters have become maritime hot spots

Canopius @Canopius... · 4/19/21
Head of US Marine at Canopius USA, John Ellis, shares his views on the impact of pandemic related constraints on the cargo shipping industry #marineinsurance #cargoinsurance #suezcanal #insurance #canopius #canopiususa



Insurance issues in Ever Given's wake | PropertyCasualty360
propertycasualty360.com

Los Angeles Times

BUSINESS

Photos: 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. (Carolyn Cole / Los Angeles Times)

BY CAROLYN COLE, JASON ARMOND, ALLEN J. SCHABEN

OCT. 13, 2021 8:55 PM PT

AXA XL @AXA_XL · 2d
Consumer demand (boosted by the stimulus) has shippers struggling to meet that demand due to logistical issues & increased costs. These challenges will not subside overnight but boosting risk management efforts can help. Learn more: axaxl.com/fast-fast-forw...

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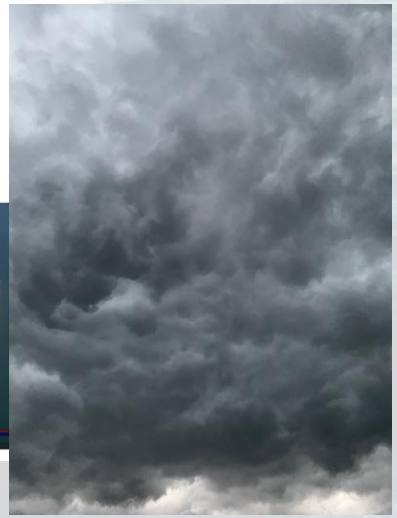
CRUISES

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

David Koenig Associated Press

Published 12:53 p.m. ET Sept. 25, 2021



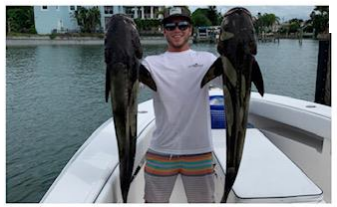
How Fishing Charters Are Providing an Escape from the COVID World

Home / Blog / Deep Sea Charters

September 23, 2021

Deep Sea Charters, Fishing Charters, Inshore Fishing, News

By Matt Douglas



PURPOSE DRIVEN INDUSTRY.

HOW DO YOU TELL YOUR STORY?

CONNECTIONS & STICKINESS

YOUR INFLUENCE ON

JOB DESCRIPTIONS

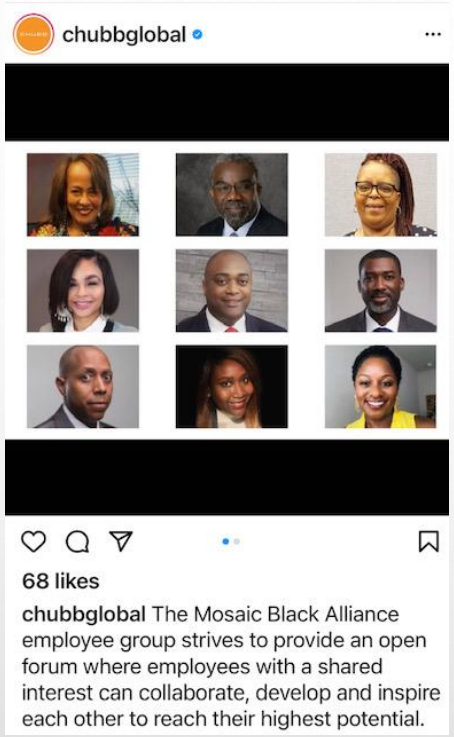
WEBSITE

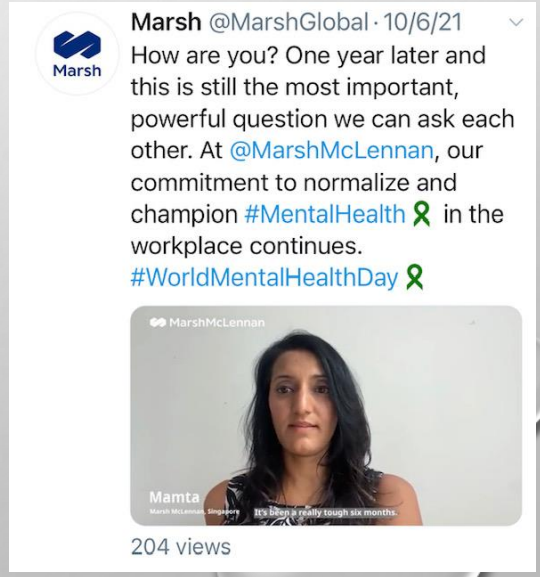
SOCIAL MEDIA CHANNELS

INTERVIEW PROCESS

ONBOARDING

Authentic, storytelling





HOW DO YOU ILLUSTRATE YOUR CULTURE & WORK ENVIRONMENT? HOW DO YOU SHOW ACTION?

AGCS Retweeted

Allianz @Allianz · Oct 10

On #MentalHealthDay, we talked to Mareike, a mental health coach who allows athletes to be human, to fail, to have negative emotions. She believes that "if you go hard all the time, you often go home."

ow.ly/TlaU50Goafk #TeamAllianz #Olympics #WorldwideInsurancePartner

Swiss Re @SwissRe · 9/28/21

What will your region lose as a result of the climate crisis? With the world standing to lose 10% of total economic value from #climatechange, the time to act is now. ow.ly/HBTF50GhP9H #RacetoZero #ClimateAction

Zurich @ZurichNA · Oct 13

Zurich North America, the @ZFoundation and @RCitiesNetwork have teamed up to help protect vulnerable communities from the impacts of #climatechange. The new program will start in Houston and Boston and will expand to other U.S. cities.

insights.zurichna.com

Zurich Insurance takes on climate resilience and social equity in U.S.

Zurich North America, the Z Zurich Foundation and Resilient Cities Network team up to help protect vulnerable communities from the ...

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We're proud to support Dive In The Festival the annual festival for diversity and inclusion in insurance. At Sompo International, we believe in an inclusive workplace and are committed to promoting #ActiveAllyship.

Haixia Z. champions #ActiveAllyship by promoting inclusion and diversity through respect, understanding and support in her workplace.

Visit: https://bit.ly/37LHNzo to register for #DiveIn festival.

The Hartford @TheHartf... · 2d

The Hartford has been named #6 on the list of Best Companies Where CEOs Support Gender Diversity in 2021 by @fairygodboss & #1 in the insurance industry. The list is made based on women's feedback & we're proud to be an employer women enjoy working for. ms.spr.ly/6012Xqdb6

Willis Towers Watson · 8/10/21

Hear how insurers can incorporate new ways of working, automation and advanced analytics across their organizations to support colleagues and deliver more value to their customers. Register now #InsuranceIndustry #AdvancedAnalytics #FutureofWork ow.ly/X24450FOxbY

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

INSURANCE CAREERS MOVEMENT

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NAAIA
NATIONAL AFRICAN - AMERICAN INSURANCE ASSOCIATION
"Now Is The Time"

HIRING OUR HEROES
U.S. CHAMBER OF COMMERCE FOUNDATION

GAMMA IOTA SIGMA

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

MARGUERITE TORTORELLO

MANAGING DIRECTOR, INSURANCE CAREERS MOVEMENT

MT@TORTCOMMUNICATIONS.COM

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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 20211
- 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