

# A global culture of integrity

2021 year in review

## We speak up

1,000+

▲ total Compliance Helpline contacts, up from 2020

64%

of calls to the Helpline were **questions** vs. reports of potential misconduct

19%

of substantiated reports of misconduct **resulted in termination**



Employees contacted the Helpline most frequently with questions and concerns about **conflicts of interest** and **permissible outside work**.

100%



of Helpline inquiries are handled **confidentially**

There is an option for individuals to contact the Helpline anonymously, but 93% of all Helpline contacts identified themselves

21

countries have access to the **Compliance Helpline**



## We act responsibly

91%



of global employees believe that **acting ethically and with integrity** takes priority over achieving business results

Based on data from the 2021 Employee Opinion Survey

100%



of Liberty operations around the world participated in **Act Responsibly Week**

More than

99%

of global employees **completed compliance training**



All data as of Dec. 13. All data is global



**Liberty Mutual.**  
INSURANCE