



MILITARY TIMES
EDGE

Best for Vets: Employers 2012

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This document contains respondents between 1 and 1 inclusive.

Company information

What company do you represent?

The Progressive Group of Insurance Companies

Are you filling out this survey on behalf of all of the company's divisions and/or subsidiaries?

- Yes
- No
- Not applicable

Please BRIEFLY describe what your company does.

When Progressive began in 1937 it was a small, regional car insurer in Cleveland, Ohio. Over the past 74 years, we've grown to become one of the largest car insurance providers in the country – insuring millions of vehicles across the U.S. We're the largest seller of motorcycle and personal watercraft policies and a market leader in commercial auto insurance based on premiums written.

We provide 24-hour, in-person and online insurance services to all personal and commercial auto policy holders in the United States. We sell insurance on the Internet (www.progressive.com) or by phone (1-800-PROGRESSIVE) and through more than 30,000 independent insurance agencies, making us the largest seller of car insurance through independent agents in the country. In 2009, Progressive expanded internationally to sell car insurance online in Australia at www.progressiveonline.com.au.

Progressive is known as an innovator within the insurance industry. We were the first major auto insurer to launch a website, the first to offer online comparison rates, and the first to give consumers the ability to buy their insurance online in real time. And we were also the first publicly held company to report our underwriting results on a monthly basis.

Where are your headquarters located?

6300 Wilson Mills Road, Mayfield Village, Ohio 44143

What is your company's website?

www.progressive.com

Please estimate your company's fiscal year 2011 revenue. (Enter your response as a numeral, such as "\$20,000.")

\$ 15,500,000,000

About how many people do you employ?

25000

Section 1 of 4: Hiring and Recruiting

Does your company specifically recruit U.S. military veterans?

- Yes
- No

If so, what strategies does your company use to recruit veterans? Check all that apply.

- Attending military-specific job fairs
- Posting job openings on military-specific job boards
- Advertising in military-specific publications and websites
- Maintaining an employment website directed at veterans
- Contracting recruiters that specialize in veterans hiring
- Developing relationships with local veterans employment representatives
- Developing relationships with local Guard and Reserve units
- Developing relationships with the military Transition Assistance Program
- Developing relationships with student veterans groups and/or colleges
- Developing relationships with professional military associations
- Developing relationships with veterans service organizations
- Recruiting through current veteran employees
- Participating in the Employer Partnership of the Armed Forces
- Participating in Employer Support of the Guard and Reserve
- Participating in the Army Partnership for Youth Success program

Other

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How many military job fairs did your company attend in fiscal 2011?

- 1 to 10
- 11 to 20
- 21 to 30
- 31 to 40
- 41 to 50
- More than 50

Other

.....

Does your company have full-time employees who work specifically on veterans recruitment at least 50 percent of the time?

- Yes
- No

If so, how many?

Number

5

How many of those employees are veterans themselves?

Number

1

Do recruiters, hiring managers or supervisors receive any training in military culture, structure or career paths?

- Yes
- No

If so, who receives this training? Check all that apply.

- All recruiters
- Some recruiters
- All hiring managers
- Some hiring managers
- All supervisors
- Some supervisors

Other

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How often?

- Once
- Annually
- Biannually
- Quarterly

Other

ongoing

How do you give veterans extra help during your hiring process? Check all that apply.

- All veterans applications are marked and/or tracked as veterans
- All veterans are given contact information for staff members who work specifically with veterans
- All veterans are contacted directly by staff members who work specifically with veterans
- We do not give veterans special consideration in hiring.

Other

.....

What percentage of your recruiting budget for the last complete fiscal year was dedicated to recruiting U.S. military veterans?

- Zero percent
- 1 to 10 percent
- 11 to 20 percent
- 21 to 30 percent
- 31 to 40 percent
- More than 40 percent
- Do not know
- Do not disclose

How many new hires did your company make in the U.S. in fiscal 2011?

- Do not know
- Do not disclose

Number

2492

How many of those new hires identified themselves as military veterans?

- Do not know
- Do not disclose

Number

Did half or more than half of all veteran hires in fiscal year 2011 receive a signing bonus?

- Yes
- No

How many of those new hires identified themselves as disabled military veterans?

- Do not know
- Do not disclose

Number

Is your company a member of the Military Spouse Employment Partnership (MSEP) and/or Army Spouse Employment Partnership (ASEP)?

- Yes, we participate in MSEP
- Yes, we participate in ASEP
- No, neither.

Does your company have any other hiring programs for active-duty military spouses?

- Yes
- No

If so, please describe the program.

Our recruiting teams work with local military bases and some spousal support groups to promote local openings and opportunities, where feasible.

Does your company pay relocation expenses for new hires?

- Yes
- No

Does your company's orientation and/or onboarding process include any elements specifically for military veterans?

- Yes
- No

Does your company have any training programs exclusively or primarily for veterans?

- Yes
- No

Does your company provide veterans mentoring from more senior employees?

- Yes
- No

Does your company do anything else to connect veteran employees with each other?

Progressive employees celebrated May as Military Appreciation month. We leveraged the events and communications about them to increase our cultural awareness and begin to connect with our veterans/reservists.

Does your company have any apprenticeships or on-the-job training programs that are eligible for GI Bill funding?

- Yes
- No

Does your company accept military experience in lieu of technical certification in any fields?

- Yes
- No

Does your company observe Veterans Day?

- Yes
- No

If so, check all that apply.

- Paid holiday for all or most employees
- Paid holiday for veteran/reservist employees
- Ceremony or event to recognize veteran/reservist employees
- Other recognition for veteran/reservist employees

Other

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Is your company involved in any programs to prepare service members for civilian careers?

- Yes
- No

If so, how is your company involved? Check all that apply.

- Assisting with classes/workshops organized by the military Transition Assistance Program or Army Career and Alumni Program
- Assisting with classes/workshops organized by veterans service organizations
- Participating in the Secretary of Defense Corporate Fellows Program
- Participating in the American Corporate Partners program

Other

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Is your company involved in any efforts/programs to promote the hiring of veterans in the business community?

- Yes
- No

What accommodations does your company make for employees who are military spouses? Check all that apply.

- Allow them to work off-site
- Provide transfer to another company branch if their spouse is transferred
- None

Other:

Offer a transfer if there is another location with appropriate openings.

Is your company involved in any other military or veterans' causes or organizations?

- Yes
- No

Section 3 of 4: Reserve policies

Has your company signed a Statement of Support with the Employer Support of the Guard and Reserve, the Defense Department agency that promotes cooperation between reservists and civilian employers?

- Yes
- No

Has your company received any awards from the Employer Support of the Guard and Reserve?

- Yes
- No

If so, please check all that apply.

- Patriot Award
- Above and Beyond Award
- Pro Patria Award
- Freedom Award

Is there anything else you would like to tell us about your company's involvement in ESGR?

SEMI FINALIST IN THE ESGR FREEDOM AWARD FROM THE GUARD AND RESERVE

Does your company have any policies to accommodate or support reservists fulfilling their reserve duty -- typically one weekend a month plus two weeks a year?

- Yes
- No

What best describes your company's pay for reservists fulfilling their normal reserve obligations?

- Their full civilian pay while receiving their military pay
- The full difference between their civilian pay and their military pay
- A percentage of the difference between their civilian pay and their military pay
- A combination of full and differential pay
- The reservist is not paid by the company during annual training

Is there any limit on how long reservists receive pay while attending training? Exclude vacation time.

- Less than two weeks
- Two weeks
- Three weeks
- One month
- More than one month

Other:

no limit

Does your company have any policies to accommodate or support reservists called to active duty? If so, what best describes them? Check all that apply.

- Pay
- Benefits
- Social support
- None of the above

What best describes your company's pay for eligible activated reservists?

- Their full civilian pay, while receiving their military pay
- The full difference between their civilian pay and their military pay
- A percentage of the difference between their civilian pay and their military pay
- A combination of full and differential pay

Is there any limit on how long activated reservists receive company pay? Again, exclude vacation time.

- One month or less
- Six months
- One year
- Two years
- Five years
- Unlimited

Other limit:

.....

Are reservists who volunteer for active duty eligible for continued pay?

- Yes
- No

Is there anything else you would like to tell us about your company's pay policy for activated reservists?

If employed for three months or more as a regular full-time or part-time (20-39.9 hours/week), employees are eligible to receive the difference between their military pay and their regular base pay.

What benefits does your company offer activated reservists? Check all that apply.

- Medical insurance
- Life insurance
- Promotion opportunities
- Pay raises
- Profit sharing
- Retirement fund contributions
- Sick days
- Vacation day accrual

Other

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Does the medical insurance cover dependents?

- Yes
- No

Is there any time limit on medical coverage?

- No limit

Limit:

.....

Does the life insurance cover dependents?

- Yes
- No

Is there any time limit on life insurance coverage?

- No limit

Limit:

.....

Are reservists who volunteer for active duty eligible for these continued benefits?

- Yes
- No

Are there any other restrictions on who is eligible for continued benefits?

NA

What kinds of support services does your company offer activated reservists and their families? Check all that apply.

- Financial assistance
- Contact with and personal support for the family
- Contact with and personal support for the service member
- Farewell and/or welcome home events
- Programs or policies to ease reintegration
- Paid time off before or after deployment (in addition to regular vacation days)

Other

.....

Are reservists who volunteer for active duty eligible for these support services?

- Yes
- No

Are there any other restrictions on who is eligible for these services?

NO

Is there anything else you would like to tell us about your support for activated/deployed reservists and their families?

Progressive invests in the training, coaching and growth of each and every employee on an ongoing basis, and offers regular training programs for employees to learn and grow in a variety of key industry areas.

Progressive offers an in-depth training program to ensure that all new hires are prepared and ready to make the transition into the company. On the new-hire's first day, the manager welcomes him/her, reviews building logistics, key systems, makes introductions to the group and provides a welcome kit with details on company structure, how we communicate, how we reward our employees and how we work.

To make the transition as smooth as possible, every Progressive employee is also assigned an HR representative who follows up with a meeting within the first 30 days to assist with any questions. We even offer an orientation class to all new hires in our headquarters city of Cleveland, Ohio, where presenters include CEO Glenn Renwick and other business leaders.

Since March 2011, Progressive has sponsored more than 10 career fairs and live chat sessions with Milicruit Virtual Career Fairs, which is a virtual career fair that brings veterans and employers together. With Milicruit's help, this past September, Progressive hosted a career fair at its Colorado Springs contact center. Invitees included panelists within the military community, Progressive leadership, Progressive military employees and recruiters. During this event, Progressive conducted resume and interview workshops and a career fair for local military talent and their spouses.

Progressive also uses a number of military job boards and has an internal website dedicated to sharing knowledge and best practices when recruiting and hiring military veterans. It also has an external website at www.jobs.progressive.com that provides answers to questions about employment.

Five percent of Progressive's total employees have prior military experience. The top three jobs for military veterans are claims adjusters, customer service representatives and IT analyst/programmers. It has found that veterans typically succeed and thrive at Progressive because the company understands how to apply a vet's training background, leadership and discipline skills to their jobs. Military veterans have a strong leadership background, so it's often easy for them to move up to a leadership position. Military recruits also are flexible and adaptable, which makes the adjustment process more seamless.

Progressive offers 100 percent differential pay to active-duty reservists so that reservists who earn less in the military than they do at Progressive don't face a pay cut — Progressive makes up the difference. Progressive also continues to provide medical benefits for active-duty reservists and their families.

Over the past few years, Progressive has received awards recognizing its support of military employees from G.I. Jobs (2009-2011), CivilianJobs.com (2011) and Military Times EDGE (2010-2011).

Please check this box to confirm that you answered these questions accurately and to the best of your ability.

I have answered these questions accurately and to the best of my ability.

Click here to review your answers or print a copy for your records before submitting. Just be sure to return to this page and click "Submit."

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