

Apprentice Program

Zurich North America



About Zurich



Zurich Insurance Group (Zurich), headquartered and founded in Switzerland, is a leading multi-line insurance group with more than 140 years experience serving businesses worldwide, including over 100 years in North America. We are committed to delivering broad and flexible insurance solutions to our customers and helping them understand, manage and minimize risk.

Through member companies in North America, Zurich is a leading commercial property-casualty insurance provider serving the global corporate, large corporate, middle market, specialties and programs sectors. 2012 marked Zurich's 100-year anniversary of insuring in North America and the success of its customers, shareholders and employees.

Our mission is help customer understand and protect themselves from risk.

We believe that building a highly-skilled, diverse workforce is important for the economy and future of insurance. Through our **first of it's kind** apprenticeship program in the U.S., Zurich is helping create a new talent pipeline

Zurich is part of the Department of Labor's ApprenticeshipUSA movement helping ensure the United States has the **world's best workforce**.

Zurich Insurance, North America Apprentices Program



- **COMMITTMENT:** Develop Zurich Apprenticeship, taking someone from entry-level skills to full performance level for an occupation. Apprenticeships are a system of learning while earning; combining on-the-job training with related and supplemental instruction at school.
- Globally, Zurich has a long history of strong, integrated apprentice programs. These programs are targeted to combat the “youth unemployed” as well as develop insurance capabilities that benefit our company and industry. We have modeled our NA program from this standard.
- Zurich, North America has made a 5 year commitment to hire at least 100 insurance apprentice employees.
- We are integrating our Apprentice program into our strategic hiring pipeline.
- Zurich Apprentices work full time as Zurich employees while attending Harper College pursuing an Associate in Applied Science degree in Business funded by Zurich. The strategic outcome is to create a repeatable model that can be shared with other insurance industry companies to ultimately make a positive impact on the US labor force and improve the desirability of insurance careers.

Goals / Benefits

- Benefits to Employers
 - Highly skilled employees
 - Reduced turnover rates
 - Higher productivity
 - Lower investment in recruitment
 - More diverse workforce
 - New pool of workers
 - Creation of career pathways

- Benefits to Apprentices
 - Nationally recognized and portable credentials
 - “White Collar” trade careers
 - Improved skills and competencies
 - Higher wages as skills increase
 - Career advancement

Zurich Apprenticeship Program : Cohort 1

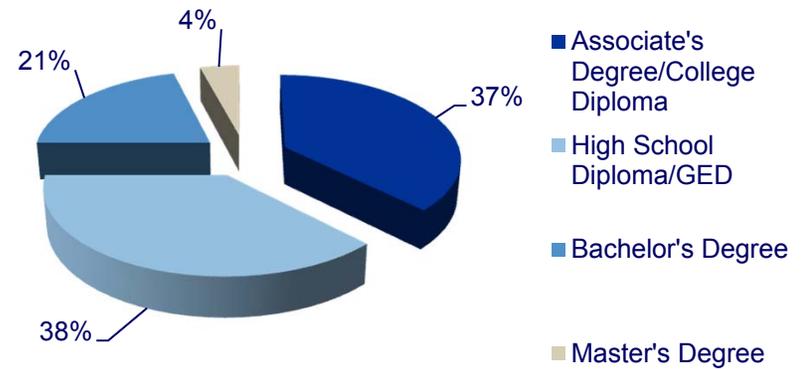


Apprentice in Commercial Insurance:

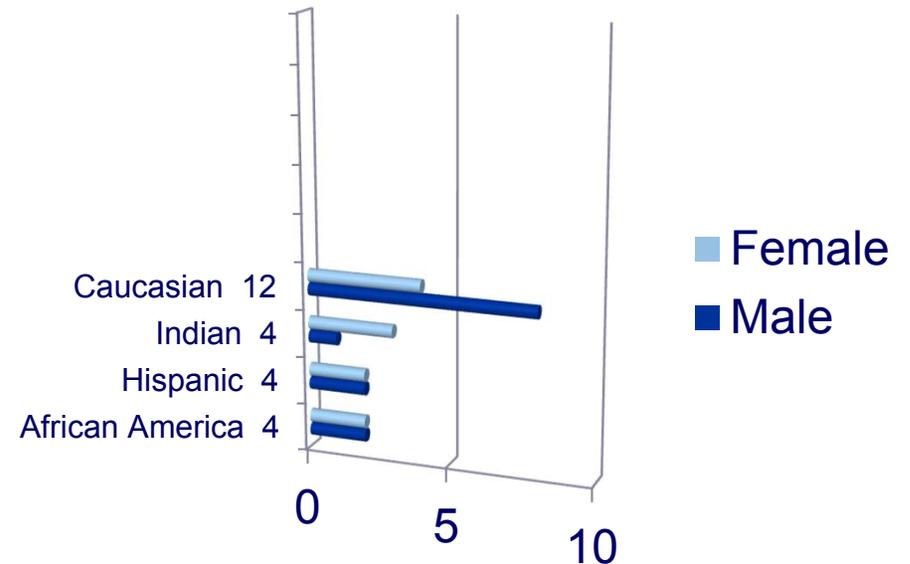
- Zurich, in partnership with William Rainey Harper College, is launching a two year apprenticeship program
- Participants are pursuing an Associate in Applied Science degree in Business at Harper College, while gaining industry experience by simultaneously working full time at Zurich.
- Pilot launched January 2016 and includes 24 apprentices in Schaumburg
- Ages range from 19 to 58 years old
- Framework includes rotations for the following business areas and functions:
 - Claims
 - Underwriting Services
 - Risk Engineering
 - Finance
 - Compliance
 - Marketing
 - Premium Audit
 - Operations



Apprentice Education Background



Apprentice Diversity & Inclusion



Learnings



- Apprentice Programs are NOT like anything else
- Working with your Local Community College and Department of Labor CAN be fun!
- Excitement continues at Zurich and is building across the industry.
- We continue to spread the word to get other Insurance companies excited to join us!
- Year one was be full of learning which we are using to improve future classes.

Zurich Apprenticeship Program : Cohort 2



Hired and Ready to Go!

- We have hired our second cohort of 12 Apprentices who begin the first week in January 2017.
 - 67% Female and Diversity Hires
- We plan to hire another 12 this summer of to begin in the fall of 2017.
- From 2017 and beyond our plan is to hire full Apprentice Cohorts to begin in August to best align with the natural academic calendar.
- Learn and Improve: Enhancing our program to add rotations and additional learnings