

# Corporate Citizenship 2024 IMPACT REPORT



**TexasMutual<sup>®</sup>**  
WORKERS' COMPENSATION INSURANCE



**COVER:** TEXAS MUTUAL UNVEILS THE “TAKING FLIGHT” MURAL BROUGHT TO LIFE BY ARTISTS CINDY AND ERNESTO HERNANDEZ. THE MURAL WAS A GIFT TO THE MUELLER NEIGHBORHOOD AS A SYMBOL OF OUR COMMITMENT TO THE COMMUNITY IN HONOR OF OUR 30TH ANNIVERSARY.

FOUR EMPLOYEES RECEIVE THE PRESIDENT’S VOLUNTEER SERVICE AWARD FOR THEIR VOLUNTEER EFFORTS



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# Corporate Citizenship at Texas Mutual

TXM EMPLOYEES ASSEMBLE CHILDREN'S BOOKS WITH  
ENCOURAGING NOTES IN SUPPORT OF UNITED WAY



## *A STABLE FORCE FOR GOOD*

Our purpose is to be a stable force for good. We believe that our strong position as the state's leading workers' compensation insurance company gives us the force to do good—for our policyholders, agents, providers, workers, our employees and communities across the state of Texas.

See how we're delivering on our corporate citizenship strategy:

- Supporting working Texans - today and tomorrow
- Developing the insurance talent of the future
- Leading with trust and credibility
- Strengthening the Texas economy



# 2024 Highlights

At Texas Mutual, we're committed to serving the businesses and employees who rely on us, our trusted agent partners and Texans across the state. Learn about all that we've accomplished in 2024 and see how we're taking steps to support the future of Texas and our industry.

## MARCH

Texas Mutual named Best Place for Working Parents

## JUNE

Record-breaking \$350 million in general dividends distributed to policyholders

## JULY

BeforeDuringAfter launched to support Texas small businesses in disaster preparedness

## SEPTEMBER

Texas Mutual established partnership with South Texas College for safety and health training

## OCTOBER

Texas Mutual unveiled mural for Mueller neighborhood at Branch Park Pavilion

## NOVEMBER

Texas Mutual named Gulf Coast Region Business Apprenticeship Provider of the Year

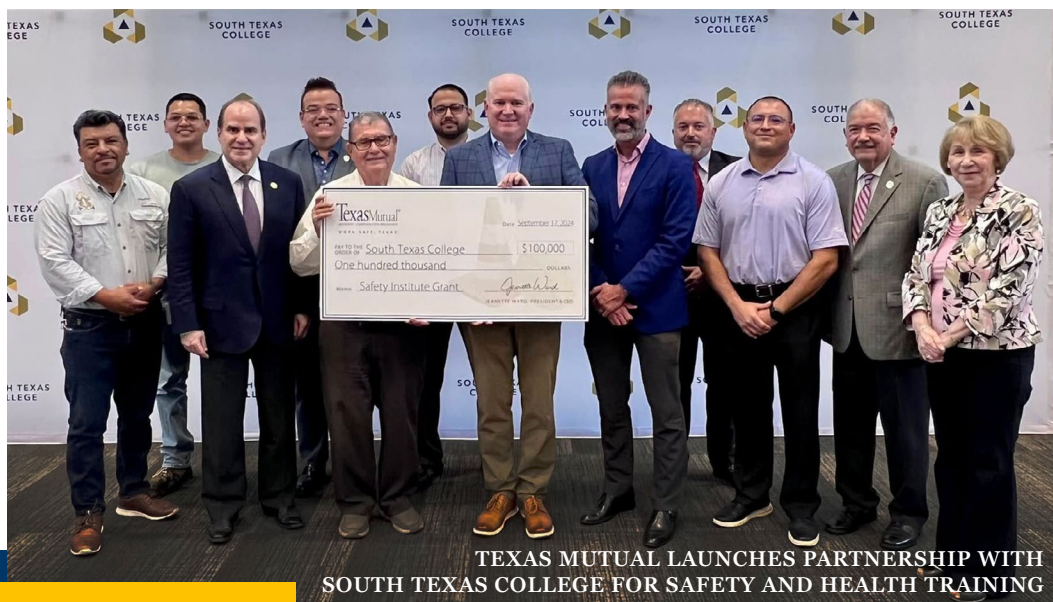
## DECEMBER

Texas Mutual's financial ratings upgraded by AM Best



# Supporting Working Texans, Today and Tomorrow

We are committed to addressing issues that impact Texas employees to ensure everyone has access to affordable health care, safe working environments, and what they need to seize opportunities for prosperity.



TEXAS MUTUAL LAUNCHES PARTNERSHIP WITH  
SOUTH TEXAS COLLEGE FOR SAFETY AND HEALTH TRAINING

## COMMITMENTS & 2024 PROGRESS

### Accessible Health Care

- Our health affiliate, Texicare, has launched insurance plans in Houston, El Paso and West Texas as well as a propriety network in El Paso



- Expanded opportunities for physicians through a \$1.8 million investment to the occupational and environmental residency programs at The University of Texas Health Science Centers in Tyler and Houston

### Generational Learning

- \$498,220 in student scholarships
- \$4 million in generational learning grants to nonprofits cultivating resiliency and stability for Texas families
- Donated 5,000 sq. ft. of building space to Primrose School, enabling them to add 12 new classrooms and serve up to 300 students

### Innovative Safety Services

- Partnered with South Texas College as our 12th college partner to support workplace safety and health training
- Completed 7,315 safety visits to policyholders, helping to identify and mitigate hazards

### Strategic Partnerships

- Continued partnership with United Way for Greater Austin to improve maternal health outcomes, early childhood education access, and wraparound support for families

### Mutual Care

- Network coverage for 231 of 254 counties
- 20,057 calls with injured employees, providing mutual care and customer service
- 46,957 new claims received
- 48,450 claims closed





## Developing the Insurance Talent of the Future

We believe dedicated insurance professionals across the industry are making Texas a stronger, more stable, and secure place for all of us. As generations of insurance professionals retire, it is critical for our industry—and our company—to develop the insurance talent of the future.

### COMMITMENTS & 2024 PROGRESS

#### Employer of Choice

- Best Place for Working Parents designation

#### Talent and Development

- 10.8 Years – Average tenure
- 9.1% of employees promoted

#### Work-Based Learning

- Launched TXM Ignite initiative to combine our work-based learning programs
- 17 trainees, 2 apprentices, 9 interns hired
- Two apprentices graduated from Houston Community College
- 2024 Gulf Coast Region Business Apprenticeship Provider of the Year

#### Skills-Based Volunteering

- Code2College: Hosted 25 high school students for case competition, a real-life scenario creating a webpage
- Hosted students from Foundation Communities to showcase roles in the professional world and at Texas Mutual

# Leading with Trust and Credibility

THROUGH STRATEGIC PARTNERSHIPS,  
TEXAS MUTUAL IS HELPING TO  
STRENGTHEN THE FUTURE OF TEXAS

Trust is the most important factor that anyone can have in a stakeholder relationship and it is something that must be guarded at every turn. We are committed to maintaining the highest level of integrity.



## COMMITMENTS & 2024 PROGRESS

### Fighting Fraud

- \$8.3 million identified in fraud and abuse
- Estimated \$5.1 million additional prevented

### Community Engagement

- 6,112 employee volunteer hours
- 2,109 employee volunteer hours during Month of Giving
- 4 employees earned President's Volunteer Service Award

### Financial Strength

- AM Best upgraded financial strength and issuer credit ratings to Superior from Excellent

### Cybersecurity

- Enhanced cybersecurity monitoring and detection resilience
- Implemented monthly employee cybersecurity awareness micro-training
- Aligned strategic cybersecurity priorities



# Strengthening the Texas Economy

We make our business decisions based upon what is good for our long-term success and the long-term success of the state of Texas. We know that we must be here today and for decades to come.

## COMMITMENTS & 2024 PROGRESS

### Workers' Compensation Market

- Over 78,000 policyholders
- 40.5% market share

### Dividends

- \$350 million general dividend payout to 70,000+ policyholder owners, bringing the total delivered back to Texas businesses to over \$4.4 billion

*Dividends are based on performance, are not guaranteed and must comply with Texas Department of Insurance rules.*

### Workforce Development

- \$4.5 million in workforce development grants to nonprofits that are fortifying businesses and strengthening the Texas economy
- Contributed \$125,000 to support the design of the Austin Infrastructure Academy to help connect job seekers to career pathways in construction and operations
- Celebrated the completion of Advance Together's inaugural initiative, promoting cross-sector collaboration to improve education and employment outcomes

### Disaster Preparedness & Response

- Helped Texans recover from the Texas Panhandle fires and Hurricane Beryl
- Launched BeforeDuringAfter to help Texas small businesses prepare for, respond to and recover from natural disasters and other emergencies

 **beforeduringafter.com**



TEXAS MUTUAL AND PARTNERS  
HOST LAUNCH EVENT FOR  
BEFORDURINGAFTER IN HOUSTON

# Texas Mutual's Theory of Change

As the state's leading workers' compensation provider, we aim to create a secure future for all Texans. Our mission goes beyond insurance; we strive to be a force for good. By focusing on supporting workers, developing talent, leading with trust, and boosting the economy, we catalyze positive change across Texas. Through strategic investments, acting responsibly, and developing partnerships, we create ripple effects that foster a stronger, safer state where businesses and individuals can thrive.







TEXAS MUTUAL PRESIDENT AND CEO JEANETTE WARD SPENDS  
THE DAY WITH OUR LUBBOCK OFFICE EMPLOYEES



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