

DIVERSITY & INCLUSION

Cigna takes great pride in our diverse and talented workforce. Cigna employees represent different cultures, beliefs and values. We take an active, affirmative approach to ensure an appreciation of our individual and collective experiences, different ways of thinking and diverse communication styles.

Our Diversity and Inclusion strategy is an enabler of Cigna's Go Deep, Go Global, Go Individual business strategy and focuses on four areas:

- 1 Optimizing workforce composition, development and engagement
- 2 Differentiating the customer connection and enhancing value to clients
- 3 Developing culturally competent partnerships
- 4 Creating value in emerging communities

We strive to recognize the whole person and define diversity in all of the ways we are different, from traditional definitions of race, religion, gender, age and ability to non-traditional differences such as work styles, preferred languages, veteran status or domestic partner status to name a few.

We recognize that our continued success depends on the collective strengths of our employees. As such, we are committed to Equal Employment Opportunity (EEO) and Affirmative Action (AA). We recruit, hire, train and promote persons in all job titles and ensure that all other personnel actions are administered without regard to an employee's race, ethnicity, gender, sexual orientation, religion, color, age, disability, veteran status, national origin, ancestry, gender identity, marital status, citizenship status, medical condition (including pregnancy and childbirth), or any other such characteristics as specified by the applicable laws.

Cigna's Director of Diversity and Inclusion manages our diversity strategy, goals and initiatives and reports directly to Cigna's Executive Vice President of Human Resources and Services. Cigna's Business Leadership Councils (BLCs) are accountable for setting and managing annual diversity and inclusion plans for the business. They set business objectives and help to address any gaps in diversity, inclusion and engagement. BLCs consist of senior leaders, managers, and employees who establish and communicate diversity objectives on behalf of the business and work with managers and employees to support Cigna's diversity and inclusion strategy. BLCs also partner with our Colleague Resource Groups in areas that include recruitment, education, professional development and volunteerism.

OUR COLLEAGUE RESOURCE GROUPS

One of the ways that we support an open and welcoming environment is through our employee-led Colleague Resource Groups where employees meet regularly to discuss ground-level concerns of specific demographics. Cigna Colleague Resource Groups work on initiatives that increase the understanding of particular needs within our customer segments.

Our nine CRG groups are:

African American / Black	Asian / South Asian	Hispanic / Latino	Millennial	Lesbian, Gay, Bisexual, Transgender (LGBT) & Allies
People with Different Abilities	Veterans	Virtual Communities	Women	

CASE STUDY

BIENESTAR AND THE HISPANIC STORY



Improving health outcomes through engagement with health care professionals

The Hispanic Colleague Resource Group developed a white paper to help doctors and their staff to better understand the cultural and health needs of our Hispanic customers. This white paper, *Bienestar and the Hispanic Story: The Case for Deeper Engagement in the Hispanic Community*, offered a reader-friendly overview of the Latino population in the U.S. today and in the future and laid out the case for why enhanced engagement makes business sense for Cigna. Additional versions of the white paper were tailored specifically to health care providers and to the sales and brokers communities to address their specific situations and needs. As a companion to the white paper, a “road show” was created to help different groups of Cigna employees better understand how the information in the white paper relates to the work they do every day. Members of the Hispanic Colleague Resource Group also presented the road show to Cigna’s Finance Diversity Council and the Health Equity Council. Future plans are to share the road show with members of Cigna’s Service Operations and Customer Health Engagement organizations to further integrate this work into Cigna’s core business areas.

CASE STUDY

RE:ACT



The People with Different Abilities Colleague Resource Group hosted the first Re:Act Forum to inspire diverse thinking, and to foster the development of new ideas and products for our customers, while educating us all on ways we can embrace our different abilities, learn from each other, grow our business, and help our customers in new and creative ways.

The panel of external and internal voices focused on three different perspectives for the differently abled: the customer, the health care professional and our employees. Edward Kennedy, Jr. was the keynote speaker and joined the panel to discuss their experiences and how they turned challenges into opportunities.

2013 DIVERSITY AND INCLUSION AWARDS AND RECOGNITIONS

Recent awards and recognitions for Cigna's diversity and inclusion program include:

Scored 100 on the Human Rights Campaign's 2013 Corporate Equality Index naming Cigna "Best Places to Work for LGBT Equality"

Cigna was awarded the 2013 Vision Award by the Urban League of Philadelphia

Cigna was named by Latino Magazine among the Top 100 Companies providing the most opportunities for Latinos in 2013

Cigna was selected by Military Times as being one of the best companies to work for in

Cigna was awarded a Honorable Mention in the International Innovations in Diversity Awards in 2013