

2021 Cigna Diversity Scorecard Report

How Cigna is advancing diversity, equity, and inclusion
for everyone we serve.



We are a global health service company with more than **70,000 employees**¹ and more than **190 million total customer relationships**² across the world – and we are guided by our mission: to improve the health, well-being, and peace of mind of those we serve.

Through our diversity, equity, and inclusion (DEI) efforts, we aim to advance an inclusive culture that is powerfully diverse, strives for equity, and values the unique differences and talents we each bring in service to our mission. We believe DEI must be embraced, embedded, and championed across our company. Through this shared commitment we grow stronger in our ability to positively impact the people and communities we serve.

Knowing where we're going and tracking our progress along the way are key steps on the path toward delivering real, sustainable change. That's why we've increased our transparency through this annual Diversity Scorecard Report. The report reflects our goal-oriented approach and select actions we're taking to make meaningful change in three key areas – colleagues, clinical, and communities.

TRANSPARENCY AND ACCOUNTABILITY

Our Building Equity and Equality Program (BEEP), which launched in 2020, is a five-year initiative to expand and accelerate our efforts to support diversity, equity, and inclusion for communities of color. As part of BEEP, we committed to releasing this Diversity Scorecard Report annually to help enhance transparency and accountability, and highlight the targeted actions we're taking. This report, which includes data from calendar year 2021, is the second report of its kind.

ENTERPRISE DEI COUNCIL

Additionally, in 2021 we launched our Enterprise DEI Council to oversee Cigna's DEI strategy, track and report on progress, and strengthen our efforts internally and externally. The council, chaired by our Chairman and CEO David Cordani, includes senior leaders across Cigna and reflects our company's diverse workforce. The council is made up of two committees:

- › **Health Equity**, which aims to ensure that all people have the opportunity to achieve their full health potential regardless of social, economic, or environmental circumstances.
- › **Leadership Accountability**, which drives strategic accountability for results and ensures shared leadership accountability for behaviors and actions that facilitate belonging, innovation and equity for all Cigna colleagues.

COLLEAGUES

We're proud of the work we're doing to support our employees in respecting differences, treating one another fairly, and standing together. When our employees feel like they belong and bring their best selves to work, we're better able to serve the diverse needs of our customers, clients, and communities.

WHERE WE ARE

As a DiversityInc Top Company for Diversity, we're proud to be recognized for our efforts to support and enhance diversity, equity, and inclusion, but we know there's always more to do. We continue to make progress on our fair pay commitment, and earlier this year, we began publishing market ranges for each role in the company. Additionally, 96% of our external requisitions for manager level and above positions³ had a diverse slate, helping us to increase the number of women and ethnic minorities in the company. Lastly, we're proud of our culture and the ways in which we support our employees through the advancement of our DEI efforts. The following data provides visibility into Cigna's workforce based on employees' voluntary self-identification.

WHERE WE'RE GOING

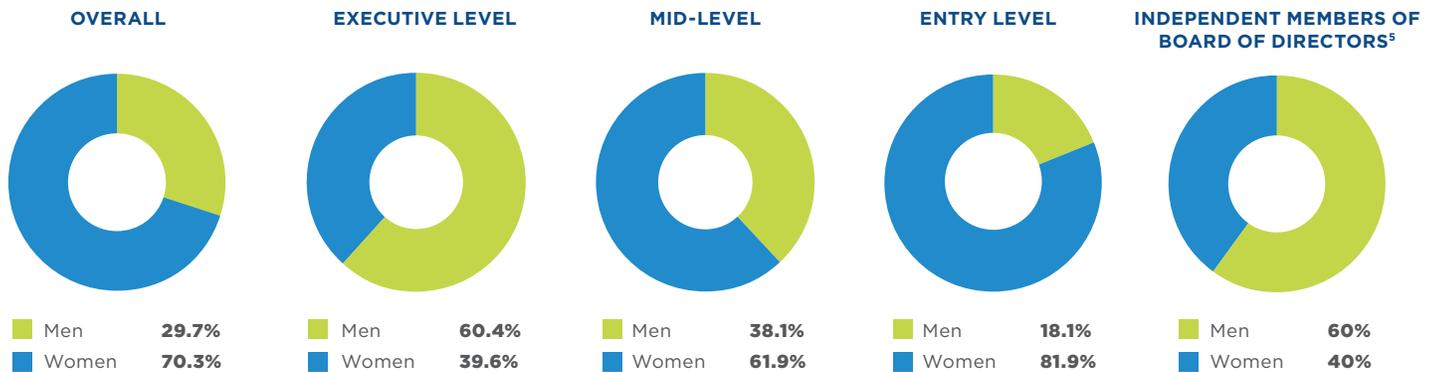
We continue to aspire to raise our DiversityInc ranking, a key indicator of progress in this area. We are working to improve our ethnic minority representation, and we will reach gender parity in our leadership pipeline by increasing the representation of women at our director and senior director levels to 50% by the end of 2024.

HOW WE'LL GET THERE

We'll continue to proactively monitor our people, processes, and programs to ensure equitable outcomes as we drive diverse and inclusive talent management practices and policies. We're focused on addressing underrepresentation and increasing the diversity of our workforce through our recruiting efforts and by working toward ensuring we have diverse succession candidates in our leadership pipeline. To that end, we've also made our EEO-1 data available and plan to continue to do so.

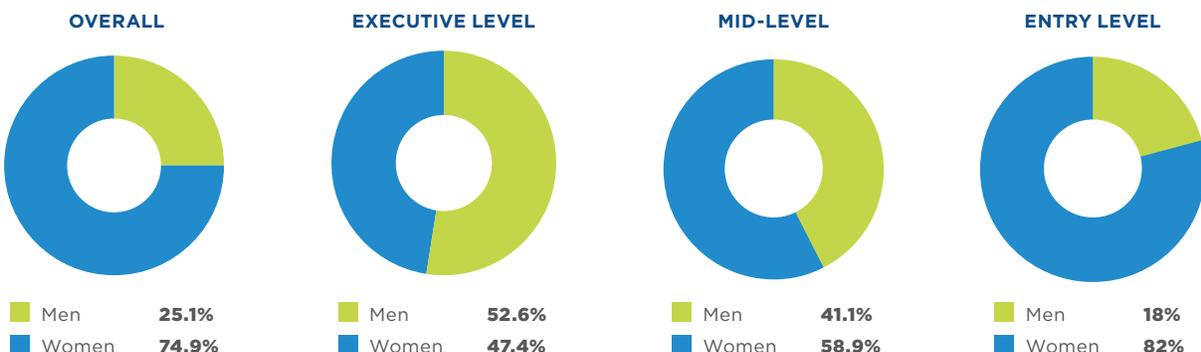
GENDER⁴

Enterprise representation



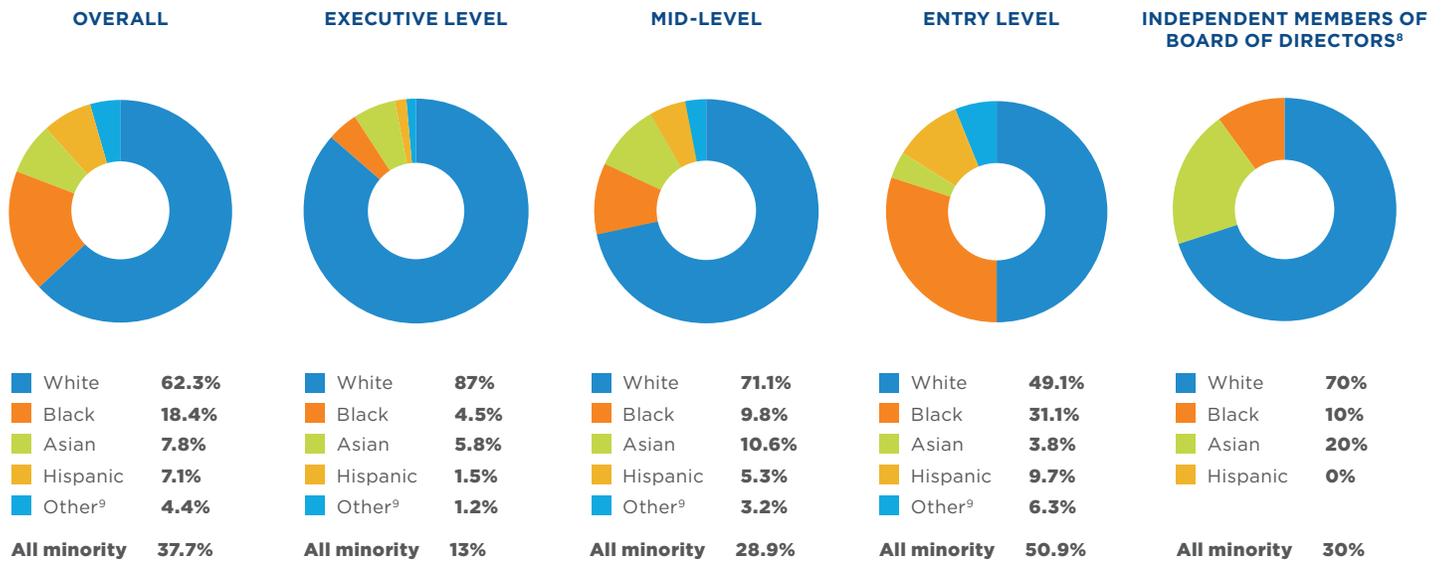
We are working to transition our data-collection methods to reflect a broader range of gender identification choices.

External hires⁶

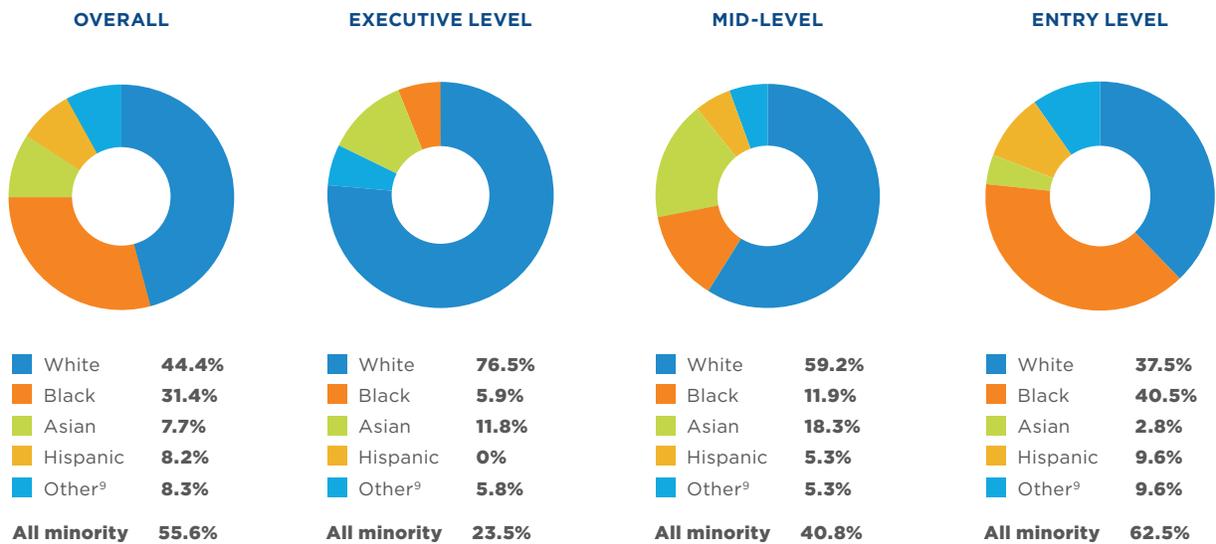


RACE AND ETHNICITY⁷

Enterprise representation



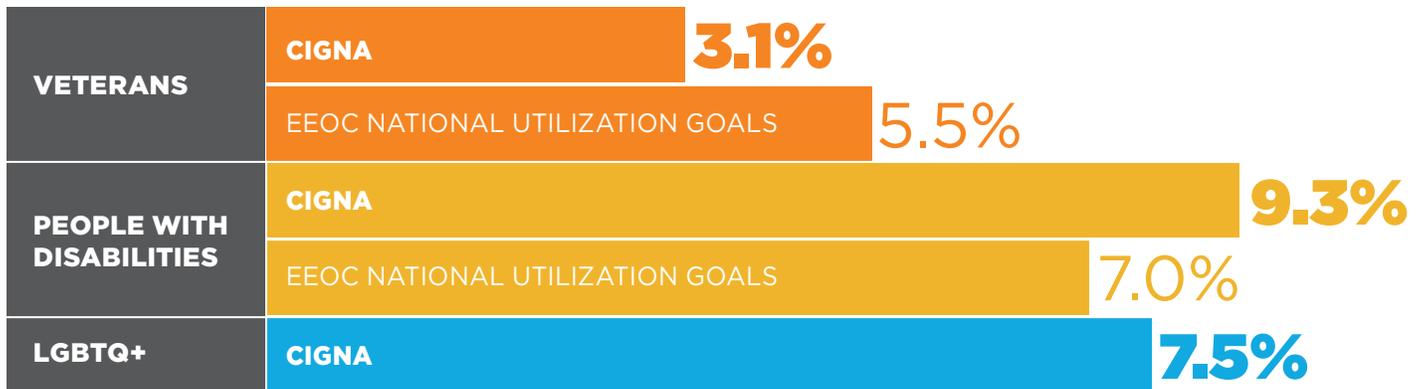
External hires¹⁰



VETERANS, PEOPLE WITH DISABILITIES, AND LGBTQ+¹¹

We are making strides in helping gather more accurate self-reported data for the future through enterprise-wide campaigns encouraging our employees to self-identify and by leveraging the reach of our Enterprise Resource Groups (ERGs). External benchmarks would suggest the Cigna numbers below (for employees in the United States) are understated and do not accurately reflect the full diversity of our veteran, people with disabilities, and LGBTQ+ workforce.

CURRENT U.S. WORKFORCE



PAY COMMITMENT

Cigna has a long-standing commitment to fair, competitive, and transparent pay practices for all of our employees. We regularly benchmark compensation by role to ensure competitive wages and monitor for potential disparities. As such, our most recent pay equity analysis results, conducted in the United States in 2022, are as follows:

Female employees vs. similarly situated male employees:

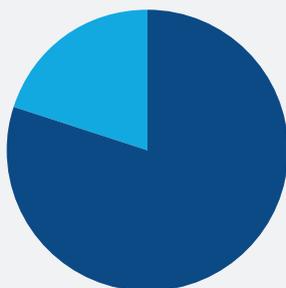
- › More than 99¢ for every \$1 earned

Employees from underrepresented groups¹² vs. similarly situated white employees:

- › More than 99¢ for every \$1 earned

BENCHMARK-BREAKING DEI INDEX

Cigna measured a full DEI Index in 2021 based on a subset of questions in the company's annual engagement survey of all employees. The DEI Index measures employee well-being and how DEI is experienced at Cigna. The 80% DEI rating outperforms other companies¹³ by more than 14%, and is one percentage point higher than what we reported in our first Diversity Scorecard Report released in October 2021.



80%

of Cigna employees feel positively about diversity, equity, and inclusion at Cigna.

- › **89%** of Cigna employees feel that Cigna values and promotes employee diversity.
- › **88%** feel that people of all backgrounds can succeed at Cigna.
- › **80%** feel that everyone is treated fairly and supported equitably regardless of personal characteristics.
- › **78%** feel that they can freely express opinions/views without fear of negative consequences.
- › **83%** feel that Cigna views diversity and inclusion as a competitive advantage.
- › **57%** feel that promotions and succession are handled fairly and openly.
- › **87%** feel that their immediate manager encourages diversity and inclusion.

EXTERNAL HIRES COMMITMENT

We are committed to establishing a diverse candidate slate to include women, ethnic minorities, or both for all externally posted manager level and above positions.¹⁴ In 2021, we saw the following results:

- › **96%** of external requisitions for manager level and above positions¹⁴ had a diverse slate¹⁵
- › **70%** of external requisitions for manager level and above positions¹⁴ resulted in a diverse hire¹⁶

CLINICAL

WHERE WE ARE

We believe all people should have the opportunity to achieve their full health potential regardless of social, economic, or environmental circumstances. Cigna data demonstrates pronounced disparities in health status, utilization of care, and health outcomes for customers living in underserved communities and from underrepresented groups. Social determinants of health (SDOH), or the non-medical barriers that negatively influence health outcomes, are key drivers of these inequities.

In 2021, we more than doubled both the number of SDOH screenings and referral discussions with at-risk customers and the number of completed health equity actions. For example, we worked to prevent preterm births and address health disparities of African American/Black and Hispanic women. We also developed diabetes-related [resources](#) specific to the unique needs of the African American/Black population to promote cultural intelligence among Cigna staff and our network providers.

While we're proud of the work we've done to help people achieve their full health potential, we won't be satisfied until health disparities are eliminated. To that end, the Health Equity Committee of our Enterprise DEI Council will continue to work closely with customers, clients, and providers to address health disparities and SDOH gaps.

Key health equity actions:

- › We enhanced SDOH screenings and referral discussions with at-risk customers by using tailored, empathetic messaging and partnering with community-based organizations in our case management programs.
- › Our Coverage Policy Unit (CPU) has adopted guiding principles to align health equity to our medical coverage policies; and the unit is expected to review 100% of Cigna's medical coverage policies through 2022 to ensure equitable health practices and opportunities for those covered.
- › We are integrating health equity and SDOH into our value-based provider reimbursement models.
- › We leveraged our proprietary Social Determinant Index (SDI) to increase case management engagement through more tailored messaging to our customers residing in areas with high SDOH. The evaluation found that the group residing in these areas had a higher relative case management engagement rate compared to those who consumed more generic messaging.
- › We launched a virtual health literacy campaign to educate customers about access to care.

100% of medical policies to align with health equity best practices by 2022.



ADDRESSING SOCIAL DETERMINANTS OF HEALTH THROUGH THE CIGNA FOUNDATION

The Cigna Foundation awarded over **\$12.5 million** across **142 grants** in 2021, some of which supported advances in diversity, equity, and inclusion.

TOTALS	HEALTH CARE ACCESS	EDUCATION ACCESS	SOCIAL & COMMUNITY	ECONOMIC STABILITY	NEIGHBORHOOD & ENVIRONMENT	NON-SDOH
# of Grants	61	28	5	34	6	8
% of Grants	43%	20%	3%	24%	4%	6%
142 Total Grants ¹⁷	Connecting community members to access to clinical and behavioral services using community health workers and culturally appropriate clinical staff	Supporting graduation from high school, access to early childhood education, and affordable higher education	Supporting positive relationships at home, at work, and in the community	Connecting financial resources to community members in hopes of eliminating food insecurity, unemployment, and housing instability	Supporting racial/ethnic minorities and people with low incomes living in places with risk of crime, noise, inaccessible areas, and pollutants that trigger asthma attacks	Providing disaster relief and employee engagement donations



ALIGNING OUR GRANTS TO SOCIAL DETERMINANTS OF HEALTH

Continued efforts are underway to build data collection and reporting mechanisms aligning the Cigna Foundation's charitable giving with SDOH.

WHERE WE'RE GOING

To address SDOH and their impact on an individual's health and well-being, we must first identify and address the root causes of health disparities through innovative and measurable interventions. These interventions must be multi-pronged and meet the individual where they are. As we work to become a "digital first" company, we are committed to expanding digital solutions for undeserved communities by launching multicultural campaigns to increase engagement in virtual care. Through the Cigna Foundation, we're collaborating with community-based nonprofit organizations. And we're working with providers to integrate health equity and SDOH measures into our value-based reimbursement models.

HOW WE'LL GET THERE

We're focused on delivering meaningful progress toward closing health disparity gaps through the advancement of key programs:

- › **Tackling the root causes of health disparities** through innovative interventions, such as our preterm birth program and a program to incentivize participants to establish a primary care provider to help address SDOH needs and reduce emergency room utilization.
- › **Enhancing solutions, benefits, and lifestyle management** such as our online medical and behavioral health provider directories, which now highlight providers who have self-identified as experienced in caring for LGBTQ+ patients.

- › **Collaborating with clients** to proactively develop resources that promote health equity and address SDOH.
- › **Expanding digital solutions** while reducing the “digital divide” by engaging with disparate populations through our telehealth providers.
- › **Partnering with health care providers** to integrate health equity and SDOH into value-based provider and hospital contracts. We also partner with them to develop action plans that address SDOH within their practice.
- › **Delivering interventions to close health disparity gaps for diabetes**, such as a community health worker approach, which connects people, both virtually and in person, who have shared backgrounds and experiences to drive engagement and better health outcomes.
- › **Embedding health equity into our culture, systems, policies, and practices**, including the expansion of our proprietary Social Determinants Index (SDI) to identify markets with an increased risk of facing SDOH-related obstacles.

COMMUNITIES

WHERE WE ARE

Every day, Cigna and our employees are committed to making a difference around the world and in local communities. We do this in part through our charitable giving programs and our innovative supplier diversity program. Our charitable giving philosophy is aligned to our mission to improve the health, well-being, and peace of mind of those we serve. And Cigna’s supplier diversity program helps support minority- and women-owned businesses with funding and mentoring support.

In 2021, Cigna, the Cigna Foundation, and our employees gave generously to help support several communities in the United States that had been devastated due to natural and manmade disasters. These causes included relief efforts for the building collapse in Florida, the wildfires in California, and hurricanes and tornadoes in the Midwest and South. Cigna, the Cigna Foundation, and our employees also gave to help efforts around the world, including support for refugees in Afghanistan, relief for the earthquake in Haiti, and support for India during the COVID-19 pandemic. These efforts support our work to help the communities in which we live, work, and serve. As part of our Building Equity and Equality Program, the Cigna Foundation funds grant programs to support communities and efforts related to education, workforce development, and social issues.

In addition to grant programs, Cigna and the Cigna Foundation are investing in initiatives and partnerships to help improve access to education and job opportunities for individuals of underserved and underrepresented groups. 2021 partnerships include the following:

- › Cigna provided a \$250,000 donation to the Howard University Urban Superintendents Academy, which funded scholarships to help 12

educators achieve promotions. The partnership also connected with the National Alliance of Black School Educators to help create a database of Black superintendents in the United States.

- › Additionally, to help improve the pipeline of Black professionals in health care careers, Cigna donated \$250,000 to the Wake Forest University School of Medicine to establish an endowed scholarship that will help support diversity and inclusion.

WHERE WE’RE GOING

In 2022, our inaugural Cigna week of volunteerism is expected to connect thousands of Cigna employees with dozens of nonprofit organizations, resulting in hundreds of thousands of dollars in action-based community value. Through this effort, virtual volunteer activities will address disparities and provide support to community members who experience SDOH while also building social connections and emotional support among military, disabled, and aging populations.

We’ve committed to \$1 billion in annual spend with diverse suppliers by 2025, representing nearly 20% of our \$5 billion annual spend in the United States. We’re right on track to meet our planned diverse spend target, with \$764 million of diverse spend in 2021.

\$764M
of diverse spend
in 2021



HOW WE'LL GET THERE

We will continue to lift up our communities and address our society's broader financial, economic, and health needs through a multifaceted approach to charitable giving and community engagement.

For our diverse supplier partners and their communities, by contributing \$1 billion in GDP annually by 2025, we expect to support over 6,000 jobs and over \$376 million in wages earned. We'll continue to ensure these

partners are representative of our customer base, and we'll continue taking the extra steps to help them thrive and grow. These extra steps include the launch of our second Diverse Supplier Mentor Protégé Program cohort. During this program, seven diverse businesses will be mentored by Cigna executives and will follow a 15-to 18-month curriculum designed to help each business grow.

Some of the Cigna Foundation's nonprofit partners supporting our communities:



- › **Urban League of Philadelphia:** Training African American/ Black and Hispanic individuals for in-demand health care jobs.



- › **Arogya World:** Working globally to prevent non-communicable diseases (NCDs)—diabetes, heart disease, cancer and chronic lung diseases—through health education and lifestyle change.



- › **Black Men Teach:** Recruiting, placing, training, and supporting a more diverse teacher population for primary and secondary schools in the Minneapolis–St. Paul, Minnesota area.



- › **University of Maryland Health Advocates In-Reach and Research (HAIR):** Supporting health and wellness programs in African American barbershops and salons across the state of Maryland.



- › **OutMaine:** Supporting rural young people of diverse sexual orientation, gender expression, and gender identity in the state of Maine.



- › **LOGOS School:** Supporting at-risk youth in St. Louis to find academic and emotional well-being and success.



- › **Civic Suds:** Teaching children to read and helping parents with taxes and health insurance during wait times at laundromats in Philadelphia.



- › **Concordance:** Supporting the reduction of recidivism rates of individuals in St. Louis returning from prison.

CIGNA CHARITABLE GIVING

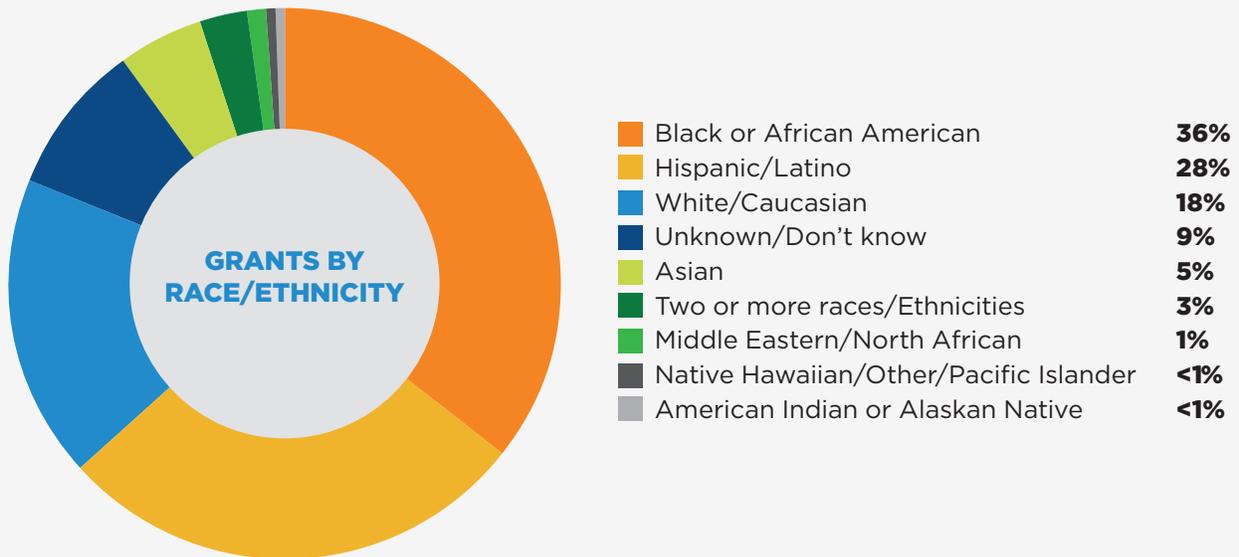
Cigna gives in three ways: through the Cigna Foundation and through corporate and employee giving. Our combined charitable giving¹⁸ of nearly \$50 million in 2021 serves to reflect and magnify the positive effect of Cigna’s mission by striving to give individuals the best opportunity to achieve a healthier life.

In 2021, the Cigna Foundation funded approximately \$15.8 million toward the following focus areas: health and well-being; education and workforce development; community and social issues; military; veterans, and first responders;

disaster relief; global and trending causes; employee programs; and its signature programs, **Building Equity and Equality Program, Cigna Scholars, and Healthier Kids For Our Future[®]**.

GRANTS BY RACE/ETHNICITY

Within our nearly \$50 million of total charitable giving in 2021, the Cigna Foundation distributed over \$12.5 million in grants, with nearly 73% of giving going to support ethnic minorities, impacting over 2.4 million lives.



Check out Cigna’s [Diversity, Equity, and Inclusion site](#) for additional information.



At a time when our customers and clients have never needed us more to help support their health and well-being, we must be at our best, and it's mission-critical that we rely on the power of our team strengthened by a diversity of backgrounds, experiences, and perspectives.

It's at the heart of who we are as a company to treat each other with respect, provide meaningful opportunities to grow, contribute, and challenge ourselves to always get better at increasing belonging, innovation, and equity for all our Cigna co-workers and for those we serve.



DAVID CORDANI
Chairman and CEO, Cigna

Together, all the way.®



1. Employee number as of 12/31/2021.
2. Total customer relationships number as of 3/31/2022.
3. Manager level and above positions include individual contributor and management roles at the same hierarchical level within the organization.
4. Gender metrics represent our global employees. For gender, 0.1% chose not to self-identify. Employee types represented: regular, casual, per diem/on-call, fixed term contract, and expatriate. Data as of 12/31/2021
5. Metrics include independent members of the Board of Directors and do not include dependent member Chairman and CEO, David Cordani. Data as of 5/31/2022.
6. External hires data as of 12/31/2021.
7. Race and ethnicity metrics include U.S. employees only. For race and ethnicity, 5.2% of our U.S. employees chose not to self-identify. Employee types represented: regular, casual, per diem/on-call, fixed term contract, and expatriate. Data as of 12/31/2021.
8. Metrics include independent members of the Board of Directors and do not include dependent member Chairman and CEO, David Cordani. Data as of 5/31/2022.
9. "Other" includes Native American or Alaska Native, Native Hawaiian or Pacific Islander, and "Two or More Races."
10. External hires data as of 12/31/2021.
11. Veterans, people with disabilities, and LGBTQ+ data is as of 12/31/2021. EEOC national utilization goals as of 3/31/2022.
12. "Underrepresented groups" includes Black, Hispanic, Pacific Islander, and American Indian/Alaskan.
13. Our DEI rating is benchmarked against other companies utilizing the same expert vendor conducting employee engagement surveys.
14. Manager level and above positions include individual contributor and management roles at the same hierarchical level within the organization.
15. A diverse candidate slate must have no fewer than three candidates in order to be presented to the hiring manager. A diverse candidate slate is required to have at least one female and one racial/ethnic minority candidate in order to be presented. A racial/ethnic minority female can meet the requirement for both the gender and racial/ethnic minority requirements. All candidates selected are to have met the minimum qualifications for the position being filled, without exception.
16. Refer to the External hires, Gender and Race, and Ethnicity graphs above for hiring outcomes.
17. All grant data is for 2021.
18. Includes 2021 Cigna Foundation grants, Employee Volunteerism and Giving, Cigna Charitable Giving, and Undertaking payments to nonprofits in CA and NY, which were precipitated by Cigna's combination with Express Scripts in late 2018.

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