

## Welcome to your CDP Climate Change Questionnaire 2019

### C0. Introduction

#### C0.1

##### **(C0.1) Give a general description and introduction to your organization.**

Cigna Corporation, together with its subsidiaries (either individually or collectively referred to as “Cigna,” the “Company,” “we,” “our” or “us”) is a global health services organization dedicated to a mission to improve the health, well-being and peace of mind of the people we serve. To further accelerate the differentiated value we deliver for our customers, clients, partners and communities, Cigna’s evolved strategy is to “Go Deeper”, “Go Local” and “Go Beyond”. Specifically, our strategy is to (1) expand and deepen our customer, client and partner relationships, and create depth in targeted sub-segments and geographies; (2) ensure our solution suite and services meet customer, client and partner needs at a local market level; and (3) innovate and further differentiate our businesses, the experiences we deliver, and our overall social impact.

Our purchase of pharmacy services provider Express Scripts Holding Company (“Express Scripts”), which closed on December 20, 2018, creates an enterprise uniquely capable of transforming health care. We now have broader and deeper capabilities, along with meaningful synergies, that accelerate our “Go” strategy to achieve our mission. of improving the health, well-being and peace of mind of those we serve.

As of December 31, 2018 and including Express Scripts, our total assets were \$153.2 billion and shareholders’ equity was \$41.0 billion. In 2018, we reported revenues of \$48.7 billion. Our revenues are derived principally from premiums on insured products, fees for products and services provided to self-insured plans, pharmacy sales, and investment income.

This report covers calendar year 2018, excluding data and information related to Express Scripts Holding Company, otherwise noted, and contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 that are subject to risks and uncertainties. Forward-looking statements are based on Cigna's current expectations and projections about future trends, events and uncertainties. You may identify forward-looking statements by the use of words such as “believe,” “expect,” “plan,” “intend,” “anticipate,” “estimate,” “predict,” “potential,” “may,”



“should,” “will” or other words or expressions of similar meaning, although not all forward-looking statements contain such terms. You should not place undue reliance on forward-looking statements, which speak only as of the date they are made, are not guarantees of future performance or results, and are subject to risks, uncertainties and assumptions that are difficult to predict or quantify. Actual results may differ from those set forth in the forward-looking statements due to a variety of factors, including those contained in Cigna's Annual Report on Form 10-K for the year ended December 31, 2018 and Cigna's other filings with the U.S. Securities and Exchange Commission. Cigna undertakes no obligation to update or revise any forward-looking statement, whether as a result of new information, future events or otherwise, except as may be required by law. The characterization of items identified throughout this report as “material” should not be construed as a statement by Cigna that the item is material for purposes of U.S. securities laws. We will be reporting data and information for the combined company in our 2019 report.

## C0.2

**(C0.2) State the start and end date of the year for which you are reporting data.**

	Start date	End date	Indicate if you are providing emissions data for past reporting years
Row 1	January 1, 2018	December 31, 2018	

## C0.3

**(C0.3) Select the countries/regions for which you will be supplying data.**

- Belgium
- Malaysia
- Republic of Korea
- Spain
- United Kingdom of Great Britain and Northern Ireland
- United States of America

## C0.4

**(C0.4) Select the currency used for all financial information disclosed throughout your response.**

- USD



## C0.5

**(C0.5) Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your consolidation approach to your Scope 1 and Scope 2 greenhouse gas inventory.**

Operational control

## C1. Governance

### C1.1

**(C1.1) Is there board-level oversight of climate-related issues within your organization?**

Yes

### C1.1a

**(C1.1a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for climate-related issues.**

Position of individual(s)	Please explain
Chief Risk Officer (CRO)	<p>The highest level of responsibility for the management of climate-related risks is held by our Chief Risk Officer. Our Senior Director of Corporate Responsibility (CR) has the highest level of responsibility for the management of climate-related opportunities.</p> <p>Our Chief Risk Officer's direct responsibilities include helping to lead an integrated effort to: (1) identify, assess, prioritize and monitor risks and (2) execute plans to mitigate the effect of risks. Our Senior Director of Corporate Responsibility's direct responsibilities include (1) leading our cross-functional Cigna Connects CR Governance Council and (2) overseeing the execution and communication of our CR strategies (including 2020 environmental targets).</p>



	<p>Within Cigna’s Board of Directors, the Audit Committee maintains oversight over enterprise risks, including but not limited to those related to climate change. Cigna’s Corporate Governance Committee also oversees corporate responsibility and sustainability efforts.</p>
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## C1.1b

**(C1.1b) Provide further details on the board’s oversight of climate-related issues.**

Frequency with which climate-related issues are a scheduled agenda item	Governance mechanisms into which climate-related issues are integrated	Please explain
<p>Scheduled – some meetings</p>	<p>Reviewing and guiding strategy</p> <p>Reviewing and guiding major plans of action</p> <p>Reviewing and guiding risk management policies</p>	<p>Our Chief Risk Officer meets with the Audit Committee regularly during its executive sessions and provides reports to the Board at least annually. Cigna has implemented practices so that the Board and its committees are regularly briefed on issues related to the Company’s risk profile.</p> <p>These reports are designed to provide visibility to the Board about the identification, assessment and management of critical risks and management’s risk mitigation strategies. Climate-related issues may be addressed in the context of Cigna’s areas of focus, which include strategic, operational, financial reporting, succession and compensation, cyber-security, compliance, reputational, governance and other risks. Periodically, external surveys, risk trends, and other pertinent content are shared with the Audit Committee during regular executive sessions.</p> <p>Cigna’s full Board also maintains oversight on strategic, financial and execution risks and exposures associated with Cigna’s business strategy, including impact of changes to laws and regulations, significant litigation and regulatory exposures and other current matters that may present material risk to financial performance, operations, infrastructure, plans, prospects, reputation, acquisitions and divestitures.</p> <p>Cigna’s Senior Director of Corporate Responsibility also works with the Office of Corporate Secretary to keep our entire Board apprised of relevant climate-related risks in addition to</p>



		broader environmental, social and governance trends.
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## C1.2

**(C1.2) Provide the highest management-level position(s) or committee(s) with responsibility for climate-related issues.**

Name of the position(s) and/or committee(s)	Responsibility	Frequency of reporting to the board on climate-related issues
Corporate responsibility committee	Both assessing and managing climate-related risks and opportunities  ☞ <sup>1</sup>	Annually

☞<sup>1</sup>Other, please specify:

Providing guidance and oversight over the Cigna Connects corporate responsibility platform

## C1.2a

**(C1.2a) Describe where in the organizational structure this/these position(s) and/or committees lie, what their associated responsibilities are, and how climate-related issues are monitored (do not include the names of individuals).**

ORGANIZATIONAL STRUCTURE: Established in 2014, the Cigna Connects Corporate Responsibility Governance Council is a cross-functional committee comprised of approximately 20 leaders from diverse areas of the company who are engaged with Cigna's corporate responsibility platform. Our Enterprise Risk Director, Corporate Services Director, Corporate Global Real Estate Manager, Chief Procurement Officer and Senior Director of Corporate Responsibility all sit on the Cigna Connects Corporate Responsibility Governance Council.

Executive sponsorship of Cigna's climate change and broader corporate responsibility strategies (including the Cigna Foundation) is provided by our Chief Human Resources Officer. He directly reports to our President and CEO, who also serves on Cigna's Board of Directors.



**ASSOCIATED RESPONSIBILITIES:** The Cigna Connects Corporate Responsibility Governance Council provides input on Cigna's policies, initiatives and reporting relative to corporate responsibility, including climate change. Our Senior Director of Corporate Responsibility chairs the Cigna Connects Corporate Responsibility Governance Council, and is responsible for the corporate responsibility strategy, corporate responsibility reporting and other environmental reporting and sustainability initiatives within the company.

Our Corporate Real Estate Managing Director oversees our facilities-related environmental sustainability strategy and initiatives and manages the Corporate Real Estate Director responsible for oversight of energy and emissions targets and reduction activities. Our Corporate Real Estate Managing Director reports directly to Senior Vice President of Service Operations.

**MONITORING OF CLIMATE-RELATED ISSUES:** The Cigna Connects Corporate Responsibility Governance Council typically convenes as a full group on an annual basis to review and discuss strategy, performance and objectives with regards to corporate responsibility topics, including climate-related issues. Facilitated by our Corporate Responsibility Senior Director and Corporate Responsibility Reporting Advisor and, individual members – including our Enterprise Risk Director, Corporate Real Estate Director and Senior Vice President of Supply Chain Management – meet throughout the year to support the ongoing identification and monitoring of climate-related risks and opportunities at Cigna.

## C1.3

**(C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?**

Yes

## C1.3a

**(C1.3a) Provide further details on the incentives provided for the management of climate-related issues (do not include the names of individuals).**

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**Who is entitled to benefit from these incentives?**

Facilities manager

**Types of incentives**



Monetary reward

**Activity incentivized**

Energy reduction project

**Comment**

Meeting our corporate energy and emission reduction targets is an incentivized performance indicator in Cigna's defined annual performance objectives (APOs) for our Corporate Real Estate Director and Corporate Real Estate Advisor.

**Who is entitled to benefit from these incentives?**

Environment/Sustainability manager

**Types of incentives**

Monetary reward

**Activity incentivized**

Other, please specify

Communications to stakeholders

**Comment**

Communicating Cigna's strategy and performance on environmental sustainability and corporate responsibility issues externally, internally and to our Enterprise Leadership Team (who in turn reports on corporate responsibility annually to our Board) is an annual performance objective (APO) for Cigna's Senior Director of Corporate Responsibility and Cigna's Corporate Responsibility Reporting Advisor.

## C2. Risks and opportunities

### C2.1

**(C2.1) Describe what your organization considers to be short-, medium- and long-term horizons.**



	From (years)	To (years)	Comment
Short-term	1	3	We typically consider the 1-3 year time horizon when establishing short-term objectives and monitoring near-term climate-related risks and opportunities.
Medium-term	4	6	We typically consider the 4-6 year time horizon when establishing medium-term objectives and monitoring associated climate-related risks and opportunities from a medium-term time horizon.
Long-term	7	10	We typically consider the 7-10 year time horizon when establishing long-term objectives and monitoring associated climate-related risks and opportunities from a long-term time horizon. (While using a 7-10 year time horizon, we also try to look ahead toward economic, social and environmental trends over the next few decades that may affect our Company and the health care industry.)

## C2.2

**(C2.2) Select the option that best describes how your organization's processes for identifying, assessing, and managing climate-related issues are integrated into your overall risk management.**

Integrated into multi-disciplinary company-wide risk identification, assessment, and management processes

## C2.2a

**(C2.2a) Select the options that best describe your organization's frequency and time horizon for identifying and assessing climate-related risks.**

	Frequency of monitoring	How far into the future are risks considered?	Comment
Row 1	Six-monthly or more frequently	>6 years	Cigna's Enterprise Risk Management team has a quarterly review process for documenting current risks and investigating risks that may be on the horizon, including those that may be climate change-related. The results of our risk management findings are reported to the Senior Risk Committee and to the Audit Committee of the Board of Directors.





			<p>Additionally, our Corporate Responsibility team reviews reputational risks and investor trends in advance of providing an annual report and presentation to the Corporate Governance Committee of our Board.</p>
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## C2.2b

### **(C2.2b) Provide further details on your organization’s process(es) for identifying and assessing climate-related risks.**

PROCESSES AT COMPANY LEVEL: At the company level, our Corporate Responsibility team maintains daily strategic oversight to identify and manage company-level risks related to climate change that may impact our reputation, profitability and access to capital. Cross-functional perspectives from our Cigna Connects Corporate Responsibility Governance Council assist in the identification of company-wide market risks and opportunities related to climate change. Our Cigna Connects Corporate Responsibility Governance Council contains representation from Cigna’s Risk Management and Global Real Estate teams.

Our Risk Management team follows a formal, quarterly review process for physical, regulatory and business risks which includes, but is not limited to, energy and natural resources pricing, supply chain and business continuity risks that could be on the horizon. The quarterly review process considers Cigna’s comprehensive risk universe of more than 400 topics. Any material risks are shared with Enterprise Compliance, business leaders and reported up through the Audit Committee of the Board of Directors. Additionally, our Global Real Estate team utilizes a proprietary technology data management portal and Utility Insight, to assist in the ongoing identification on climate change risks and opportunities in overall real estate portfolio.

PROCESSES AT ASSET LEVEL: At the asset level, risk assessments are conducted globally on a country-by-country basis. Each country reviews risks through the participation in regional risk management meetings, which are incorporated into enterprise-level risk review reports that are shared and presented with our Enterprise Leadership and the Board. Additionally, our Cigna Global Real Estate team monitors regulatory risks and energy pricing costs for each facility utilizing our utility analysis software tool and guidance from our third-party corporate real estate services provider. Our Cigna Global Real Estate team also reviews risks and opportunities to inform updates to each facility’s emergency response plans.

DETERMINATION OF SIZE AND SCOPE OF RISKS: Our risk assessment considers all geographic locations and markets where we operate in addition to potential new markets under evaluation. Additionally, we consider global environmental and socioeconomic trends, which may impact the value of our assets in addition to revenue and costs in our target markets.



**DETERMINATION OF SIGNIFICANCE:** The criteria used to determine our priorities with regards to climate change risks and opportunities include the following factors: degree of potential regulatory, physical and other business impacts to Cigna. In addition to engaging with our internal stakeholders to prioritize risks and opportunities, we also monitor the activities related to climate change risk among our key stakeholders, which include investors, corporate customers and industry peers.

For example, increasing energy efficiency at our facilities has been prioritized due to (1) cost savings and risk mitigation opportunities, (2) identified value to our stakeholders and (3) alignment with our mission and the increasingly globalized nature of our operations. Based on our prioritization, we have a Strategic Sustainability Performance Plan in place that includes formal policies on energy and water consumption, and direct and indirect carbon dioxide emissions.

**DEFINITION OF SUBSTANTIVE FINANCIAL AND STRATEGIC IMPACT:** In our CDP 2019 Climate Change response, we define risk as having a substantial financial and strategic impact using both qualitative and quantitative measures. Qualitative measures consider correlations to our business model, mission and value chain. Quantitatively, we generally consider a risk to be substantive based on a scenario where at least 1% of our net income could be impacted. In 2018, this threshold was approximately \$25 million.

## C2.2c

### (C2.2c) Which of the following risk types are considered in your organization's climate-related risk assessments?

	Relevance & inclusion	Please explain
Current regulation	Relevant, always included	<p>We consider potential risks and opportunities associated with current regulation; however, current regulations are generally not applicable to our Company. Our global real estate portfolio is comprised primarily of office space with relative low energy intensity on a square footage basis, compared to other sectors and building types.</p> <p>Examples of the type of risks considered include regulations pertaining to energy efficiency, energy consumption reporting and green building codes and standards.</p>



Emerging regulation	Relevant, always included	We consider potential risks and opportunities associated with emerging regulation. Examples of the type of emerging regulations considered include renewable energy, which we view as an opportunity for our Company.
Technology	Relevant, always included	<p>We consider potential technology risks and opportunities in the context of industry trends that might impact our business model and ability to deliver upon our mission to improve our customers' health, well-being, and peace of mind with the power of preventive care.</p> <p>The transition to a low carbon economy and associated technological developments are expected to positively impact our mission and the health services industry. For example, Cigna is actively investing in data, information and insights to accelerate and improve the delivery of value-based care.</p>
Legal	Relevant, always included	<p>Cigna's Legal team works collaboratively with our Senior Director of Corporate Responsibility to consider potential climate-related legal risks. Examples of the type of risks considered includes potential liabilities associated with our disclosures regarding climate change and broader corporate responsibility issues.</p> <p>Because we maintain a relatively low operational carbon footprint, we do not believe that climate-related legal risks are currently substantive to our business.</p>
Market	Relevant, always included	<p>With cross-functional representation that includes our Risk Management, Global Real Estate and Supply Chain Management teams, the Cigna Connects Corporate Responsibility Governance Council monitors potential climate-related market risks that may impact our business and financial performance.</p> <p>Examples of the type of risks considered in our assessment include those related to changing consumer behavior and potential variations in the cost of raw materials.</p>
Reputation	Relevant, always included	With oversight and coordination from our Senior Director of Corporate Responsibility, the Cigna Connects Corporate Responsibility Governance Council monitors potential climate-related reputational risks that may impact our business and financial performance.



		<p>Examples of the type of risks considered in our assessment include potential reputational risks among the investors, analysts, employees, employer clients, health plan customers, health care professionals, community partners and the news media. We consider potential climate-related reputational risks to be substantive but well-mitigated at the current time.</p>
Acute physical	Relevant, always included	<p>Cross-functional departments, including Cigna’s Risk Management, Global Real Estate and Informational Technology teams, consider and develop mitigation strategies to address potential acute physical risks associated with climate change. Examples of the type of risks considered in our assessment include risks associated with hurricanes and extreme weather events.</p>
Chronic physical	Relevant, always included	<p>Cross-functional departments including Cigna’s Risk Management, Global Real Estate and Informational Technology teams consider and develop mitigation strategies to address potential chronic physical risks associated with climate change. Examples of the type of risks considered in our assessment include rising sea levels, rising mean temperatures, changes in precipitation patterns (including droughts) and extremely variability in weather patterns (including snow and ice near our Company’s corporate headquarters in Bloomfield, Connecticut).</p>
Upstream	Relevant, always included	<p>Cross-functional departments including Cigna’s Supply Chain Management and Global Real Estate Team teams consider upstream risks associated with climate change. Examples of the type of risks considered in our assessment include those associated with volatility in the price of energy, fuel and commodities and potential business disruptions associated with climate change.</p> <p>Cigna’s Senior Vice President of Supply Chain Management also serves on the Cigna Connects Corporate Responsibility Governance Council.</p>
Downstream	Relevant, always included	<p>Downstream risks associated with climate change are extremely important as they may directly impact our health plan customers. Cross-functional teams provide oversight over the Cigna’s Disaster Response, Employee Assistance, Business Continuity and Data Center recovery programs, all of which are critical to managing this risk. Examples of the type of risks considered in our assessment include those associated with acute risks, such as hurricanes, and chronic risks with potential health impacts.</p>



		Examples of potential health risks over the next few decades may include health and hygiene issues due to migration, malnutrition, and increases in respiratory, bronchial, water-borne and other diseases associated with climate change.
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## C2.2d

### **(C2.2d) Describe your process(es) for managing climate-related risks and opportunities.**

DECISION MAKING PROCESS: The potential impacts related to climate-related risks and opportunities are discussed and reviewed by representatives from Cigna’s Risk Management and Corporate Responsibility teams. The geographic areas considered includes all locations where our Company and its subsidiaries operate, with a focus on North America.

PRIORITIZATION OF PHYSICAL AND TRANSITION RISKS, AND EXAMPLES: We consider a range of potential opportunities driven by physical climate risks, including changes in temperatures, precipitation patterns and sea levels. Specifically, we consider the potential for changes in physical climate parameters to present a broader series of global public health challenges, such as those relating to (1) extreme weather events, (2) decreases in water supply, (3) heat exposure and (4) declining crop yields. In the short-term, extreme weather events have been prioritized as our greatest physical risk.

We also consider how changes in physical and transition risks could also influence a series of socioeconomic challenges and opportunities that would likely impact the delivery of healthcare. Examples could include health and hygiene issues due to migration, malnutrition, and increases in respiratory, bronchial, water-borne and other diseases. Additionally, we consider how these negative societal and environmental impacts could present opportunities where Cigna, in particular, could provide products and services to help respond to these changes in physical climate parameters across the markets we serve. These opportunities are currently considered beyond the 10-year time horizon used for reporting on risks and opportunities in Questions CC2.3 and CC2.4.

## C2.3

### **(C2.3) Have you identified any inherent climate-related risks with the potential to have a substantive financial or strategic impact on your business?**

Yes

## C2.3a

**(C2.3a) Provide details of risks identified with the potential to have a substantive financial or strategic impact on your business.**

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**Identifier**

Risk 1

**Where in the value chain does the risk driver occur?**

Supply chain

**Risk type**

Transition risk

**Primary climate-related risk driver**

Market: Uncertainty in market signals

**Type of financial impact**

**Company- specific description**

Uncertainty in the price of energy and fuel could increase our operating costs. Increases in energy and fuel costs may also result in broader inflationary pressures from our suppliers.

Prior to the combination with Express Scripts, Cigna's annual utility spend has been typically between \$10-15 million and Cigna's overall supply chain expenditures has been between \$2.5-\$3.0 billion in goods and services provided by over seven thousand suppliers. Cigna's suppliers provide goods and services that support information technology, operations activities and internal corporate functions.

Following the combination with Express Scripts, our annual utility spend and overall supply chain expenditures are expected to increase; thereby, increasing our potential exposure to risks associated with uncertainty in market signals.

**Time horizon**

Long-term

**Likelihood**

Unknown

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

26,460,000

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

Estimated financial impact assumes the potential for an approximate 1% decrease in 2018 net income due to potential increases in energy, raw material and transport costs.

**Management method**

We manage risks associated with energy and fuel costs through (1) our emissions reduction projects and (2) tracking and monitoring our progress toward energy reduction targets.

Our Global Real Estate team considers this potential risk to inform decision on making investments in emissions reduction projects. In 2018, we



completed a series of emissions reduction projects, which include lighting retrofits and enhancements to building automation systems. We also manage this risk through our emphasis on fleet efficiency. Cigna's vehicle fleet exceeds the national average fuel efficiency—the majority of our vehicles are 4-cylinder with alternative fuel capabilities and hybrid engines, and are classified as partial zero emissions vehicles.

To manage progress against our 2020 emissions reduction targets, we utilize a proprietary technology data management portal and utility tool to aggregate data for all the sustainability program efforts. The utility tool provides a detailed dashboard of energy cost, consumption and variance across our real estate portfolio – in addition to ENERGY STAR® ratings. Cigna currently has 34 sites enrolled in the U.S. Environmental Protection Agency's ENERGY STAR® program. Additionally, all 12 Cigna office locations in the United Kingdom hold ISO 50001 Energy Management System Accreditations.

These management methods have not reduced the likelihood of this risk, but they have reduced this risk's potential magnitude over the next 4-10 years.

**Cost of management**

37,502,711

**Comment**

From 2016-2018, we have invested approximately \$37.5 million in completed emissions reduction projects that may help reduce our long-term exposure to the risk of increases in energy prices. Please note that this investment figure largely represents HVAC system replacements that were undertaken as part of our comprehensive, multi-year renovation at corporate headquarters.

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**Identifier**

Risk 2

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type**





Transition risk

**Primary climate-related risk driver**

Reputation: Increased stakeholder concern or negative stakeholder feedback

**Type of financial impact**

**Company- specific description**

Corporate reputation on performance related to environmental responsibility, particularly on issues related to climate change, is increasingly important to Cigna's corporate employer clients as evidenced by the frequent occurrence of sustainability questions on RFPs for potential corporate clients and RFIs from existing ones.

Also, Cigna's reputation on performance related to climate change and broader environmental, social and governance (ESG) issues is becoming increasingly important to our employees, investors and other stakeholders.

**Time horizon**

Short-term

**Likelihood**

Unlikely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

26,460,000

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

Estimated financial impact assumes the potential for an approximate 1% decrease in 2018 net income should revenue, margins and cost of capital be adversely impacted by our reputation regarding climate change.

**Management method**

Management methods include the following: (1) Guided by our Strategic Sustainability Performance Plan, we make continued investments to support our energy strategy and 2020 emissions reduction targets; (2) In 2018, we had our Scope 1 and 2 emissions assured for the fourth consecutive year; (3) We closely monitor and respond to requests from corporate clients (including RFPs and RFIs) and requests related to climate change and corporate responsibility; (4) We gather and report on performance data both internally and externally; and (5) We also engage stakeholders, employees and corporate employer clients to enhance continuous improvement in the implementation of sustainability programs, which include our GreenSTEPS employee engagement program and focus groups, surveys and interviews conducted as part of a multi-faceted materiality exercise currently in process.

We believe that – if Cigna did not engage in these current management methods - both the likelihood and magnitude of this risk over the next 1-3 years would be higher. However, we acknowledge the importance of continuously improving and responding to evolving stakeholder concerns and expectations to reduce the likelihood and potential magnitude of this risk over the next 4-10 years.

**Cost of management**

37,502,711

**Comment**

From 2016-2018, we have invested approximately \$37.5 million in completed projects to help reduce our greenhouse gas emissions. Please note that this investment figure largely represents HVAC system replacements that were undertaken as part of our comprehensive, multi-year renovation at corporate headquarters. We also invest in professional services to support our ESG performance measurement and reporting efforts.

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**Identifier**

Risk 3

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type**

Physical risk

**Primary climate-related risk driver**

Acute: Increased severity of extreme weather events such as cyclones and floods

**Type of financial impact**

**Company- specific description**

Increases in the frequency and severity of extreme weather events, such as hurricanes, typhoons and wildfires, could impact our business services distribution capacities, and may cause damage to physical assets.

Cigna is committed to excellence in helping our customers enhance and extend their lives and protect their financial security. Such a commitment requires that we be prepared to provide our services and offer our products virtually without fail. Cigna's Customer Disaster Response also may make temporary policy changes, such as waiving various medical requirements, refilling prescriptions and expanding its help line, to proactively address customer service issues and provide personal assistance and support for all affected by a disaster.

Additionally, Cigna's Employee Assistance Program (EAP) may open its telephone lines to offer members of the impacted communities access to trained clinicians via the telephonic EAP services, regardless if callers have Cigna EAP or not. The EAP may also offer immediate access to on-site Critical Incident Services (CISD) support for Cigna clients.

**Time horizon**

Medium-term

**Likelihood**

More likely than not

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

26,460,000

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

Estimated financial impact assumes the potential for an approximate 1% decrease in 2018 net income due to business interruptions, supply chain interruptions, demand implications and repairs from hurricanes, typhoons and wildfires.

**Management method**

Management methods include the following:

- (1) Cigna's Business Continuity Planning and Data Center Recovery plans sets forth procedures for data recovery, continuation of business functions and the use of supporting technology to recover critical business processes in the event of hurricanes and other unexpected disruptions. The plans are updated and documented annually. Cigna's data center recovery plans are tested routinely with end-user evaluations of the restored systems as part of the testing protocol. Cigna's enterprise-wide recovery strategies are also tested on an annual basis.
- (2) Cigna's critical applications run in "hardened sites" protected by an emergency generator. We've also repatriated core elements of our recovery capability including infrastructure to recover the top prioritized business functions and related computer applications through data and

server replication.

(3) To support clients, we have an online Disaster Resource Center, which is updated to offer resources specific to an area and incident. Paired with an intimate knowledge of the provider network, our Employee Assistance Consultant team area is trained to respond quickly in the event of hurricanes.

(4) We also obtain insurance and make investments to protect our facilities from hurricane risk.

These management methods have not reduced the likelihood of this risk, however; we believe that these methods have reduced this risk's potential magnitude over the next 1-7 years.

#### **Cost of management**

200,000

#### **Comment**

Annually, we typically spend approximately \$200,000 to maintain the emergency generators at our facilities and for our data centers. Additional costs include employee time and associated investments to maintain Cigna's Disaster Response, Employee Assistance, Business Continuity and Data Center Recovery programs.

## **C2.4**

**(C2.4) Have you identified any climate-related opportunities with the potential to have a substantive financial or strategic impact on your business?**

Yes

## **C2.4a**

**(C2.4a) Provide details of opportunities identified with the potential to have a substantive financial or strategic impact on your business.**

**Identifier**

Opp1

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Resource efficiency

**Primary climate-related opportunity driver**

Move to more efficient buildings

**Type of financial impact**

Reduced operating costs (e.g., through efficiency gains and cost reductions)

**Company-specific description**

Increasing the energy efficiency of buildings in our real estate portfolio presents the opportunity to reduce our operating costs from energy consumption. While most of our global real estate portfolio is office space, we also maintain data centers and distribution centers, which are more energy intensive on square footage basis.

Following the combination with Express Scripts, Cigna's global real estate portfolio now consists of approximately 13.3 million square feet of owned and leased properties. (Our domestic portfolio has approximately 11.3 million square feet in 43 states, the District of Columbia, Puerto Rico and the U.S. Virgin Islands.)

Prior to the combination with Express Scripts, Cigna's global real estate portfolio was approximately 7.9 million square feet. While Express Scripts' operational energy consumption is not in the boundary of this year's CDP submission, the opportunity to increase energy efficiency (and reduce associated costs and emissions) will be even more relevant in 2019 and future years when Express Scripts will be included in our emissions inventory.

**Time horizon**

Medium-term

**Likelihood**

More likely than not

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

10,000,000

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

We estimate \$10 million in avoided costs annually from potential energy efficiency gains per square foot and assuming that Cigna's global real estate portfolio and the price of energy and fuel both increase by at least 50% over the next 4-7 years.

**Strategy to realize opportunity**

Cigna's current energy reduction target seeks to reduce our 2020 absolute energy consumption by 15% from our base year of 2013.

Our Global Real Estate team considers this opportunity to inform decisions on making investments in emissions reduction projects. Over the last two years, absolute energy consumption decreased by approximately 20% at two of our most energy-intensive facilities: (1) our corporate headquarters in Bloomfield, Connecticut (where we completed a comprehensive, multi-year renovation effort that included campus-wide LED lighting retrofits and upgrades to its HVAC systems) and (2) our largest data center in Windsor, Connecticut (where we installed new disk storage arrays estimated to require 87% less energy consumption to store data).



Green building certifications, energy efficiency certifications and fleet efficiency are also part of our strategy to realize this opportunity. Cigna's Strategic Sustainability Performance Plan is intended to follow the LEED® Program guidelines for Green Building Operations and Management. For example, Cigna currently has 16 LEED® certified properties in our domestic real estate portfolio. including two Platinum LEED® certified properties and five Gold LEED® certified properties. We also have 34 sites currently enrolled in the ENERGY STAR® program.

We believe that these management methods have increased both the likelihood and potential magnitude of this opportunity over the next 4-7 years.

**Cost to realize opportunity**

37,502,711

**Comment**

From 2016-2018, we have invested approximately \$37.5 million in completed projects to help make the buildings in our global real estate portfolio more energy efficient. Please note that this investment figure largely represents HVAC system replacements that were undertaken as part of our comprehensive, multi-year renovation at corporate headquarters.

---

**Identifier**

Opp2

**Where in the value chain does the opportunity occur?**

Customer

**Opportunity type**

Products and services

**Primary climate-related opportunity driver**

Shift in consumer preferences





**Type of financial impact**

Better competitive position to reflect shifting consumer preferences, resulting in increased revenues

**Company-specific description**

We believe that the further development of our Cigna Connects corporate responsibility platform will foster innovation, engage our organization and help reduce operational costs. Specifically, we are focused on helping to increase community resilience against climate and environmental risks in the markets we serve and near our corporate headquarters in Connecticut. We also see great opportunity in continuing to deepen our engagement with leading experts on the intersection between climate change, planetary health and human health.

For example, Cigna hosted a 2018 roundtable discussion on the connections between health and the environment in collaboration with the Connecticut Sustainable Business Council. The event featured an esteemed group of leading experts including Gary Cohen (founder of Healthcare without Harm and Practice GreenHealth), Jeffrey Hollander (founder of Seventh Generation and co-founder of Sustain Natural) and Anne Hulick (Connecticut State Director of Clean Water Action). Additionally, as part of Cigna’s 2018 multi-dimensional stakeholder assessment, we convened some of the nation’s most prominent leaders on the intersection between the environment, human health and planetary health. The information, insights and recommendations obtained from engagement with these experts will be used to inform the evolution of Cigna’s environmental programs and our overarching Cigna Connects platform. Additionally, Cigna is a member of the United Nations Global Compact “Health is Everyone’s Business” Action Platform focused on Sustainable Development Goal #3 (Good Health & Well-Being) that is focused on providing a business leadership framework for a 1.5 degree future of health.

Other financial benefits may include (1) attracting investors who are increasingly interested in environmental, social and governance (ESG) performance and (2) establishing competitive advantage with customers in the markets that we serve.

**Time horizon**

Short-term

**Likelihood**

More likely than not

**Magnitude of impact**

Unknown

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

26,460,000

**Potential financial impact figure – minimum (currency)**

**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

Estimated financial impact assumes the potential for an approximate 1% increase in 2018 net income should margins, revenues and cost of capital be positively impacted by our energy and climate change strategy in addition to our broader Cigna Connects corporate responsibility platform.

**Strategy to realize opportunity**

We manage this opportunity through our Cigna Connects corporate responsibility platform, which includes the following methods:

- (1) Cigna communicates our unique set of ESG initiatives annually in a formal Corporate Responsibility Report highlighting our efforts to create positive impact in the health of people, communities and the environment.
- (2) We have set 2020 emissions reduction targets to achieve a 20% absolute reduction in our greenhouse gas emissions. (We are currently on track to meet our target, resulting from significant investments to increase energy efficiency at our corporate headquarters and largest data center).
- (3) We pursue green building certification and improved energy ratings at our facilities. For example, Cigna currently has 16 LEED® certified properties in our domestic real estate portfolio, and 34 sites enrolled in the U.S. Environmental Protection Agency's ENERGY STAR® program.



(4) We engage our employees through Cigna's Green Sustainability Team for Environmental Protection and Stewardship (GreenSTEPS) program, which gives employee volunteers the opportunity to work together to carry out localized environmental projects.

(5) We closely monitor and respond to corporate client (including RFPs and RFIs) and investor requests related to climate change and corporate responsibility.

We believe that these management methods have increased both the likelihood and potential magnitude of this opportunity over the next 1-3 years.

**Cost to realize opportunity**

37,502,711

**Comment**

From 2016-2018, we have invested approximately \$37.5 million in completed projects to help reduce our greenhouse gas emissions. Please note that this investment figure largely represents HVAC system replacements that were undertaken as part of our comprehensive, multi-year renovation at corporate headquarters. We also invest in professional services to support our ESG performance measurement, reporting, strategy and stakeholder engagement efforts.

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**Identifier**

Opp3

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Resilience

**Primary climate-related opportunity driver**

Participation in renewable energy programs and adoption of energy-efficiency measures



**Type of financial impact**

Other, please specify  
Investment opportunities

**Company-specific description**

Following the Paris climate agreement and in response to increased corporate demand for renewable energy procurement, the regulatory landscape globally may shift over the next decade.

The further development and enactment of renewable energy regulations at the national, state and local levels may create new investment opportunities and present new incentives, including rebates.

Currently, deregulation of utilities in the United States has helped contribute to providing more consumer choice when purchasing renewable energy. (In 2018, Cigna maintained 11.1 million square feet in the United States across 43 states, the District of Columbia, Puerto Rico and the U.S. Virgin Islands.)

**Time horizon**

Medium-term

**Likelihood**

Likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

5,000,000

**Potential financial impact figure – minimum (currency)**



**Potential financial impact figure – maximum (currency)**

**Explanation of financial impact figure**

We estimate approximately \$5 million (assuming a 25% reduction in 2018 energy spend and value of hedging should future energy costs in our global real estate portfolio increase by more than 50%).

**Strategy to realize opportunity**

Cigna actively participates in energy auctions where we have been able to purchase renewable energy in addition to hedging against future increases in the cost of the energy. For example, we were able to purchase renewable energy at our Hooksett, New Hampshire facility at no additional cost and estimated nearly \$50,000 in past energy costs saved over a two-year period. Additionally, we produce renewable energy onsite at our Phoenix, Arizona facility.

As we work to develop our next-generation emissions reduction targets and further define our company’s post-2020 energy and broader corporate responsibilities strategies, we plan to continue to target opportunities to both generate renewable energy onsite and purchase renewable energy from utilities.

**Cost to realize opportunity**

0

**Comment**

In 2018, there were no additional costs identified with our procurement of renewable energy. However, additional costs may be incurred in future years.

**C2.5**

**(C2.5) Describe where and how the identified risks and opportunities have impacted your business.**

Impact	Description
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<p>Products and services</p>	<p>Impacted</p>	<p>Potential risks associated with product and services (including Cigna's health care plans) include extreme weather events and shifts in consumer preferences.</p> <p>These risks have been integrated into our business strategy and planning process through our establishment of 2020 environmental targets and investments to maintain and continue to enhance Cigna's Disaster Response, Employee Assistance, Business Continuity and Data Center Recovery programs.</p> <p>The management of risks also present the opportunity for Cigna to increase operational efficiency and establish competitive advantages.</p> <p>The potential magnitude of these risks and opportunities are currently considered to be low (in the context of Cigna's current pre-tax adjusted income and net income) and difficult to accurately forecast over the next 1-10 years.</p>
<p>Supply chain and/or value chain</p>	<p>Impacted</p>	<p>Upstream potential risks associated with our supply chain include changes in the cost of energy, fuel and commodities in addition to broader uncertainty in market signals associated with climate change. Downstream potential risks within Cigna's value chain (our health plan customers and the key markets we serve) include those associated with extreme weather events and correlations between chronic climate change risks and human health. The management of risks may also present the opportunity for Cigna to increase long-term profitability and establish competitive advantages.</p> <p>These risks have been integrated into our business strategy and planning process through our establishment of 2020 environmental targets and investments to maintain and continue to enhance to Cigna's Disaster Response, Employee Assistance, Business Continuity and Data Center Recovery programs. We are also investing in digital capabilities, advanced analytics and artificial intelligence that provide key areas of competitive advantage. Additionally, we have begun to engage prominent thought leaders at the intersection between climate change and human health to share perspectives on future actions and opportunities for our Company.</p> <p>The potential magnitude of these risks and opportunities are currently considered to be low (in the context of Cigna's current pre-tax adjusted income and net income) and difficult to accurately forecast over the next 1-10 years.</p>



Adaptation and mitigation activities	Impacted	<p>Cigna's adaptation and mitigations activities, including those to address extreme weather events, are impacted by identified risks and opportunities. Specifically, our strategy to mitigate these risks and identify potential competitive advantages is anchored by Cigna's Disaster Response, Employee Assistance, Business Continuity and Data Center Recovery programs. We also invested in promoting community health and addressing potential health disparities associated with climate change through Cigna's Health Equity Council and Cigna Foundation World of Difference grants.</p> <p>The potential magnitude of these risks and opportunities are currently considered to be low (in the context of Cigna's current pre-tax adjusted income and net income) and difficult to accurately forecast over the next 1-10 years.</p>
Investment in R&D	Not yet impacted	Cigna does not make any investments that we classify as research and development in our financial disclosures.
Operations	Impacted	<p>Potential risks associated with operations (including Cigna's global real estate portfolio) include potential increases in the price of energy and fuel. Potential opportunities include the move to more energy efficient buildings and participating in renewable energy programs.</p> <p>These risks have been integrated into our business strategy and planning process through our (1) establishment of 2020 environmental targets, (2) identification of emissions reduction projects to support our targets, (3) pursuit of LEED® certification and ENERGY STAR® building ratings, and (4) participation in energy auctions where we are often able to purchase renewable energy to hedge against future increases in the cost of the energy.</p> <p>The potential magnitude of these risks and opportunities are currently considered to be low (in the context of Cigna's current pre-tax income and net income) and difficult to accurately forecast over the next 1-10 years.</p>
Other, please specify	Impacted	Increased access to capital as an additional potential climate-related opportunity. For example, Cigna was named to the Dow Jones Sustainability Index for the second consecutive year in 2018. Cigna is also the first United States health insurer to sign on to the United Nations Global Compact. Additionally, in 2019, we were named #2 on JUST Capital's ranking of the Top 100 U.S. Companies Supporting Healthy Communities and Families. Environmental performance comprised 13% of the criteria for selection, and further detail on the Cigna's scoring in the JUST Capital ranking can be found at:



		<p><a href="https://justcapital.com/companies/cigna">https://justcapital.com/companies/cigna</a>.</p> <p>We manage this opportunity through the development and advancement of annual strategic plans for the Cigna Connects corporate responsibility program. We also invest time and resources to engage in environmental, social and governance (ESG) reporting, which include our responses to the CDP Climate Change request and Supplier Module. In 2019, Cigna produced its sixth annual Corporate Responsibility Report using the Global Reporting Initiative’s GRI Standards.</p> <p>The potential magnitude of this opportunity is currently considered to be low (in the context of Cigna’s current pre-tax adjusted income and net income) and difficult to accurately forecast over the next 1-10 years.</p>
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## C2.6

### (C2.6) Describe where and how the identified risks and opportunities have been factored into your financial planning process.

	Relevance	Description
Revenues	Impacted	<p>The most significant risk identified as having a potential impact to our revenues is related to reputation, as corporate employer clients are increasingly interested in climate change and broader corporate responsibility performance. The management of these risks also presents the potential opportunity to increase revenue through competitive differentiation.</p> <p>These risks have been integrated into our business strategy and planning process through (1) our investments in time and resources to respond to sustainability questions on RFPs for potential corporate clients and RFIs from existing ones and (2) the development and advancement of annual strategic plans for the Cigna Connects corporate responsibility program.</p> <p>The potential magnitude of these risks and opportunities are currently considered to be low (in the context of Cigna’s current pre-tax adjusted income and net income) and difficult to accurately forecast over the next 1-10 years.</p>





<p>Operating costs</p>	<p>Impacted</p>	<p>The most significant risk identified as having a potential impact to our operating costs is changes in the cost of energy, fuel and commodities. Potential opportunities associated with managing this risk include the move to more energy efficient buildings and participating in renewable energy programs.</p> <p>These risks and opportunities are managed in our financial planning processes in the following ways: Cigna has established 2020 environmental targets, for which we have identification of emissions reduction projects to support our targets. Cigna also actively pursues LEED® certification and ENERGY STAR® building ratings. Cigna currently has 16 LEED® certified properties in our domestic real estate portfolio, and 34 sites enrolled in the U.S. Environmental Protection Agency's ENERGY STAR® program.</p> <p>Additionally, we participate in energy auctions where we are have been able to purchase renewable energy to hedge against future increases in the cost of the energy. We estimate nearly \$50,000 in past energy savings at our Hooksett, New Hampshire facility over a two-year period.</p> <p>The potential magnitude of these risks and opportunities are currently considered to be low (in the context of Cigna's current pre-tax adjusted income and net income) and difficult to accurately forecast over the next 1-10 years.</p>
<p>Capital expenditures / capital allocation</p>	<p>Impacted</p>	<p>The most significant risks identified as having a potential impact to our capital expenditures are (1) the need to mitigate risks associated with increases in the cost of energy, fuel and commodities and (2) the need to reduce Cigna's operational footprint from a reputational perspective and work to meet our environmental targets. Potential opportunities associated with managing this risk include the move to more energy efficient buildings and participating in renewable energy programs.</p> <p>Energy efficiency opportunities often influence our decision to make capital expenditures, most notably to our investments to increase the environmental efficiency at our corporate headquarters as part of a multi-year renovation.</p> <p>The potential magnitude of these risks and opportunities are currently considered to be low (in the context of</p>



		Cigna's current pre-tax adjusted income and net income) and difficult to accurately forecast over the next 1-10 years.
Acquisitions and divestments	Not yet impacted	Climate-related issues have yet not impacted Cigna's planning and decision-making process with regards to acquisitions and divestments.
Access to capital	Impacted	<p>Increased access to capital as an additional potential climate-related opportunity. For example, Cigna was named to the Dow Jones Sustainability Index for the second consecutive year in 2018. Cigna was also the first United States health insurer to sign on to the United Nations Global Compact. Additionally, in 2019, we were named #2 on JUST Capital's ranking of the Top 100 U.S. Companies Supporting Healthy Communities and Families. Environmental performance comprised 13% of the criteria for selection, and further detail on Cigna's scoring in the JUST Capital ranking can be found at: <a href="https://justcapital.com/companies/cigna">https://justcapital.com/companies/cigna</a>.</p> <p>We manage this opportunity through the development and advancement of annual strategic plans for the Cigna Connects corporate responsibility program. We also invest time and resources to engage in environmental, social and governance (ESG) reporting, which include our responses to the CDP Climate Change request and its Supplier Module. In 2019, Cigna published its sixth annual Corporate Responsibility Report using the Global Reporting Initiative's GRI Standards.</p> <p>The potential magnitude of this opportunity is currently considered to be low (in the context of Cigna's current pre-tax income and net income) and difficult to accurately forecast over the next 1-10 years.</p>
Assets	Impacted for some suppliers, facilities, or product lines	<p>Following the combination with Express Scripts, Cigna's global real estate portfolio consists of approximately 13.3 million square feet of owned and leased properties. Prior to the combination with Express Scripts, which is not in the data boundary for this year's CDP submission, Cigna's global real estate portfolio was approximately 7.9 million square feet.</p> <p>Many of our locations are leased, and impacts to asset valuations would not be applicable. For owned properties, risks may include increases in energy prices and potential property damage associated with both acute and</p>



		<p>chronic physical risks. Opportunities may include increased value of owned assets as a result of Cigna’s investment in energy efficiency and resiliency measures.</p> <p>These risks and opportunities are managed in our financial planning processes in the following ways: Cigna Global Real Estate team actively manages our environmental performance and makes strategic investments to increase the energy efficiency and resilience of owned properties. Investments include those in lighting systems, energy management systems, HVAC systems and preventive maintenance.</p> <p>The potential magnitude of these risks and opportunities are currently considered to be low (in the context of Cigna’s current pre-tax adjusted income and net income) and difficult to accurately forecast over the next 1-10 years.</p>
Liabilities	Not yet impacted	We do not believe that risks and opportunities associated with climate change have directly impacted our liabilities. We believe that potential risks associated with increased lender and rating agency interest in environmental, social and governance (ESG) performance is currently well-managed through our Cigna Connects Corporate Responsibility platform.
Other		

### C3. Business Strategy

#### C3.1

**(C3.1) Are climate-related issues integrated into your business strategy?**

Yes

#### C3.1a

**(C3.1a) Does your organization use climate-related scenario analysis to inform your business strategy?**

Yes, qualitative

## **C3.1c**

### **(C3.1c) Explain how climate-related issues are integrated into your business objectives and strategy.**

#### **I. HOW BUSINESS STRATEGY INFLUENCED BY CLIMATE CHANGE**

As a global health services company, Cigna considers the management of risks and opportunities associated with climate change to be a significant aspect of its corporate responsibility platform and a factor that can affect our business strategy as a whole.

Our mission is to improve the health, well-being and peace of mind of the people we serve. As such, we make the connection between personal health and the health of our environment. Cigna's corporate responsibility platform—Cigna Connects—aligns our environmental, social and governance activities with our mission and brand promise. Cigna's Corporate Responsibility team works closely with our Global Real Estate team to execute on a Strategic Sustainability Performance Plan, which is designed to support a best-in-class environmental sustainability program.

#### **II. EMISSIONS REDUCTION TARGETS**

Our strategy is guided by our 2020 emissions and energy targets. We seek to reduce absolute Scope 1 and 2 emissions by 20% and absolute energy consumption by 15% from base year 2013 levels.

#### **III. BUSINESS DECISIONS IMPACTED BY CLIMATE CHANGE**

In 2018, the most substantive business decisions impacted by climate change were (1) the approval and completion of a series of emissions reduction projects; (2) our continued investments to enhance our environmental management systems and receive third-party assurance of our Scope 1 and 2 emissions and (3) the execution of a multi-dimensional stakeholder engagement exercise where we convened some of the nation's most prominent leaders on the intersection between the environment, human health and planetary health.

#### **IV. ASPECTS IMPACTING STRATEGY**

Cigna has taken our business strategy to the next level by intensifying our focus on creating value for those we serve. Through our strategy, we will address the unique emerging needs of the customers, clients, partners and global communities we serve, and further elevate and differentiate the experiences we deliver.



**Go Deeper** drives us to expand and deepen our customer, client and partner relationships, while also intensifying our depth in targeted sub-segments and geographies.

**Go Local** is all about intensifying our efforts to ensure our solution suite and services reflect and meet customer, client and partner needs at a local market level.

**Go Beyond** means we will innovate and further differentiate our business, the experiences we deliver, and the overall social impact we have.

As we “Go Deeper, Go Local and Go Beyond”, we are cognizant of our responsibility to make the connection between personal health and the health of our global environment. To support our business strategy, we are focused on (1) reducing our energy, emissions and materials consumption; (2) reusing and recycling more of what we consume; (3) increasing efficiencies in all our operations; and (4) engaging with our customers and key stakeholders to support our corporate responsibility platform.

#### **V. SHORT-TERM STRATEGY**

Climate change has influenced Cigna’s short-term strategy (1-3 years) in the following ways: (1) We are monitoring our emissions performance and making capital investments to support our emission reductions target, (2) We are beginning to define our next generation goals following the expiration of our 2020 environmental targets; (3) We are engaging our employees on behavioral change initiatives; and (4) We are continuing to optimize Cigna's vehicle fleet, which exceeds the national average fuel efficiency—the majority of our vehicles are 4-cylinder with alternative fuel capabilities and hybrid engines, and are classified as partial zero emissions vehicles.

Cigna’s Global Real Estate team is committed to improving our environmental impact by reducing emissions; increasing efficiencies, reducing material and energy consumption; reusing and recycling more of what we consume; and reducing our waste stream as a way of contributing to the sustainability of our environment and helping our employees, our customers and the communities where we live and work. The chief goals are to reduce carbon emissions, support a cleaner environment and lower the cost of building operations.

#### **VI. LONG-TERM STRATEGY**

Climate change has influenced Cigna’s long-term strategy (4-10 years) in the following ways: (1) Cigna’s Global Real Estate team is integrating the principles of sustainability into its decision-making processes, (2) We align site-level environmental, energy, and real property planning systems to elevate sustainability in site management; (3) We are executing on our Strategic Sustainability Performance Plan, which includes the assessment of renewable energy and energy efficiency opportunities; and (4) We are deepening our engagement with stakeholders on the intersection between climate change and human health.



To deliver on our Strategic Sustainability Performance Plan, we have begun to establish programs and policies that can result in significant improvements in energy efficiency. This Strategic Sustainability Performance Plan is intended to follow the United States Green Building Council LEED® Program guidelines for Green Building Operations and Management. For example, Cigna currently has 16 LEED® certified properties in our domestic real estate portfolio, and 34 sites enrolled in the U.S. Environmental Protection Agency’s ENERGY STAR® program.

**VII. STRATEGIC ADVANTAGE**

Our Cigna Connects platform strategically aligns our corporate responsibility activities with our mission and brand promise through core business practices. When we say “Cigna Connects”, we mean we’re making the innovative, personal connections that help people and communities around the globe improve their health, well-being and peace of mind. And we do this in a way that mirrors Cigna's customer-centric approach: by listening, by understanding and by taking positive action (as demonstrated by reducing our absolute emissions by 20% from 2013-2018).

We also make connections through a sustainability program entitled GreenSTEPS that couples our commitment to corporate responsibility with the enthusiasm of our team. GreenSTEPS is a voluntary group of Cigna employees who are passionate about the environment and want to take steps in both their personal and professional lives to make a positive impact.

**VIII. INFLUENCE OF PARIS AGREEMENT**

Our 2020 emissions target is absolute and aims to align with the level of ambition set forth to limit global temperate rises to no more than 2 degrees Celsius. As we look toward 2020 and beyond, we aim to continue our focus on the important connection between the health of the environment and human health. We also aim to consider the most essential elements of the Paris Agreement to guide our business activities and execution on our mission to improve the health, well-being and peace of mind of the people we serve.

**C3.1d**

**(C3.1d) Provide details of your organization’s use of climate-related scenario analysis.**

Climate-related scenarios	Details
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## C4. Targets and performance

### C4.1

**(C4.1) Did you have an emissions target that was active in the reporting year?**

Absolute target

### C4.1a

**(C4.1a) Provide details of your absolute emissions target(s) and progress made against those targets.**

---

**Target reference number**

Abs 1

**Scope**

Scope 1+2 (location-based)

**% emissions in Scope**

100

**Targeted % reduction from base year**

20

**Base year**

2013

**Start year**

2017

**Base year emissions covered by target (metric tons CO2e)**

82,708

**Target year**

2020

**Is this a science-based target?**

Yes, we consider this a science-based target, but this target has not been approved as science-based by the Science-Based Targets initiative

**% of target achieved**

100

**Target status**

Underway

**Please explain**

In 2017, we set an extended target to achieve a 20% absolute reduction in energy consumption from base year 2013. Our extended target is based on an absolute reduction of 2.85% annually in alignment with the degree of ambition advocated for science-based targets and the 2-degree scenario. (Our original target, set in 2014, was to achieve a 9% absolute reduction in Scope 1 and 2 emissions by 2017, which we achieved.)

We are on track to achieve our 2020 emissions target. Since 2013, our absolute Scope 1 and 2 emissions have decreased by approximately 20%.

## **C4.2**

**(C4.2) Provide details of other key climate-related targets not already reported in question C4.1/a/b.**

---

**Target**





Energy usage

**KPI – Metric numerator**

Megawatt hours (MWHs) of energy consumed

**KPI – Metric denominator (intensity targets only)**

**Base year**

2013

**Start year**

2014

**Target year**

2020

**KPI in baseline year**

222,751

**KPI in target year**

189,338

**% achieved in reporting year**

47

**Target Status**

Underway

**Please explain**

In 2017, we set an extended target to achieve a 15% absolute reduction in energy consumption from base year 2013.

Our original target, set in 2014, was to achieve a 9% absolute reduction in energy consumption by 2017.

**Part of emissions target**

Yes

**Is this target part of an overarching initiative?**

No, it's not part of an overarching initiative

**C4.3**

**(C4.3) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.**

Yes

**C4.3a**

**(C4.3a) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.**

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	12	2,500
To be implemented*	0	0
Implementation commenced*	3	2,000
Implemented*	7	2,696
Not to be implemented	0	0

**C4.3b**

**(C4.3b) Provide details on the initiatives implemented in the reporting year in the table below.**

---

**Initiative type**

Energy efficiency: Building services

**Description of initiative**

Lighting

**Estimated annual CO2e savings (metric tonnes CO2e)**

2,449

**Scope**

Scope 2 (location-based)

**Voluntary/Mandatory**

Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**

612,236

**Investment required (unit currency – as specified in C0.4)**

1,694,640

**Payback period**

1-3 years

**Estimated lifetime of the initiative**

6-10 years

**Comment**

In 2018, Cigna completed a series of lighting retrofits at our corporate headquarters in Bloomfield, Connecticut and our facility in Chattanooga, Tennessee.

The lighting retrofits were part of a multi-year renovation at our corporate headquarters. LED lighting has been installed across the campus, including its tunnels, exterior parking lots and garages.

Cigna also received significant rebates to offset the investment costs in the lighting retrofits.

The lifetime of these initiatives may be impacted by the frequency of cycling on and off.

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**Initiative type**

Energy efficiency: Building services

**Description of initiative**

Building controls

**Estimated annual CO<sub>2</sub>e savings (metric tonnes CO<sub>2</sub>e)**

247

**Scope**

Scope 2 (location-based)

**Voluntary/Mandatory**

Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**

61,806

**Investment required (unit currency – as specified in C0.4)**

0

**Payback period**

<1 year



**Estimated lifetime of the initiative**

6-10 years

**Comment**

In 2018, we completed a series of enhancements to our HVAC systems, which required zero investment.

For example, at our corporate headquarters, we worked with our Building Automation System technician to optimize all building HVAC schedules.

We also completed an emergency load response program to better manage demand at our facility in Horsham, Pennsylvania.

**C4.3c**

**(C4.3c) What methods do you use to drive investment in emissions reduction activities?**

Method	Comment
Financial optimization calculations	Cigna engages in financial optimization calculations prior to making investments in emissions reduction activities. We consider cost-benefit analysis in addition to the potential for government credits, rebates and other incentives.
Dedicated budget for energy efficiency	To support our energy reduction projects, some emissions reduction projects are pre-allocated in annual budgets for our manufacturing facilities.
Compliance with regulatory requirements/standards	On an as needed basis, Cigna will make investments to comply with local and state regulatory requirements.

**C4.5**

**(C4.5) Do you classify any of your existing goods and/or services as low-carbon products or do they enable a third party to avoid GHG emissions?**

No

## C5. Emissions methodology

### C5.1

**(C5.1) Provide your base year and base year emissions (Scopes 1 and 2).**

#### Scope 1

---

**Base year start**

January 1, 2013

**Base year end**

December 31, 2013

**Base year emissions (metric tons CO<sub>2</sub>e)**

11,737

**Comment**

Please note that 2013 base year excludes international data.

#### Scope 2 (location-based)

---

**Base year start**

January 1, 2013

**Base year end**

December 31, 2013

**Base year emissions (metric tons CO<sub>2</sub>e)**

75,874

**Comment**

Please note that 2013 base year excludes international data.

## Scope 2 (market-based)

---

### Base year start

January 1, 2013

### Base year end

December 31, 2013

### Base year emissions (metric tons CO<sub>2</sub>e)

75,874

### Comment

RECs were not applicable during our 2013 base year. As such, there is no difference between our base year Scope 2 market-based and location-based emissions.

## C5.2

**(C5.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions.**

The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

## C6. Emissions data

### C6.1

**(C6.1) What were your organization's gross global Scope 1 emissions in metric tons CO<sub>2</sub>e?**

**Reporting year**

---

**Gross global Scope 1 emissions (metric tons CO<sub>2</sub>e)**

10,961

**Start date**

January 1, 2018

**End date**

December 31, 2018

**Comment**

Please note that Scope 1 and 2 emissions from Express Scripts have been excluded from our boundary.

On December 20, 2018, we completed the purchase of Express Scripts. The emissions following the close of this purchase are estimated to represent less than 1% of our total Scope 1 and 2 emissions because they occurred over a ten-day period where most offices were closed and business activities were limited due to the Christmas and New Year's holidays.

For the 2019 reporting period, Express Scripts facilities will be part of our emissions boundary.

## C6.2

**(C6.2) Describe your organization's approach to reporting Scope 2 emissions.**

**Row 1**

---

**Scope 2, location-based**

We are reporting a Scope 2, location-based figure

**Scope 2, market-based**

We are reporting a Scope 2, market-based figure

**Comment**



To track performance against our 2020 emissions target, we use our location-based Scope 2 emissions figure.

## C6.3

### (C6.3) What were your organization's gross global Scope 2 emissions in metric tons CO<sub>2</sub>e?

#### Reporting year

---

##### Scope 2, location-based

58,992

##### Scope 2, market-based (if applicable)

58,992

##### Start date

January 1, 2018

##### End date

December 31, 2018

##### Comment

In 2018, our location-based emissions were equal to our market-based emissions.

Also, please note that Scope 1 and 2 emissions from our purchase of Express Scripts, which closed on December 20, 2018, have been excluded from our boundary. The emissions following the completion are estimated to represent less than 1% of our total Scope 1 and 2 emissions because they occurred over a ten-day period where most offices were closed and business activities were limited due to the Christmas and New Year's holidays.

For the 2019 reporting period, Express Scripts facilities will be part of our emissions boundary.

## C6.4

**(C6.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?**

Yes

### C6.4a

**(C6.4a) Provide details of the sources of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure.**

---

**Source**

Partial international operations

**Relevance of Scope 1 emissions from this source**

Emissions are not relevant

**Relevance of location-based Scope 2 emissions from this source**

Emissions are not relevant

**Relevance of market-based Scope 2 emissions from this source (if applicable)**

No emissions from this source

**Explain why this source is excluded**

We do not currently have complete data for some of our smaller international properties where we have leased office space. Excluded international operations with incomplete data likely represents less than 5% of our total Scope 1 and 2 emissions.

---

**Source**

Partial year emissions from Express Scripts Holding Company (“Express Scripts”)

**Relevance of Scope 1 emissions from this source**

Emissions are not relevant

**Relevance of location-based Scope 2 emissions from this source**

Emissions are not relevant

**Relevance of market-based Scope 2 emissions from this source (if applicable)**

No emissions from this source

**Explain why this source is excluded**

On December 20, 2018, we completed the purchase of Express Scripts. Emissions that occurred at Express Scripts following the close of this purchase have been excluded from our boundary.

These emissions are estimated to represent less than 1% of our total Scope 1 and 2 emissions because they occurred over a ten-day period where most offices were closed and business activities were limited due to the Christmas and New Year’s holidays.

For the 2019 reporting period, we will work to integrate Express Scripts facilities into our emissions boundary.

## **C6.5**

**(C6.5) Account for your organization’s Scope 3 emissions, disclosing and explaining any exclusions.**

**Purchased goods and services**

---

**Evaluation status**

Relevant, not yet calculated

**Explanation**

We do not currently track associated emissions from suppliers as defined in the GHG Protocol's Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

### **Capital goods**

---

#### **Evaluation status**

Relevant, not yet calculated

#### **Explanation**

Our capital goods include those related to operation of facilities in our global real estate portfolio.

### **Fuel-and-energy-related activities (not included in Scope 1 or 2)**

---

#### **Evaluation status**

Not relevant, explanation provided

#### **Explanation**

Given the nature of our business, we do not consider these emissions to be relevant.

### **Upstream transportation and distribution**

---

#### **Evaluation status**

Relevant, not yet calculated

#### **Explanation**

We consider but do not calculate these emissions.

### **Waste generated in operations**

---

#### **Evaluation status**

Relevant, not yet calculated

#### **Explanation**



While waste has been prioritized as a focus area in our Strategic Sustainability Performance Plan, we do not currently calculate associated emissions due to incomplete data.

## **Business travel**

---

### **Evaluation status**

Relevant, calculated

### **Metric tonnes CO2e**

21,371

### **Emissions calculation methodology**

Business travel emissions, provided by a third-party vendor, were calculated primarily by applying an average emissions factor of 0.1038 kilograms of CO2e per kilometers traveled in 2018.

### **Percentage of emissions calculated using data obtained from suppliers or value chain partners**

100

### **Explanation**

Emissions include air, rail miles and emissions associated with hotel room nights and rental cars.

Please note that reported data excludes business travel for Express Scripts because Cigna's purchase of Express Scripts closed at the end of 2018 (on December 20, 2018).

## **Employee commuting**

---

### **Evaluation status**

Relevant, not yet calculated

### **Explanation**

We consider but do not currently calculate these emissions.

---

### **Upstream leased assets**

#### **Evaluation status**

Not relevant, explanation provided

#### **Explanation**

Our leased facilities' natural gas and electricity emissions are in the boundary of our Scope 1 and 2 emissions.

---

### **Downstream transportation and distribution**

#### **Evaluation status**

Not relevant, explanation provided

#### **Explanation**

Many of these emissions are reported as Scope 1 and 2 emissions from our distribution centers.

---

### **Processing of sold products**

#### **Evaluation status**

Not relevant, explanation provided

#### **Explanation**

Many of these emissions would be attributable to Scope 1 and 2 emissions within our own operations.

---

### **Use of sold products**

#### **Evaluation status**

Not relevant, explanation provided

#### **Explanation**

Our products typically do not have significant emissions associated with use.

---

### **End of life treatment of sold products**

**Evaluation status**

Not relevant, explanation provided

**Explanation**

We consider but do not calculate these emissions.

**Downstream leased assets**

---

**Evaluation status**

Not relevant, explanation provided

**Explanation**

We have not identified any current significant emissions associated with leased assets during the reporting period as defined in the GHG Protocol's Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

**Franchises**

---

**Evaluation status**

Not relevant, explanation provided

**Explanation**

Franchises are not currently applicable.

**Investments**

---

**Evaluation status**

Relevant, not yet calculated

**Explanation**

We consider but do not currently calculate these emissions.

**Other (upstream)**

---

**Evaluation status**

Not relevant, explanation provided

**Explanation**

We have not identified any other upstream Scope 3 emission sources at this time.

**Other (downstream)**

---

**Evaluation status**

Not evaluated

**Explanation**

Our downstream Scope 3 emissions sources may include those resulting from the medical services that our health care plan customers receive. However, please note that Cigna typically does not provide these services. Instead, we reimburse customers and physicians for associated fees pursuant to individual plans and agreements.

## C6.7

**(C6.7) Are carbon dioxide emissions from biologically sequestered carbon relevant to your organization?**

No

## C6.10

**(C6.10) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO<sub>2</sub>e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.**

---

**Intensity figure**

0.0000014378

**Metric numerator (Gross global combined Scope 1 and 2 emissions)**



69,953

**Metric denominator**

**Metric denominator: Unit total**

48,650,000,000

**Scope 2 figure used**

Location-based

**% change from previous year**

7.9

**Direction of change**

Decreased

**Reason for change**

In 2018, our emissions intensity per revenue decreased by 7.9% (from 0.0000015606 to 0.0000014378) amid 16.4% annual revenue growth (from \$41.806 to \$48.650 billion), which can be attributed in part to our emissions reduction activities – most notably those undertaken at our two most intensive facilities: our corporate headquarters and largest data center.

---

**Intensity figure**

0.01105

**Metric numerator (Gross global combined Scope 1 and 2 emissions)**

69,953

**Metric denominator**

square foot

**Metric denominator: Unit total**

6,327,255

**Scope 2 figure used**

Location-based

**% change from previous year**

1

**Direction of change**

Increased

**Reason for change**

In 2018, our emissions intensity per square foot increased by 1.0% (from 0.01094 to 0.01105). In 2018, this metric denominator increased by 6.6% (from 5.936 to 6.327 million square feet). We believe that the modest increase in emission intensity per square foot would have been higher had we not engaged and invested in our emissions reduction activities.

Also, please note that our modest increase is also attributable to challenging year-over-year comparisons as we achieved dramatic emissions intensity improvements in 2017, following significant emissions reduction activities at our two most intensive facilities: (1) our corporate headquarters and (2) largest data center.

## C7. Emissions breakdowns

### C7.1

**(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type?**

Yes

## C7.1a

**(C7.1a) Break down your total gross global Scope 1 emissions by greenhouse gas type and provide the source of each used greenhouse warming potential (GWP).**

Greenhouse gas	Scope 1 emissions (metric tons of CO <sub>2</sub> e)	GWP Reference
CO <sub>2</sub>	10,900	IPCC Fifth Assessment Report (AR5 – 100 year)
CH <sub>4</sub>	6	IPCC Fifth Assessment Report (AR5 – 100 year)
N <sub>2</sub> O	55	IPCC Fifth Assessment Report (AR5 – 100 year)

## C7.2

**(C7.2) Break down your total gross global Scope 1 emissions by country/region.**

Country/Region	Scope 1 emissions (metric tons CO <sub>2</sub> e)
United States of America	10,599
Belgium	146
Malaysia	0
Spain	0
United Kingdom of Great Britain and Northern Ireland	0
Republic of Korea	217

## C7.3

**(C7.3) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.**

By activity

## C7.3c

**(C7.3c) Break down your total gross global Scope 1 emissions by business activity.**

Activity	Scope 1 emissions (metric tons CO2e)
Aviation	3,864
Leased Vehicle Fleet Business Mileage	1,746
Facilities Natural Gas	5,351

## C7.5

**(C7.5) Break down your total gross global Scope 2 emissions by country/region.**

Country/Region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low-carbon electricity, heat, steam or cooling accounted in market-based approach (MWh)
United States of America	54,415	54,415	133,367	0
Belgium	276	276	1,223	0
Malaysia	88	88	128	0
Spain	278	278	948	0
United Kingdom of Great Britain and Northern Ireland	929	929	2,643	0
Republic of Korea	3,005	3,005	5,713	0

## C7.6

**(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.**

By activity



### C7.6c

**(C7.6c) Break down your total gross global Scope 2 emissions by business activity.**

Activity	Scope 2, location-based emissions (metric tons CO2e)	Scope 2, market-based emissions (metric tons CO2e)
Offices	38,571	38,571
Data Centers	10,888	10,888
Clinics	4,222	4,222
Distribution Centers	2,853	2,853
Call Centers/Other	2,458	2,458

### C7.9

**(C7.9) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?**

Increased

### C7.9a

**(C7.9a) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined) and for each of them specify how your emissions compare to the previous year.**

	Change in emissions (metric tons CO2e)	Direction of change	Emissions value (percentage)	Please explain calculation
Change in renewable energy consumption	0	No change	0	In 2018, our Scope 1 and 2 emissions were not impacted by a change in renewable energy consumption.



Other emissions reduction activities	4,153	Decreased	6.39	<p>In 2018, we estimated a 6.39% reduction due to (1) completed emissions reduction activities as reported in Question CC4.3b; (2) emissions reduction projects completed in the prior year; (3) additional emissions reduction activities, such as behavioral change initiatives in our U.S. real estate portfolio where we have incomplete or unreliable data on emissions savings; and (4) continued enhancements made to our data centers.</p> <p>Over the last two years, absolute energy consumption decreased by approximately 20% at our two most energy-intensive facilities: (1) our corporate headquarters in Bloomfield, Connecticut; and (2) our largest data center in Windsor, Connecticut. The energy reductions at our corporate headquarters in Bloomfield, Connecticut are attributable to the completion of a comprehensive, multi-year renovation effort that included campus-wide LED lighting retrofits and upgrades to its HVAC systems. The energy reductions at our Windsor, Connecticut data center are attributable to the installation of new disk storage arrays that is estimated to require 87% less energy consumption to store data.</p> <p>The numerator used in the calculation is 4,153 MT CO<sub>2</sub>e and the denominator is our 2017 Scope 1 and 2 emissions of 64,948 MT CO<sub>2</sub>e.</p>
Divestment	0	No change	0	In 2018, no divestments affected our emissions performance.
Acquisitions	0	No change	0	In 2018, no acquisitions affected our emissions performance.
Mergers	0	No change	0	On December 20, 2018, we completed the combination with Express Scripts. This transaction did not impact 2018 emissions because partial year emissions for Express Scripts and its subsidiaries following the combination were excluded from our 2018 emissions boundary. Please note that we will be including Express Scripts facilities in our 2019 emissions inventory.

Change in output	3,247	Increased	5	<p>In 2018, we estimated a 5.00% increase in our annual emissions due to increased business activity at offices and data centers, which were associated with annual revenue growth within Cigna's health service businesses and preceded our combination with Express Scripts.</p> <p>The numerator used in the calculation is 3,247 MT CO<sub>2</sub>e. The denominator used is our 2017 Scope 1 and 2 emissions, which were 64,948 MT CO<sub>2</sub>e.</p>
Change in methodology	0	No change	0	In 2018, our Scope 1 and 2 emissions were not impacted by a change in emission factors applied or other changes in calculation methodology.
Change in boundary	4,287	Increased	6.6	<p>In 2018, this square footage in our emissions boundary increased by 6.60%. This is primary attributable to addition of South Korean facilities and the expansion of offices and data centers in our emissions boundary.</p> <p>The numerator used in the calculation is 4,287 MT CO<sub>2</sub>e. The denominator used is our 2017 Scope 1 and 2 emissions, which were 64,948 MT CO<sub>2</sub>e.</p>
Change in physical operating conditions	1,624	Increased	2.5	<p>In 2018, we estimated a 2.50% increase in our annual emissions associated with changing weather conditions and associated demands for heating and cooling at some of our larger offices and data centers.</p> <p>The numerator used in the calculation is 1,624 MT CO<sub>2</sub>e. The denominator used is our 2017 Scope 1 and 2 emissions, which were 64,948 MT CO<sub>2</sub>e.</p>
Unidentified	0	No change	0	In 2018, there were no unidentified drivers. (Our absolute increase in emissions, while offset by our emission reduction activities is primarily attributable to increases in the square footage within our emissions boundary.)

Other	0	No change	0	In 2018, we have not identified any other drivers. (Our absolute increase in emissions, while offset by our emission reduction activities is primarily attributable to increases in the square footage within our emissions boundary.)
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### C7.9b

**(C7.9b) Are your emissions performance calculations in C7.9 and C7.9a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?**

Location-based

## C8. Energy

### C8.1

**(C8.1) What percentage of your total operational spend in the reporting year was on energy?**

More than 0% but less than or equal to 5%

### C8.2

**(C8.2) Select which energy-related activities your organization has undertaken.**

	Indicate whether your organization undertakes this energy-related activity
Consumption of fuel (excluding feedstocks)	Yes
Consumption of purchased or acquired electricity	Yes
Consumption of purchased or acquired heat	No
Consumption of purchased or acquired steam	No
Consumption of purchased or acquired cooling	No



Generation of electricity, heat, steam, or cooling	Yes
--	-----

## C8.2a

**(C8.2a) Report your organization’s energy consumption totals (excluding feedstocks) in MWh.**

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total MWh
Consumption of fuel (excluding feedstock)	HHV (higher heating value)	0	63,130	63,130
Consumption of purchased or acquired electricity		0	144.02	144.02
Consumption of self-generated non-fuel renewable energy		0.19		0.19
Total energy consumption		0.19	207,152	207,152.19

## C8.2b

**(C8.2b) Select the applications of your organization’s consumption of fuel.**

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	Yes
Consumption of fuel for the generation of heat	No
Consumption of fuel for the generation of steam	No
Consumption of fuel for the generation of cooling	No
Consumption of fuel for co-generation or tri-generation	No

## C8.2c

**(C8.2c) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.**

---

**Fuels (excluding feedstocks)**

Natural Gas

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

29,316

**MWh fuel consumed for self-generation of electricity**

29,316

**MWh fuel consumed for self-generation of heat**

0

**Comment**

---

**Fuels (excluding feedstocks)**

Gas Oil

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

17,370

**MWh fuel consumed for self-generation of electricity**

17,370

**MWh fuel consumed for self-generation of heat**

0

**Comment**

---

**Fuels (excluding feedstocks)**

Aviation Gasoline

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

16,444

**MWh fuel consumed for self-generation of electricity**

16,444

**MWh fuel consumed for self-generation of heat**

0

**Comment**

## C8.2d

**(C8.2d) List the average emission factors of the fuels reported in C8.2c.**

### Aviation Gasoline

---

**Emission factor**

8.31

**Unit**

kg CO<sub>2</sub>e per gallon

**Emission factor source**

U.S. EPA Emissions Factors for Greenhouse Gas Inventories, Table 2 Mobile Combustion Emission Factors (modified April 4, 2014)

**Comment**

Emissions factors were unchanged from the prior year's inventory.

### Gas Oil

---

**Emission factor**

0.37

**Unit**

metric tons CO<sub>2</sub> per liter

**Emission factor source**

The Climate Registry's 2013 Default Emission Factors, Table 12.1 U.S. Default Factors for Calculating CO<sub>2</sub> Emissions from Fossil Fuel and Biomass Combustion

**Comment**

Emissions factors were unchanged from the prior year's inventory.



**Natural Gas**

**Emission factor**

0.1812

**Unit**

kg CO2e per million Btu

**Emission factor source**

EPA Emission Factors for GHG Inventories January 2016, last modified 14 Dec 2017

**Comment**

Emissions factors were unchanged from the prior year’s inventory. Please note that we use the WRI Stationary Combustion Tool (version 4.1) to calculate the modest natural gas emissions (approximately 140 MT CO2e) at our operations in Belgium where a lower heating value is used.

**C8.2e**

**(C8.2e) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year.**

	Total Gross generation (MWh)	Generation that is consumed by the organization (MWh)	Gross generation from renewable sources (MWh)	Generation from renewable sources that is consumed by the organization (MWh)
Electricity	0.19	0.19	0.19	0.19
Heat	0	0	0	0
Steam	0	0	0	0
Cooling	0	0	0	0

## C8.2f

**(C8.2f) Provide details on the electricity, heat, steam and/or cooling amounts that were accounted for at a low-carbon emission factor in the market-based Scope 2 figure reported in C6.3.**

---

**Basis for applying a low-carbon emission factor**

Off-grid energy consumption from an on-site installation or through a direct line to an off-site generator owned by another company

**Low-carbon technology type**

Solar PV

**Region of consumption of low-carbon electricity, heat, steam or cooling**

North America

**MWh consumed associated with low-carbon electricity, heat, steam or cooling**

0.19

**Emission factor (in units of metric tons CO<sub>2</sub>e per MWh)**

0

**Comment**

At our Phoenix, Arizona medical center (a Gold LEED®-certified building), we have installed a solar carport, which is estimated to produce approximately 200,000 kilowatts of electricity annually.

## C9. Additional metrics

### C9.1

**(C9.1) Provide any additional climate-related metrics relevant to your business.**

---

**Description**

Energy usage

**Metric value**

0.03

**Metric numerator**

Megawatt hours (MWhs)

**Metric denominator (intensity metric only)**

Square feet

**% change from previous year**

6.4

**Direction of change**

Increased

**Please explain**

While offset by efficiency measures and investments, our energy intensity increased due to increased business activity at offices and data centers within our global real estate portfolio.

The increase in energy intensity also reflects challenging year-over-year comparisons as Cigna achieved dramatic energy intensity improvements in 2017, following significant energy efficiency gains at our two most intensive facilities: (1) our corporate headquarters and (2) largest data center.



## C10. Verification

### C10.1

**(C10.1) Indicate the verification/assurance status that applies to your reported emissions.**

	Verification/assurance status
Scope 1	Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	Third-party verification or assurance process in place
Scope 3	No third-party verification or assurance

### C10.1a

**(C10.1a) Provide further details of the verification/assurance undertaken for your Scope 1 and/or Scope 2 emissions and attach the relevant statements.**

**Scope**

Scope 1

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**


Complete

**Type of verification or assurance**

Limited assurance



**Attach the statement**

 ghg-emissions-assurance-statement.pdf

**Page/ section reference**

All four pages in attached CDP Verification Template and Assurance Statement

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

100

---

**Scope**

Scope 2 location-based

**Verification or assurance cycle in place**

Annual process


**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

 ghg-emissions-assurance-statement.pdf

**Page/ section reference**

All four pages in attached CDP Verification Template and Assurance Statement

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

100

## **C10.2**

**(C10.2) Do you verify any climate-related information reported in your CDP disclosure other than the emissions figures reported in C6.1, C6.3, and C6.5?**

No, we do not verify any other climate-related information reported in our CDP disclosure

## **C11. Carbon pricing**

### **C11.1**

**(C11.1) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?**

No, and we do not anticipate being regulated in the next three years

### **C11.2**

**(C11.2) Has your organization originated or purchased any project-based carbon credits within the reporting period?**

No

### **C11.3**

**(C11.3) Does your organization use an internal price on carbon?**

No, and we do not currently anticipate doing so in the next two years

## C12. Engagement

### C12.1

**(C12.1) Do you engage with your value chain on climate-related issues?**

Yes, our suppliers

Yes, our customers

Yes, other partners in the value chain

### C12.1a

**(C12.1a) Provide details of your climate-related supplier engagement strategy.**

---

**Type of engagement**

Other, please specify

Business continuity risk assessment

**Details of engagement**

Other, please specify

Business continuity risk assessment

**% of suppliers by number**

37

**% total procurement spend (direct and indirect)**

27

**% Scope 3 emissions as reported in C6.5**

0



### **Rationale for the coverage of your engagement**

All vendors key to business continuity are included in our Business Continuity Plan, which is updated annually. Additionally, we engage in full business reviews of suppliers where we may consider hurricane and drought risks in addition to numerous other factors.

Additionally, all suppliers are requested to read and comply with our Supplier Code of Ethics, which contains a section on “Integrity in the Environment” where we encourage suppliers to identify ways to reduce their carbon footprints.

The percentage of suppliers is based on the key suppliers with whom we engage to support our Business Continuity Plan. The denominator used is our number of key suppliers, which represent the majority of our annual spend.

The percentage of procurement spend represented is an estimate, using total sourceable spend as the denominator.

### **Impact of engagement, including measures of success**

We engage with our suppliers (both current and potential) to support our climate change strategy and manage associated risks and opportunities. At the current time, our measures of success are (1) timely, quality responses to sustainability questionnaires from corporate clients; and (2) level of support and partnership from key vendors for our Business Continuity Plan program.

We prioritize environmental stewardship within our Supplier Code of Ethics. Additionally, all vendors key to business continuity are included in our Business Continuity Plan. Cigna maintains a “hot-site” contract with recognized third party recovery vendors for alternative workstations for Cigna personnel. Also, as part of supplier selection, we engage in a full business review, which considers potential physical risks. The Windsor Data Center (WDC) houses the majority of Cigna's critical digital processing infrastructure. The disaster recovery and business resiliency capabilities are shared between our Data Centers in Windsor, CT and Lithia Springs, GA. Survival critical IT applications supporting the highest priority business capabilities are positioned for recovery at Lithia Springs using a modern, electronic data replication architecture.

With vehicle suppliers, we place emphasis on fleet efficiency and purchase vehicles that are 4-cylinder with alternative fuel (E85) capabilities and hybrid engines, & are classified as partial zero emissions vehicles. We have installed electric vehicle (EV) charging stations at our Bloomfield headquarters to allow Cigna employees to plug in and power up. Cigna also has EV charging units in our Windsor, CT & Phoenix, AZ offices. The charging stations are offered free of charge for employees who own plug-in or hybrid EVs. The charging stations support both Cigna employees who are lowering their vehicle emissions and carbon pollutants by driving EVs and Cigna's overall environmental sustainability

plan.

We engage with our corporate clients as our products and services contribute to their Scope 3 emissions. To support corporate clients, we respond to sustainability questionnaires as part of RFPs & RFIs. In 2018, Cigna continued to communicate our unique set of ESG initiatives to corporate clients in a formal corporate responsibility report highlighting our efforts to create positive impact in the health of people, communities and the environment.

### **Comment**

We prioritize engagement with corporate clients based on the level of interest in climate change and corporate responsibility, and the type of information requested and key issues of greatest interest. Engagement with other partners in the value chain is prioritized based on an assessment of the greatest levels of need and where the greatest opportunities where we can add value exist.

## **C12.1b**

**(C12.1b) Give details of your climate-related engagement strategy with your customers.**

---

### **Type of engagement**

Collaboration & innovation

### **Details of engagement**

Other – please provide information in column 5

### **% of customers by number**

100

### **% Scope 3 emissions as reported in C6.5**

0

**Please explain the rationale for selecting this group of customers and scope of engagement**



We encourage employer clients and health care plan customers to opt-in to receiving paperless Explanation of Benefits, which helps to reduce emissions from waste generation and protect the important role that forests play in carbon capturing and regulating the health of ecosystems.

While not our primary objective behind the measure, we are able to help reduce Scope 3 emissions through our emphasis on preventive care, which can avoid the need for medical services altogether. Cigna has also launched its largest prevention campaign to date, with an ensemble of familiar TV doctors to promote check-ups as an important step in preventive care. In 2018, Cigna completed the third year of our Go. Know. Take Control.® Health Improvement Tour, where we connect with communities on the importance of preventive health care.

Cigna also actively responds to RFPs and RFIs from our employer clients, providing information on our climate and energy strategy, performance and targets. We also share information on sites in our portfolio that participate in the ENERGY STAR® program and respond to the CDP Supplier Module.

### **Impact of engagement, including measures of success**

To date, more than 4.3 million Cigna customers have participated in our paperless opt-in program. We have helped to save more than 30,000 trees and avoided the consumption of 43 million paper statements and envelopes since 2012.)

In 2018, the Health Improvement Tour visited 139 cities and conducted over 14,000 free biometric screenings and health coaching to local communities across the United States. Preventive care presents the opportunity not only to help save lives but also avoid emissions associated with medical procedures, surgery and pharmaceutical use.

## **C12.1c**

### **(C12.1c) Give details of your climate-related engagement strategy with other partners in the value chain.**

We also engage with communities through local environmental projects as part of our employee GreenSTEPS program. GreenSTEPS is a voluntary group of Cigna employees who are passionate about the environment and want to take steps in both their personal and professional lives to make a positive impact. (“STEPS” stands for “Sustainability Team for Environmental Protection & Stewardship.”) In addition to being internal advocates for Cigna's environmental sustainability efforts, our GreenSTEPS members also engage with communities through local environmental projects. They also

work on projects in our workplaces, such as offering a sustainability scavenger hunt for kids, hosting an Electric Vehicle Experience Day and planting a vegetable garden on the grounds of our corporate headquarters.

Cigna's GreenSTEPS teams have also volunteered their time to help build the city of Hartford's first production-scale aquaponics system at Keney Park near our corporate headquarters. Supported by a Cigna Foundation grant, Cigna's employees rolled up their sleeves to help install the aquaponics system: planting vegetables and assisting with landscaping, building and design at Keney Park.

Additionally, as part of Cigna's 2018 multi-dimensional stakeholder assessment, we convened some of the nation's most prominent leaders on the intersection between the environment, human health and planetary health. The information, insights and recommendations obtained from engagement with these experts will be used to inform the evolution of Cigna's environmental programs and our overarching Cigna Connects platform.

## C12.3

**(C12.3) Do you engage in activities that could either directly or indirectly influence public policy on climate-related issues through any of the following?**

Other

## C12.3e

**(C12.3e) Provide details of the other engagement activities that you undertake.**

Cigna is a member of the Business Roundtable and our Chief Executive Officer participated in their annual Sustainability Report in 2018. Information on the Business Roundtable's Energy and Environment Committee and current priorities, which include energy efficiency, climate change and renewable energy, can be found at: <http://businessroundtable.org/issues/energy-environment>.

Our Corporate Responsibility team engages with organizations and other companies through participation in events and conferences, including those hosted by the Boston College Center for Corporate Citizenship, BSR, CDP, The Conference Board, and the UN Global Compact, to promote cross-industry dialogue on how to address environmental and corporate responsibility challenges and opportunities – including those related to climate change.



In 2018, Cigna hosted a roundtable discussion on the connections between health and the environment in collaboration with the Connecticut Sustainable Business Council. The event featured an esteemed group of leading experts including Gary Cohen (founder of Healthcare without Harm and Practice GreenHealth), Jeffrey Hollander (founder of Seventh Generation and co-founder of Sustain Natural) and Anne Hulick (Connecticut State Director of Clean Water Action). Cigna's Senior Director of Corporate Responsibility also presented on "Creating a Human and Planetary Health Connection within the Workplace".

## C12.3f

**(C12.3f) What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?**

Our processes to ensure that indirect activities are consistent with our overall climate change strategy are as follows: (1) Prior to entering into new affiliations or expanding the scope of current affiliations, an organization's policy positions are among the several factors that we consider. (2) Through membership and committee participation, we are able to monitor whether their activities are consistent with our climate and energy strategy. (3) Additionally, we utilize our annual disclosures to the CDP Climate Change program as an opportunity to further review and assess whether the public policy positions of trade associations for which Cigna has an affiliation are consistent with our own climate change strategy.

In 2018, Cigna belonged to the following industry trade associations to which the Company paid \$50,000 or more in annual dues: Alliance to Fight the 40, America's Health Insurance Plans, Association of Behavioral Health & Wellness; Association of California Life & Health Insurance Companies; The Business Roundtable; Connecticut Association of Health Plans; Dual Eligible Coalition; Florida Association of Health Plans; Massachusetts Association of Health Plans; National Association of Dental Plans; New Jersey Association of Health Plans; Pharmaceutical Care Management Association; Texas Association of Health Plans; U.S. Chamber of Commerce; and Virginia Association of Health Plans.

With the exception of the Business Roundtable and U.S. Chamber of Commerce, these organizations typically do not have explicit energy or climate change policy positions.

## C12.4

**(C12.4) Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s).**



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**Publication**


In mainstream reports

**Status**

Complete

**Attach the document**

 cigna-2018-annual-report.pdf

 2019-proxy.pdf

**Page/Section reference**

Page 17 of Annual Report and pages 26-30 of 10-K

**Content elements**

Strategy

Risks & opportunities

**Comment**

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**Publication**

In voluntary communications

**Status**

Complete

**Attach the document**

 cigna-connects-2018-corporate-responsibility-report.pdf

**Page/Section reference**

**Content elements**

- Governance
- Strategy
- Risks & opportunities
- Emissions figures
- Emission targets
- Other metrics

**Comment**

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**Publication**

In voluntary communications

**Status**

Complete

**Attach the document**

 Sustainability Section on Company Website.PNG

**Page/Section reference**

All

**Content elements**

- Strategy
- Emissions figures
- Emission targets
- Other metrics

**Comment**

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
**Publication**

In other regulatory filings

**Status**

Complete

**Attach the document**

 2019-proxy.pdf

**Page/Section reference**

Page 26-27

**Content elements**

- Governance
- Strategy
- Risks & opportunities

**Comment**



## C14. Signoff

### C-FI

**(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.**

### C14.1

**(C14.1) Provide details for the person that has signed off (approved) your CDP climate change response.**

	Job title	Corresponding job category
Row 1	Senior Director of Corporate Responsibility	Environment/Sustainability manager

## SC. Supply chain module

### SC0.0

**(SC0.0) If you would like to do so, please provide a separate introduction to this module.**

### SC0.1

**(SC0.1) What is your company's annual revenue for the stated reporting period?**

	Annual Revenue
Row 1	48,700,000,000



## SC0.2

**(SC0.2) Do you have an ISIN for your company that you would be willing to share with CDP?**

Yes

### SC0.2a

**(SC0.2a) Please use the table below to share your ISIN.**

	ISIN country code (2 letters)	ISIN numeric identifier and single check digit (10 numbers overall)
Row 1	US	1255091092

## SC1.1

**(SC1.1) Allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period.**

---

**Requesting member**

**Scope of emissions**

**Allocation level**

**Emissions in metric tonnes of CO<sub>2</sub>e**

**Uncertainty (±%)**



**Major sources of emissions**

N/A

**Verified**

**Allocation method**

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

N/A

**SC1.2**

**(SC1.2) Where published information has been used in completing SC1.1, please provide a reference(s).**

N/A

**SC1.3**

**(SC1.3) What are the challenges in allocating emissions to different customers, and what would help you to overcome these challenges?**

Allocation challenges	Please explain what would help you overcome these challenges
	Cigna's Scope 1 and 2 emissions cover activities at Cigna facilities, which include our corporate offices and data centers. As a service provider, the level of activity and emissions at Cigna facilities does not have a high degree of correlation with the number of customers and policies issued.

## SC1.4

**(SC1.4) Do you plan to develop your capabilities to allocate emissions to your customers in the future?**

No

## SC1.4b

**(SC1.4b) Explain why you do not plan to develop capabilities to allocate emissions to your customers.**

As a health services company, it is difficult to accurately allocate our Scope 1 and 2 emissions to individual customers. Please note that our Scope 1 and 2 emissions boundary is primarily comprised of office space and data centers, for which individual consumers' impact on energy use is unknown. Our customers' downstream use of health care services, including doctors' visits and medical procedures, occurs outside the boundary of our organization.

## SC2.1

**(SC2.1) Please propose any mutually beneficial climate-related projects you could collaborate on with specific CDP Supply Chain members.**

## SC2.2

**(SC2.2) Have requests or initiatives by CDP Supply Chain members prompted your organization to take organizational-level emissions reduction initiatives?**

Yes

## SC2.2a

**(SC2.2a) Specify the requesting member(s) that have driven organizational-level emissions reduction initiatives, and provide information on the initiatives.**

---

**Requesting member**

**Initiative ID**

**Group type of project**

**Type of project**

**Description of the reduction initiative**

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**Emissions reduction for the reporting year in metric tons of CO<sub>2</sub>e**

**Did you identify this opportunity as part of the CDP supply chain Action Exchange?**

**Would you be happy for CDP supply chain members to highlight this work in their external communication?**

## **SC3.1**

**(SC3.1) Do you want to enroll in the 2019-2020 CDP Action Exchange initiative?**

No





## SC3.2

**(SC3.2) Is your company a participating supplier in CDP’s 2018-2019 Action Exchange initiative?**

No

## SC4.1

**(SC4.1) Are you providing product level data for your organization’s goods or services?**

No, I am not providing data

## Submit your response

**In which language are you submitting your response?**

English

**Please confirm how your response should be handled by CDP**

	Public or Non-Public Submission	I am submitting to	Are you ready to submit the additional Supply Chain Questions?
I am submitting my response	Public	Investors Customers	Yes, submit Supply Chain Questions now

**Please confirm below**

I have read and accept the applicable Terms

