



CALIFORNIA DEPARTMENT OF INSURANCE
2015 INSURER SUPPLIER DIVERSITY SURVEY

Report Type: Individual

Group / NAIC Code:

60054

Group / Company Name: Aetna Life Insurance Company

Our company / group enters into contracts to procure goods or services in California.

1. Does your company / group have a supplier diversity policy statement?

YES

A supplier diversity policy statement is any language that refers to the company's / group's policies in regards to supplier diversity, with the goal of procuring goods and services from diverse businesses

If yes, provide the supplier diversity policy statement below:

It is Aetna's policy to provide traditionally underutilized (TUU) suppliers with the maximum practicable opportunity to participate in procurement opportunities. This policy encourages increased participation of TUU suppliers when soliciting bids, RFXs and the direct purchase of goods and services. Additionally, Aetna will make every effort to work with primary suppliers to encourage their use of TUU subcontractors. Procurement will assist by providing purchasers access to appropriate resources for the identification and qualification of TUU suppliers. All locations shall participate in related programs and provide the maximum practical opportunity for TUU suppliers to participate as Aetna Suppliers. Aetna personnel will participate in these programs and understand their goals, objectives and reporting requirements, as directed. Aetna-wide Purchasers who are responsible for purchasing or contracting products and services for Aetna shall: Be familiar with the Supplier Diversity Programs, its policy and procedures; Support the Program by actively seeking and including a diverse slate of suppliers in their day-to-day purchasing or contracting activities; Be held accountable for their achieving department and company Supplier Diversity targets. All Aetna employees shall be aware of their business area target, Aetna's Supplier Diversity policy statement and general purpose of the program so that they can refer suppliers to Procurement and the Supplier Diversity team for information regarding the Supplier Diversity Program.

- Provide a list of all documents in which the statement can be found (i.e. website, co. / group report, board charter, etc.):

Aetna's intranet site

- If the state is available online, provide link here:

If no, but will be creating one within the next 12 months, provide a timeline for when your co. / group expects the policy statement to be completed and any other details available at this time (i.e. policy language, policy creation team, etc.):

If no, please explain why:

2. Does your company / group have a supplier diversity program?

YES

A supplier diversity program is any formal plan and / or structure that has been setup specifically for the company / group to implement its supplier diversity policy statements.

If yes, provide an overview of the program:

At Aetna, we take every opportunity to be inclusive in our sourcing activities. With this understanding, we have established proactive efforts to reach traditionally underutilized (TUU) suppliers. We believe we have achieved a level of success purchasing with TUU suppliers in support of our national portfolio, however we continue to look for new opportunities to integrate TUU suppliers into the way we do business. As evidence of our commitment to the diverse communities we serve, in 2014 Aetna's first and second tier expense with certified minority-owned (MBE), women-owned (WBE), lesbian, gay, bisexual, transgender-owned (LGBT), disability-owned (DISBE), veteran-owned (VBE) and registered small businesses (SBE) totaled \$252 million. For your review we have included our Supplier Diversity Program objectives, definitions and community involvement. Program Objectives Our program has two major objectives. The first objective is to increase first tier dollars procured directly with TUU suppliers. Each year, we establish both enterprise and business area Supplier Diversity targets that are directly tied to the Aetna scorecard. Performance is tracked and communicated to key business area leaders monthly and to our Executive Committee quarterly. As an enterprise we strive to demonstrate year-over-year growth in our Supplier Diversity expense. The second objective of our program is to develop second tier purchasing partnerships. Aetna requires our prime suppliers to meet second tier targets in support of both our Supplier Diversity strategy and business needs. We believe that in order for us to be successful, not only do we have to support TUU suppliers, but so do the companies with whom we do business. Diverse Businesses Definitions Aetna defines minority-owned and women-owned business enterprises (MBE/WBE), as suppliers that have been certified as such by a third party organization acceptable to Aetna. These companies are 51 percent owned, controlled, operated, and managed by members of a minority group or non-minority women. Minority groups include: African Americans, Hispanic Americans, Native Americans, Asian Indian Americans and Asian Pacific Americans. Lesbian, gay, bisexual and transgender-owned businesses (LGBT) are defined as at least 51% owned by one or more, gay, lesbian, bisexual or transgendered individuals. Disability-owned business enterprises (DISBE) are defined as at least 51% owned, operated, managed, and controlled by an individual with a disability or service-disabled veteran who is either a U.S. citizen or a lawful permanent resident. Veteran-owned business enterprises (VBE) are defined as small businesses that are at least 51% unconditionally owned by one or more veterans (as defined at 38 U.S.C. (2)); or in the case of any publicly owned business, at least 51% of the stock which is unconditionally owned by one or more veterans; and whose management and daily business operations are controlled by one or more veterans. Small business enterprises (SBE) are defined as suppliers registered with the Small Business Administration. Small Business designations include: small business, small disadvantaged business, disadvantage business, disabled veteran owned business, veteran owned business, HUBZone, or the SBA 8(a) Program. Certification In order to validate ownership, TUU suppliers are required to obtain certification through a third party agency. Aetna accepts certification from the following: National Minority Supplier Development Council (NMSDC). Women's Business Enterprise National Council (WBENC). National Gay and Lesbian Chamber of Commerce (NGLCC). US Business Leadership Network (USBLN). US Department of Veterans Affairs We also accept registration through the Small Business Administration (SBA) for our small business suppliers. We evaluate certification from other third-party organizations on a case by case basis and actively solicit participation from TUU suppliers certified through state, county and city agencies. Aetna's Community Involvement Aetna holds a national corporate membership with the following organizations: National Minority Supplier Development Council (NMSDC). Women's Business Enterprise National Council (WBENC). National Gay And Lesbian Chamber of Commerce (NGLCC) We also participate on the following boards and councils: Board of Directors for the Greater New England Minority Supplier Development Council (GNEMSDC). Procurement Council through the National Gay and Lesbian Chamber of Commerce (NGLCC). Healthcare Industry Group (HCIG) through National Minority Supplier Development Council (NMSDC)

If no, but will be creating one within the next 12 months, provide a timeline for when your company / group expects the program to begin and any other details available at this time (i.e. program plan, program director, etc.):

If no, please explain why:

3. Does your company / group conduct outreach specifically to diverse businesses? **YES**

If yes, respond to parts a, b, c, d, and e below.

a. Share all company / group outreach and communication strategies and practices that are conducted specifically to diverse businesses. Specify what outreach is conducted specifically to California diverse businesses:

Aetna's outreach and communication strategies encourages and seeks traditionally underutilized (TUU) suppliers to become potential suppliers in a number of ways:-We educate TUU suppliers about the requirements to participate in our Supplier Diversity program. -We introduce TUU suppliers to our internal purchasers who provide insights on how to successfully compete for our business.-We require our prime suppliers to develop 2nd tier relationships with TUU suppliers and monitor their progress through our internal scorecarding process. -We attend national industry events in order to meet and network with them. Outreach is not conducted for specific demographics (by state). However, California diverse businesses have opportunity to network with Aetna through the many national events we participate in.

b. Share any outreach and communication strategies and practices about supplier diversity conducted internally to company / group employees:

Training to Supply Management Professional. Supplier Diversity Program Overviews to Business Areas, Sales & Sales Support Staff, Finance & Reporting personnel and ERG groups. Internal constituents and groups are encouraged and invited to attend external events with the Supplier Diversity Team.

c. Check below all outreach and communication practices in which your company / group engages:

EVENT – seminars, meet-and-greets, summits, etc.

- Host matchmaking
- Host supplier diversity events
- Internal Awards Program
- Participate in matchmaking
- Participate in supplier diversity events
- Sponsor matchmaking
- Sponsor supplier diversity events

Share the name of an event you attended / hosted that has best guided and / or influenced growth of your Supplier Diversity efforts:

The event that Aetna has attended that best guides /influences our growth is the National Program Manager's Seminar hosted by NMSDC.

MEDIA – advertising, announcements, interviews, webinars, etc.

- Traditional media (newspaper, television commercial, etc.)
- Ethnic media outlets
- Social media; please specify: _____
- Trade publications

Share the name of a media group or outlet that has best guided and / or influenced growth of your Supplier Diversity efforts:

While we don't think that any one media group has best guided/ influenced growth of our efforts, it is important that we support several groups with ads. We have published with NMSDC, GNEMSDC, WBENC, WPEO - DC & NY, NGLCC, WE USA, DiveristyComm, Diversit

ORGANIZATIONS – membership, affiliation, sponsorship, etc.

- Member of a certification agency
- Member of ethnic chamber of commerce
- Member/affiliate of other organization, please specify:

[Redacted]

Share the name of an organization that has best guided and / or influenced growth of your Supplier Diversity efforts:

-National Minority Supplier Development Council (NMSDC) -Greater New England Minority Supplier Development Council (GNEMSDC), a regional affiliate of the NMSDC -Women’s Business Enterprise National Council (WBENC) -Women Presidents’ Educational Organiz

PROGRAMS – mentorship, training, locator, etc.

- Diverse supplier registration portal
- Manage and run a supplier diversity mentorship program (in-house)
- Participate in a supplier diversity mentorship program
- Subscriber to a supplier locator program (or 3rd party service that identifies diverse suppliers)
- Operate a website dedicated to a Supplier Diversity Program

<https://www.aetna.com/about-us/doing-business-with-us/supplier-diversity-program.html>

- Technical assistance / training program for diverse suppliers

Share the name of a program that has best guided and / or influenced growth of your Supplier Diversity efforts:

The program/training that Aetna has attended that best guides /influences our growth is the National Program Manager’s Seminar hosted by NMSDC.

d. Explain how, and to what extent, these strategies and practices have been successful in establishing relationships with diverse businesses:

Through these relationships, we participate in activities that encourage direct interaction with TUU's and foster relationships for potential business opportunities. The activities include, but are not limited to:- Tradeshow and opportunity Fairs- M

4. Does your co. / group require and/or encourage its primary suppliers to subcontract with diverse businesses? **YES**

If yes:

a. Do you track procurement spend with Tier 2 diverse suppliers? **YES**

b. Please explain:

We are dedicated to using traditionally underutilized suppliers in our purchasing and business relationships. In an effort to demonstrate our commitment, we have established a 2nd tier subcontracting program for our prime suppliers. 2nd tier subcontractin

5. Does your co. / group set internal targets or goals in regards to its supplier diversity statement and / or program? **YES**

If yes, please explain:

It is Aetna’s policy to promote and increase the participation of certified traditionally underutilized (TUU) suppliers by requiring Supplier Diversity Participation Plans from Suppliers that do not meet any of our TUU supplier classifications. Aetna’s c

6. Describe in detail any updates, progress, and / or best practices established by your company / group in the two years since the 2013 Insurer Supplier Diversity Survey was administered; include any awards or recognition received for Supplier Diversity work:

2015 YTD (April) Supplier Diversity activities / initiatives / outreach:• Rose participated in WPEO-NY Prime Supplier, 2nd Tier Opportunities hosted by New York Life on 2/12 in NYC• Rose participated in WPEO-DC Corporate Roundtable hosted by Marriott International, Bethesda, MD• Rose & Cheryl participated in the 2015 WPEO Annual Awards Breakfast 3/6, Sue Smola also attended• Rose & Cheryl participated in the WBENC Summit & Salute Baltimore 3/17 – 3/19 where we participated in Meet & Greets with over 70 WBEs as well as 1:1s where we met with 6 additional WBEs that were preselected by Aetna. • Rose & Cheryl participated in the 2015 GNEMSDC 40th Anniversary Gala/Conference in Boston, Sue Smola, Mike Marshall & Joe Black also attended (Rose & Joe were both Honorary Co-Chairs)• Rose & Cheryl participated in the GNEMSDC Eds, Meds & Pharma Symposium where Rose was a panelist .• Aetna received GNEMSDC 2015 National Supplier of the Year Award• Rose Hatcher was named to 2015 WE USA Top 100 Leaders in Corporate Supplier Diversity• Rose Hatcher was named to 2015 MBN USA Champions• Aetna was named 2015 WE USA Corporations of the Year2014 FY Supplier Diversity activities / initiatives / outreach:• Participated in the Diversity Inc survey which measures company performance in 4 key areas: CEO Commitment, Human Capital, Communication and Supplier Diversity. Many of Aetna's competitors participate in the survey and our ability to demonstrate a level of success in each of the 4 areas is an important differentiator. • Supplier Diversity Team attended WBENC Summit & Salute. Participated in Meet & Greet where 17 WBEs shared their capabilities statements. Also attended workshops and networking events. • Rose article published in Diversity Executive Jan/Feb edition – “Sniffing out Fraud Among Diverse Suppliers”• Aetna received 3 nominations for the GNEMSDC Annual Awards - Aetna Corporation – Corporation of the Year; Rose Hatcher – Advocate of the Year; Sue Abbondolo – Buyer of the Year• Attended the Women’s National Business Enterprise Council (WBENC) National Conference and Business Affair. In attendance for the Business Fair. • Aetna sponsored Light Speed at the WBENC conference. Light Speed is the MBE firm contracted to complete the Aetna Supplier Diversity eLearning training module. • Conducted the “How To Do Business with Aetna” networking event. Brenda Oneil, President of Light Speed served as the facilitator of the Aetna Director’s panel and Q&A session with Rose Hatcher and 4 Strategic Sourcing Leads. • Attended the National Gay and Lesbian Chamber of Commerce National Business and Leadership Conference. Met with prospective vendors during Walk & Talks and Trade Expo. • Rose volunteered at the GNEMSDC Annual Golf Outing. Two sourcing representatives participated/networked with current and prospective TUUs• Rose attended WPEO – DC’s Annual Access Reception in McLean , VA to network with local WBEs in effort to build a pipeline of supply for Public & Labor• Attended WPEO-NY Annual Breakthrough Breakfast & Procurement Fair. Print Production and Elisabete Miranda of CQ Fluency were guests. • Completed and submitted the 2014 NGLCC Corporate Survey • Attended GNEMSDC Expo and Conference, Mohegan Sun Casino, Uncasville, CT. Leadership from Public & Labor participated in the Trade Expo and Matchmaker sessions. Todd Mandirola from OCoE participated in the Trade Expo• Attended NMSDC Conference and Business Opportunity Fair, Orlando. Attended NGLCC Founders Reception, Advisory and Procurement Council Meetings, and National Awards Dinner in DC. 2013 FY Supplier Diversity activities / initiatives / outreach:• Became Corporate Sponsors of the Women President's Educational Organization (WPEO). WPEO NY & DC are regional affiliate of WBENC. We will utilize our sponsorship with the WPEO to help support key business objectives such as DBE supplier identification for the sales organization. • Participated in the Diversity Inc survey which measures company performance in 4 key areas: CEO Commitment, Human Capital, Communication and Supplier Diversity. Participated in the Women Presidents' Educational Organization (WPEO) Annual Awards Breakfast (3/1) which recognized women-owned suppliers and corporations for their work to advance Supplier Diversity. • Attended the 2013 National Minority Supplier Development Council (NMSDC) Leadership Awards and Dinner Dance on May 22nd in New York, NY. • Participated in the Women's Business Enterprise National Council (WBENC) Summit & Salute from Wednesday, March 13th - Thursday, March 14th in Baltimore, MD. Met with women-owned businesses to discuss potential business opportunities at Aetna. Also attended workshop sessions focused on establishing best-in-class processes and world class Supplier Diversity programs. • Attended the Greater New England Minority Supplier Development Council's (GNEMSDC's) Annual Awards Gala in Framingham, MA (4/25). Procurement's Technology and Infrastructure Support Team were each nominated for an award. In addition, Aetna's current minority-owned supplier, Sir Speedy Printing, won the 2013 Supplier of the Year award thanks to their nomination by the Procurement Print Team. • Participated in the Diversity Best Practices (DBP) survey which is a preeminent organization for diversity thought leaders to share best practices and develop innovative solutions for cultural change. The survey provides a detailed analysis of key Diversity & Inclusion data. • Attended the Travelers/DiversityInc, Moving the Needle on Opportunity: A Supplier Diversity Roundtable event held in Hartford, CT (5/7). Rose Hatcher, Aetna's Director of Supplier Diversity & Print Management Solutions, was invited to participate as a panelist, in which she had the opportunity to share some of Aetna's best practices with respect to our Supplier Diversity program. • Attended the National Minority Supplier Development Council's (NMSDC) Leadership Awards & Dinner Dance held in New York, NY (5/22). • Participated in the Women's Business Enterprise National Council (WBENC) National Conference and Business Opportunity Fair from Monday, June 24th - Friday, June 28th in Minneapolis, MN. Met with women-owned

businesses to discuss potential business opportunities at Aetna. Also attended workshop sessions focused on establishing best-in-class processes and world class Supplier Diversity programs. • Attended the Greater New England Minority Supplier Development Council's (GNEMSDC's) annual Golf Outing at Lyman Orchards Country Club in Middlefield, CT (7/12). Event pairs certified MBE's and corporations for an afternoon of golf and networking. • Participated in the National Gay & Lesbian Chamber of Commerce's (NGLCC's) National Business & Leadership Conference from Tuesday, July 30th - Friday, August 2nd in Dallas, TX. Met with LGBT-owned businesses to discuss potential business opportunities at Aetna during one-on-one matchmaker sessions. Also attended workshop sessions focused on establishing best-in-class processes and a world class Supplier Diversity program. • Participated in the Women Presidents' Educational Organization (WPEO) Corporate Roundtable & Luncheon in New York, NY (8/14). Had an opportunity to share/learn Supplier Diversity best practices from other corporations that we might leverage to improve our own program (i.e. how to continue growing Supplier Diversity spend when also faced with consolidating the supply chain, opportunities to expand the program internationally, etc.). • Participated in the Women Presidents' Educational Organization (WPEO) Breakthrough Breakfast & Procurement Fair in New York, NY (9/20) where we met with women-owned suppliers to discuss potential business opportunities at Aetna. • Participated in the Greater New England Minority Supplier Development Council's (GNEMSDC's) Conference & Business Opportunity Fair from Tuesday, September 24th - Wednesday, September 25th in Hartford, CT. Met with minority-owned suppliers to discuss potential business opportunities at Aetna during one-on-one matchmaker sessions. Also attended workshop sessions focused on establishing best-in-class processes and a world class Supplier Diversity program. • Participated in the National Minority Supplier Development Council's (NMSDC's) Conference & Business Opportunity Fair from Sunday, October 27th - Wednesday, October 30th in San Antonio, TX. Met with minority-owned suppliers to discuss potential business opportunities at Aetna during supplier tradeshow. Also attended workshop sessions focused on establishing best-in-class processes and a world class Supplier Diversity program. • Participated in the National Minority Supplier Development Council's (NMSDC's) Conference & Business Opportunity Fair from Sunday, October 27th - Wednesday, October 30th in San Antonio, TX. Met with minority-owned suppliers to discuss potential business opportunities at Aetna during supplier tradeshow. Also attended workshop sessions focused on establishing best-in-class processes and a world class Supplier Diversity program. • Attended the National Gay & Lesbian Chamber of Commerce's (NGLCC's) Procurement Council meeting & National Dinner (11/22). The National Dinner is an annual event honoring corporations and individuals who have demonstrated their support and advocacy for the LGBT community as well as LGBT certified suppliers. • Participated in the Women Presidents' Educational Organization (WPEO) Breakthrough Breakfast & Procurement Fair in Washington, D.C. (11/8) where we met with women-owned suppliers to discuss potential business opportunities at Aetna.

7. Additional Comments:

8. Points of contact for the company's / group's supplier diversity operations for diverse business enterprises:

PRIMARY CONTACT

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