



CALIFORNIA DEPARTMENT OF INSURANCE
2015 INSURER SUPPLIER DIVERSITY SURVEY

Report Type: **Individual**

Group / NAIC Code:

73288

Group / Company Name: **Humana, Inc.**

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:

(PP) Early Procurement involvement in the sales proposal process is critical to success. Customer solicitation so by an agency or company containing provisions extending to any supplier-related commitments are be reviewed by key individuals in Procurement, starting with Procurement's Supplier Diversity Manager. This includes specific provisions that flow to suppliers and requirements to purchase goods or services from an outside entity, whether a named supplier or classification of supplier. Procurement's Supplier Diversity Manager will also review Minority-Owned Enterprises (MBEs), Woman-Owned Enterprises (WBEs), and Small Business Enterprises (SBEs), Lesbian, Gay, Bisexual, Transgender (LGBTs), and Disabled Business Enterprises (DOBEs) utilization requirements to ensure Humana is positioned to meet or exceed these goals. Involving Procurement's Contract and Category managers (CMs) early in the proposal cycle brings structure to all external supplier/subcontractor flow down and reporting requirements. Procurement CMs will provide guidance on structure and response to enable Humana to make the most competitive and value-based response to the customer.

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

Procurement Policy (PP)

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

<https://www.humana.com/about/supplier-information/supplier-diversity/>

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:

Humana's Supplier Diversity Program was developed in support of overall business goals and contract compliance objectives, as well as a result of Humana's commitment to afford historically underutilized suppliers including Minority-Owned Business Enterprises (MBEs), Woman-Owned Business Enterprises (WBEs), and Small Business Enterprises (SBEs), Lesbian, Gay, Bisexual, Trans-gender (LGBT), and Disabled Business Enterprises (DOBE) access to procurement contracting opportunities. Through this program we are able to grow our diverse supplier base by taking creative and proactive approaches to ensure their inclusion in our overall procurement activities. As a result, our supplier base will be more reflective of the overall customers, associates, and communities we serve that contribute to the success of our organization.

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:

Outreach activity...• Engage Council/Advocacy organization partnerships on a local, regional, and national basis• Conduct company sponsored supply chain collaboration events with tier I and tier II suppliers sharing doing business expectations, best practices, environmentally responsible procurement, etc.• Participate in supplier diversity conferences which include supplier matchmaking and business opportunity fairs/tradeshows that afford opportunity to identify potential new diverse suppliers to provide products/services to Humana associates and customers. These outreach activities attract diverse suppliers located from throughout the United States (including California) and are sponsored by the following organizations:- National Minority Supplier Development Council (NMSDC)- Women's Business Enterprise National Council (WBENC)- National Gay & Lesbian Chamber of Commerce (NGLCC)- US Business Leadership Network (USBLN)Note: Humana is a Corporate member of the agencies listed above. The NMSDC 2015 conference will take place in San Diego, CA.Communication strategies...Additionally, Humana continuously reassesses major category spend as well as the overall need for certain goods and services in order to identify utilization opportunities for diverse suppliers. These efforts include, but are not limited to:• Identifying and inviting qualified diverse suppliers to participate in Humana's RFP bidding processes for products and services by sourcing through national, regional and local certifying agency directories as appropriate• Providing access for diverse suppliers to identify themselves and the types of goods and services they provide by self registration on Humana's online registration portal• Identifying /encouraging diverse businesses to pursue certification one or more of the organizations listed above

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

• Monthly and quarterly of supplier diversity spend and utilization activity is tracked and reported to internal management• Procurement category team and key business partner goal collaboration communications• Quarterly, semi-annual, and annual business reviews of key suppliers are conducted which include business partner/associate interaction and feedback.• Internal support from Corporate Social Responsibility teams and Network Resource Groups and collaboration opportunities• Outreach activities, participation opportunities, and acknowledgements shared through internal communication letters/databases and social media vehicles.• Participation in external/internal annual Corporate Social Responsibility and Inclusion and Diversity Reports.

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:

Annual conferences hosted by the NMSDC, WBENC, NGLCC, USBLN, local Small Business Administration; Humana hosted “doing business” & Forum on Waste Reduction

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

- Traditional media (newspaper, television commercial, etc.)

Ethnic media outlets

Social media; please specify: **Linkedin/email – Externally hosted events**

Trade publications

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

N/A

ORGANIZATIONS – membership, affiliation, sponsorship, etc.

Member of a certification agency

Member of ethnic chamber of commerce

Member/affiliate of other organization, please specify:

Small Business Administration

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

NMSDC, WBENC, USBLN, NGLCC

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.humana.com/about/supplier-information/supplier-diversity/>

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:

Our online access registration portal affords diverse suppliers the opportunity to provide ongoing up to date information regarding business capabilities for utilization consideration. Our 3rd party locator and data enrichment service helps to provide ce

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

Because of Humana's various outreach engagement activities and communication strategies (i.e. trade show participations, conferences, responses to surveys, sponsorships, etc.) many opportunities for utilizing and identifying new and valuable talent, suppl

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:

All suppliers are encouraged and are now able to provide tier II spend data to Humana upon receiving the invitation to do business with Humana. Currently, only a small pilot group of suppliers have contractual requirements for providing tier II spend as

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:

We currently have an established enterprise-wide goal for supplier diversity that is executed the leadership of our Corporate Procurement/Supplier Diversity teams. Goals are by overall diversity as well as by classification (i.e. small business, minority

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:

In 2014 hosted a Supply Chain Sustainability forum on Waste Reduction. Purpose was to collaboratively share ideas on best practices for achieving a positive environmental impact on our businesses and communities as it related to waste. The ongoing goal is to identify and increase utilization with sustainable businesses willing to collaborate on environmental concerns associated with Humana's operations that will present opportunities for positive environmental impact, cost savings, revenue generation, and overall support of Humana's goal for healthier communities. • Awarded Corporation of the Year in Supplier Diversity (local Tri-State Minority Supplier Development Council Annual Award) • Professional Woman's Magazine 2014 Best of the Best list • Diversity Inc Top 25 Noteworthy Company • Corporate Responsibility Magazine's 100 Best Corporate Citizens list • U.S. Veterans Magazine "Best of the Best" for diversity efforts • Hispanic Network Magazine "Best of the Best Part 1" diversity effort • Corporate Equality Index 2014 (CEI): score of 100

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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