



**CALIFORNIA DEPARTMENT OF INSURANCE  
2015 INSURER SUPPLIER DIVERSITY SURVEY**

Report Type: **Individual**

Group / NAIC Code:

**65838**

Group / Company Name: **John Hancock Life Insurance Company (U.S.A.)**

**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:

**At John Hancock, and our parent company Manulife, we place importance on finding business partners who share our commitment to excellence, and believe that supplier diversity can positively impact our workplace, our business partners, and the communities where we do business. We are committed to maintaining a diverse supplier base that provides a broad range of perspective, skills, and experience, in addition to quality and cost effectiveness. As part of our commitment, John Hancock supports purchases from qualified minority and woman-owned business enterprises (MWBEs), either directly or indirectly with our primary suppliers. We define MWBE as for-profit enterprises located within the United States (or its trust territories) that are at least 51% owned and 100% controlled by a woman or minority who is a U.S. citizen or permanent resident. Procurement at John Hancock purchases a broad range of goods and services including, but not limited to: • Business consulting • Real estate & facilities • HR services, training and permanent & temporary staffing • Legal, accounting and audit services • IT Infrastructure services, hardware, telecom, software, and consulting • Office equipment & supplies • Mail, courier and transportation services • Records storage & document destruction • Print, fulfillment & distribution • Public relations, marketing & promotion • Travel services • Underwriting and medical services**  
**Doing Business with John Hancock**  
**John Hancock selects suppliers through a competitive bidding process. Qualities we look for in all our suppliers include: • Commitment to providing superior customer service • Competitive pricing and cost savings • Timely delivery • Quality goods and services • Understanding of John Hancock's business • Proven track record and references • Solid financial standing • Technology • Innovative and creative business ideas • Demonstrated responsible business practices**

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

**Website**

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

**<http://www.johnhancock.com/diversity/diversity-supplier.html>**

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.):

**N/A**

If no, please explain why:

N/A

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:

**The Supplier Diversity Working Group is comprised of members of various functions across the company, including Procurement, Corporate Responsibility, Government Relations, and Corporate Citizenship. The purpose of the group is to provide oversight over the implementation of practices related to supplier diversity. The program includes:**

- **Initiating a communication and training plan to Procurement Specialists and Contract Managers throughout North America, including updating Request for Proposal templates with spend reporting requirements, to ascertain whether a vendor subcontracts work to, or purchases services/products from certified MWBEs.**
- **Ensuring alignment between our Procurement Policy and the commitments we have made with respect to supplier diversity.**
- **Maintaining a database of certified MWBEs suppliers through the Procurement area.**
- **Maintaining memberships with organizations that support supplier diversity to develop relationships with diverse businesses, keep current with best practices, and help support the sector.**
- **Staying updated on state-by-state Supplier Diversity legislations.**
- **Reviewing the scope of diverse classifications to ensure we remain current with changing requirements and/or trends.**

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:

**John Hancock encourages MWBEs to register and complete a Diverse Supplier Registration Form on our Supplier Diversity website. The database is used by procurement specialists to engage diverse suppliers in their procurement activities. As a part of our new Vendor management program, we are currently revising these processes to streamline interaction with diverse suppliers to encourage further use of such suppliers at John Hancock. John Hancock also participates in a number of organizations designed to promote the activities of MWBEs. With our U.S. headquarters located in Boston, Massachusetts, John Hancock works actively with organizations that promote MWBEs in the New England area. We are a proud sponsor of the Center for Women & Enterprise and a member of the Greater New England Minority Supplier Development Council, where Phil Hirsch, one of our procurement professionals, serves on the Board of Directors.**

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

**John Hancock, and its parent company Manulife, understand the important role employee awareness plays in promoting supplier diversity. John Hancock encourages its employees involved in procurement to seek out MWBEs by providing guidelines and tools, such as quotation and proposal templates that ask suppliers to report MWBE certification, and databases for MWBE businesses that employees can search. As part of its ongoing efforts to review and improve our procurement processes, Manulife will be implementing a global vendor management program through which employees will be directed and encouraged through training and other support to consider MWBE status in evaluating suppliers and making vendor decisions.**

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:

**California Supplier Diversity Conference**

**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:

**ORGANIZATIONS** – membership, affiliation, sponsorship, etc.

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

**Center for Women & Enterprise; Advisory Council and member of the Board of the Greater New England Minority Supplier Development Council**

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

**Greater New England Minority Supplier Development Council**

**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

**<http://www.johnhancock.com/diversity/diversity-supplier.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:

**N/A**

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

**By having a Diverse Supplier Registration portal, we have readily available access to certified MWBEs. It is important to note that John Hancock’s operations are largely based in Massachusetts, where the majority of our U.S. procurement activities take place**

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:

**John Hancock asks our primary majority-owned suppliers to work with us to accomplish our supplier diversity goals, and consider the following questions in determining how to best work with us: • Are you currently using MWBE suppliers? • Does your company**

5. Does your co. / group set internal targets or goals in regards to its supplier diversity statement and / or program? **NO**

If yes, please explain:

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:

Since 2013, we have updated our Supplier Diversity website to reflect current processes. We have also updated our internal processes to ensure verification of minority or women-owned business enterprises. Our Supplier Diversity Working Group meets on a monthly basis to monitor the implementation of the program. Members of our Supplier Diversity Working Group also attend conferences on Supplier Diversity to learn best practices from our peer companies.

7. Additional Comments:

[Redacted]

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

**PRIMARY CONTACT**

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**SECONDARY CONTACT**

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