



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

Report Type: **Group**

Group / NAIC Code:

**660**

Group / Company Name: **Mercury Insurance Group**

**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:

**Supplier Diversity Policy Statement**It is the policy of Mercury Insurance Services, LLC, on behalf of each admitted insurer within the Mercury family of companies, to encourage the use of Minority, Women, and Disabled veteran business enterprises (MWDVBE) through our Supplier Diversity Program. We believe that the utilization of a diversified supplier base is beneficial both to the communities we serve and our company's growth. We are committed to maximizing the use of MWDVBE enterprises' whenever possible. Our primary objectives include:•Actively seeking businesses who are classified or certified as MVDVBE •Encouraging our Corporate Procurement employees to seek out MVDVBE certified businesses and include those businesses in our procurement efforts•Conducting outreach and communication to MVDVBE certified businesses•Supporting organizations that promote or certify MVDVBE businessesWhat is MWDVBE?Minority Business Enterprise"Minority business enterprise" means a business enterprise, physically located in the United States or its trust territories, that is at least 51 percent owned by a minority group or groups, or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more minority groups, and whose management and daily business operations are controlled by one or more of those individuals. "Minority" includes African Americans, Hispanic Americans, Native Americans, and Asian Pacific Americans who provide proof of United States citizenship or legal resident alien status.Women Business Enterprise"Women business enterprise" means a business enterprise physically located in the United States or its trust territories, that is at least 51 percent owned by a woman or women, or, in the case of any publicly owned business at least 51 percent of the stock of which is owned by one or more women, and whose management and daily business operations are controlled by one or more of those individuals, who provide proof of United States citizenship or legal resident alien status.Disabled Veteran Business Enterprise"Disabled veteran business enterprise" has the same meaning as defined in subparagraph (A) of paragraph (7) of subdivision (b) of Section 999 of the Military and Veterans Code, or any successor provision. Disabled veteran business enterprise certification eligibility requirements shall be consistent with those imposed by the Department of General Services, and our outreach efforts apply to those disabled veteran business enterprises certified by the Department of General Services.How do I become part of the Supplier Diversity Program?1.Become registered/certified as a Minority-owned, Women-owned, and Disabled- veteran-owned business. Below are some associations that may help you with the certification process. National Certification Organizations for MBEs, WBEs, and DVBEs •National Minority Supplier Development Council (NMSDC)•Women's Business Enterprise National Council (WBENC)•Department of Veteran's Affairs (VA) and/or the Department of General ServicesAre there other types of Supplier Diversity Business Classifications that we review? Yes. Below is a list of other types of Supplier Diversity Business Classifications:•Small Business (SB)•Small Disadvantaged Business (SDB)•Hub Zone (SBA certified)•8(a) SBA Certified•Disabled Person-Owned Business (DOBE)•Veteran Owned Business (VBE)•Lesbian, Gay, Bi-Sexual, Transgender (LGBT) Other Certification Organizations •National Gay and Lesbian Chamber of Commerce (NGLCC)•U.S. Small Business Administration

Program (SBA)2. Visit our online Supplier Registration Portal.3.Fill out the necessary information and attach your certification/registration form electronically in our portal. You may also email us with any questions at [contracts@mercuryinsurance.com](mailto:contracts@mercuryinsurance.com). All registrations and certifications will be reviewed and evaluated by our Corporate Procurement department. Your company will be entered into Mercury Insurance Services' supplier database. We may contact your company if an opportunity becomes available.SummaryMercury Insurance Services LLC continues to proactively improve our involvement in supplier selection with diverse resources. We hope to hear from you soon.Sincerely,Mercury Insurance Services, LLC Director, Corporate Procurement and FacilitiesAme Foss

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

<http://www.mercuryinsurance.com/about/supplier-diversity-policy-statement.html>

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

<http://www.mercuryinsurance.com/about/supplier-diversity-policy-statement.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.):

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:

**Mercury Insurance encourages and seeks minority, women and disabled veteran owned business enterprises to become potential suppliers who are capable of supplying the materials and services our company requires. We actively seek diverse suppliers to participate in our bidding and solicitation process when requested via our supplier portal and RF (x) tool in IASTA, Smartsource. Furthermore, we encourage our employees to seek minority, women, and disabled veteran-owned business enterprises to become potential suppliers. We provide our procurement buyers with the necessary training on our internal tools and processes which consists of learning to utilize our supplier portal database and evaluation process via our RF(x) tool.**

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:

**Mercury Insurance publishes the supplier diversity portal and through this portal we reach out to vendors to include diverse vendors in our RFP process.**

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

**Mercury Insurance published the supplier diversity program in the internal Mercury Insurance monthly newsletter so all employees can see the benefits of the program.**

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:

**WBEC-WEST Annual Conference and the 3rd Annual Summit conference Los Angeles, CA**

**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:

**World Wide Web through our Mercury website**

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

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

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

**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://mercuryinsurance.smartsourceportal.com/SourceWeb.dll/SupplierRegistration.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:

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

**These strategies and practices have been successful in establishing relationships with diverse businesses because it allows our buyers to select from the list of diverse vendors when services are require. Also, we have been able to foster relationships w**

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:

**If our primary vendors have the capability, we request it and we track Tier 2 diverse suppliers and encourage our primary suppliers to subcontract with diverse businesses.**

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:

**Mercury Insurance always tries to include and award all business to as many diverse suppliers as possible. It is our goal to include as many diverse suppliers through our bidding processes.**

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:

**N/A**

7. Additional Comments:

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

**PRIMARY CONTACT**

Contact Name: **Amee Foss**  
 Title: **Director of Procurement and Facilities**  
 Phone Number: **1-888-263-7287 X 20248**  
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 Mailing Address **1700 Greenbriar Lane, Brea, CA 92821**

**SECONDARY CONTACT**

Contact Name: **Jacqueline Sandoval**  
 Title: **Contract Administrator**  
 Phone Number: **714-257-6015**  
 Email Address: **jsandoval@mercuryinsurance.com**  
 Mailing Address **1700 Greenbriar Lane, Brea, CA 92821**

**GENERAL CONTACT**

Contact Name: **Jacqueline Sandoval**  
 Title: **Contract Administrator**  
 Phone Number: **714-257-6015**  
 Email Address: **jsandoval@mercuryinsurance.com**  
 Mailing Address **1700 Greenbriar Lane, Brea, 92821**

**LIST OF COMPANIES INCLUDED IN THIS REPORT**

Company Name	Company NAIC Number
California Automobile Insurance Company	38342
Mercury Casualty Company	11908
Mercury Insurance Company	27553