



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

Report Type: **Group**

Group / NAIC Code:

3548

Group / Company Name: **The Travelers Companies, 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:

Supplier Diversity Minority/Women Owned Supplier Business Development Program Travelers is committed to improving the economic opportunities of the citizens in each market we serve. For this reason, it is the policy of Travelers to ensure qualified Minority and Women Owned Business Enterprise (MWBEs) are provided opportunities to participate as a supplier or contractor of products and services to Travelers. By providing these opportunities we hope to drive growth and development as well as aid in fulfilling our expectations for delivery, cost and quality service. A MWBE is defined as a business in which at least 51 percent of the business is owned and controlled by either a person of any ethnic minority group (e.g., African-American, Asian-American, Hispanic-American, Native American, etc.) or a woman. The business must also be certified by the National Minority Supplier Development Council (NMSDC) or one of its regional affiliates and/or is within the standards for the business industry as established by the Small Business Administration (SBA). Goals of the program: Increase year-over-year spend of the company's total managed procurement dollars with MWBEs. Stimulate the growth of the local economy that Travelers serves by using a diverse supplier base. Ensure fair and impartial consideration is given to each MWBE and the products/services they provide. Guarantee purchases made from MWBEs are made solely on the basis of quality, delivery, price and acceptable terms and conditions. Maintain and continually update a directory of qualified MWBEs to ensure that those listed are given an opportunity to participate in procurement request proposals (RFPs). For further information about this program, contact: Larry Gill Corporate Procurement One Tower Square - 1MSA Travelers Property Casualty Hartford, Connecticut 06183860.277.3220

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

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

<https://www.travelers.com/about-us/careers/diversity/supplier-diversity.aspx>

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:

(See policy statement link outlining company goals and program definitions)

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:

Via our Community Relations operation in partnership with internal business units, the Travelers Small Business and Risk Education (SBRE) program was launched in Los Angeles in 2012 in conjunction with Valley Economic Development Corporation. This pilot program has been expanded to 3 other geographic regions. The launch in Los Angeles aims to assist women and/or minority business owners attain long-term sustainability through risk management and business continuity training.

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

Internally, the Travelers Companies Inc has a Diversity Speaks series conducted throughout the year aligned with diversity recognition months. Several times a year, the Enterprise Diversity and Inclusion team hosts a Diversity Speaks speaker event on topics that are specific to Travelers with the mission of cultivating a work environment that embraces the power of difference - a culture where all individuality is honored and diverse perspectives benefit all employees, customers, agents and communities in which we work and live. Through Diversity Speaks, the company has brought a voice to diversity as an important business driver. The greatest measure of this program's success is receiving feedback from employees that Diversity Speaks has had a positive effect on their perspectives, behaviors and relationships with others.

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:

We attend/participate in the annual Greater New England Minority Supplier Development Council (GNEMSDC) Business Trade Expo and the annual North Central Minority Supplier Development Council (NCMSDC) Business Opportunity Fair.

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:

Greater New England Minority Supplier Development Council (GNEMSDC), North Central Minority Supplier Development Council (NCMSDC), and the Financial Services Roundtable for Supplier Diversity (FSRSD)

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

Financial Services Roundtable for Supplier Diversity (FSRSD)

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
- 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:

Our goal in supporting DSDA is to give minority-owned and women-owned businesses the opportunity to be successful, which in turn stimulates growth in the local economy.

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:

Describe your program for supporting minority and women-owned business enterprises. All of the Travelers request for proposals include the narrative language below for Prime suppliers to complete to determine subcontract reporting requirements: a. Ple

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 seek year over year improvement in our supplier diversity goals by striving to continuously increase the percent of Travelers total procurement spend with MWBEs. The projected target/goal in 2014 was 4%, and is projected to be 5% in 2015 and 6% in 201

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 and 2015, The Travelers was recognized by DiversityInc as being one of their 25 Noteworthy companies. This list is comprised of companies whose data indicates they have the potential to make The DiversityInc Top 50.

Companies are judged by the same criteria as the DiversityInc Top 50, with use of sophisticated SAS software analyzing responses in four equally weighted areas: • Talent Pipeline (workforce breakdown, recruitment, diameter of existing talent, structures) • Equitable Talent Development (employee resource groups, mentoring, philanthropy, movement, fairness) • CEO/Senior Leadership Commitment (accountability or results, personal communications, visibility) • Supplier Diversity (Percent of Tier I and Tier II spend with minority-, women-, LGBT-, disability- and veteran-owned businesses)

7. Additional Comments:

On May 7, 2013, Travelers, in partnership with DiversityInc, hosted an inaugural networking and discussion event in Hartford, Connecticut with procurement and diversity professionals around what it takes to increase opportunities for supplier diversity. “Moving the Needle On Opportunity: A supplier Diversity Roundtable” featured speakers and a panel discussion with executives from DiversityInc, PricewaterhouseCoopers, ADP, National Grid, and WBENC. In a post-event survey, 92% of the attendees had positive feedback and said that they would attend a similar event in the future. On March 24, 2015, Travelers, in partnership with DiversityInc, hosted nearly 100 diversity and procurement professionals in New York City for a day of networking and discussion around what it takes to increase opportunities for supplier diversity. “How to Achieve Supplier Diversity Success” featured speakers and a panel discussion with executives from DiversityInc Top 50 Companies, including AT&T, Accenture, EY, and Kellogg. Topics included the benefits of supplier diversity, how to jump-start your supplier diversity program, cutting-edge best practices, going global with supplier diversity, and a success story from Hilton Worldwide. In a post-event survey, 97% of the attendees had positive feedback and said that they would attend a similar event in the future.

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

PRIMARY CONTACT

Contact Name: **Lawrence Gill (Larry)**
Title: **Supplier Diversity Manager**
Phone Number: **(860) 27703229**
Email Address: **lgill@travelers.com**
Mailing Address **One Tower Square - 1MSA, Hartford, Connecticut 06183**

SECONDARY CONTACT

Contact Name: **Gwynne Witte**
Title: **Director, Procurement**
Phone Number: **(651) 310-5391**
Email Address: **gwitte@travelers.com**
Mailing Address **385 Washington Street - NB12E, St. Paul, Minnesota 55102**

GENERAL CONTACT

Contact Name:
Title:
Phone Number:
Email Address:
Mailing Address

LIST OF COMPANIES INCLUDED IN THIS REPORT

Company Name

Company NAIC Number

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|--|-------|
| The Standard Fire Insurance Company | 19070 |
| Travelers Casualty Insurance Company of America | 19046 |
| The Travelers Indemnity Company of Connecticut | 25682 |
| Travelers Casualty and Surety Company of America | 31194 |
| Travelers Commercial Insurance Company | 36137 |
| Travelers Property Casualty Company of America | 25674 |
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