

The Cigna Group

2022 Diversity Scorecard Report

How The Cigna Group is advancing diversity,
equity, and inclusion for everyone we serve.

As a global health company with more than **70,000 employees**¹ and more than **178 million customer relationships**², we are guided by one simple and powerful mission: **to improve the health and vitality of those we serve.**

We have a long-standing and deep commitment to diversity, equity, and inclusion (DEI) and are purposeful in developing an approach to DEI that is aligned with our strategy and supports our business. We are focused on nurturing an inclusive culture of belonging that is powerfully diverse, strives for equity, and values all persons' unique differences and talents. This culture supports better decision-making, greater innovation, and higher levels of engagement within our company to help us meet the needs of our highly diverse global customer base. Knowing where we're going and tracking our progress along the way are key steps on the path toward delivering real, sustainable change.

Transparency and Accountability

Our Building Equity and Equality Program (BEEP), which launched in 2020, is a five-year initiative to expand and accelerate our efforts to support DEI for communities of color. As part of BEEP, we committed to releasing a Diversity Scorecard annually to help enhance transparency and accountability. We continue our transparency through this 2022 Diversity Scorecard, which reflects our aspirational goals and the actions we're taking to make meaningful change in key areas: culture and coworkers, clients and customers, and communities. This scorecard includes data from the 2022 calendar year.

Enterprise DEI Council

Our Enterprise DEI Council oversees the DEI strategy of The Cigna Group, tracks and reports on progress, and strengthens our internal and external efforts. The Council, chaired by our Chairman and CEO, David Cordani, includes senior leaders across The Cigna Group and reflects our company's diverse workforce. The council is made up of two committees:

- **Health Equity**, which aims to ensure that all people have the opportunity to achieve their full health potential regardless of social, economic, or environmental circumstances.
- **Leadership Accountability**, which drives strategic accountability for results and ensures shared leadership accountability for behaviors and actions that facilitate belonging, inclusion, and equity for all colleagues.

Culture and Coworkers

Building a strong workforce culture of inclusion and belonging enables and encourages different perspectives, points of view, and ideas, which ultimately helps us better serve our stakeholders and the communities in which we live, work, and play.



WHERE WE ARE

We're proud to be named #14 on Fair360's (formerly known as DiversityInc) Top Companies for Diversity, up 10 spots from last year, for our efforts to advance DEI in 2022. While this recognition is a testament to our progress, we know there's more to do. Ninety percent of our external job requisitions for manager-level and above positions³ had a diverse candidate slate in 2022, which yielded 64% diverse hires (women, ethnic minorities, or both). Additionally, understanding the diversity of our workforce allows us to make more informed, inclusive, and equitable decisions about benefits, training and development, and other programs that we may offer. For this reason, we invite employees to confidentially self-disclose certain indicators. The data below provides visibility into The Cigna Group workforce based on employees' voluntary self-identification.



WHERE WE'RE GOING

We strive to continuously advance our DEI progress. We are working to improve our ethnic minority representation in management and senior leadership roles and aspire to reach gender parity in our leadership pipeline by increasing the representation of women at our director and senior director levels to 50% by the end of 2024. At year-end 2022, we had nearly 48% women in those roles. To help ensure that our recruiting, hiring, promotion, and other personnel decisions are focused solely on skills and qualifications, we offer unconscious bias training. Additionally, as part of our efforts to drive a culture of belonging, we aspire to increase the membership of our 11 Enterprise Resource Groups (ERGs), which had a membership of approximately 13,000 employees at the end of 2022.

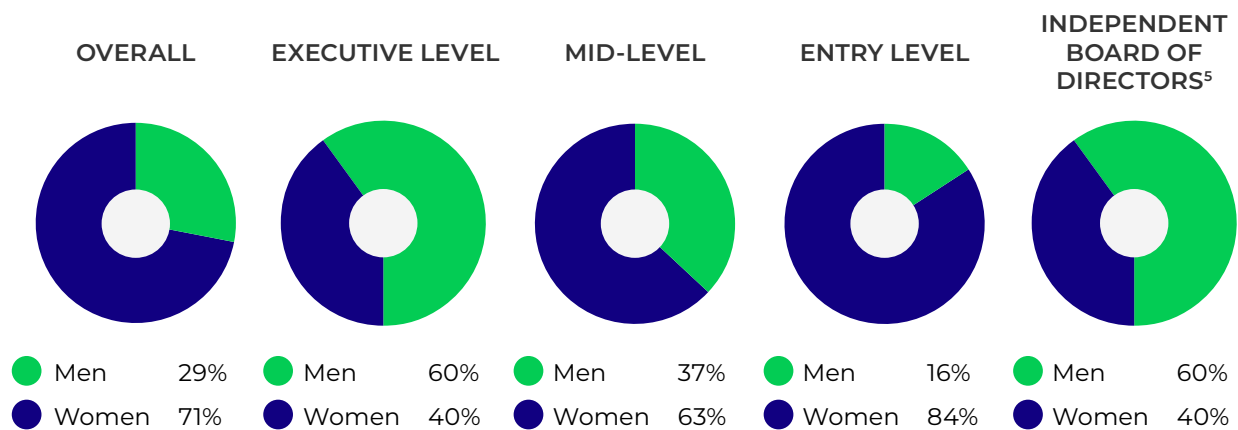


HOW WE'LL GET THERE

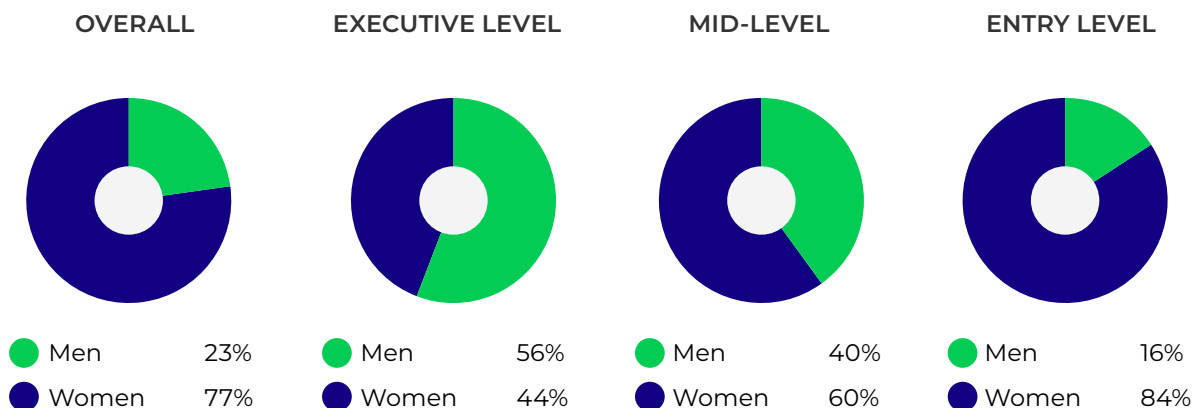
True commitment and progress in driving DEI must be integrated into what we do and how we do it. We'll continue to proactively embed DEI into our enterprise processes and programs to ensure we drive fair, diverse, and inclusive talent management practices and policies as well as equitable outcomes. We're focused on addressing underrepresentation and increasing the diversity of our management through our recruiting efforts and by working toward ensuring we have diverse succession candidates in our leadership pipeline. To that end, we've also made our EEO-1 data available each year since 2021 and plan to continue to do so.

Gender⁴

Enterprise representation

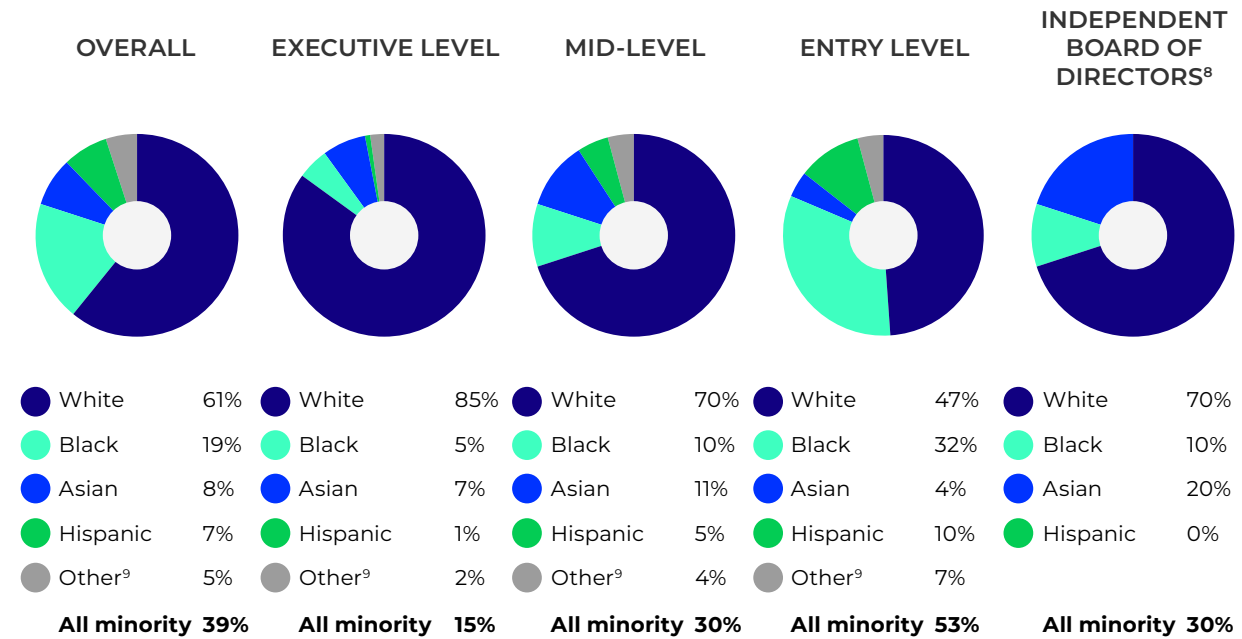


External Hires⁶

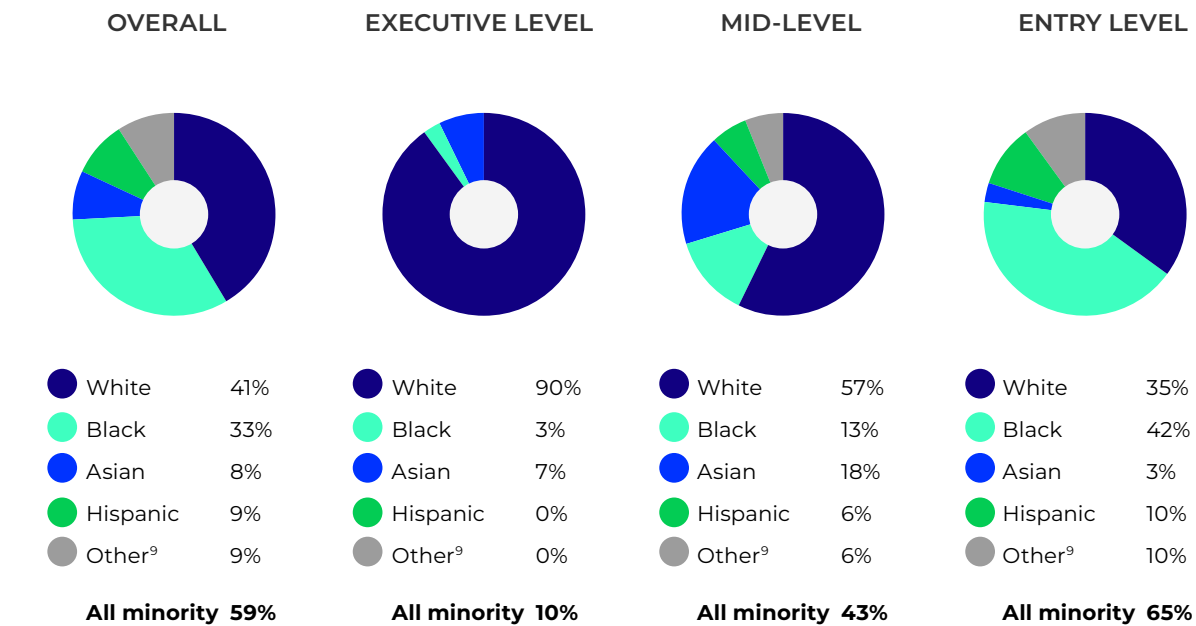


Race and Ethnicity⁷

Enterprise representation



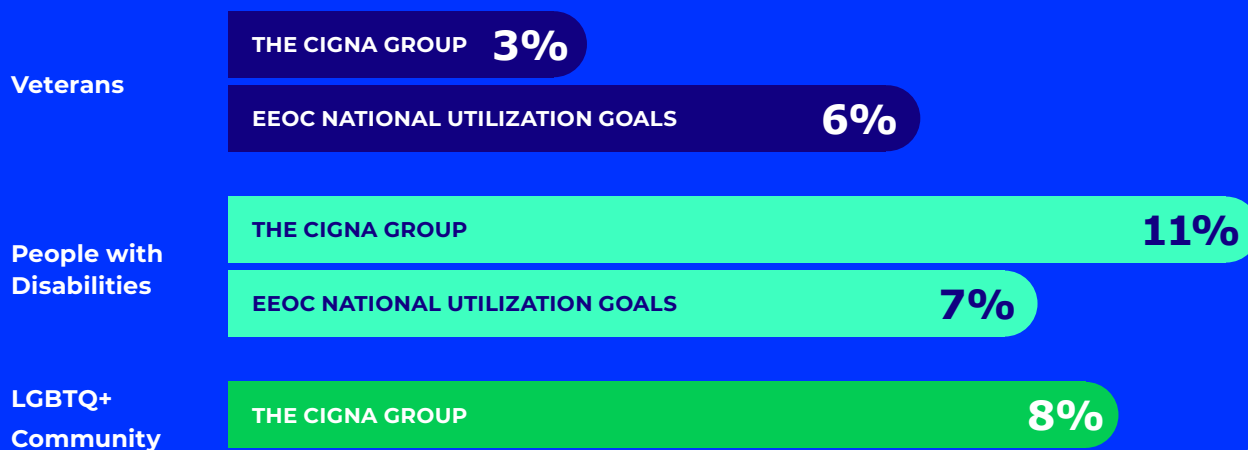
External Hires¹⁰



Veterans, People with Disabilities, and the LGBTQ+ Community¹¹

We are making strides in gathering more accurate self-reported identity data through enterprise-wide campaigns that encourage our employees to self-identify. We use this data to help inform future programming and offerings.

Current U.S. Workforce



Enterprise Resource Groups (ERGs)

- Our ERGs help to foster an inclusive environment, to create a safe space for employees to bring their whole selves to work, and to educate the business on the unique skills that our diverse communities have to offer. They are employee led and sponsored by various executives of The Cigna Group.
- Each ERG has a unique focus, offering employees the opportunity to contribute to a diverse and inclusive work environment in an intentional way and to give back to the community through partnerships with leading organizations.
- ERGs bring together employees whose paths don't typically cross. These interactions contribute to a sense of community, enable internal networking, and support personal and professional development. They also help shape our DEI strategy across the organization.
- There's an ERG for everybody, and employees can join as many as they'd like. Employees don't need to be affiliated with any particular demographic to join an ERG; they can join as allies or in the interest of learning and connecting.

From our ERGs to our various diversity events and learnings, The Cigna Group has a growing number of resources designed to meet the needs of our diverse workforce. We strive to be a place where everyone can feel respected and valued, bring their whole selves to work, and contribute to making the world a healthier place.

Pay Commitment

The Cigna Group has a long-standing commitment to fair, competitive, and transparent pay practices for all of our employees. We regularly benchmark compensation by role to ensure we offer competitive wages and monitor for potential disparities.



Our most recent pay equity analysis involving our U.S. workforce, conducted in early 2023, found:

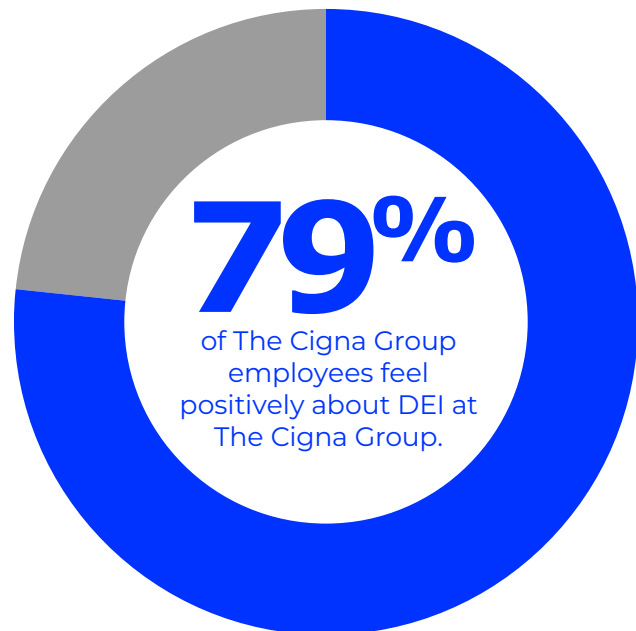
Female employees vs. similarly situated male employees:
More than 99¢ for every \$1 earned

Employees from underrepresented groups¹² vs. similarly situated white employees:
More than 99¢ for every \$1 earned

Plus, for the first time, we also analyzed gender pay on a global basis in early 2023 and found that across the entire company, female employees at The Cigna Group earn more than 99 cents for every dollar earned by similarly situated male employees.

Strong DEI Index

The Cigna Group measures employee well-being and how DEI is experienced at The Cigna Group through our DEI Index, a subset of questions in the company's annual engagement survey of all employees. Our 2022 DEI index rating of 79% outperforms other companies by more than 12 points.¹³ We remain focused on fostering consistent and transparent dialogue on DEI-related issues, the value of DEI, and equal opportunity through our communications, open forums, ERGs, and talent management processes.



External Hires Commitment

We are committed to establishing a diverse candidate slate, meaning one that includes at least one woman and/or ethnic minority for all externally posted manager-level and above positions.¹⁴ In 2022, we saw the following results:

- **90%** of external requisitions for manager-level and above positions had a diverse slate¹⁵
- **64%** of external requisitions for manager-level and above positions resulted in a diverse hire¹⁶

Clients and Customers



WHERE WE ARE

For more than 15 years, The Cigna Group has been dedicated to ensuring all people have the opportunity to achieve their full health potential regardless of social, economic, or environmental circumstances. We continue to lead industry efforts, including through active engagement with key stakeholders and communities, to promote the identification of health disparities and initiatives to close gaps.

Two of the ways we take action to improve health equity are through our business functions and charitable giving efforts. The Health Equity Committee of our Enterprise DEI Council drives oversight and accountability for these efforts as part of our overall health equity strategy.

Executing on Our Health Equity Program Goals in 2022

Our health equity programming goals have focused on innovation and solution enhancements, provider collaboration, and digital equity. In 2022, we met key milestones for each of the following goals:

1

Progressing on commitment to expand digital solutions.

2

Collaborating with providers as partner of choice.

3

Influencing client planning to promote health equity.

4

Enhancing enterprise solutions to identify disparity gaps.

5

Advancing programs to address the root cause of health disparities.

Key Initiatives that Helped Us Advance Our Goals in 2022

Maternal Health Pilot: Our maternal health pilot aims to reduce disparities in birth outcomes for Black mothers in the United States. Program elements include free prenatal vitamins with home delivery by Express Scripts®, implicit bias training for providers, comprehensive risk screening to identify those at risk for preterm birth, screening for depression and anxiety prenatal and postpartum, arranged transportation to/from OB-GYN prenatal appointments as needed, nurse advocates to connect with providers and patients to remove barriers to a healthy pregnancy, and social determinants of health (SDOH) screenings and referrals to local resources. Due to early signs of engagement success in 2021, we expanded the program into three additional markets in 2022, engaging approximately an additional 1,000 expectant mothers.

Provider Collaboration and Accountability through Financial Rewards: We include health equity performance measures as part of our quality performance standards for our contracted collaborative accountable care (CAC) provider groups. We award CAC provider groups shared savings for improved quality and affordability, which includes screening and referrals for identified SDOH needs and assessing health disparities among their patient populations within the quality component of the program. We also encourage CAC providers to build action plans to address any identified gaps.

In honor of the [15th anniversary](#) of our CAC program, we deepened our commitment to embedding health equity outcomes into our value-based relationships by launching the Health Equity Action Awards Challenge, which recognizes CAC provider partners that are going above and beyond to achieve health equity.

Improving Access to Care: Leveraging the MDLIVE® virtual care model and its broad and diverse provider network, we have been able to expand access to care for many individuals who often face barriers to in-person care, such as lack of transportation and copay costs. MDLIVE and EvernorthSM partnered to promote virtual care and increase utilization of acute episodic care in [communities with a high social need](#). We also created a multicultural campaign to promote MDLIVE and targeted the diverse workforce of several of our clients who may benefit from virtual care.

LGBTQ+ Health: To address health disparities faced by the [LGBTQ+ community](#), we expanded our digital provider directory to include an indicator for self-identified medical and behavioral health providers with LGBTQ+ health experience and interest. We also offered transgender inclusion awareness training for Evernorth Health Services staff and delivered additional [LGBTQ+ resources to providers](#). In addition, [we expanded access to transgender care](#) within our medical and behavioral provider networks and deployed our specialized training to frontline clinical and service staff to better help them understand transgender health.



Eliminating Disparities in Diabetes: Diabetes is one of the most complex and costly chronic conditions, and it [disproportionately affects certain populations](#), with SDOH contributing to the prevalence of diabetes, [timeliness of its diagnosis](#), and quality of treatment and maintenance. We aim to eliminate health disparities in the incidence, management, and progression of diabetes. In 2022, we took the following steps toward meeting this goal:

- **Tech-Empowered Community Health Worker Pilot:** We launched the Tech-Empowered Community Health Worker Pilot in late 2022 to identify, engage, and empower customers living with diabetes in communities at higher risk for SDOH. The virtual program leverages community health workers to engage, identify, and address SDOH and to connect participants to relevant resources to meet their needs. Condition knowledge, healthy eating, scheduling, and transportation to appointments are some common barriers the pilot addresses.
- **Focused Training for Diabetes Management:** In partnership with our Juntos ERG, we evolved our care management program by developing new training resources for our Evernorth Health Services staff who support our [Hispanic/Latino customers](#) living with diabetes. More than 1,200 employees completed the training, and 70% reported improved confidence after course completion. It's the third installment in a series of multicultural training resources; the first two offer training for our customer-facing clinical employees to better understand [South Asian customers](#) living with cardiovascular disease and [Black customers living with diabetes](#).

Embedding Health Equity in All We Do

We are embedding health equity into our culture, systems, policies, and practices, and we empower our staff to approach their work through an equity lens.

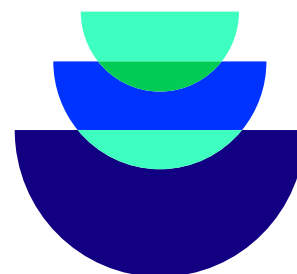
Research and Data Analytics: We invest in data, research, and evaluation strategies to identify and address health disparities. Using this advanced analytics and data-driven approach, we use a variety of data sources, including race, ethnicity and language (REL), gender, and age, as well as the proprietary [Evernorth Social Determinants Index \(ESDI\)](#). These data sources assist in identifying health inequities between subpopulations and provide insights to inform clinical program strategy that will help close disparities gaps. We also use these data insights to enhance our existing clinical program offerings, to support pilot design and evaluation, and to inform the creation of new products and services to better serve our diverse customer populations.

At [The Lab by Evernorth](#), we tackle health care's toughest challenges and change "what if" to "what is." Using the ESDI, our data scientists are able to provide customized views of clients' member populations, identifying areas with high social determinant scores. Pinpointing where problems exist allows the Evernorth team to innovate with clients to ensure the right resources and interventions are in place.

Launched in June 2022, the [Evernorth Research Institute](#) generates industry-leading thinking to unlock insights and drive change in health care. The Evernorth Research Institute focuses closely on health equity with the use of the ESDI, working to better understand how SDOH impact care, patient behaviors, and outcomes. We publish these health equity insights, [including how social determinants impact diabetes management, in journals and use them](#) to educate our clients on health equity throughout the year, including through a mainstage panel and an interactive breakout session at [2022 Outcomes](#).

Policies and Procedures: We created a Digital Accessibility Policy, which outlines our commitment to individuals of all abilities. We also apply a [health equity lens](#) to coverage policies and recommend changes when health disparities are observed. Equally as important, we've established a Model Equity Governance process to ensure our algorithms and predictive model practices and solutions are consistent with our commitment to health equity, including a comprehensive procedure for model equity and algorithmic bias identification and mitigation.

Language and Accessibility: We expanded our capabilities and increased our capacity to communicate with customers with limited English proficiency (LEP) and customers who are blind, have low vision, are deaf, or are hard-of-hearing. Enhancements included video remote interpreting (VRI), including American Sign Language (ASL), from a computer or smart device when using a face-to-face interpreter is not an option. We also expanded our capacity to meet an increased demand for translation and interpretation services, including Braille and large print, increasing accessibility to our services. Additionally, we extended our discounted rates for language and accessibility services to clients and providers to help support their communication needs with diverse audiences. Finally, we embedded Spanish language capability into new digital platforms, including Ginger, a virtual care platform designed to expand access to behavioral health services.





WHERE WE'RE GOING

First, as we continue to **embed** health equity into our enterprise culture, systems, policies, and practices, we plan to strengthen our enterprise capabilities by developing a core learning curriculum to build health equity competency across our workforce.

Second, we will continue to **equip** customers, clients, providers, and communities to advance health equity by enhancing our current capabilities to identify and address our customers' SDOH needs.

We will also continue to **evolve** our leadership in health equity in the marketplace and health care ecosystem. We aim to generate research, produce thought leadership, and build strong collaboration with key stakeholders and communities as a partner of choice in health equity.



HOW WE'LL GET THERE

Embed: Our 2023 employee training and resources will include a health equity core curriculum and a cultural competency training series, which meets the cultural competency requirements for state laws and accreditation, as well as a new culturally and linguistically appropriate services (CLAS) training course.

Additionally, our Coverage Policy Unit will continue to address health disparities in the decision-making process for Coverage Policies and Preventive Care Committee review. And our Model Equity Governance program will continue to institute and apply the highest standards for the use of equitable augmented intelligence in how we provide health products and services to our customers and clients; it will also continue to preserve flexibility in the use of models to improve the health and vitality of those we serve.

Equip: We will enhance our current capability to identify and address our customers' SDOH needs. We will do this by establishing an enterprise best practice SDOH assessment questionnaire to improve value and help drive consistency in the customer journey. Additionally, we'll test a curated network of locally contracted, community-based organizations and track referrals through a closed-loop data platform. This capability will allow us to assess how rapid support for SDOH may drive better health outcomes, utilization of care, and reduced medical spending.

We'll continue piloting the Tech-Empowered Community Health Worker (CHW) initiative and will launch an in-person effort to leverage CHWs to identify, engage, and empower customers living with diabetes in communities at higher risk for SDOH. This in-person pilot leverages advocates with similar backgrounds and experiences to build relationships with customers at risk, engage them in services and benefits, connect them with necessary SDOH resources and support, and help them learn to manage their diabetes.

Evolve: In 2023, we're evolving our health equity strategic goals to align with our enterprise strategy and values and to empower our health and vitality goals. We also intend to develop outcomes-based key performance indicators (KPIs) to demonstrate the progress of our health equity programs.

Communities



WHERE WE ARE

Every day, The Cigna Group and our employees are committed to creating a healthy society by addressing SDOH and advancing better health for all. In addition to the work we do through our business, we also deliver on these commitments through our charitable giving programs, Building Equity and Equality Program (BEEP), education and workforce initiatives, and our supplier diversity and innovation programs.

The Cigna Group demonstrates giving in three ways: The Cigna Group Foundation, corporate giving through nonprofit sponsorship, and employee giving through individual donations and volunteerism. Our combined charitable giving of nearly \$54 million¹⁷ in 2022 amplifies the positive effect of The Cigna Group mission by striving to give individuals the best opportunity to achieve a healthier life.

In 2022, The Cigna Group Foundation funded approximately \$16.5 million toward health and well-being; education and workforce development; community and social issues; military, veterans, and first responders; disaster relief; global and trending causes; employee programs; and its community impact programs, **BEEP, Cigna Scholars, and Healthier Kids For Our Future**[®].

Launched in 2019, Healthier Kids For Our Future[®] is our five-year, \$25 million global initiative focused on improving the health and well-being of children. In 2022, we continued to partner with nonprofits to help address childhood hunger and mental health concerns and awarded nearly \$5.5 million in financial support to innovative programs in 19 states. 2023 marks the fifth year of the program.

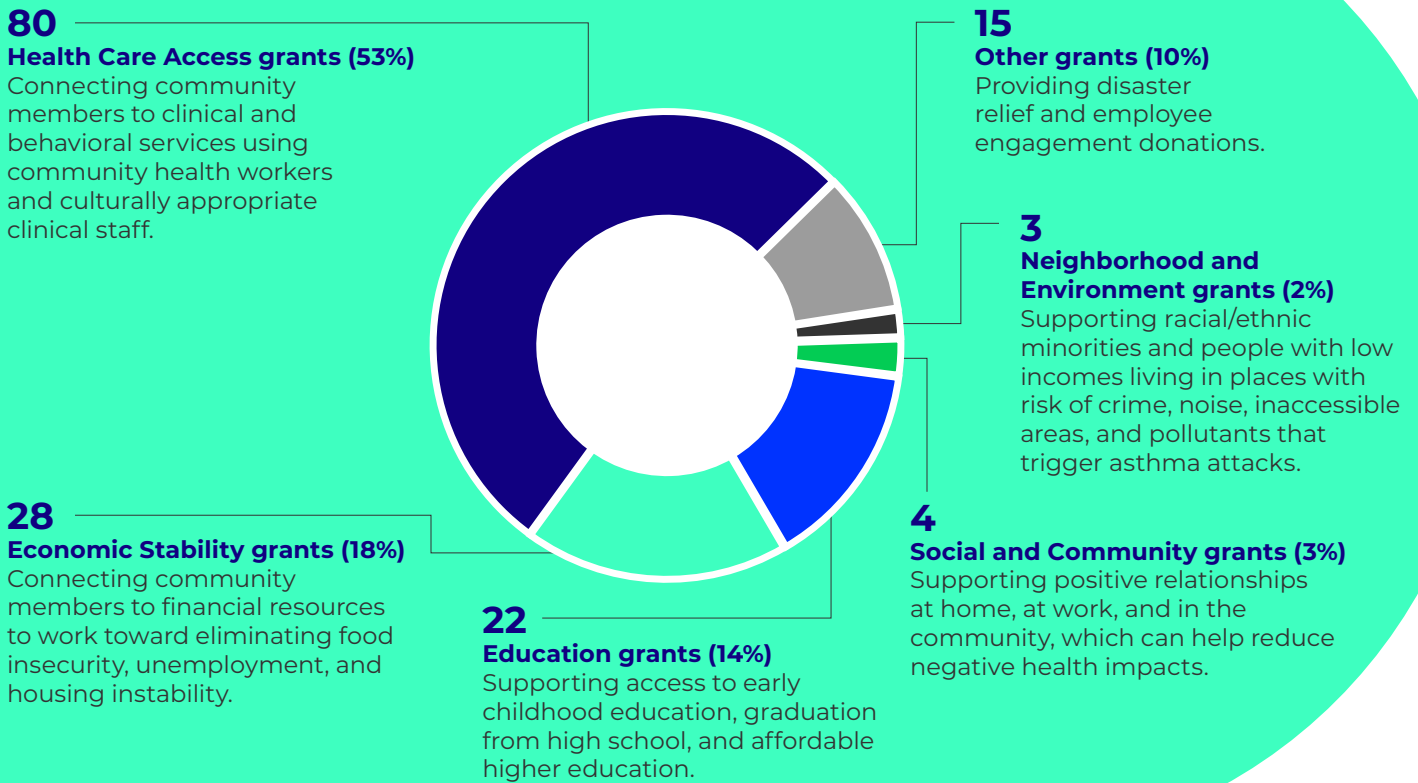
In 2022, The Cigna Group, The Cigna Group Foundation, and our employees gave generously to help support several communities facing challenging circumstances. For example:

- European employees worked with Ukrainian aid organizations in Brussels to support Ukrainian refugees arriving in Belgium. The group helped pack hundreds of support bags containing hygiene products and baby and child care products for the refugees.
- In response to Hurricane Ian, hundreds of employees gave generously, and their donations were matched by The Cigna Group Foundation, totaling \$75,000.

During 2022, U.S.-based employees volunteered for more than 700 causes, equating to approximately \$2.8 million in volunteer-engagement value.

Our charitable giving, with a focus on health equity and SDOH, helps to create more vibrant, healthy, and equitable communities. In 2022, The Cigna Group Foundation funded 152 grants, 90% of which supported efforts to address SDOH.

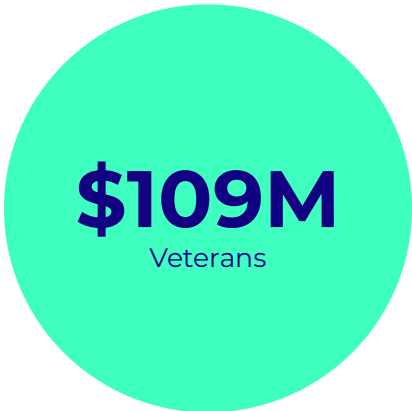
2022 The Cigna Group Foundation Grants¹⁸ and How They Aligned to SDOH



The Cigna Group believes the success of minority- and women-owned businesses and other under-represented suppliers adds to our success and to that of the communities we serve. By partnering with these suppliers, we can foster the growth of these businesses while ensuring the long-term growth of The Cigna Group.

We've committed to \$1 billion in annual spend with diverse suppliers by 2025, representing nearly 20% of our \$5 billion annual spend in the United States. We're right on track to meet our planned diverse spend target, with \$921 million of diverse spend in 2022, comprised of Tier 1 spend of \$662M and Tier 2 spend of \$259M. The breakdown of Tier 1 is below:

Supplier Diversity Breakdown
\$662M in Tier 1 Diverse Spend¹⁹





WHERE WE'RE GOING

We will continue to lift up our communities and address our society's broader financial, economic, and health needs through a multifaceted approach to charitable giving and community engagement.

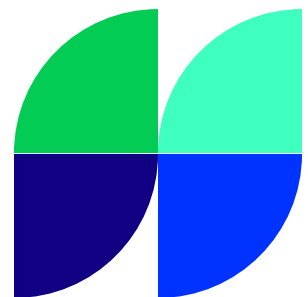
In October 2022, to better understand our communities, we launched the Evernorth Vitality Index, the largest study on the state of vitality, health, and productivity in America. Our work is leading a national dialogue and advancing understanding of the multidimensional concept of whole-person health. We will embed vitality into the future charitable giving framework to enable communities to pursue life with health, strength, and energy.

HOW WE'LL GET THERE



By increasing our indirect annual diverse supplier spend to \$1 billion by 2025, we'll continue to positively impact the community by ensuring that diverse supplier partners are representative of our customer base. We'll continue taking the extra steps to help them thrive, including through the launch of our third Diverse Supplier Mentor Protégé Program cohort. During this program, up to eight diverse businesses will be mentored by The Cigna Group executives and will follow a 15-to-18-month curriculum designed to help each business grow.

Looking ahead, we will also refresh the strategy of The Cigna Group Foundation as well as our corporate giving and community service strategies to align with the mission of The Cigna Group and our evolved enterprise framework. We will build and maximize partnerships that will reduce SDOH and drive positive community impact. We will continue to develop unique ways to further activate employee volunteerism, and we will make the greatest impact by integrating our community, ESG, and DEI efforts across the enterprise.





“ We exist to improve the health and vitality of those we serve, and it’s mission critical that we rely on the power of our team, strengthened by a diversity of backgrounds, experiences and perspectives. It’s at the heart of who we are as a company to treat each other with respect, provide meaningful opportunities to grow and contribute and challenge ourselves to always get better at increasing belonging, inclusion, and equity for all our coworkers. ”

DAVID M. CORDANI

Chairman and CEO, The Cigna Group

1. Employee number as of 12/31/2022.
2. Effective January 1, 2023, the way we calculate pharmacy lives has been updated to reflect customer-filled prescriptions through Inside Rx. Previously, these lives had been estimated based on active customers over a period of time. The total number of customer relationships as of December 31, 2022, has been updated to reflect this change
3. Manager-level and above positions include individual contributor and management roles at the same hierarchical level within the organization.
4. Gender metrics represent our global employees. For gender, less than 1% chose not to self-identify. Employee types represented: regular, casual, per diem/on-call, fixed term contract, and expatriate. Data as of 12/31/2022.
5. Metrics include independent members of the Board of Directors and do not include dependent member Chairman and CEO, David Cordani. Data as of 12/31/2022.
6. External hires data as of 12/31/2022.
7. Race and ethnicity metrics include U.S. employees only. Employee types represented: regular, casual, per diem/on-call, fixed term contract, and expatriate. Data as of 12/31/2022.
8. Metrics include independent members of the Board of Directors and do not include dependent member Chairman and CEO, David Cordani. Data as of 12/31/2022.
9. "Other" includes Native American or Alaska Native, Native Hawaiian or Pacific Islander, and "Two or More Races."
10. External hires data as of 12/31/2022.
11. Veterans, people with disabilities, and LGBTQ+ community data is as of 12/31/2022. Does not include employees who chose not to identify their veteran status, whether they are living with a disability, or as LGBTQ+. Given that, data is based on a much lower subset of the total employee population. EEOC national utilization goals as of 3/31/2023.
12. "Underrepresented groups" includes Black, Hispanic, Pacific Islander, and American Indian/Alaskan.
13. Our DEI rating is benchmarked against other companies utilizing the same expert vendor conducting employee engagement surveys.
14. Manager-level and above positions include individual contributor and management roles at the same hierarchical level within the organization.
15. A diverse candidate slate must have no fewer than three candidates in order to be presented to the hiring manager. A diverse candidate slate is required to have at least one female and one racial/ethnic minority candidate in order to be presented. A racial/ethnic minority female can meet the requirement for both the gender and racial/ethnic minority requirements. All candidates selected are to have met the minimum qualifications for the position being filled, without exception.
16. Refer to the External Hires, Gender, and Race and Ethnicity graphs above for hiring outcomes.
17. Includes 2022 The Cigna Group Foundation grants, Employee Volunteerism and Giving, The Cigna Group Charitable Giving, and Undertaking payments to nonprofits in CA and NY, which were precipitated by the company's combination with Express Scripts in late 2018.
18. All grant data is for 2022.
19. Categories of diverse spend will not add up to the diverse spend totals. Some suppliers meet multiple definitions, e.g., the supplier could be Hispanic and a woman and be certified as both.

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