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The Power of Purpose

2020 Cigna Connects Corporate Responsibility Report



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The Power of Connections

Cigna Connects, our environmental, social, and governance approach, is structured around three focus areas that are important to our business and align with our mission. Using this approach, we drive action and bring together stakeholders who can make a difference around critical health topics.

Our purpose guides us to be champions for our customers and our communities.



About This Report

Cigna's eighth annual Corporate Responsibility Report illustrates our company's environmental, social, and governance (ESG) approach and the continued value of our integration with Express Scripts. The continued value of the integration can be seen through the results of the [2020 Value of Integration Study](#) and the launch of [Evernorth](#) SM, a new brand for Cigna's health services portfolio. This report also describes Cigna's holistic, proactive and comprehensive response to serve our stakeholders during the COVID-19 pandemic.

The structure of this report reflects our ESG framework, "Cigna Connects," which consists of three focus areas that are material to our business, align with our mission, and create shared value. These three focus areas are (1) Health and Well-Being, (2) Environment, and (3) Responsible and Inclusive Business.

This report covers the period of January 1 through December 31, 2020, and, unless otherwise noted, performance data includes combined data for Cigna Corporation and its subsidiaries. Forward-focused comments will also be provided to help show the trajectory of our work. The report addresses the parent company, wholly owned subsidiaries comprising U.S. and international subsidiaries' operations. The report reflects no material changes from the previous period in topic boundaries.

Reporting Guidelines

The [Global Reporting Initiative](#) SM (GRI) is the most widely accepted framework for sustainability reporting. This document has been prepared in accordance with the GRI Standards: Core option. The preparation of this report considered all GRI Principles for sustainability reporting, including guidelines for Principles for Defining Report Content and Report Quality. The process for defining content and boundaries reflects the company's previous reporting practices, feedback from stakeholders, and discussions with internal and external subject matter experts. A [GRI Index](#) has been included to direct readers to the report's general standard disclosures and specific standard disclosures for material topics.

Task Force on Climate-related Financial Disclosures

The [Task Force on Climate-related Financial Disclosures](#) SM (TCFD) are climate-related financial disclosure recommendations designed to help companies provide better information to support informed capital allocation. Disclosure recommendations are structured around four thematic areas that represent core elements of how organizations operate: (1) governance around climate-related risks and opportunities; (2) strategy about the actual and potential impacts of climate-related risks and opportunities; (3) risk management process used by the organization to identify, assess, and manage climate-related risks; and (4) metrics and targets used to assess and manage relevant climate-related risks and opportunities.

These four thematic areas are intended to interlink and inform each other. For further details, please refer to Cigna's [TCFD Report module](#).

United Nations Global Compact

everyday business operations. In this report, we provide our annual communication on progress (COP), as well as the activities undertaken to advance the principles of the UNGC. We also include a [UNGC Index](#) tab, which cross-references the 10 principles with annual updates on our management approach and how our company addresses the principles.

Invitation to Dialogue

This report is intended to enhance lines of communication with our stakeholders – creating opportunities to better respond to emerging areas of interest and further add value. Please reach out to us at cignaconnects@cigna.com with any thoughts, feedback, or questions.

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2020 [PDF] Coming Soon

[2019 \[PDF\]](#)






[2018 \[PDF\]](#)

[2017 \[PDF\]](#)

[2016 \[PDF\]](#)

*This report covers calendar year 2020 unless otherwise noted, and contains forward-looking statements (within the meaning of the Private Securities Litigation Reform Act of 1995) that are subject to risks and uncertainties. Forward-looking statements are based on Cigna's current expectations and projections about future trends, events and uncertainties. You may identify forward-looking statements by the use of words such as "believe," "expect," "plan," "intend," "anticipate," "estimate," "predict," "potential," "may," "should," "will" or other words or expressions of similar meaning, although not all forward-looking statements contain such terms. You should not place undue reliance on forward-looking statements, which speak only as of the date they are made, are not guarantees of future performance or results, and are subject to risks, uncertainties and assumptions that are difficult to predict or quantify. Actual results may differ from those set forth in the forward-looking statements due to a variety of factors, including those described in Cigna's Annual Report on Form 10-K for the year ended December 31, 2020 and Cigna's other filings with the U.S. Securities and Exchange Commission, available on the Investor Relations section of www.cigna.com. Cigna undertakes no obligation to update or revise any forward-looking statement, whether as a result of new information, future events or otherwise, except as may be required by law. The characterization of items identified throughout this report as "material" should not be construed as a statement by Cigna that the item is material for purposes of U.S. securities laws.

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UNGC

Reporting on our 2020 activity for the 10 UN Global Compact principles.



[Advancing the UN SDGs](#)

United Nations Global Compact Index

Cigna was the first U.S. health services company to sign on to the [United Nations Global Compact](#) (UNGC) in 2015. As a signatory, we are committed to living out the Compact's 10 principles on human rights, labor standards, environment, and anti-corruption (business integrity) in our everyday business operations.

Communication on Progress

We report on our activity for the 10 UNGC Principles covering human rights, labor standards, environment, and anti-corruption in our annual Cigna Connects Corporate Responsibility Report. The following UNGC Index cross-references the 10 principles with annual updates on our management approach and how our Company addresses the principles.

Human Rights

Principle	Cigna Policies and Statements	2020 Performance and Approach
1. Businesses should support and respect the protection of internationally proclaimed human rights.	Human Rights Statement Supplier Code of Conduct [PDF]	Ethics, Integrity, and Human Rights
2. Businesses should make sure that they are not complicit in human rights abuses.	Human Rights Statement	Ethics, Integrity, and Human Rights

Labor

Principle	Cigna Policies and Statements	2020 Performance and Approach
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3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Human Rights Statement	Supply Chain Management Ethics, Integrity, and Human Rights
4. Businesses should uphold the elimination of all forms of forced and compulsory labor.	Human Rights Statement	Supply Chain Management Ethics, Integrity, and Human Rights
5. Businesses should uphold the effective abolition of child labor.	Human Rights Statement	Supply Chain Management Ethics, Integrity, and Human Rights
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.	Code of Ethics and Principles of Conduct Supplier Code of Conduct [PDF] Equal Employment Opportunity [PDF]	Diversity, Equity, and Inclusion Ethics, Integrity, and Human Rights

Environment






Principle	Cigna Policies and Statements	2020 Performance and Approach
7. Businesses should support a precautionary approach to environmental challenges.	Environmental Policy Statement	Sustainability Performance Plan Community Resilience Current CDP Climate Change Information Request [PDF] Current CDP Water Security Information Request [PDF]
8. Businesses should undertake initiatives to promote greater environmental responsibility.	Environmental Policy Statement	Energy, Emissions, Water, and Waste Sustainability Performance Plan Community Resilience

9. Businesses should encourage the development and diffusion of environmentally friendly technologies.	Environmental Policy Statement	Sustainability Performance Plan Energy, Emissions, Water, and Waste Supply Chain Management
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Anti-Corruption

Principle	Cigna Policies and Statements	2020 Performance and Approach
10. Businesses should work against corruption in all its forms, including extortion and bribery.	Code of Ethics and Principles of Conduct Anti-Corruption Policy [PDF]	Ethics, Integrity, and Human Rights

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United Nations Sustainable Development Goals

Through our Cigna Connects platform, we aim to connect and align our activities with the 17 aspirational global goals and 169 targets set forth in the United Nations Sustainable Development Goals (UN SDGs), a blueprint for governments, businesses, and civil society organizations to address the most pressing environmental and social issues globally.

Among all SDGs, Goal 3 – focusing on “ensuring healthy lives and promoting well-being” – provides the greatest opportunity for Cigna to contribute specific industry expertise and resources to drive meaningful progress. This focus was further sharpened by the COVID-19 pandemic. We are also focused on opportunities to support other SDGs that are relevant to our business:



Topic

2 Zero Hunger

Programs, Actions and Investments

[Healthier Kids for Our Future[®] Initiative](#)

[Employee Volunteerism and Giving](#)

[The Cigna Foundation](#)

[Community Investment](#)

In support of SDG 2 – Zero Hunger, the Cigna Foundation awarded 79 grants totaling over \$3.4 million to nonprofit organizations. Communities supported by these grants include Hartford, CT; Phoenix, AZ; St. Louis, MO; Denver, CO; and Memphis and Nashville, TN.



3 Good Health and Well-Being

Programs, Actions and Investments

[Value of Integration Study](#)

[Health Equity](#)

[Formula for Change](#)

[Quality and Access](#)

[COVID-19 Response](#)

[Substance Use Disorders and Mental Health](#)

[The Cigna Foundation](#)

[Community Investment](#)

[Cigna U.S. Loneliness Index \[PDF\]](#)

[COVID-19 Global Impact Study](#) 

In support of SDG 3 – Good Health and Well-Being, the Cigna Foundation awarded 55 grants totaling nearly \$4.7 million to nonprofit organizations. Communities supported by these grants include Atlanta, GA; Brooklyn, NY; West Hollywood, CA; and Mumbai, India.



5 Gender Equality

Programs, Actions and Investments

[Diversity, Equity, and Inclusion](#)

[Pay Equity at Cigna \[PDF\]](#) [↗](#)¹

[Pay Equity Commitment Statement](#)

[Supplier Diversity and Mentoring Program](#)

[Health Equity](#)

[United Nations Women’s Empowerment Principles](#) [↗](#)

[Paradigm for Parity](#) [↗](#)

[CEO Action for Diversity and Inclusion](#) [↗](#)

[The Cigna Foundation](#)

In support of SDG 5 – Gender Equality, the Cigna Foundation provided 14 grants totaling over \$1.1 million to nonprofit organizations. Communities supported by these grants include Charlotte, NC; Billings, MT; Philadelphia, PA; and Oklahoma City, OK.



Topic

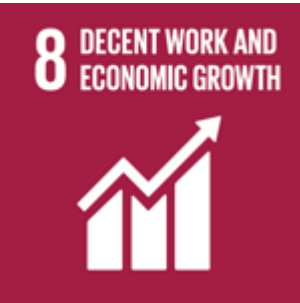
6 Clean Water and Sanitation

Programs, Actions and Investments

[Environmental Policy Statement](#)

[Energy, Emissions, Water, and Waste](#)

[Sustainability Performance Plan](#)



8 Decent Work and Economic Growth

Programs, Actions and Investments

[Human Rights Statement](#)

[Diversity, Equity, and Inclusion](#)

[Ethics, Integrity, and Human Rights](#)

[Supplier Code of Ethics \[PDF\]](#)



Topic

10 Reduced Inequalities

Programs, Actions and Investments

[Health Equity](#)

[The Cigna Foundation](#)

[Community Investment](#)

In support of SDG 10 – Reduced Inequalities, the Cigna Foundation awarded 28 grants totaling nearly \$1.1 million to nonprofit organizations. Communities supported by these grants include Washington, DC; Chicago, IL; Roxbury, MA; Seattle, WA; and Fort Lauderdale, FL.



13 Climate Action

Programs, Actions and Investments

[Environmental Policy Statement](#)

[Energy, Emissions, Water, and Waste](#)

[Sustainability Performance Plan](#)

[Community Resilience](#)

You can learn more about the United Nations Sustainable Development Goals: <https://sustainabledevelopment.un.org/sdgs>.

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¹ Please refer to the “Diversity, Equity & Inclusion and Equitable Pay” section on pages 29 and 101-102 of Cigna’s 2021 Proxy Statement.

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