

Cigna Sustainability Practices



The "Green" Connection. At Cigna, responsible business practice means making the connection between personal health and the health of our global environment.

We're making that connection through a sustainability program that couples our commitment to corporate responsibility with the enthusiasm of our team.

Increasing efficiencies

Doing more with less: it's the key to sustainability. We established four operational efficiency areas to help reduce our environmental impact while improving our processes.

- **Real estate** — pursuing space optimization, energy efficiency projects, green building materials, LEED and Energy Star certifications, and a "green clean" mandate
- **Information technology** — developing server virtualization, desktop virtualization, and a zero e-waste policy
- **Print procedures** — reducing paper usage through our electronic claims management systems, double-sided printing, and high recycled content office paper standards
- **Business travel** — encouraging telecommuting, initiating an e-rideshare board and a pre-tax mass transit benefit program, and establishing a fuel efficient leased vehicle fleet

Mobilizing our team through GreenSTEPS

Our people are our top resource when it comes to reducing our environmental footprint. Our GreenSTEPS (Sustainability Team for Environmental Protection and Stewardship) organization gives over 300 Cigna volunteers the opportunity to work together to carry out localized "green" projects. By educating their colleagues on best practices in sustainability, our GreenSTEPS team is leading the way as we reduce the environmental impact of our business activities and move toward more sustainable processes.

Achieving sustainable success

Here are some highlights of Cigna's many recent environmental initiatives and accomplishments:

- Cigna **recycles over four million pounds of office paper** per year.
- Many of Cigna's office locations have a **year-round collection of reusable materials**, including cell phones, batteries, ink cartridges, and writing instruments.
- In 2011, Cigna contributed \$55,000 of unused branded items and office supplies through **in-kind donations to Good360***, an organization that helps reduce waste by giving unused items to nonprofit organizations.
- Through our **secure shredding program** Cigna has saved 13,744,019 gallons of water and more than 33,000 trees.
- In the past year, Cigna completed approximately 20 million paperless transactions on **our online portals and our electronic claim management system** handled more than 70 million claims.
- Cigna equipment disposal specifies a **zero landfill policy**; we remarket or recycle over 18,000 devices every year.
- Cigna's vehicle fleet **exceeds the national average fuel efficiency**—the majority of our vehicles are 4-cylinder with alternative fuel (E85) capabilities and hybrid engines, and are classified as partial zero emissions vehicles (PZEV).

Sustainability at Cigna means:

- **Reducing** our emissions; our material and energy consumption; our waste stream;
- **Reusing and recycling** more of what we consume; and
- **Increasing** efficiencies in all our operations.

It's one of the ways we're improving the health of our employees, our customers, and the communities where we live and work.