



DIVERSITY, EQUITY, & INCLUSION STATUS REPORT

PATHWAY TO INCLUSION

July 2024

Coverys actively supports a company culture where all individuals in our community are valued for who they are. Inspired by our customers, employees, and collaborators, we are solidly committed to extending diversity, equity, and inclusion (DE&I) and corporate citizenship across our businesses and into the world.



TABLE OF CONTENTS

- I. INTRODUCTION** 4
- II. OUR INFRASTRUCTURE & PROGRESS** 5
 - A. DE&I Council 5
 - B. Employee Resource Groups 6
 - C. Charitable Giving 9
 - D. Reflections from our Colleagues 10
- III. 2023 HIGHLIGHTS** 11
 - A. Training and Development 11
 - B. Programming and Initiatives 13
 - C. Coverys UK 13
 - D. Med-IQ IDEA Committee 14
 - E. Demographic Data as of December 2023 15
 - F. Looking Forward 17
- IV. DE&I COUNCIL, STEERING COMMITTEE, IDEA COMMITTEE MEMBERS LISTING** 18

COVERYS CORE VALUES



Care

A commitment to understanding, supporting, and respecting our colleagues, customers, business partners, and communities. We are compassionate and charitable.



Connection

An emphasis on building trust and long-lasting relationships. We understand the importance of open communication and being responsive, flexible, and solution-oriented.



Collaboration

Our culture encourages working together to generate new ideas and creative solutions. We ask for and listen to feedback as a way to achieve better outcomes.



Continuous Development

We believe in progress, innovation, and learning. We focus on improving and developing products, services, and ourselves.



“At Coverys, we are deeply committed to our core values: care, collaboration, connection, and continuous development. These values underpin our commitment to creating an inclusive and supportive workplace, inspiring inclusion and fostering an environment where all are valued and have a sense of belonging. When our people succeed, so do our organization and clients, as well as our stakeholders, nationwide and abroad.”

Cathy Donahue, Chief Operating Officer

PATHWAY **T** INCLUSION



Jacqueline Busterna

A message from Jacqueline Busterna, Esq. Senior Director, Diversity, Equity, and Inclusion

Today, I couldn't be prouder to be an employee at Coverys, with our unwavering commitment to ensure all employees are included, empowered, supported, and valued, so they can be their best selves.

For nearly five decades, Coverys has been just as passionate about supporting our employees as we are the healthcare professionals we serve. Our mission, vision, and core values around care, collaboration, connection, and continuous development predate our DE&I efforts and serve as cultural catalysts for our organization's focus on culture and inclusion. Coverys understands the importance of designing a people-focused, inclusive workplace.

When we are empowered and valued for who we are, we maximize our potential and the ripple effect that enhances our brand as the employer and business of choice.

Our focus on inclusion began in 2023, and we intentionally chose inclusion as our theme for this year's status report representing a continuation of the great work that was started. We began with training our leadership team, and our goal is to have all employees develop the skills to role model actions and behaviors aligned with inclusion, furthering our commitment to creating an environment where all belong.

In 2024, we are continuing our momentum to ensure inclusion is baked into our culture, keeping it at the forefront of all we do.

Sincerely,

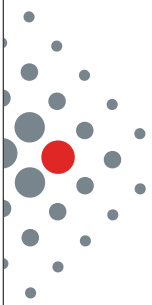


Jacqueline Busterna, Esq.
Senior Director, Diversity, Equity, & Inclusion

I. INTRODUCTION


In our 2024 status report, we are proud to share the significant strides we have made throughout 2023, exemplifying our long-term commitment to diversity, equity, and inclusion. We incorporate the voices of our colleagues, including notably, our DE&I Council. The voices throughout this report reflect a small number of the many that have helped us. They provide great insight into the work we are doing and reflect what DE&I means to them. Their contributions further our goal of creating a more inclusive culture at Coverys.

The road map developed at the start of our journey to inclusion, which can be viewed in our [2023 Status Report](#), has been our North Star. It's ensured that we remained focused on our purpose, direction, and values, specifically our central challenge: To develop consistent, intentional practices to integrate DE&I in thought and action at all levels in the organization and to create an inclusive workplace where all employees belong and are valued.



THE COVERYS WAY

Our vision, mission, values, and guiding principles define who we are as a company, what matters to us and why, and how we work together in the pursuit of excellence.



“The importance and significance of inclusivity and its relationship to our business is at the center of our guiding principles, forming the foundation of The Coverys Way: Cultivating mutual trust, accountability, empathy, and transparency to ensure that our **employees are valued, inspired, connected, and empowered** to achieve individual, departmental, and corporate goals while being rewarded for their performance.”

Scott Weber, Head, Strategy and Corporate Development, Executive Office

II. OUR INFRASTRUCTURE & PROGRESS

The infrastructure created supports the orchestration of our plan to continue our path to creating an inclusive culture.

DE&I ADVISORY COUNCIL - Our Governance Model

The DE&I Advisory Council is an employee-led group who volunteer to drive and sustain Coverys' commitment to diversity, equity, and inclusion. To that end, in the spring, the DE&I Advisory Council conducted its first in-person workshop. The Council met with senior leaders to reaffirm the Coverys commitment to an inclusive culture. All participants individually and collectively made commitments to embedding DE&I into Coverys culture.



“When I joined the DE&I Advisory Council, it was to contribute to an idea that I supported but didn't fully understand. Time and again, my council experience has shown me that when we are intentional about including diverse backgrounds, their perspectives result in a more comprehensive and productive outcome.”

Bill Champion, VP, Product Development

EMPLOYEE RESOURCE GROUPS (ERGS)

Employee Resource Groups (ERGs) are grassroots employee-led groups offering opportunities for individuals with similar identities and interests to share views and support one another. They play a pivotal role in promoting a more inclusive workplace culture by providing a space for employees to share experiences, support one another, and contribute to company policies and practices. At Coverys, each resource group has an executive sponsor (usually a member of the senior management team). The executive sponsor is often able to leverage their platform and influence to support the grassroots efforts started by the ERG. Each group is also led by one or two employees who are champions that develop and implement various programs and initiatives raised by the members of the group. Importantly, the ERGs include representatives from different lines of our business who support fostering an inclusive culture.

Starting in 2021, we launched the Workforce, BIPOC (Black, Indigenous, People of Color), and Women's ERGs. In 2022, we brought Coverys Cares under the DE&I umbrella, referring to it also as the Well-Being ERG (which is at the heart of its role). In 2023, we expanded our employee resource groups to include more diverse representation and foster a sense of belonging by launching PEACE (Pride Empowers All Coverys Employees), an ERG that supports members of the LGBTQ+ community.

Workforce ERG – Executive Sponsor – Noreen Fiore-Sarno, Senior Vice President, Human Resources

As a result of post-Covid in-office regulations and recommendations, the Workforce ERG continued to be an invaluable resource for implementing the return to office. Insights from this group also played a significant role when discussing enhancements to our performance management guidelines.

“As a woman, mother, and human being with diverse life experiences, I believe in the power of diversity, equity, and inclusion. For me, DE&I means fostering open conversations, valuing different perspectives, and ensuring our environment is welcoming. As the Head of Human Resources, I am committed to inclusivity, addressing concerns promptly, and contributing to Coverys' mission of continuous improvement. Our organization actively engages our diverse employees, customers, and communities.”

Noreen Fiore-Sarno, Senior Vice President, Human Resources & Workforce ERG Executive Sponsor

“The Rising Professionals Group is a community that emphasizes support and knowledge sharing. Through networking and career spotlight events, individuals can learn from one another as they continue establishing their careers at Coverys.”

Ashly Brun, HR Assistant & Rising Professionals Group Co-lead

“DE&I at Coverys continues to unite people from all over our organization in meaningful discussions and thoughtful reflections. I am thankful to be a part of an organization that cares about inclusivity and racial awareness.”

Cassandra Teneus, Claim Service Associate & BIPOC ERG Co-lead

“As I reflect on the past year’s work in our Women’s Resource Group, I am filled with a sense of pride and gratitude for the progress and efforts we have made. We have created an environment of support and camaraderie where we can share our unique experiences and learn together. We have the power to shape a more equitable and inclusive future for all, and I am honored to stand beside my colleagues on this journey.”

Amanda McHale, Vice President, Underwriting & Women’s ERG Executive Sponsor

Rising Professionals Group – Executive Sponsor – Noreen Fiore-Sarno, Senior Vice President, Human Resources

The Rising Professionals Group (RPG), a sub-group under the Workforce ERG, was set up in 2023 to create a community space for early career and rising professionals at Coverys to share knowledge, network, and develop their careers. The RPG hosts social gatherings both in-person and virtually for members to get to know each other. In the fall, the RPG hosted a Career Spotlight Lunch-and-learn to share what the Underwriting department does and how someone can transition across dissimilar roles, departments, and levels within the company. Lastly, during wintertime, members attended the Boston Homeless Shelter Emerging Leaders Soiree at Fenway Park to network with other professionals in the city.

Black, Indigenous, & People of Color (BIPOC) ERG – Executive Sponsor – Jacqueline Busterna, Senior Director, Diversity, Equity, and Inclusion

The BIPOC resource group is a community and network for members and allies to discuss relevant issues that affect the BIPOC community. In 2023, topics discussed included racial disparities in maternal health, strategies for mental health wellness, and the importance of representation in healthcare. The BIPOC ERG regularly collaborates with fellow ERGs to present to the organization topics around mental and physical well-being and disparities that disproportionately affect the BIPOC communities. Their motto is an African proverb: “If you want to go fast, go alone; if you want to go far, go together.”

Women’s Employee Resource Group – Executive Sponsor – Amanda McHale, Vice President, International Underwriting, Coverys Specialty Insurance Company

The Women’s ERG was organized for the development, education, and support of women. This ERG promotes a culture where women feel valued and can discuss topics and conduct initiatives that its members consider relevant. In 2023, the Women’s ERG focused on educating the organization around three significant themes throughout the year: mentorship, advocacy, and allyship. During Women’s History Month, they spotlighted several women employees who hold various positions across our enterprise, each responding to questions around inspirational women and empowerment. During the summer, this group also held coffee chats which fostered connections between colleagues who do not usually interact.

“DE&I is a path forward for us to come together and celebrate our shared humanity.”

**Kerri Aramini, Senior Risk Consultant
& Coverys Cares Co-lead**

“Uplifting and celebrating a variety of voices from all different experiences, because we know that is where we will find our true value. Leaning into the discomfort to find paths of empowerment, understanding, and unity.”

**Nicole Greenberg, Social Media and
Design Manager, Med-IQ & PEACE
Co-lead**

“Our PEACE ERG demonstrates Coverys’ commitment to inclusion by fostering a safe place for members of the LGBTQ+ community – and their allies – to lean in with their full authentic selves, sharing experiences, needs, and concerns that build understanding and meaningful relationships that enrich the well-being of our entire Coverys community.”

**Dana Siegal, Senior Vice President,
Risk Management
& PEACE ERG Executive Sponsor**

Coverys Cares – a Well-being ERG – Executive Sponsors – Noreen Fiore-Sarno and Jacqueline Busterna

In 2023, Coverys Cares continued the path of delivering numerous content and initiatives, largely promoted and led by volunteer employees. These events bolster employee and community well-being nationwide and abroad and bring awareness to many causes near and dear to the hearts of many of our employees. The good this ERG provides is insurmountable, from sponsoring and bringing awareness to causes such as domestic violence, breast cancer, heart disease, autism, mental health, and food insecurity. They are led by employees passionate about the cause.

Pride Empowers All Coverys Employees (PEACE) ERG – Executive Sponsor – Dana Siegal, Senior Vice President, Risk Management

Our goal to launch another ERG was fulfilled through the launch of the PEACE ERG in the fall of 2023. Following surveys around setting up the next ERG, respondents companywide were interested in an ERG that addressed issues such as disparate healthcare and misinformation about the LGBTQ+ community, education on how to be an ally, and widespread support for LGBTQ+ employees. PEACE meets monthly and provides educational resources and a psychological safe space for its members to discuss issues that affect the LGBTQ+ communities in today’s climate.

2024 Additional ERG

In 2024, we plan to launch at least one more resource or support group to promote inclusive environments for all employees.

CHARITABLE GIVING

An important part of DE&I continues to be giving back to the community. To that end, in 2023, we strengthened our community engagement and worked closely with the Coverys Community Healthcare Foundation, Inc. (CCHF) to support a wide range of organizations, such as the March of Dimes, which work toward improving the health of all mothers and babies.

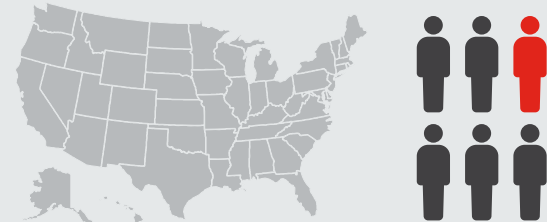
We also collaborated with CCHF for our Giving Tuesday Campaign with a focus on food insecurity in the United States. We welcomed special guests Michelle Lantz from the Greater Lansing Food Bank and Lynne Kahn from the Baltimore Hunger Project. The speakers discussed the prevalence of food insecurity in the United States with some very powerful stories and emphasized the importance of our donations. We donated \$133,365 for the Giving Tuesday Campaign (a global giving movement). Additionally, our ERGs took part by donating to the following organizations:

- BIPOC ERG: Black Mamas Matter Alliance, About Fresh
- Women's ERG: National Women's Law Center, Every Mother Counts
- PEACE ERG: Bridge Over Troubled Waters

In 2023, our annual November baking challenge hosted by Coverys Cares aligned with our focus on food insecurity. Each submission of a baked good's photo and recipe results in a \$20 donation to No Kid Hungry, an organization whose mission is to put an end

to childhood hunger. This year, employees baked 56 delicious goods which resulted in a \$1,120 donation!

In the United States, 1 in 6 people struggles with hunger.



In a continued effort to address food insecurity **and** health, in the fall, Coverys Cares also launched an activity challenge. We selected Feeding America as the organization we would donate to. For every 60 minutes of exercise reported by participants, we donated \$1 to Feeding America, turning **every \$1 raised into providing approximately 10 meals!** We raised enough funds to provide 15,500 meals!

Some of the other causes we also raised funds for were the Autism Self-Advocacy Network during World Autism Awareness & Acceptance Day in April, domestic violence awareness, Go Red for Women in support of heart disease awareness, as well as Cycle for Survival in support of cancer research.

Through volunteer work, donations, and joint initiatives, we have contributed to meaningful change in the communities we serve.

“CCHF works closely with the DE&I Advisory Council to not only to provide donations to non-profit groups that help further our vision of a more equitable future, but also to use diversity-based criteria as we evaluate grant requests we receive through our annual RFP process each year.”

Pete Sheldon, Interim Director, CCHF

PATHWAY INCLUSION

REFLECTIONS FROM OUR COLLEAGUES

“

The Women's ERG offers an unwavering opportunity to share, support, and strategize. We respect the unique situations each woman brings into the professional workspace. As a diverse group of professionals, we are committed to this forum to mentor, advocate, empower, educate, champion, challenge, and wholly uplift other women.”

Christa Reason, Marketing Communications Manager & Women's ERG Co-lead

“

DE&I is important to me because of the diversity of thought the resource groups bring, which allows me to think about something in a different way.”

Jocelyn McCarthy, Human Resources Generalist & Coverys Cares Co-lead

“

Diversity, equity, and inclusion are three essential values that an organization, in this day and age, should embrace to effectively address the needs of employees from diverse backgrounds.”

Michelle Smoljan, Director of Business Development at Med-IQ & Workforce ERG Lead

“

DE&I is the opportunity for colleagues to find a support system and to be lifted up and inspired through a free exchange of ideas with no judgment in a safe space and through constant growth and learning.”

Sasha Sagalovich, Esq., Claim Consultant & Women's ERG Co-lead

“

Having a DE&I focus in your workplace is so important because it helps create policy and practices that are fair and just and also ensures that all employees can perform to their fullest potential and feel accepted and appreciated for their differences.”

Jill Weaverling, Manager, Digital Learning Products, Med-IQ

“

At Coverys, DE&I is a fundamental part of our culture and remains an essential priority. From implicit bias training, the formation of employee affinity groups, and the commitment from senior leadership, diversity of thought, inclusion of voices, and equitable practices help us to gain a better understanding of our internal and external customers.”

Jenelle Arnao, Senior Risk Consultant & BIPOC ERG Co-lead Group Co-lead

III. 2023 HIGHLIGHTS

“Part of what DE&I means to me is learning from others who have different backgrounds and have had different experiences. At work, this means including people in the planning, the decisions, and the execution to ensure that we are taking advantage of these different perspectives. It leads to better quality and makes it less likely that we will miss opportunities.”

Eric Crockett, Sr. Vice President, Information Technology

TRAINING AND DEVELOPMENT

Purposeful and Inclusive Leadership Training –

Educational training opportunities are a critical component of DE&I, nurturing connection and helping with understanding differences, which leads to better teamwork, collaboration, and engagement. With a focus on Coverys’ commitment to culture and inclusion, in the spring of 2023, the DE&I team, in collaboration with the Organizational and Leadership Development (O&LD) team, kicked off purposeful and inclusive leadership training starting with all executive and senior leadership and following with all people managers. To support a workplace that fosters an environment of inclusion, we partnered with Linkage, a leadership development company, to offer an interactive leadership development opportunity. Linkage, a Society for Human Resource Management (SHRM) company, has years of experience in empowering organizations to develop effective and

purposeful leaders, as well as understand the role inclusion plays in being an effective leader. Leaders were provided with tactical tools to implement what they had learned as well as measures put in place for sustainability.

“From my perspective, inclusive leadership training is extremely important for the organization. Arming our people managers with strategies, approaches, and tools to build and foster inclusive environments grows greater awareness of biases, creates a sense of belonging, and leads to enhanced productivity, innovation, and engagement.”

Bethany Haskell, Director, Training & Development, O&LD

Unconscious Bias – Following an extensive search for a DE&I education partner, Coverys decided to partner with Paradigm, a leading organization that offers a range of DE&I trainings created by experts.


For our first mandatory company wide DE&I training, we focused on the topic of unconscious bias. Research shows that unconscious bias can affect engagement, lead to poor decision-making, and limit the collective thinking of groups. The online self-paced course covered further awareness of unconscious bias, along with identifying specific approaches and tools to promote more equitable decisions, grow productivity, and foster an inclusive culture.

We also offered a blended learning portion in addition to the self-paced course for individuals interested in peer group discussion and further learning. The demand for the blended learning course was high, and we ended up creating two additional peer groups after the first.

Our completion rate for US staff was 98%, and total (including UK) was 89%. Employees also rated the course an average of 5/5 stars (n=77).

We thank the collective efforts of each department in promoting the course to colleagues and to our colleagues for taking the time to learn about unconscious biases.

89% TOTAL COMPLETION RATE

Employees also rated the course an average of 5/5 stars 

This was a great course and very helpful.

Interesting content, and a subject I had not previously considered as relevant in the workplace.

The course was extremely well done and easy to follow. Learned many things that can be applied in my everyday work life and personal life.

Mentorship – Following the positive findings from our pilot mentorship program started in September 2022 through March 2023, in the fall of 2023, Coverys launched its first official mentorship program. Mentorship is an essential development resource at Coverys for our colleagues to set and realize SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals, enhance and learn new skills, as well as improve their emotional intelligence. It's no surprise that 92% of Fortune 500 companies also now have mentoring programs. At Coverys, our mentorship program provides mentees with guidance, support, and opportunities for growth.

Welcoming New Employees – We revamped our onboarding program for new employees, transitioning from a lecturing format to an interactive discussion. Numerous resources discuss the important role onboarding plays in ensuring employees new to Coverys feel included. We created a series of short videos explaining the importance of DE&I. After new employees have watched the videos, the DE&I team focuses on connecting with them and engaging in discussions around the content as well as garnering feedback and responding to questions. This contributes to creating a feeling of belonging and community building, as well as setting up a network early on for new hires.

PROGRAMMING AND INITIATIVES

We recognize and celebrate the many employees who volunteer their time to contribute to the events, such as townhalls and companywide community conversations that promote inclusion. These employees play a pivotal role in enhancing our culture.

Townhalls are a forum for companywide learnings and discussions around key DE&I issues. This year, we focused on providing resources and normalizing conversations around mental health and suicide prevention. Our townhall in November centered around charitable giving, and in collaboration with Coverys Community Health Foundation, we focused

on food insecurity and its impact on Americans across our country.

In addition to townhalls, we conduct **Coverys Community Conversation** discussions throughout the year on a variety of pertinent topics. Starting in January 2023, we kicked off the year with a conversation around the multigenerational workforce. Some of the other topics included a community conversation to discuss the maternal and newborn mortality rates of underrepresented communities as well as challenges experienced by the LGBTQ+ community.

COVERYS UK

At the center of Coverys' international operations is Coverys Group, London, United Kingdom, positioned to support and develop our professional liability business abroad. Our focus on inclusion enterprisewide resulted in our colleagues in the UK also participating in our training programs (specifically unconscious bias training), monthly programming, involvement in our DE&I Advisory Council, as well as onboarding sessions customized for our UK employee audience. As we continue to grow our professional liability overseas in Europe, Canada, the UK, Australia, South Africa, and beyond, it is imperative to Coverys that our core values are shared both nationally and globally.

“To me, a diverse and inclusive culture in not just our London office, but across the whole Coverys family, ensures everyone has a voice, they are heard, and feel safe to speak up. Encouraging engagement in the many focus groups across the whole business provides a sense of belonging, promotes ideas, and gives opportunity to everyone to participate in our continued DE&I journey together.”

Debbie Levenson, Head of Human Resources, Coverys London, UK

“As we build our new London operations, we know how important it is to be balanced and thoughtful in our decisions; building a culture that has a solid DE&I framework is key to this.”

Stef Raftopoulos, CEO, Coverys London, UK

“As a provider of education that works toward better healthcare for all, Med-IQ plays an important role in advancing diversity, equity, and inclusion in all types of medical settings. Our commitment to the clinicians who engage with our extensive library of courses is that our content includes diverse voices, addresses root causes of health inequities, and arms learners with practical strategies for delivering more culturally competent care. In this way, Med-IQ’s work recognizes, understands, and values individuals from all backgrounds and fosters a culture of continuous learning and improvement, acknowledging there’s always more to do.”

**Allison Gardner, PhD, CHCP, FACEHP,
Senior Vice President, Educational
Strategy and Content, Med-IQ**

MED-IQ IDEA COMMITTEE – Executive Sponsor Allison Gardner, PhD, CHCP, FACEHP, Senior Vice President, Educational Strategy and Content, Med-IQ

The Inclusion, Diversity, Equity, and Action (IDEA) Committee was formed to help advance Med-IQ’s mission of “Better Healthcare for All.” IDEA actively works to amplify diverse voices, create safe spaces, and provide education and resources that promote health equity for staff, clients, and learners. The members take part in the Coverys DE&I Advisory Council and ERGs. The Committee works to forge strategic partnerships with organizations and individuals with expertise in addressing health inequities and biases; establish itself as a trusted partner among hospital and health system clients for mindfully designed products and services that address health inequities, their root causes, and different types of bias; and measure and demonstrate the impact of the products and services focusing on health inequities.

In the past year, Med-IQ engaged a diverse group of faculty experts, social media influencers, and organizations like the Perkins School for the Blind, Skin of Color Society, Color of Crohn’s & Chronic Illness (COCCI), Association of Black Gastroenterologists and Hepatologists (ABGH), and OutCare Health. With the help of these key collaborators, Med-IQ created education for policyholders, risk managers, healthcare providers, and the public that intentionally and meaningfully addressed health disparities, medical mistrust, and the harmful legacies of systemic racism in healthcare.

Specifically, in 2023, Med-IQ launched courses on a variety of DE&I issues, including:

- Racial and Ethnic Disparities in Maternal Healthcare
- Ethical Healthcare for Transgender Individuals
- Racism and Implicit Bias: Legacies and Applied Concepts

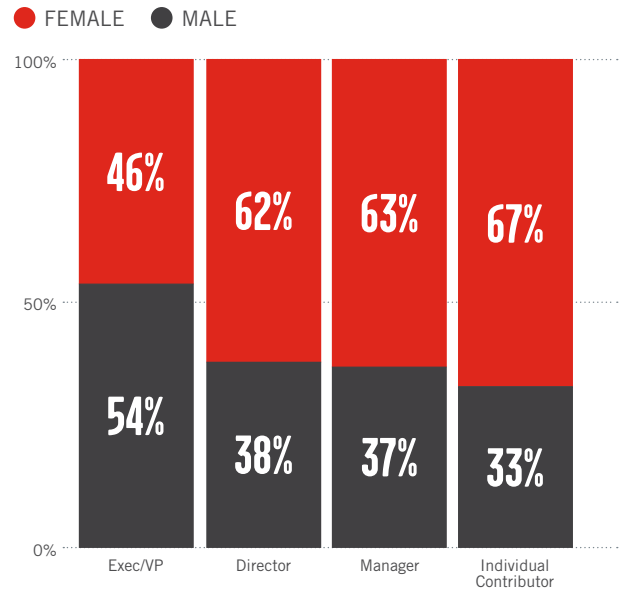
In addition, the IDEA Committee proposed an initiative to introduce alt text as an accessibility option on Med-IQ’s social media content to ensure those visually impaired can fully understand the information conveyed in our posts.

By engaging strategic experts in the development of programming with relevance to a broad base of stakeholders – from clinical teams, to patients, caregivers, and the public – Med-IQ’s educational interventions play a vital role in improving care quality and safety, reducing stigma, promoting patient empowerment, and bringing Better Healthcare for All to underserved and marginalized communities.

DEMOGRAPHIC DATA AS OF DECEMBER 2023

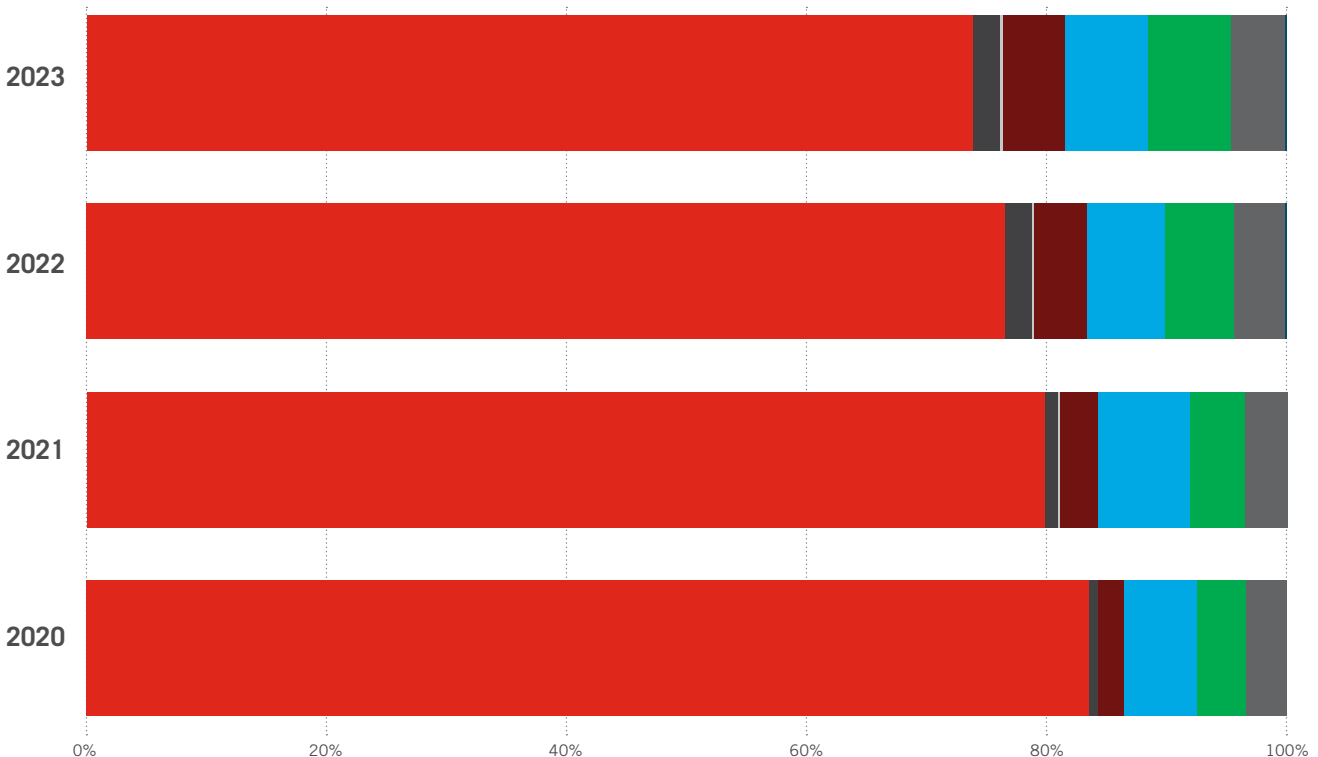
Equipped with data from across our enterprise, we created a heatmap to track where our efforts have been most impactful and areas where we need to sharpen our focus to create sustainable change. Specifically, we appreciate that gathering data and data transparency is imperative to confirming our impact tracking our progress and driving our decision-making in areas where we can improve on becoming a more inclusive company. Thus far, since the start of our journey, the demographics around gender and race have improved and are more in line with the communities we serve. We will continue to analyze the data around other underrepresented groups, beyond gender and race, as well as obtain feedback from employees to gain a clear understanding of what does or does not work to ensure that we effectively embed the inclusion of all into our culture.

Gender By Management Level



% Employees by Race

● WHITE ● TWO OR MORE RACES ● NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER ● HISPANIC
● DID NOT RESPOND ● BLACK OR AFRICAN AMERICAN ● ASIAN ● AMERICAN INDIAN OR ALASKA NATIVE



DEMOGRAPHIC DATA AS OF DECEMBER 2023

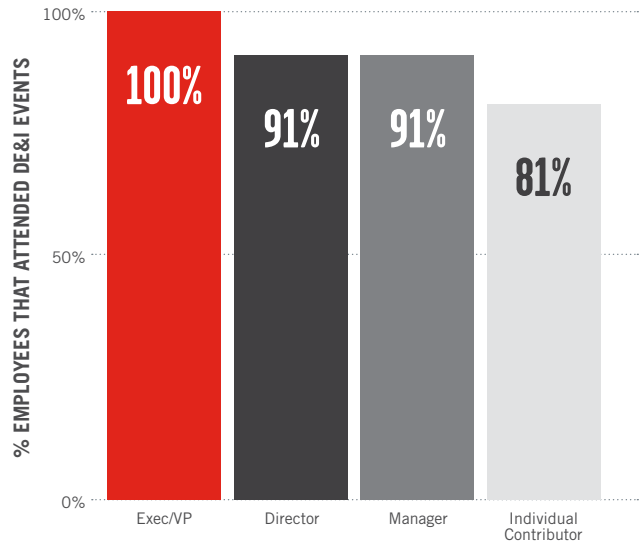
85% OF EMPLOYEES
HAVE ATTENDED
A DE&I EVENT



100% OF EXECUTIVE
LEADERS HAVE
ATTENDED A
DE&I EVENT

% Employees That Attended DE&I Events

BY MANAGEMENT LEVEL



“DE&I is not just a concept; it is a commitment to creating a world where every individual can live authentically, with dignity and pride. It is a reminder that our differences should be celebrated, and that true progress is only possible when we embrace the beauty of diversity.”

Josh Hyatt, Director, Risk Education Management & Strategy, Med-IQ

LOOKING FORWARD

Coverys is home to an exceptionally talented workforce. While our progress is encouraging, we still have work to do. To proactively ensure **we retain and promote the best talent**, we must continue to work toward providing an environment where employees are included through channels such as **succession planning and sponsorship**. Likewise, we aim to **attract the best diverse talent** and ensure they find success here by providing support through avenues such as our **mentorship program**, our collaboration with affinity insurance associations to provide access **to educational and training opportunities**, as well as other **career development initiatives** to promote professional growth. Data gathered and reflected through our heatmap will help with identifying, finding, and addressing barriers to individual employees' ability to grow. We will encourage equitable access to career opportunities and continue to explore additional approaches toward **eliminating biases in recruiting and hiring**.

Our achievements in 2023 underscore our long-term commitment, and as we move forward, we will continue to build on our successes, address new challenges, and remain dedicated to fostering an inclusive culture where everyone can thrive!

“To me, DE&I means looking beyond my own background and experiences to understand, encourage, and support more diverse and equitable ways of thinking and working so that we create, enhance, and support an inclusive culture at Coverys, which in turn, helps to attract and retain an increasingly diverse workforce. I see this as a journey along an evolving continuum, rather than as a discrete destination.”

Elizabeth Brodeur, Senior Vice President & General Counsel

IV. THE DE&I ADVISORY COUNCIL

We are pleased with the advancement we have made under the guidance of many, notably the **DE&I Advisory Council**.

The DE&I Council

Jacqueline Busterna, Esq., Senior Director,
Diversity, Equity, and Inclusion

Kerri Aramini, Risk Consultant, Risk Management

Jenelle Arano, Sr. Risk Consultant, Risk Management

Catherine Bretz, Vice President, Learning Solutions,
Education Strategy and Content

Ashly Brun, Human Resources Assistant

William Champion, VP, Product Development

Ericka Dupervil, Underwriting Assistant

Erika Eley-Soberanis, Manager, Claim Operations
and Reporting

Penny Evans, Product Analyst, Underwriting

Nicole Greenberg, Social Media and Design
Manager, Med-IQ

Bethany Haskell, Director, Organizational and
Leadership Development

Josh Hyatt, Director, Risk Education and
Strategy, Med-IQ

Lynelle Jackson-Evans, Business Development Leader

Sharon Kim, Foundation Grant Coordinator, Executive

Pillar Klemans, Director, Legal and Regulatory
Affairs, Legal

Joceyln McCarthy, Human Resources Generalist

Ashley Meyers, Medical Writer

Christa Reason, Marketing Communications Manager,
Corporate Communications

Samantha Reiss, State Reporting Representative,
Enterprise Underwriting

Sasha Sagalovich, Claim Consultant

Sara Salman, Strategy Execution Manager

Michelle Smoljan, Director, Business Development,
Med-IQ

Cassandra Teneus, Claim Service Associate

Nikki Travis, Underwriter

Jill Weaverling, Manager, Digital Learning Products,
Med-IQ

Special thanks to former DE&I Advisory Council and Steering Committee members:

Joe Zorola, Head of Diversity, Equity, & Inclusion

Angela Collins, Senior Grant Manager, Med-IQ

Chris Coulter, VP, Business Analytics

Darlene Harsono, Coordinator, Diversity, Equity,
and Inclusion

Bobby Jeter, Director, Sales and Grant Development,
Med-IQ

Laura Rafferty, Senior Editorial Manager, Med-IQ

Peter Ramirez, Claim Reporting Representative

Michael Villaneuva, Product Systems Analyst, Product
and Service Development

STEERING COMMITTEE

We would also like to thank our Executive Steering Committee members for their commitment, guidance, and investment into DE&I.

Joe Murphy, CEO

Cathy Donahue, COO

Jacqueline Busterna, Sr. Director of Diversity, Equity, and Inclusion

Jenelle Arnao, Sr. Risk Consultant

Elizabeth Brodeur, Sr. Vice President and General Counsel

Eric Crockett, Sr. Vice President, IT

Jay Curley, Vice President, Corporate Affairs

Brian Farrell, Sr. Vice President, Claims

Noreen Fiore-Sarno, Sr. Vice President, Human Resources

Amanda McHale, VP, Coverys Custom Accounts, Underwriting

Susan Montminy, Director, Risk Management

Stef Raftopoulos, CEO, Coverys London, UK

Michelle Smoljan, Director of Business Development, Med-IQ

Scott Weber, Head of Strategy & Corporate Development

IDEA COMMITTEE Med-IQ

Alison Gardner, Sr. VP, Educational Strategy and Content

Nicole Greenberg, Media and Design Manager

Kerry Kennedy, Editorial Manager

Sara Samuel, Clinical Content Manager, Education Strategy and Content

Michelle Smoljan, Director of Business Development

Whitney Stevens, Senior Director Project Management

Jill Weaverling, Manager, Digital Learning Products

Acknowledgments

In addition to the DE&I Advisory Council, we owe gratitude to many! This work cannot be done without the contributions of numerous individuals across our entire enterprise. We would like to especially thank members of the Steering Committee and the IDEA Committee of Med-IQ. All have helped to advance our journey, and we look forward to continued collaborations.

“Inclusion in the workplace, as part of diversity, equity, and inclusion efforts, cultivates a sense of belonging. This sense of belonging is not just a comfort; it’s an opportunity to craft a better working environment – one where every voice is heard, every perspective valued, and every individual empowered to contribute their best.”

Joe Zorola, former Head of Diversity, Equity, and Inclusion