



EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION STATEMENT

January 1, 2012

In accordance with its obligations as a federal contractor under Executive Order 11246 and related laws and regulations, Health Care Service Corporation (HCSC) provides equal employment opportunity regardless of a person's race, color, age, religion, genetic information, sex, sexual orientation, gender identity or expression, national origin, citizenship, physical or mental disability, or disabled veteran status, or any other category protected by law, and makes all employment related decisions free of discrimination.

HCSC is committed to fostering a respectful and inclusive work environment where all employees are valued and enabled to contribute to its business objectives. HCSC strives to ensure the full utilization of its employees while fostering and encouraging openness to their varied ideas, skills, experiences and perspectives. HCSC further strives to be responsive to the varied needs of its customer base.

It is the policy of HCSC to treat all employees fairly and to provide work environments free of any intimidation, threats, coercion or discrimination, including physical, verbal, or sexual harassment. It is the policy of HCSC that all matters related to the following be free of discriminatory practices: working conditions, recruiting, hiring, training, compensation, benefits, promotions, transfers, demotions, discharges, reductions in force, rehires from reductions in force, company-sponsored programs, employee actions protected by corporate policy or the law, and all other treatment on the job.

All management personnel are expected to support and take affirmative action to ensure that applicants and employees are treated consistently with the company's affirmative action goals, practices, and policies. Any applicant or employee wishing to address an issue covered by this statement or related policy, or who would like to view HCSC's Affirmative Action Plan (AAP) may contact a representative at the number listed at the end of this statement.

Human Resources makes available pertinent data about our company's Affirmative Action Program and investigates alleged violations of this policy. As EEO Executive Officer, Nazneen Razi is responsible for overseeing the administration of the company's Equal Employment Opportunity, Affirmative Action, and Diversity policies in all company locations.

Employees who wish to voluntarily identify or update their self-identification as a person with a disability or as a disabled veteran, armed forces service medal veteran, recently separated veteran, other protected veteran, may contact a representative at the number below. Self-identification forms are given to every new hire during orientation.

Representative Number: Employee Services 866-977-7378

President, Chief Executive Officer and EEO Executive Officer – Patricia Hemingway Hall

Senior Vice President – Chief Human Resources Officer and EEO Executive Officer – Nazneen Razi

Manager, Human Resources Regulatory Compliance and EEO Coordinator – Pamela Smith Thomas