

Letter from the CEO

Hello, I'm Angela Braly and I would like to share a few thoughts with you about WellPoint's commitment to corporate responsibility.

Our mission is to improve the lives of the people we serve and the health of our communities. This mission is particularly relevant in these challenging economic times.

2010 marks the 10-year anniversary of the WellPoint Foundation. To date, we have awarded more than \$112 million in grants to help partners in our communities advocate the benefits of healthy lifestyles. We've helped so many learn about nutrition, smoking cessation, and the importance of good prenatal care. A current focus is to help fight childhood obesity. We recognize that children who are obese could face severe health conditions such as diabetes and heart disease.

Message from Angela Braly

Our associates help us deliver socially responsible answers to difficult issues. Their diverse perspectives, backgrounds, and life experiences foster the innovative solutions that best meet the needs of our customers, doctors and hospitals, and our communities.

Our commitment to diversity and inclusion truly is a competitive advantage and one important way we drive superior health care value.

I am especially proud of our associates' contribution of time and energy to our communities. Through food drives, volunteer service days, and our associate giving campaign, they are living our mission.

We're collaborating across our 14 states to address preventable health conditions to help create a healthier generation of Americans.

Living our mission also requires us to be environmentally responsible. Over the past few years, we have studied our effect on the environment and we've identified opportunities to enhance business performance while reducing our carbon footprint.

As you read this year's report, you will understand why I believe corporate responsibility is embedded in WellPoint's mission: it helps define us as an organization committed to improving the future of this country.

Committed to Our Mission

Message from Randy Brown

As the largest health benefits company by membership, WellPoint has a tremendous responsibility to our customers and our communities. We're committed to our mission to improve the lives of the people we serve and the health of our communities.

Our associates deliver on this promise through their work every day. Whether it's helping to address health disparities, making sure the uninsured and underserved get access to care, or launching programs to make health care more affordable, our associates are shaping the future of the health care system.

And they don't stop there, choosing to generously give back to the places where they live and work. Planting an urban garden as part of our Community Service Day. Stocking national food banks during our Healthy Helpings food drive. Donating to great charities during our Associate Giving Campaign. These are just a few examples of how our associates roll up their sleeves to improve our communities.

As individuals, we make a difference. When we work together, we accomplish great things. With our diversity of backgrounds, cultures and experiences comes a richness of thought and perspective that makes us a stronger company. By looking at our business through multiple lenses, we're better able to see our customers and meet their needs. After all, the diversity in the members we serve is reflected by the diversity within our company.

This corporate responsibility report highlights the efforts of our associates that ensure we deliver on our commitments. Our impact as an organization is possible because of the energy, dedication and talent of our people. Simply put, it's what makes us WellPoint.

Randy Brown

Executive Vice President and Chief Human Resources Officer

WellPoint has a clear strategy that will allow us, the nation's largest health benefits company in terms of membership, to continue to have a positive impact on the health care system today.

With approximately 34 million members in our affiliated health plans, we are working to make quality health care more affordable, more accessible and simpler to manage.

Strategy

Our Mission

Improve the lives of the people we serve and the health of our communities.

Our Objectives

Create the best health care value in our industry

- Make health care fundamentally more affordable for our

customers

- Provide access and guidance to the right care
- Advocate healthy living

Excel at day-to-day execution

- Deliver reliable, caring service
- Make our work processes more efficient and effective
- Integrate our systems to simplify the way we operate

Capitalize on new opportunities to drive growth

- Win in the changing marketplace
- Target expansion of existing businesses
- Invest in complementary new businesses

Our Values

- Customer First
- Integrity
- Personal Accountability for Excellence
- One Company, One Team
- Continuous Improvement

Committed, highly engaged associates are vital to WellPoint's ability to deliver superior products and services to our members, improve the health of our communities, and provide greater value to our customers and shareholders.

To strengthen our associates' involvement with our mission, we solicit their ideas, questions and insights – and we act on them.

Associate Survey

Associate Engagement

Our associate survey helps us understand associates' perceptions of our company and their teams so we can partner to make WellPoint an even better place to work. Managers and associates work together to act on opportunities identified in the survey results. For instance, a team might choose to start a cross-training program if associates indicate a desire to learn new skills. As a company, we look at the results at an enterprise level to gain insight into our corporate culture and trends that characterize our organization.

More than 83 percent of WellPoint's 38,000 associates participated in the 2010 survey. In addition to using the survey to gauge satisfaction and commitment, we also broadened our focus

to include adaptability, energy, sense of urgency, and persistence because these are the traits we consider essential to our success.

The results show that our associates demonstrate high levels of engagement, and they understand how their efforts affect WellPoint's performance overall. In addition, our high rating in 2010 for manager effectiveness shows that our associates believe their managers model our core values and are effective in clarifying priorities, providing feedback, and removing roadblocks to success.

Engaging Stories

We're an organization of individuals, and each of us has a story to tell. Our "I Am WellPoint" campaign celebrates the work our associates do every day. To provide a different perspective on the health care industry, several associates stepped forward to suggest and assist in the launch of this campaign, which features associates from across the country and our many business units. Nurses, administrative assistants, physicians, customer service representatives, marketing directors – these diverse associates share their stories through e-mail, video and voice mail with their colleagues, revealing what makes them glad to stand up and say they're proud to work at WellPoint.

Philosophy & Strategy

WellPoint's commitment to diversity and inclusion helps us better understand and meet the evolving health benefit needs of the communities and customers we serve.

Our talented associates, with their different skills, experiences and backgrounds, strengthen our ability to deliver innovative solutions to emerging health care opportunities and challenges. At WellPoint, we know that talent shines brightest in a collaborative environment. Our inclusive culture encourages associates to bring ideas and passion to their job and work together to develop products and services that improve the lives of our members and the health of our communities.

Diversity & Inclusion

To attract and retain the best talent and grow our business, WellPoint's diversity and inclusion strategy has three areas of focus:

Workforce

Building a World-Class Workforce

Goal: To build and sustain a world-class workforce, where associates have opportunities for personal and professional growth, and to be

recognized as a premier employer of choice.

Workplace

Creating and Sustaining a Culture of Inclusion

Goal: To create a culture where our individual ideas, perspectives and work-life experiences drive our collective success.

Marketplace

Growing our Business

Goal: To grow our business within our multicultural markets through superior strategies that help us build and maintain relationships with customers, suppliers and the communities in which we live and work.

Associate Resource Groups

Our associate resource groups (ARGs) create a sense of community and help us build a culture of inclusion where all WellPoint associates feel welcomed and respected and where our differences and similarities help drive our business success.

WellPoint has eight ARGs. These groups support our efforts to recruit, retain, engage and develop diverse talent. The associate resource groups also benefit the individuals who join by providing a unique opportunity to add value to our business while enhancing their careers. Here are highlights of some of their recent accomplishments:

Abilities Beyond Limited Expectations (ABLE)

ABLE's mission is to help ensure our company has a culture of inclusion that focuses on **ability** rather than disability.

Career Development

Since many associates with disabilities work remotely, ABLE hosted a teleseminar, "Making Yourself Visible in a Virtual Environment," to discuss the issues raised by virtual work environments as more associates across the organization work in virtual teams.

Community

ABLE is collaborating with Veterans' Organization of WellPoint (VOW) to promote and strengthen WellPoint's sponsorship of the Wounded Warrior Disabled Sports Project and Disabled Sports USA. These two ARGs recently hosted a teleseminar to learn from the

Diversity & Inclusion

experience of wounded warriors and their recovery through exercise and recreational sports.

Associate Network for Gay and Lesbian Equality (ANGLE)

ANGLE's goal is for WellPoint to be recognized as a premier employer and trusted health care choice for the lesbian, gay, bisexual and transgender (LGBT) community and its allies.

Attracting and Retaining Talent

For two consecutive years, ANGLE has secured WellPoint's participation at the Reaching Out MBA Conference – an important recruitment opportunity where MBA LGBT students and professionals from across the country participate in workshops, networking events and a career fair.

ANGLE has championed several innovative approaches to sustain a work environment that is inclusive of all associates, regardless of their sexual orientation and/or gender identity.

Since its inception in 2008 ANGLE has partnered with Human Resources, Legal and other areas of the organization to ensure awareness and understanding of LGBT issues among leaders and associates. The group developed and rolled out the guidelines and training for a Safe Space Program; played a key role in the creation of gender transition guidelines and educational materials; promoted the inclusion of gender identity in WellPoint's EEO policy; and encouraged expanding associate benefits to include psychological counseling for transgender associates.

ANGLE was recently named a Top 10 diversity council and was presented the Diversity Honors Award, a recognition from the Association of Diversity Councils.

Asian Associate Resource Group

In May 2011 we welcomed a new addition to the ARG community at WellPoint. The Asian associate resource group was formed to promote and leverage the diversity and strengths of WellPoint's Asian and Asian American associates in support of WellPoint's mission and values.

The group seeks to promote workplace diversity, awareness and understanding of Asian and Asian American cultures and assist WellPoint in enhancing its multicultural and emerging market focus to

serve the needs of our Asian communities.

Healthcare Young Professional Exchange (HYPE)

HYPE wants WellPoint to be recognized as one of the best places to launch a career. This group helps associates navigate our multigenerational workplace. HYPE provides insight into issues that matter to young professionals, which is important to us both as an employer and as a health plan trying to meet the needs of young health care consumers.

Development

This group is actively collaborating with the corporate team responsible for our social media strategy. HYPE's focus is also on giving its members guidance and support around career development and business savvy. The group has conducted several teleseminars on such topics as: "Myths and the Magic of Mentoring," "The Nuts and Bolts of Health Care Reform," and "Making Dollars & Sense – A Look into How WellPoint Makes Money."

PRIDE (African-American)

PRIDE is focused on increasing African American representation in our leadership, as well as helping WellPoint create the best health care value for African American consumers.

Career Development

PRIDE is committed to helping associates develop personally and professionally, which is a key to increasing diversity among our leadership. The group holds discussion sessions focused on career paths, leadership development and advancement, and skill growth. The group hosts a forum called "Taking Ownership of Your Development and Growth: Conversations with Diverse Leaders at WellPoint." WellPoint associates participate and hear firsthand stories from WellPoint leaders to help them in their own personal and professional development.

Community

PRIDE is partnering with our Indiana-based health insurance plan to offer a health care-focused mentoring program to high school students at the Crispus Attucks Medical Magnet High School. The program completed its second year and will continue until the same group of students complete high school. And, for the second consecutive year,

PRIDE took the lead in supporting the United Negro College Fund (UNCF) by spearheading WellPoint's participation in the annual Indianapolis UNCF Bowl-A-Thon. WellPoint was recognized in 2010 and in 2011 with the Top Fundraising Corporation award for raising more than \$7,000 for the UNCF.

SOMOS (Hispanic/Latino)

The vision of SOMOS – which in Spanish means “we are” – is to promote understanding of Hispanic cultures and create a work environment attractive to Hispanic associates. SOMOS is also working to increase awareness of health care disparities affecting Hispanics.

Multicultural Markets

SOMOS has collaborated with different business units to develop culturally appropriate content for educational health and wellness materials and websites aimed at Hispanic members and communities. One of those sites, WellPoint's Health Equities bilingual portal, was honored with a Bronze Web Health Award from the Health Information Resource Center. To educate colleagues within WellPoint, SOMOS hosted a teleseminar called “Leveraging Opportunities in the Multicultural Marketplace” as part of its commitment to education and awareness.

Recruitment

SOMOS is collaborating with WellPoint's talent acquisition team to strengthen the organization's relationship with the National Society of Hispanic MBAs (NSHMBA), as well as NSHMBA's local chapters, which work to prepare Hispanics for leadership positions throughout the U.S. and promote cultural awareness and sensitivity.

Veterans' Organization of WellPoint (VOW)

VOW works to enhance our ability to recruit and develop associates with prior military service since these associates have unique experiences and skills that can be a competitive advantage for our company.

Community

During the last holiday season, VOW led an internal campaign to send care packages to friends and family members serving overseas. VOW also promotes and strengthens WellPoint's sponsorship of the Wounded Warrior Disabled Sports Project and Disabled Sports USA.

VOW and ABLE recently hosted a teleseminar to learn from the experience of wounded warriors and their recovery through exercise and recreational sports.

Recruitment

VOW members work collaboratively with the talent acquisition team and talk to prospective associates at events such as RecruitMilitary career fairs, the Wright Patterson Air Force Base Workshop/Recruit event in Dayton, Ohio, and virtual career fairs with other military sourcing firms.

Women of WellPoint (WOW)

WOW strives to promote career development among women. WOW supports the company's efforts to provide opportunities for women to develop leadership skills, network, and take advantage of mentoring opportunities, while also removing potential barriers to advancement. Through community efforts and a focus on women's health, WOW helps our company remain a trusted employment, supplier and product brand among women.

Career Development

WOW has represented WellPoint at the Linkage Women in Leadership Summit, the National Association of Women Business Owners, and the Ohio Women's Expo. The group also conducts teleseminar sessions to help associates learn about remaining relevant in today's changing employment environment and understanding the unwritten rules of the workplace. WOW has established a partnership with our information technology team to support our corporate relationship with the National Center for Women & Information Technology (NCWIT) to improve the representation of women in information technology.

ARG Learning Circle

WellPoint's ARGs are working together to develop a community of learning and career growth. The ARG Learning Circle is a new development program for ARG members interested in learning about the power of networking, building relationships, setting career goals, and developing skills through mentoring, coaching, and practical work assignments and experiences. This nine-month program centers on a one-on-one partnership between a protégé and a more experienced advisor who work together on a learning plan based on the protégé's goals.

Diversity & Inclusion

Ambassador Program

Diversity and Inclusion Ambassadors are advocates and role models for WellPoint's values and our commitment to diversity and inclusion.

We have associates who volunteer as Diversity & Inclusion ambassadors from coast to coast. They represent a broad spectrum of business units, job levels, and geographic locations, and reflect the wide-ranging attributes and strengths of our associate population.

Ambassadors support enterprise-wide events, activities, and programs within their local work locations.

Healthy Helpings

The Healthy Helpings food drive is a great example of how WellPoint associates make a difference in their communities. The canned and boxed food items they donate through this event help local food banks and pantries serve low-income families, the working poor, senior citizens, children, and other people in need. Since 2007, WellPoint associates have donated approximately 73,000 pounds of food to food pantries across the country.

WellPoint's Diversity and Inclusion Ambassadors are crucial to the success of this annual effort, mobilizing associates to collect and distribute the food and inspiring their peers and colleagues to give generously.

Other Activities & Events

Diversity and Inclusion Ambassadors help us build a culture of inclusion by recognizing cultural observances and initiating diversity efforts in the workplace. The ambassadors support nationally observed heritage months with specific activities that engage associates and promote dialogue.

For example, during Women's History Month, many ambassadors organize a suit collection drive for women re-entering the workforce. Hispanic Heritage Month provides an opportunity to showcase internal and external Hispanic leaders who can share their stories of personal and professional successes. Ambassadors also host various Lunch and Learn events celebrating Gay and Lesbian Pride Month, disability awareness, social responsibility and philanthropy, and Chinese New Year, just to name a few.

Ambassadors also support enterprise-wide initiatives such as our "I

am WellPoint” campaign; Veterans’ Day observances; community service projects; educational programs; collections for battered women and children; and holiday collections of toys, clothing and food.

Diversity & Inclusion Ambassador Awards

The Ambassador Award is an honor given to recognize the commitment, passion and enthusiasm of WellPoint’s ambassadors and their dedication to building and sustaining a culture of inclusion.

The award is presented annually to an individual and a team who have been instrumental in achieving results through teamwork. Award recipients serve as role models and champions for diversity, inclusion and cultural initiatives in the workplace, and they consistently exceed their formal responsibilities to promote our diversity and inclusion values.

Ambassador of the Year Award

In 2010, this award was given to Myra Hudson, an outreach care specialist in St. Louis, MO. Myra has been an exemplary leader for this group, reaching out to associates of different cultures to get ideas for events and activities that represent a variety of diversity observances. Her positive attitude and professionalism have been key in engaging associates to participate in diversity and inclusion programs at this location.

The Team of the Year Award

In 2010 we recognized all of the Albany, N.Y. ambassador team members for creating unique initiatives to build a more inclusive workplace and to enhance WellPoint’s presence in the community. This team exudes enthusiasm and in 2010 celebrated a record of 21 events promoting diversity observances, from Chinese New Year to African American history, Irish heritage and disability awareness. This team also coordinates campaigns in support of the community (i.e a suit drive in support of women going back to work, and an organ donation awareness campaign).

Diversity & Inclusion

Diversity Training

To assist our associates in recognizing the full value of diversity and inclusion – for themselves, their colleagues, our members, consumers, and WellPoint – we offer several online training programs and informational sessions. These programs create a more inclusive, respectful and productive workplace and build a culture that is shaped by

each associate's unique contributions

Training

In 2009 WellPoint launched a new online course called “Diversity & Inclusion” through our learning management system. This interactive program explores the fundamentals of the business case for diversity; the different dimensions of diversity, such as the challenges of a multigenerational workplace; the impact of culture on our personal points of view; and the inclusive behaviors that maximize the talents of our workforce.

WellPoint's managers also completed an Equal Employment Opportunity course that covers key aspects of diversity management: talent selection, compensation, coaching and feedback.

Webinars

The corporate diversity and inclusion team regularly delivers “Diversity Hot Topic” sessions to educate our HR community, managers and associates about such diversity-related topics as gender transition, disability etiquette and cultural competency.

Talent Acquisition

As part of WellPoint's commitment to building a world-class workforce, we're dedicated to actively recruiting a diverse pool of talent whose varied experiences and strengths constantly broaden our outlook and enhance our business operations.

We have partnered with professional organizations, colleges and universities; developed an online recruitment strategy; and enlisted the help and support of all of our associate resource groups. Our executive and leadership recruitment team has performance goals aimed at improving racial and gender representation in frontline, midlevel, staff VP and higher positions.

Strategic Partnerships

WellPoint's talent acquisition organization uses a variety of venues to reach out to a diverse pool of candidates. We attend more than 50 career events a year, work with a variety of professional organizations, post our positions through numerous diversity job portals, participate in career conferences and visit a wide array of colleges and universities.

We maintain strong partnerships with and attend career events organized by such groups as the National Black MBA Association (NBMBA), the National Society of Hispanic MBAs (NSHMBA), Black Data Processors Associates (BDPA), and the International

Diversity & Inclusion

Association of Black Actuaries, to name a few. And, in 2010, we also participated in the Reaching Out MBA Conference — the annual conference for LGBT MBA students and professionals.

Other career events attended by WellPoint associates:

- Milicruit & Hire Heroes USA Virtual Career Fair, www.veteranscareerfair.com
- Homeless Resource Job Fair, Columbus, Ga.
- Naval Base Job Fair, Port Hueneme, Calif.
- UW - Milwaukee Diversity Career Fair, Milwaukee, Wis.
- ERA Open House, Cincinnati, Ohio
- Brandford School, Colonie, N.Y.
- Louisville Career Expo, Louisville, Ky.
- IPIC (Indianapolis Private Industry Council) - Annual Job Fair, Indianapolis, Ind.
- Ashley Station Career & Education Expo, Columbus, Ga.
- Wright Patterson Air Force Base Workshop/Recruit, Dayton, Ohio
- Wilberforce College Career Fair, Xenia, Ohio
- Disability Networking Day, Indianapolis, Ind.
- Orange County Community College, Middletown, N.Y.
- MLK, JR, Albany, N.Y.
- ATA Job Fair, Indianapolis, Ind.
- NSHP/LatPro, New York, N.Y.
- CARE Job Fair, Indianapolis, Ind.
- TAPS - Wright Pat AFB, Dayton, Ohio
- Harris Stow State College, St. Louis, Mo.
- Orange County Job Fair (DOL), Middletown, N.Y.
- Fort Benning, Columbus, Ga.
- Career Expo, Louisville, Ky.
- Hesser College, Manchester, N.Y.
- Military Job Fair, Indianapolis, Ind.
- Louisville Urban League sponsored - Jeffersontown Expo
- Community Career Expo, Jeffersontown, Ky.
- University of Phoenix, Columbus, Ga.
- National Black Nurses Associate Conference, Las Vegas, Nev.
- Minority Corporate Counsel Association Conference, Chicago, Ill.

Online Recruitment

As the online world evolves, so does our online recruitment strategy. The company targets a broad segment of talent – including college students, recent graduates and experienced job seekers – by promoting openings and searching for candidates on more than 100 diversity-

related sites such as Hirediversity.com, DiversityInc.com, DiversityWorking.com, BlackCareers.com, and LatPro.com to name a few. WellPoint also takes full advantage of social networking sites such as Facebook.com where we maintain a blog.

Through our relationship with Careerbuilder.com our postings are visible in more than 180 diversity sites.

Associate Participation

One of our best sources for finding diverse talent has been through our Associate Referral Program, which encourages associates to refer qualified external candidates for open positions. When a referred candidate is hired, the associate receives a referral bonus as WellPoint's thanks for encouraging top talent to join our organization.

Military Veterans

In 2009, WellPoint was the corporate sponsor of three Recruit Military – Hire Vets First career fairs, which took place in Indianapolis, Norfolk, Va., and Atlanta. WellPoint also participated in the annual Military & Disabled Veterans EmployAbility career fair at Wright State University.

WellPoint works with the Transition Assistance Program for veterans, which helps service members who are making the move into civilian life by offering job-search assistance and related services.

And, through a new virtual event application, Milicruit, WellPoint interacts online with job-seeking veterans. This virtual career fair platform enables veterans who have developed marketable skills in the military to network, interview and demonstrate their skills to our recruiting teams in an efficient and effective way.

In 2010 we began a relationship with HireDS (Hire Disability Solutions), a resource that focuses on military veterans and professionals with disabilities.

Supplier Diversity

Diversity & Inclusion

A wide range of diverse suppliers is needed to support WellPoint's business operations.

Through our supplier diversity program, we are dedicated to diversifying our supplier base to include businesses owned by minorities, women, veterans, members of the LGBT community, and persons with disabilities, wherever possible. We actively work to include diverse suppliers in every bidding

opportunity and are focused on making sure the program continues to grow.

Supplier Diversity Champions

Senior-level supplier diversity champions, appointed by our executive leadership team throughout the organization, help us make a solid business case for focusing on diversity in our supplier sourcing. These champions inform and advise associates about how to help WellPoint meet supplier diversity goals and expectations at every sourcing opportunity. We increase our goals for supplier diversity each year. The value of such diversity is also reflected in the executive leadership team members' performance goals, as well as the overall performance goals for our business units.

Key Partnerships

WellPoint has partnered with and given financial support to national and local organizations that promote diverse supplier development. We're a committed member of the National Minority Supplier Development Council (NMSDC) and participate with the Southern California and Indiana councils. In addition, we belong to the Women's Business Enterprise National Council (WBENC), and we're a community partner sponsor of the Indianapolis chapter of the National Association of Women Business Owners (NAWBO), and we're a founding partner of the US Business Leadership Network's Disability Supplier Diversity Program (DSDP).

WellPoint is proud to play a role in creating and sustaining economic development opportunities for diverse suppliers through these memberships and sponsorships. We have provided booth space at opportunity fairs and have invited suppliers to join us as guests at tables we sponsor at supplier diversity advocacy organization events.

"I appreciate WellPoint's willingness to include small businesses in competing on projects normally awarded to large companies. This inclusion allowed us, a small business, to compete, be awarded, and successfully deliver services. Our WellPoint clients let us know they are very pleased with our efficiency and effectiveness."

Kathy Cabello

President & CEO Cabello Associates
WellPoint Supplier and Anthem Member

Tracking Progress

WellPoint carefully tracks its spending with businesses owned by

diverse suppliers. We require vendors and contractors to subcontract a minimum percentage of their contracts to diverse suppliers. Our sourcing teams help ensure compliance by following a checklist and submitting required documents to our supplier diversity team for review. We increased dollars spent with diverse suppliers by 55 percent from 2009 to 2010, exceeding our 2010 target. Over the past year, our program has continued to grow. It is integral to our successful development in all areas of the enterprise.

"Our commitment to supplier diversity has made us a stronger business and has helped us with new sales and account retention for local municipality accounts, as well as national accounts. Our goal is to have a supply base and purchasing approach that reflect the diversity of our employer groups and members. We work closely with our supplier diversity team to demonstrate this commitment to our clients."

Ken Goulet

Executive Vice President, President & CEO
Commercial Business

Companies that support their employees' work-life balance are able to reap the benefits of greater innovation and creativity.

WellPoint has a range of programs that meet our associates' needs throughout the different stages of their lives, including flexible work arrangements, family-friendly and work-life benefits that keep our associates fulfilled personally and professionally. These offerings help us increase productivity and retain valuable associates.

Workplace Flexibility

Workplace flexibility helps associates be more effective both within WellPoint and outside of work. Some associates have informal arrangements that allow them to juggle their everyday responsibilities more efficiently. Others take advantage of formal programs such as telecommuting, part-time work and compressed workweeks.

Many positions at WellPoint are no longer tied to a geographic location, allowing associates to work remotely from their homes or from offices nearby. Collaboration among associates across regions and teams is supported through teleconferencing, virtual meeting rooms, e-mail and instant messaging.

Employee Assistance Program

WellPoint's EAP stands ready to help associates and their families

**Work-Life
Balance**

in stressful circumstances. EAP assists associates in dealing with personal problems that might adversely affect their work performance, health or well-being.

The confidential program offers assessments, short-term counseling sessions and referrals for services. Counselors are trained to help with such issues as marital or family distress, grief, substance abuse and mental illness. Associates can get help with prenatal and adoption planning, child care, elder care, school and college issues, managing stress, coping with addiction, emotional concerns, work-related conflicts, emergencies, and legal and financial problems.

Parenting Benefits

Nursing Mothers Support Program

This program provides enhanced benefits to new mothers, such as free lactation services. Many of our locations have new mother rooms, and we also offer free Nursing Mothers Support Program kits containing useful products and helpful information.

New Parent Transition Week

WellPoint encourages new parents to take time off to spend with their children. Our benefit provides new mothers and fathers a full week of pay for half a week of work.

Adoption Assistance

To assist associates who choose to adopt children, WellPoint reimburses up to \$5,000 of eligible expenses per adoption.

Dependent Care

To help associates with the costs of child care or elder care, WellPoint matches a percentage of each person's contribution to a dependent day care flexible spending account. The associates' contributions are made with pre-tax dollars.

Top 50 Companies for Diversity

Awards & Recognition

DiversityInc Magazine, 2008-2011

100 Best Companies for Working Mothers

Working Mother Magazine, 2009-2010

Diversity Leader Award

Profiles in Diversity Journal, 2008-2011

Top 10 Companies for Innovations in Diversity

Profiles in Diversity Journal, 2007-2011

**Leading Companies for Employees
with Disabilities**

Profiles in Diversity Journal, 2007-2011

Latina Style Top 50 Companies

Latina Style Magazine, 2008-2010

Corporate Equality Index

Human Rights Campaign, 2007-2011

50 Out Front Companies for Diversity Leadership

Diversity MBA Magazine, 2008-2010

**Top 10 Best in Class List for Board Diversity
and Retention Practices**

Diversity MBA Magazine, 2009

**Top 10 Best in Class List for Representation
and Succession Planning**

Diversity MBA Magazine, 2010

Top Companies for Executive Women

National Association for Female Executives (NAFE)
2009-2011

Top 100 Military Friendly Employers

G.I Jobs Magazine, 2010-2011

Top 50 Employer

Careers and the disABLED Magazine
2007-2011

Top 100 Employers of the Class of 2009

The Black Collegian

Best Companies for Blacks in Technology

Black Data Processing Associates (BDPA)
2007-2011

Best Diversity Company

*Diversity/Careers in Engineering & Information
Technology Magazine, 2009-2011*

**GoldSea "100 Great Employers for
Asian Americans"**

GoldSea.com, 2010

An Adoption Friendly Employer

Dave Thomas Foundation for Adoption, 2009

Diversity Council Honors Award

Association of Diversity Councils
In recognition to ANGLE
(Associate Network for Gay and Lesbian Equality)
2011

**WellPoint CEO Angela Braly recognized
with CEO Diversity Leadership Award**

Diversity Best Practices, 2009

Top 60 Diversity Elite

Hispanic Business Magazine, 2010

World's Most Admired Companies

Fortune Magazine, 2007-2010

**Corporate Eagle Award Honoring Stellar
Leadership in Corporate Responsibility**

National Eagle Leadership Institute
2008-2010

Top 100 Best Places to Work in IT

Computerworld Magazine, 2009-2011

**25th Anniversary Visionary Leadership
in Diversity Award**

**The American Institute for Managing Diversity
2009**

**Top Diversity Employers for
African-Americans**

**Top Supplier Diversity Programs for
African-Americans**

**Top Hospitals & Healthcare for
African-Americans**

Black EOE Journal, 2009

**Best of the Best Diversity Employers
for Hispanics**

Top Supplier Diversity Programs for Hispanics

Top Hospitals & Healthcare for Hispanics

Hispanic Network Magazine, 2009

Top Diversity Employers for Women

Top Supplier Diversity Programs for Women

Top Hospitals & Healthcare for Women

Professional WOMAN's Magazine, 2009

**Congress of Diversity Executives
Leadership in Diversity Award**

Career Communications Group, 2009

**Best Employers for Healthy Lifestyles–
GOLD Ranking.**

National Business Group on Health, 2008-2011

**Gold Winner for Total Health Information Program,
Healthy Habits for Kids Series**

**National Health Information Awards
2010**

WellPoint Foundation

Overview

To date the WellPoint Foundation has awarded more than \$125 million in grants to local and national initiatives that are committed to improving the lives of the people we serve and the health of our communities.

We also match the funds that WellPoint associates pledge in our annual associate giving campaign to six nonprofit organizations that share our goals.

Among the country's largest corporate foundations, the WellPoint Foundation is a private, nonprofit philanthropic organization wholly funded by WellPoint, Inc. Our mission is reflected in our belief that targeting preventable health concerns by making strategic charitable choices will help us create a healthier generation of Americans.

Our Focus

Today, the WellPoint Foundation is committed to funding initiatives that positively affect the conditions addressed in our Healthy Generations program. This multigenerational effort focuses resources on nine key health issues: childhood obesity; premature/low birth-weight babies; first trimester prenatal care; diabetes prevalence; cardiac morbidity in adults; adult influenza immunizations; adult pneumococcal immunizations; smoking cessation; and increasing adult physical activity.

We're paying special attention to the fight against childhood obesity, because we recognize that reducing the incidence of obesity lessens the risk of many severe health conditions such as diabetes and heart disease.

Our Approach

Dedicated Public Health Partners

We care deeply about the future of the communities we serve and are proud that our company and associates support organizations that share our goal of addressing preventable health concerns through strategic choices.

Advocates for Healthy Living

Our philanthropic efforts raise awareness of the long-term benefits of active, healthy living, including proper nutrition, smoking

cessation and the importance of good prenatal care.

Champions for Healthy Youths

We recognize that reducing obesity rates lessens risks for many preventable diseases. By aggressively targeting youth and families, we strive to instill lifelong healthy habits at an early age — before unhealthy habits set in.

Contribution Allocations

In 2010, the WellPoint Foundation and its affiliated foundations provided more than \$14.9 million in grants that benefit communities across the nation.

American Fitness Index

For us to reach our goal of building healthy communities, we need the best empirical research available.

Reliable facts and analyses enable us to target our sponsorships and grant dollars effectively to improve the health and quality of life of Americans. One way we're accomplishing this is through WellPoint Foundation support of the American College of Sports Medicine (ACSM). Together we've developed the American Fitness Index™ (AFI), which measures the state of health and fitness at the community level throughout the country.

Methods

The AFI collects, analyzes and reports on data related to healthy lifestyles and physical activity. It's taking an accurate snapshot of the health of America's metropolitan communities and spurring them to make active choices that will enhance their health. It is accompanied by support materials – a media advocacy toolkit and a community action guide – that provide strategies for communities to educate their members about health issues and how to improve their AFI scores.

Impact

To date, the WellPoint Foundation grant to the ACSM has yielded two full reports (2008 and 2009) of the AFI. Media stories featuring the AFI have reached as many as 230 million viewers. The index has allowed us to join with influential health and wellness organizations nationwide to develop additional fitness resources and strategies for communities and to influence public policy. A survey of community leaders who had read the AFI

**WellPoint
Foundation**

reported that 81.5 percent of respondents “planned to use the information from the AFI data report in community improvement planning or evaluation activities.”

Healthy Generations

Central to the efforts of the WellPoint Foundation is the Healthy Generations program, a multigenerational initiative to improve public health.

The nine areas of focus within Healthy Generations are based on the State Health Index, which incorporates public health data from the 14 states WellPoint’s Blue-licensed affiliates serve to identify major health issues. By providing a snapshot of the overall health of each state’s population, it helps us select where to concentrate our energies. Today, we’re emphasizing efforts that fight childhood obesity because we recognize that reducing obesity lessens risks for many severe health conditions such as diabetes and heart disease.

Childhood Obesity

Overweight adolescents have a 70 percent chance of becoming overweight or obese adults and are at greater risk of developing type 2 diabetes, according to a 2007 report from the Office of the Surgeon General. To help reduce the incidence of child and adolescent obesity, the WellPoint Foundation supports grants that encourage education and behavior modification and promote active lifestyles.

Healthy Habits for Healthy Kids

Healthy Habits for Healthy Kids is a collaborative effort with the Dole Nutrition Institute (DNI), to address the growing concerns about childhood obesity among America’s youth. This children-friendly publication has been developed to educate families on the long-term importance of living active, healthy lifestyles.

By encouraging millions of children to make lasting health behavior changes, together we are saving lives, inspiring healthy lifestyles and motivating our youth to help others. The publication is available for free download at www.wellpointfoundation.org.

OASIS Active Generations Program

A grant from the WellPoint Foundation supports the implementation of OASIS’s Active Generations Program in eight states. This intergenerational nutrition and activity program partners elementary school children with older adult volunteers

who work with them.

Active Generations helps address the major health problem facing children today, obesity, by using CATCH (Coordinated Approach to Child Health), an evidence-based, nationally recognized school nutrition/physical activity curriculum. CATCH has scientifically demonstrated that environments can be created that effect healthy behavioral changes in children.

Premature Births and Low Birthweight

More than 540,000 babies are born too soon each year in the United States, and preterm births cost the nation more than \$26 billion annually, according to the Institute of Medicine. In an effort to improve these outcomes, pregnant women in eight states receive prenatal services and education from the March of Dimes, which is dedicated to preventing birth defects, premature birth, and infant mortality, thanks to a generous grant from the WellPoint Foundation. The grant supports three critical March of Dimes programs.

Centering Pregnancy

A disturbing number of women – estimated at 11.3 percent – receive late or no prenatal care, according to the National Center for Health Statistics. In particular, African American women are nearly three times as likely as non-Hispanic whites to receive inadequate prenatal care. The Centering Pregnancy program teaches care skills and offers support networks to women and their children, with an emphasis on reducing racial disparities in poor birth outcomes.

Preterm Labor Assessment Toolkit

One out of eight babies in the United States is born prematurely, exposing him or her to the risk of mental retardation, learning problems, [cerebral palsy](#), and vision and [hearing loss](#), according to the National Center for Health Statistics. The Preterm Labor Assessment Toolkit helps improve the health of premature babies by providing standardized hospital procedures, which allows for timely interventions, a decrease in unnecessary treatments, and improved safety for mothers and babies.

Smoking Cessation

The U.S. Public Health Service estimates that if all pregnant

women in the country stopped smoking, there would be an 11 percent reduction in stillbirths and a 5 percent reduction in newborn deaths. Currently, 10 percent of women smoke during pregnancy. The March of Dimes is committed to reducing this rate. It provides educational materials, promotes evidence-based methods to help people quit, and supports projects that provide smoking-cessation services to pregnant women who smoke.

First Trimester Prenatal Care

Preterm birth (birth before 37 weeks' gestation) is a serious health problem and is among the leading causes of newborn death, according to the National Center for Health Statistics. Prenatal care is an important part of a healthy pregnancy; known strategies can lower the risk of an early birth. The WellPoint Foundation supports grants that encourage and facilitate first trimester prenatal care.

Nurse-Family Partnership

A WellPoint Foundation grant to the Nurse-Family Partnership (NFP) program helps communities implement a nurse home visitation program to improve pregnancy outcomes, infant health and development, and self-sufficiency for at-risk, low-income women and their families in eight states.

Diabetes Prevalence

According to the American Diabetes Association (ADA), diabetes affects nearly 24 million Americans. And some 57 million have prediabetes, which puts them at a much higher risk for developing type 2 diabetes. The ADA, with funding from the WellPoint Foundation, offers programs to educate people about diabetes and to promote research that will lead to cures and strategies for prevention.

Alert Day

The WellPoint Foundation supports the ADA's annual Alert Day, which raises awareness about risk factors. With our support, the 2009 Alert Day enjoyed record media exposure and record participation in risk assessments.

Stop Diabetes Toolkits

The WellPoint Foundation also helps fund the distribution of

thousands of ADA Stop Diabetes Toolkits, increasing knowledge about the disease in the 14 states we serve.

Smoking Cessation

More than 392,000 people a year in America die from tobacco-related causes; 50,000 more die from exposure to secondhand smoke, according to the American Lung Association (ALA). The WellPoint Foundation supports the efforts of the ALA in several states to help smokers quit. Programs supported by the grants target adults, teens and pregnant women who smoke.

Freedom from Smoking (FFS)

FFS clinics train facilitators and offer education and support to adult smokers who want to quit, including lectures, discussions, skills practice and maintenance advice.

Breathe Smart from the Start (BSFS)

The BSFS curriculum is incorporated into prenatal and parenting classes, where participants learn about the hazards of secondhand smoke and smoking during pregnancy.

Not-on-Tobacco (N-O-T)

Funding from the WellPoint Foundation helps maintain N-O-T, a program that helps adolescents reduce or quit smoking; increase physical activity and nutrition; and improve stress-management, decision-making, coping and interpersonal skills.

Adult Influenza Immunizations

Because the senior population is at particular risk for illness or death from the flu and its complications, the WellPoint Foundation supports programs that encourage influenza immunizations among members of this age group.

Jewish Family Services

A grant from the WellPoint Foundation supports this organization's Immunizations for Homebound Seniors program, which administers flu vaccines to low-income, homebound seniors in the Richmond, Va., area. Nurses from the program also teach clients and their families how to prevent the spread of flu

and other infectious diseases.

Adult Pneumococcal Immunizations

Millions of Americans don't receive recommended vaccinations against pneumonia, leading to thousands of preventable deaths and illnesses and billions in avoidable health care costs. The WellPoint Foundation's support is helping increase the immunization rate among seniors.

Eastern Virginia Medical School

A WellPoint Foundation grant helps fund Project Immunize Virginia (PIV), supporting the development of a simple toolkit for senior groups. The toolkit tailors messages to specific audiences – for example, African Americans – and encourages vaccination, with the goal of raising the immunization rate from 66 percent to 82 percent among this population.

Cardiac Morbidity in Adults

Every 34 seconds in the United States, someone dies of heart disease. It is the leading cause of death, and the Centers for Disease Control and Prevention estimate that it will cost the country \$316.4 billion in 2010 in health care services, medication and lost productivity. The WellPoint Foundation supports a number of efforts to combat this problem.

American Heart Association

Grants from the WellPoint Foundation support American Heart Association activities in several of the states we serve.

Get with the Guidelines®—Stroke

The American Heart Association of Virginia is working to improve prevention and treatment of acute and ischemic strokes. A grant from the WellPoint Foundation supports the development of Primary Stroke Centers in hospitals and identifies champions to mobilize teams to implement state-of-the-art guidelines for care.

CPR Anytime Program

In Indiana, WellPoint Foundation funding supports the American Heart Association's CPR Anytime Program. The program

provides educational materials developed to increase lifesaving knowledge and awareness among people who have not attended CPR courses. CPR Anytime aims to train entire families in just 22 minutes how to perform CPR.

University of Louisville Research Foundation

A WellPoint Foundation grant supports the Louisville Healthy Heart Project, which provides comprehensive risk assessments for cardiovascular disease. Follow-up efforts include customized interventions based on assessment results and include education, smoking cessation programs, nutrition and physical activity counseling, and drug therapies.

Increasing Physical Activity

Regular physical activity helps reduce the risk of heart disease, high blood pressure, colon cancer and diabetes. It also improves mental well-being, assists with weight control, reduces depression and anxiety, and helps healthy muscles, bones and joints. The WellPoint Foundation supports these vital goals through a number of programs.

YMCA of Metropolitan Atlanta

A grant from the WellPoint Foundation helped this YMCA work with clinically obese adults to reduce their body mass index and thus their risk for diabetes. Participants enrolled in the Make a Positive Change program are given YMCA memberships and access to wellness coaches who help them develop personalized exercise routines to help reduce their risks associated with obesity. Efforts were focused on lower-income African American and Latino adults, since these two populations have a particularly high incidence of diabetes.

South City YMCA

The WellPoint Foundation supports the Fit for Life program at the South City Family YMCA of St. Louis, which promotes physical fitness, strength training, and wellness education among people with high risk factors for cardiovascular disease and diabetes. Through this program, people who would not normally have the resources to join the YMCA have access to expertise and services that can help them improve their health.

Markets

Racial and ethnic minorities receive lower quality health care than non-minorities – even when insurance status, income, age, and severity of conditions are comparable – according to the Institute of Medicine of the National Academy of Sciences.

WellPoint is keenly attuned to the issue of cultural disparities in health care. We're committed to improving the well-being of all our members by offering education and support to empower them to take charge of their health. For these efforts we have received numerous honors, among them the National Committee for Quality Assurance's Recognizing Innovation in Multicultural Health Care Award.

Diabetes Health Care

Although 24 million Americans age 20 or older have diabetes, it doesn't affect them equally. African Americans and Hispanics are hit harder by the complexities of diabetes than any other racial or ethnic groups in the country today. They have a higher incidence of limited mobility, peripheral artery disease, kidney disease, nerve damage, blindness, lower-extremity infection and amputation, and premature death.

Health Equities Pilot

Through extensive research and surveys of Hispanic and African-American adults with diabetes, WellPoint identified the opportunity to drive positive change through outreach and engagement strategies and culturally relevant materials. Messages in both English and Spanish were incorporated into a variety of communications channels, from DVDs to fast-food and cooking guides to a website and booklets on depression. All materials were designed to promote health awareness and motivate members to better manage their diabetes. SOMOS and PRIDE, our resource groups for Hispanic and African American associates, reviewed the materials and provided suggestions to ensure their cultural relevance.

WellPoint recently received the Bronze Web Health Award from the Health Information Resource Center, recognizing our outstanding efforts in the development and design of a bilingual portal for Hispanic participants with diabetes. WellPoint won additional National Health Information Awards for the suites of culturally appropriate materials developed for this pilot, chosen from more than 1,000 of the nation's best consumer health information programs and materials recognized by the American Diabetes Association.

To date, WellPoint has disseminated our findings from this pilot at several professional conferences, including those sponsored by the National Institutes of Health, the American Public Health Association, the Blue Cross Blue Shield Association, and the Centers for Disease Control and Prevention.

Taking Action Together

WellPoint enjoys an ongoing collaboration with Merck to support the American Diabetes Association. Together we address health care disparities in populations with diabetes by increasing community engagement and providing innovative diabetes solutions. Specially trained diabetes educators offer sessions in English and Spanish about healthy eating, blood glucose monitoring, myths versus facts, the natural course of diabetes and possible complications.

Online Provider Resource Center

This innovative website provides health care professionals with a comprehensive set of tools for understanding and addressing racial and cultural health disparities in each of the markets served by WellPoint.

The site offers the latest research on the issue, resources for communicating with diverse populations, links to training courses, and information on federal guidelines for providing culturally and linguistically appropriate services. Resources include health education and disease-specific materials in both Spanish and Chinese, as well as materials designed for low-literacy readers. Tips on providing translations during an office visit and links to assessment tools that will help physicians better understand the populations they serve are also available.

Cultural Competency Provider Toolkit

Health care professionals are constantly presented with new challenges in their attempts to deliver health care to a diverse patient population.

In 2009, WellPoint released *Caring for Diverse Populations*, a toolkit developed by a team of health care professionals to address the specific issues that arise in a culturally diverse practice because of changing service requirements, patients' expectations and legal mandates.

Multicultural Markets

Language Assistance Programs

Pursuant to California’s Senate Bill 853, which concerns language assistance provided by health care plans and insurers, we have trained more than 4,400 of our associates serving California members. A free language assistance program is now helping our members with limited English proficiency in California better understand their health care benefits. WellPoint offers services in five languages – Spanish, Chinese, Korean, Vietnamese and Tagalog. Interpreters for other languages are provided through a third-party vendor.

Reaching Spanish-Speaking Members

NuestroBien

To promote health and wellness in California’s Latino community, our California plan created a bilingual website called NuestroBien (“Our Well-Being”) at www.nuestrobien.com. The site focuses on prevention, nutrition, and early detection of health issues, and addresses the leading health care problems facing Latinos. A Kids’ Center contains games and animated clips on how the human body works. More than 600 health-related articles for parents, teens, and younger children, as well as links to our plan’s website, are available.

Spanish-Language Video

WellPoint created an online Spanish-language video that introduces members to our most popular health and wellness programs, benefits and educational materials. The resource contains links to a wealth of documents, including materials on how to access the provider directory and useful tips about such issues as healthy diet, mammography screening, immunizations and controlling blood pressure.

Health Literacy

Health literacy isn’t just about the ability to read; it means being able to obtain, process, and understand the basic health information and services needed to make appropriate health decisions.

Studies have shown the future costs of low health literacy could run as high as \$3.6 trillion, and a disturbing number of Americans have trouble understanding and using health information. Patients with limited literacy also have higher rates of hospitalization and use of emergency

services.

Advancing health literacy is one of the ways WellPoint fulfills our “Customer First” core value and is an important component of our effort to help reduce health care costs.

Research and Assessments

AHIP Task Force

WellPoint is an active member of the Health Literacy Task Force run by America’s Health Insurance Plans (AHIP), which promotes health literacy programs. The task force has developed a health literacy tool that will be distributed to health plans in 2010.

AHIP Survey

WellPoint participated in AHIP’s assessment survey to establish benchmarks in measuring our health literacy efforts.

Health Access Project

WellPoint was part of the Health Access Project sponsored by University of California Berkeley’s Health Research for Action and California’s Office of the Patient Advocate. The project identified a number of barriers to health literacy: patients’ inability to understand health care materials, fill out complicated forms correctly, understand health care benefits and medical instructions, and navigate the health system effectively. It also addressed the issue of patients’ use of emergency rooms for problems that are not urgent. The group’s recommendations include improved use of easily accessible educational materials in newsletters for patients.

Educating Professionals

Health Literacy Summit

In collaboration with Wisconsin Literacy, Inc., WellPoint sponsored the third biennial Wisconsin Health Literacy Summit in 2009. Six plenary speakers and 28 health literacy workshops and information sessions covered topics such as “Health Literacy: A Key Component of Quality Health Care,” “Health Literacy for Nurses – Tools for Effective Communication,” and

“Estimating Costs and Mapping Health Literacy.”

Health Literacy Seminars

WellPoint has offered health literacy seminars as part of the training program for Medical Management nurses.

Educating Associates

Plain Language

WellPoint has recently launched a Plain Language initiative designed to help communicate more clearly with our customers. The program includes training and tools on how to write in plain language and also brings a science to the art of communication by identifying readability grade-levels for brokers, employers and members—and providing the software to test our accuracy. Our Plain Language Squad is on point to offer writing resources, promote Plain Language training and tools, and identify opportunities where we can simplify communications.

Improving Communications

We have collaborated with five health literacy organizations to conduct a panel discussion with WellPoint associates on how low health literacy affects health care and what we can do to make verbal and written member materials easier to understand. WellPoint associates were able to access the knowledge, experience, and resources of health literacy experts to help with their strategy development.

Culturally Appropriate Communications

WellPoint conducted a webinar that allowed associates from different departments to share best practices related to health literacy with others within the company. The presenters covered program strategies for provider training, producing easy-to-understand and culturally appropriate materials for Hispanic and African American members, and making plain language part of our corporate culture.

Educating Members

Multicultural Communications

WellPoint is committed to getting our health care message across

with clarity and accuracy to our diverse membership. We are working with a multicultural health care marketing, management, and communications company to develop linguistically and culturally appropriate member materials throughout WellPoint. We have collaborated on member outreach scripts, a cancer survivorship toolkit, and various online articles, as well as developing a Spanish messaging style guide.

At WellPoint, our heritage of caring and our commitment to social responsibility are reflected in the extraordinary generosity of our associates.

We feel that giving back to the community is the right thing to do. Our associates actively contribute time, energy, and money to help build healthy communities in all the markets we serve. Through food drives, volunteer service days and our giving campaigns, they live our mission.

Associate Giving Campaign

Each year, WellPoint associates give generously to health-related nonprofit organizations across the country through our Associate Giving Campaign, and a 50 percent match from the WellPoint Foundation increases the impact of these gifts. In 2010, associates nationwide pledged nearly \$4 million to support nonprofits. With the WellPoint Foundation match, that total was raised to nearly \$6 million.

Associate Volunteerism

Community Service Day

Since 2008, WellPoint has held an annual day of community service during which associates and their friends and families gather to provide direct assistance to not-for-profit organizations in the diverse communities we serve.

In 2011, more than 3,800 WellPoint volunteers participated in Community Service Day activities ranging from creating community gardens to painting murals, from packing medical supplies to helping out at local food banks. Volunteer tasks are developed in partnership with the March of Dimes, the United Way, the Boys and Girls Clubs, and many other organizations.

Here's the impact we've made on our communities by the numbers since 2008:

- 45 murals painted
- 55 classrooms painted and enhanced
- 80 miles of trails built, cleared or rehabilitated
- 198 acres of green space beautified

- 341 community clinics cleaned, repaired and painted
- 206 emergency shelters renovated
- 200 patients examined at community health fairs
- 296 community gardens planted with vegetables and fruits
- 2,230 meals served to clients of nonprofit agencies
- 2,898 trees planted
- 4,725 children and seniors engaged in fun fitness activities
- 132,200 pounds of food sorted for distribution to low income individuals
- 109,000 pounds of medical supplies shipped for redistribution overseas

Healthy Helpings Food Drive

WellPoint's Healthy Helpings Food Drive supports food banks across the country. Since 2007, associates have donated approximately 73,000 pounds of food to food pantries in more than 40 locations.

During the 2009 holiday season, WellPoint also made a generous donation on behalf of our associates to Feeding America, a leading domestic hunger-relief organization that operates more than 200 regional member food banks nationwide. WellPoint's donation helped provide more than 2,000,000 meals to those in need in our local communities.

Military Giving Programs

On behalf of our associates, WellPoint contributed to the United Service Organizations (USO) for military personnel in 2009. Our support helped the USO's Care Package program, which provides boxes of personal care items to troops deployed to combat zones. WellPoint has also assisted the USO's *United Through Reading*® program, which helps ease the stress of separation for military families by recording deployed parents reading children's books aloud on DVDs for their children to enjoy at home.

WellPoint and the WellPoint Foundation are committed to providing an appropriate and thoughtful response to disaster relief efforts, particularly in communities where our associates and members may be directly affected.

Disaster Relief

Associates

Disasters can have myriad repercussions for associates and their

families, including increased stress, emotional concerns, and financial strain. Through our Employee Assistance Program (EAP), trained counselors are available to associates and their family members who are dealing with disasters. This confidential program offers assessments, short-term counseling sessions, and referrals to services for those in stressful circumstances.

Members

For WellPoint, the well-being of our members is a paramount concern. The WellPoint Member Disaster Preparation team was formed to identify when and how we will respond in the event of a disaster affecting WellPoint members. The team's objective is to ensure that those members receive appropriate care and continuation of benefits.

Communities

The WellPoint Foundation assesses each disaster situation as it occurs and develops a specific response based on the unique circumstances of the relief and recovery efforts. When providing funding is the appropriate course of action, the WellPoint Foundation works with national organizations such as AmeriCares and the American Red Cross to deliver strategic relief efficiently and effectively to the areas involved.

Top 50 Companies for Diversity

DiversityInc Magazine, 2008-2011

100 Best Companies for Working Mothers

Working Mother Magazine, 2009-2010

Diversity Leader Award

Profiles in Diversity Journal, 2008-2011

Top 10 Companies for Innovations in Diversity

Profiles in Diversity Journal, 2007-2011

**Leading Companies for Employees
with Disabilities**

Profiles in Diversity Journal, 2007-2011

Latina Style Top 50 Companies

Awards & Recognition

Latina Style Magazine, 2008-2010

Corporate Equality Index

Human Rights Campaign, 2007-2011

50 Out Front Companies for Diversity Leadership

Diversity MBA Magazine, 2008-2010

**Top 10 Best in Class List for Board Diversity
and Retention Practices**

Diversity MBA Magazine, 2009

**Top 10 Best in Class List for Representation
and Succession Planning**

Diversity MBA Magazine, 2010

Top Companies for Executive Women

*National Association for Female Executives (NAFE)
2009-2011*

Top 100 Military Friendly Employers

G.I Jobs Magazine, 2010-2011

Top 50 Employer

*Careers and the disABLED Magazine
2007-2011*

Top 100 Employers of the Class of 2009

The Black Collegian

Best Companies for Blacks in Technology

*Black Data Processing Associates (BDPA)
2007-2011*

Best Diversity Company

*Diversity/Careers in Engineering & Information
Technology Magazine, 2009-2011*

**GoldSea "100 Great Employers for
Asian Americans"**

GoldSea.com, 2010

An Adoption Friendly Employer

Dave Thomas Foundation for Adoption, 2009

Diversity Council Honors Award

Association of Diversity Councils
In recognition to ANGLE
(Associate Network for Gay and Lesbian Equality)
2011

**WellPoint CEO Angela Braly recognized
with CEO Diversity Leadership Award**

Diversity Best Practices, 2009

Top 60 Diversity Elite

Hispanic Business Magazine, 2010

World's Most Admired Companies

Fortune Magazine, 2007-2010

**Corporate Eagle Award Honoring Stellar
Leadership in Corporate Responsibility**

National Eagle Leadership Institute
2008-2010

Top 100 Best Places to Work in IT

Computerworld Magazine, 2009-2011

**25th Anniversary Visionary Leadership
in Diversity Award**

The American Institute for Managing Diversity
2009

**Top Diversity Employers for
African-Americans**

**Top Supplier Diversity Programs for
African-Americans**

**Top Hospitals & Healthcare for
African-Americans**

Black EOE Journal, 2009

**Best of the Best Diversity Employers
for Hispanics**

Top Supplier Diversity Programs for Hispanics

Top Hospitals & Healthcare for Hispanics

Hispanic Network Magazine, 2009

Top Diversity Employers for Women

Top Supplier Diversity Programs for Women

Top Hospitals & Healthcare for Women

Professional WOMAN's Magazine, 2009

**Congress of Diversity Executives
Leadership in Diversity Award**

Career Communications Group, 2009

**Best Employers for Healthy Lifestyles--
GOLD Ranking.**

National Business Group on Health, 2008-2011

**Gold Winner for Total Health Information Program,
Healthy Habits for Kids Series**

**National Health Information Awards
2010**

As a health benefits company committed to improving the lives of the people we serve and the health of our communities, WellPoint recognizes the link between our environment and our health.

To further support the pursuit of healthy lifestyles, we extend our commitment to include improving the environment. Whether through energy conservation, recycling, or community engagement and wellness, we are focused on the impact we have on the world around us.

Goals & Initiatives

WellPoint has set specific goals and identified opportunities in a number of areas where we believe our efforts can have an immediate effect:

Energy Conservation

Goal: To lower our energy consumption by 10 percent.

Recent activities: WellPoint has undertaken energy audits and is making capital upgrades to improve the efficiency of our facilities. We

have added sensors that turn lights on or off in response to the presence or absence of people. And we have adjusted our temperature settings and added variable frequency drivers to heating and air condition systems. In our 40 largest sites, these improvements allowed us to reduce electricity consumption by 4.2 percent and total energy consumption by 3.5 percent in 2009 vs. 2008. We expect to see continued reductions in our use of energy as a result of the changes we're making.

Our information technology team has made a number of energy-efficient changes, including data-center consolidation and software and hardware upgrades with energy-saving features. For example, we are implementing a computer power policy that will save \$1 million annually and reduce our carbon footprint associated with the energy utilized by our computers by 47 percent.

In order to reduce travel, we've continued to improve our videoconferencing capabilities. In 2009, this infrastructure supported 38,027 hours of meetings—a 27 percent increase over 2008 and up 225 percent since 2006.

Waste Minimization

Goal: To reduce our waste generation by 5 percent.

Recent activities: WellPoint offers electronic document distribution options for most of our member, provider, employee and investor communications, and continues to seek opportunities to reduce paper use through increased electronic messaging.

We are kicking off a partnership with Xerox (“Green Office”) to implement a managed print program. We project that this effort will save up to \$4 million a year in individual printing and copying costs. The goal of Green Office is twofold: to increase our efficiency and reduce our carbon footprint. We will remove redundant office equipment and replace outdated printers, copiers, faxes and scanners with newer models that minimize power consumption and paper use. This will provide state-of-the-art office solutions while reducing energy consumption, greenhouse gas emissions and landfill waste.

Recycling

Goal: To expand our recycling programs to increase our percentage of waste recycled to 70 percent.

Recent activities: To ensure that our waste is managed appropriately

and recycled when possible, we have document management programs with outside vendors. All of our facilities have recycling bins. In 2009, we recycled 7,900 tons of waste, which was 60 percent of the waste we produced – up from 55 percent in 2006.

We continue to assess our partnerships with suppliers and vendors to ensure that the products we buy are environmentally responsible throughout their life cycles.

Community Engagement & Wellness

Goal: To engage with our communities to improve health and wellness and support the pursuit of healthier lifestyles.

Recent activities: WellPoint's Community Service Day encourages our associates to give back to their communities and improve the environment in an impressive variety of ways, from helping build playgrounds and planting gardens to serving in soup kitchens and reading to children.

Our local Green Teams are groups of associates who volunteer to promote awareness of sustainability across WellPoint. They've devoted their energies to such worthy projects as a composting program in Denver, adoption of a highway in Indianapolis, trash audits in a number of locations, and an associate garden in Maine.

Through our State Health Index, we track and analyze health measures on a state-by-state basis, and then collaborate with community groups and local health officials to set strategies. WellPoint is focusing on the issues that have the greatest potential to affect public health in each state.

Our wellness programs support a culture of health at the workplace, in our homes and in the community. We've developed campaigns that motivate people to change unhealthy behaviors and adopt healthy ones, such as quitting smoking, eating right, and exercising regularly. We've established walking programs, fitness challenges, and cool ways to teach kids (and adults) how to eat sensibly – all to support healthy people and a healthy planet.

An organization's carbon footprint is a measure of the total greenhouse gas emissions it creates. We began with a careful estimate of WellPoint's carbon footprint. Now we're in a position to track our progress and continually improve our record.

Carbon Footprint

In 2009, WellPoint participated in the Carbon Disclosure Project for the first time, joining 332 companies from the S&P 500 and 2,500 organizations in some 60 countries around the world in reporting their effects on the

environment. The project's aims are to measure and disclose greenhouse gas emissions and climate-change strategies, set reduction targets, and make performance improvements. Results from this initial report were encouraging; WellPoint scored above average in the health care industry, and above each of our closest competitors. This year, we're participating in the Carbon Disclosure Project again, with another year's worth of carbon-footprint data available to us.

WellPoint's carbon footprint estimate for 2009 is 278,311 metric tons of CO₂. This figure reflects 62 percent from electricity use in our facilities, 28 percent from our associates' daily commutes, 7 percent from business air travel, and 3 percent from natural gas use in our facilities. While our use of paper is not included in this analysis of our carbon footprint, we're also sensitive to the effect our use of paper may have on our ecological impact.

Our 2009 results show a 5 percent reduction in our carbon footprint in comparison to 2008. Our current long-term objective is to reduce our footprint by 10 percent.