John Hancock
the future is yours

Supplier Diversity at John Hancock

At John Hancock and Manulife supplier diversity is a critical part of The Diversity Advantage. Supplier diversity can positively impact the future of our workplace, the future of our business partners, and the future of the communities in which we operate.

We are committed to building a world-class, diverse supplier base that reflects the communities where we do business. We recognize that mutually beneficial relationships with a diverse base of quality, cost effective suppliers provides a powerful competitive advantage. Our commitment includes embracing the development and utilization of qualified minority and women-owned businesses.

Supplier diversity is integral to John Hancock's continued growth as an industry leader and to the realization of The Diversity Advantage.

As part of this initiative, we have established a Supplier Diversity Team to identify opportunities for qualified minority and woman-owned business enterprises (MWBEs) to do business with John Hancock. We define MWBEs as for-profit enterprises located within the United States or its trust territories that is at least 51% owned and 100% controlled by a woman or minority, who is a U.S. citizen or permanent resident.

Procurement at John Hancock

John Hancock purchases a broad range of goods and services including, but not limited to:

- Business consulting
- Real estate & facilities
- HR services, training and permanent & temporary staffing
- Legal, accounting and audit services
- IT hardware, software and consulting
- Office equipment & supplies
- Mail, courier and transportation services
- Records storage & document destruction

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- Print, fulfillment & distribution
- Public relations, marketing & promotion
- Travel services
- Underwriting and medical services

Doing Business with John Hancock

John Hancock selects suppliers through competitive bidding processes, including Requests for Proposals and Requests for Quotes. We look for the following qualities in our suppliers:

- Commitment to providing superior customer service
- Competitive pricing and cost savings
- Timely delivery
- Quality goods and services
- Understanding of John Hancock's business
- Proven track record and references
- Solid financial standing
- Technology
- Innovative and creative business ideas

We welcome interested MWBEs to register with us by completing our Supplier Registration Form below [link to form]. Please understand that registration does not guarantee winning a John Hancock bid, and does not qualify the registrant as a preferred John Hancock supplier. Registrants must be certified as WMBEs through an accepted third-party certifying entity.

John Hancock accepts certification from the Regional Councils of the National Minority Supplier Development Council and the Women's Business Enterprise National Council, as well as certifications from Federal and State agencies. For more information on becoming certified, you may contact one of the following organizations:

National Minority Supplier Development Council

1040 Avenue of the Americas, 2nd Floor

New York, NY 10018

212-944-2430

www.nmsdcus.org

New England Minority Supplier Development Council

100 Huntington Avenue

Dartmouth Shops

Boston, MA 02116

617-578-8900

www.nemsdc.org

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Women's Business Enterprise National Council

1120 Connecticut Ave. NW, Suite 1000

Washington, DC 20036

202-872-5515

www.wbenc.org

Center for Women & Enterprise

24 School Street, 7th Floor

Boston, MA 02108

617-532-0225

www.cweonline.org

Message to our non-MWBE Suppliers

John Hancock asks our non-MWBE suppliers to work with us to accomplish our supplier diversity goals. Please consider the following questions in determining how to best work with us:

- Are you currently using MWBE suppliers?
- Does your company have a Supplier Diversity policy?
- Do you have a designated contact for activity related to your Supplier Diversity objectives?
- Do you have the ability to measure and report on MWBE usage?
- Would you be willing to explore an alliance with a qualified MWBE to meet John Hancock's requirements?

We encourage you to:

- Include qualified, certified MWBEs as subcontractors in John Hancock procurement agreements.
- Report Second Tier spend to us on a quarterly basis.

Contact Us

For further information about John Hancock's Supplier Diversity Program, please email us at SupplierDiversity@jhancock.com.