



Supplier diversity report

Novant Health exists to improve the health
of communities, one person at a time.



Our patients are diverse ... and our suppliers should be, too.



Diversity and inclusion must be integrated into all of our strategies and community partnerships, just as we do with compassionate care. They must be reflected in the way we use the strengths of all team members and in all we do — from hiring to contracting with vendors; from addressing patients to creating a welcoming culture. Diversity and inclusion must be fully embedded in how we do our work every day.

- **Carl S. Armato**, Novant Health president and CEO



Dear potential suppliers:

Novant Health exists to improve the health of communities, one person at a time. The men, women and children we care for are diverse, each with unique physical, emotional and spiritual needs. But they have one thing in common — they trust that we will deliver the most remarkable care and service.

And we deliver on that promise to provide remarkable care because we have a diverse group of team members, physician partners and suppliers who represent the patients we serve. As you read this report, you will see how **diversity and inclusion**, one of Novant Health's five core values, is key to our success as a healthcare organization.

As our remarkable healthcare system has grown, we have become even more committed to creating an inclusive culture that supports and values the great diversity of our patients, team members and suppliers. This emphasis is positioning Novant Health to better meet the needs of our communities.

We welcome supplier partners who share a passion for improving health and who support our vision of delivering the most remarkable experience, in every dimension, every time.

We invite you to read more about our organization and its supplier diversity program.

Sincerely,

Carl S. Armato
President and CEO

Tanya S. Blackmon
Executive vice president,
chief diversity and
inclusion officer

Mark A. Welch
Senior vice president,
supply chain

Kevin J. Price
Senior director, supplier
diversity and performance

Our commitment



Novant Health exists to improve the health of communities, one person at a time. It's our mission. One of the key ways we embrace our mission is by living out our core value of diversity and inclusion — and not just diversity of race and gender, but also our unique backgrounds and histories.

Like people, companies are different as well, each shaped by unique leaders and cultures. Novant Health embraces our differences, which helps us better understand and serve our patients, team members and suppliers.

Since we began our supplier diversity journey in 2006, Novant Health has:

- Steadily increased its commitment to businesses owned by women, ethnic minorities, veterans, LGBTQ individuals and persons with differing abilities.
- Automated our diversity spend reporting process for greater visibility and improved accuracy.
- Formed relationships with key diverse business trade groups.
- Streamlined pathways for diverse businesses to engage in the procurement process.
- Created a loan guarantee program to aid our diverse suppliers with access to capital.
- Partnered with the Tuck School of Business at Dartmouth College to help diverse businesses build capacity.

We want to connect with more diverse suppliers who produce and deliver the highest quality products and services, which allows us to deliver the most remarkable patient experience.

And we're doing this, one company at a time.

Our opportunities

We are committed to being a world-class* leader in the development of strategic relationships with diverse suppliers.

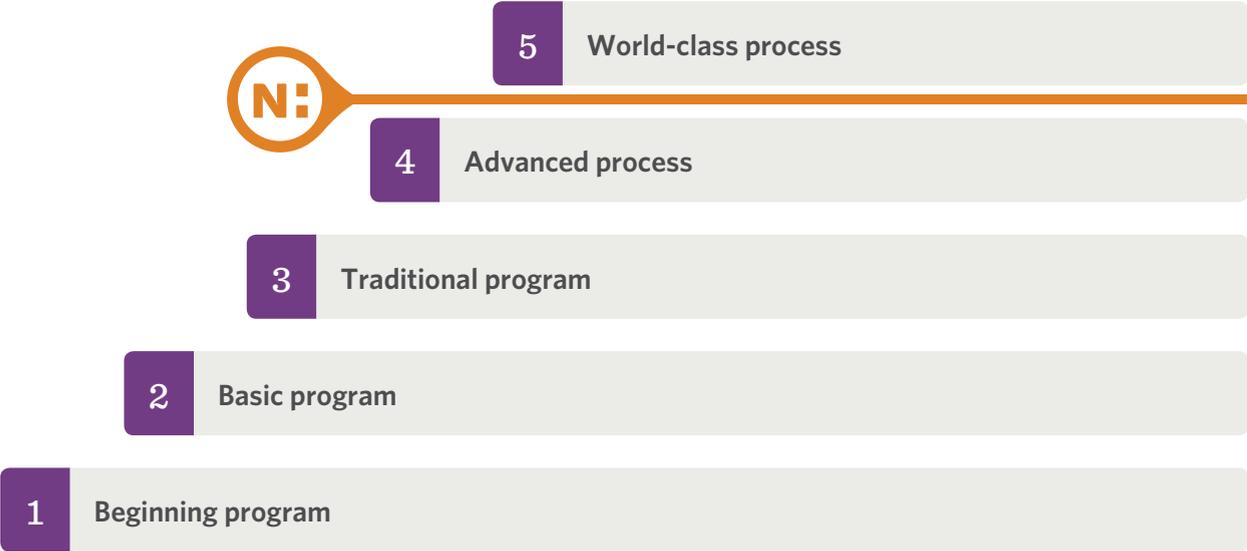
Diversity generates innovative thinking and the exchange of ideas that have the potential to produce value-added solutions. So, we seek to develop mutually beneficial and successful partnerships with innovative and competitive diverse suppliers by incorporating them

into the everyday process of category reviews and product or service bids.

And more significantly, the relationships we develop not only bring value to our organization, but also to the communities where we live and work.

**As defined by Ralph G. Moore & Associate's (RGMA) Supplier Diversity Measurements*

RGMA's five levels of supplier diversity program development



Diversity in opportunities

When companies are healthy, our communities grow stronger. We believe our mission to improve the health of communities is best fulfilled when we help one another. Because of this, we try to purchase a wide variety of goods and services from diverse businesses of all types. Whether your product is clinical or nonclinical, we look forward to partnering with you.

Potential partnership opportunities include:

Clinical

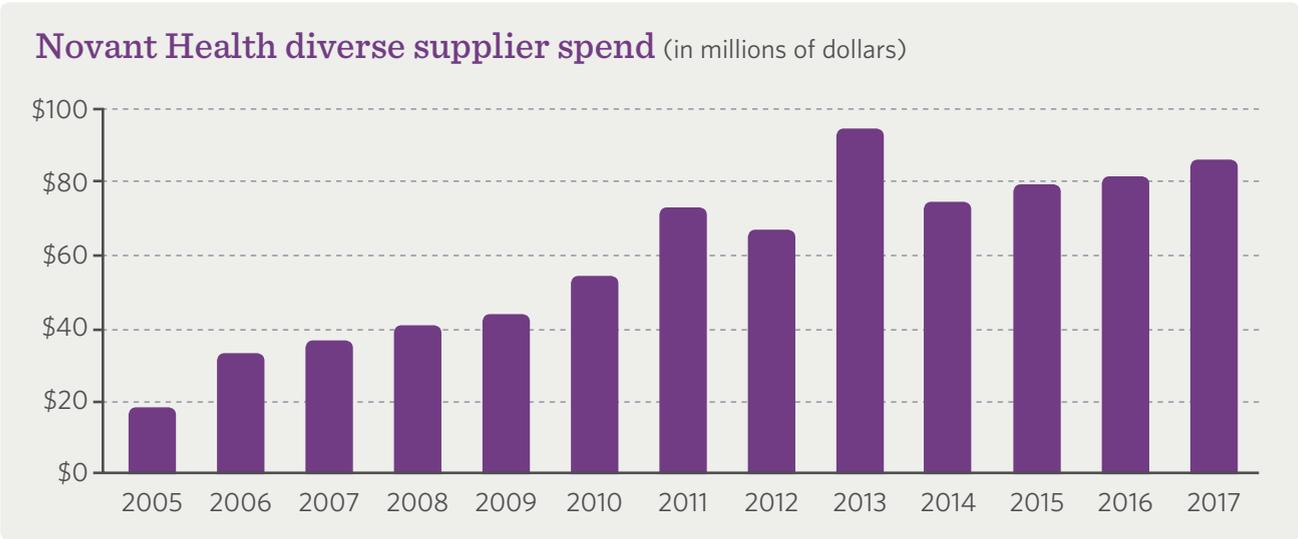
- Cardiology
- Medical/surgical
- Orthopedics
- General operating room
- Lab
- Pharmacy

Nonclinical

- Real estate/construction
- Professional services
- Information technology
- Financial services
- Supportive services
- Staff augmentation



The numbers and beyond



Behind the numbers

As of 2018, Novant Health supplier diversity has:

- Actively procured products and services from more than 500 diverse businesses.
- Created an online registration tool and database for certified diverse businesses.
- Introduced technology tools to finance for enhanced tracking abilities.
- Expanded our diverse spend beyond materials to the areas of finance, information technology and professional services.
- Successfully targeted growth with ethnic minority businesses.
- Diversified banking and brokerage relationships to include diverse businesses.
- Embarked on strategic collaborations with other hospitals and stakeholders to identify and encourage more diverse suppliers to participate in manufacturing healthcare-related products.
- Added more highly qualified general contractors and architects to our approved lists.

Learn more

We welcome companies of all sizes — big and small — as part of our supplier team. And to ensure that our business partners reflect our patient and team member populations, we welcome companies that are certified as at least 51 percent owned, operated and controlled by women, ethnic minorities, veterans, LGBTQ individuals or those with differing abilities.

For more information about our supplier diversity journey or to register your diverse business with us, please follow the steps below:

1. Go to NovantHealth.org/SupplierDiversity
2. Click “Supplier registration process” box.
3. Click “Novant Health Supplier Diversity Registration Portal” highlighted link.
4. Click “Register” tab at the top of the page.
5. Follow the registration instructions.

You can also access “Vendor connections” in the footer of the NovantHealth.org to become more familiar with our supplier diversity.

Making healthcare remarkable

