



## Business Inclusion Council Charter

**Overview:** The Business Inclusion Council strives to assure Blue Cross Blue Shield of Massachusetts remains an inclusive and diverse organization empowered to meet the needs of our members, associates, partners and the community. Guided by our 5C framework (Care, Culture, Commerce, Career and Community), this council serves as the governance body for our equal opportunity and belonging efforts across the enterprise and for our National Committee for Quality Assurance accreditation.

**COMMITTEE GOAL/MISSION:** To create a culturally competent organization by attracting, retaining, and mobilizing a high-performing and diverse workforce that will move our DEIB strategy forward, achieving our health equity goals, meeting the needs of our communities and engaging with an inclusive network of vendors and contractors.

**COMMITTEE PURPOSE:** The Business Inclusion Council (BIC) assesses and recommends improvements to advance our 5C strategy and engagement across the organization. The Council is a critical driver in fostering real organizational change, establishing a dedicated focus on diversity and inclusion priorities, promoting DEIB programming and demonstrate accountability. The Council works closely with senior leaders to ensure tight alignment with the organization's overall business strategy and to accelerate DEIB goals.

### Operating Guidelines:

1. **Committee Membership:** The Council membership will reflect a diversity of associates. Including the CEO, Executive and Business Sponsors, 5C Pillar leads and ERG leaders and other subject matter experts. New members may be appointed based on need and availability, guest attendance will be determined on a case by case basis.
2. **Role of the Chair:** The committee does have a chair role. The chair is responsible for setting the agenda, moderating discussions and decision making, and ensuring that meetings stay on track.
3. **Meeting Frequency:** The DEIB Council shall meet quarterly for 60-90 minutes, or as needed. Additional meetings will be scheduled as needed depending on scope of activity/event/etc.

### EXECUTIVE SPONSOR(s):

Chief Executive Officer & President, Sarah Iselin

**CHAIR(s):** Chief Business Inclusion Officer, Michele Courton Brown

Liaison: Catherine Kenney, Employee Resource Group Program Specialist

**MEMBERSHIP:** The following groups operate under the umbrella of the The Business Inclusion Council:



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Voting Members			
Name	Title	Department	Responsibilities
Sarah Iselin	President and Chief Executive Officer		
Ruby Kam	Exec Vice President, Chief Financial Officer		
Dawn Perry	Senior Vice President, Audit and Risk Management and Senior Counsel M&A		
Richard Lynch	Exec Vice President, Chief Operating Officer		
Sandhya Rao	Sr. Vice President, Chief Medical Officer		
Candace Reddy	CEO Chief of Staff and Senior Vice President, GRA		
Anna Gosline	Senior Director, Strategic Initiatives		
Chief People Officer	#N/A		
Michele Courton Brown	Vice President, Chief Business Inclusion Officer		
Mark Friedberg	Sr. Vice President, Performance Measurement & Improvement		
Eileen Alexopoulos	Sr. Director, Health Equity		
Rafael Garcia	Vice President, Engineering & Business Technology Delivery		
Jeffrey Bellows	Corp Citizenship - Vice President		



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Voting Members			
Name	Title	Department	Responsibilities
Ted Burke	Senior Vice President, Service & Operations		
Brett Painchaud	Sr. Vice President, Controller		
Prem Somasundaram	Sr. Vice President, Chief Information Officer		
Linda McLaughlin	Vice President, HRBP		
James Linehan	Vice President - Budget, Procurement & Real Estate		
Daylana Ervin- Parker	Director of Budget & Supplier Diversity		
Yvonne Tang	Chief of Staff, Corporate Communication and Citizenship; Senior Director, Social Impact		
Kristine Sanders	Associate Director, Health Equity		
Anthony Criscuolo	SVP, Chief Investment Officer		
Martha Laposata	Sr. Director, Integrated Business Support		
Marc Freiberger	Associate General Counsel		
Catherine LeClerc	Senior Director, People Strategy and Development and People Team Chief of Staff		
Non-Voting Members (ERG Leads/Business Council Inclusion Owners)			
Name	Title	ERG	Responsibilities



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Voting Members			
Name	Title	Department	Responsibilities
Cecilia Flores-Rodríguez	Sr. Program Manager		
Stephen Fuller	Sr. Director, Payment Strategy & Integrity		
Lindsay Russo	Sales Executive II, Direct New Sales		
Nisevitha Soundharraj	Senior Manager, Project Management		
Debadrita Saha	Senior Product Owner		
Tamara Davidson	Lead Systems Designer & Developer		
Cassandra Menjin	Service Delivery Analyst		
Kristina Chung	Associate Director, Finance		
Joanna Foley	Electronic Enrollment Specialist		
Arra Close	Sr. Programming Consultant		
Erica Charves	Customer Service Engagement Manager		
Maria Ames	Sr. Learning & Development Specialist		
Catherine Kenney	Senior Manager, Product Management		
Jennifer Maniates	Associate Data Scientist		
Jeremy Meisinger	Director, Government Legislative Affairs		



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Voting Members			
Name	Title	Department	Responsibilities
Theresa Graham	Clinical In-take Manager		
Kabraun Harris	Associate Director, Integrated Core Application Support		

Membership will be reviewed and updated no less than annually by the Committee Chair.

### DECISION-MAKING:

- **Decision-Making Process:** This council’s function is to provide oversight and monitoring and stewardship of DEIB practices throughout the 5C pillar areas, and to make recommendations to business owners based on its findings.
  
- **Scope of Decision-Making Authority:**
  - Approve the NCQA submissions on an annual basis
  - This committee will serve as a forum for discussion and its recommendations will be considered by the main business area leaders as part of their decision-making process.
  - The committee is empowered to investigate, analyze, and report on specific areas and outcomes related to diversity, equity, inclusion and belonging.
  - Drive and promote diversity, equity, inclusion, and belonging through our day-to-day business activities captured in the 5C framework, care, commerce, career, culture and community.
  - Ensure leaders of various DEIB initiatives and focus areas are aware of different tools and resources to continue to learn about, discuss, and ask questions about and topics related to DEIB. This may include guest presentations, and other educational and inspirational resources.
  - Facilitate communication between owners of DEIB areas and initiatives to share ideas and recommendations.

### GOVERNANCE

This charter also serves as the governing document for the Business Inclusion Council Commerce Pillar, whose appointed mem



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Voting Members			
Name	Title	Department	Responsibilities
<b>Interim</b>	VP of Finance	Finance	
Daylana Parker	Director of Budget and Supplier Inclusion	Finance	

**CONFIDENTIALITY**

In conducting its business, members of the Committee will take special care, consistent with the Company’s Code of Ethics and Conduct (the Blueprint) to protect the confidentiality of sensitive information it receives.

**CONFLICTS OF INTEREST**

Committee members will promptly disclose any conflict of interest they may have with respect to any matter to be discussed by the Committee.

**POLICIES:**

This committee is dedicated to fostering a fair and inclusive environment and will comply with all internal policies and procedures. This commitment includes, but is not limited to, upholding fair hiring practices and promoting equal opportunities for all.

**ANNUAL REVIEW:** The Committee Charter will be reviewed and updated annually, and when significant changes occur such as leadership changes, changes in focus to respond to revised corporate priorities, changes in reporting, changes in decision making authority and/or structure, and/or responding to external changes such as regulatory updates.

**Document Information:**

**REVISION HISTORY:**

Version	Date	Revision Summary
1	4.2.25	Draft

**DOCUMENT OWNER:**

Name	Organization



MASSACHUSETTS

## DEIB Council Charter


**REVIEWERS:**

Name	Division	Versions