

Suppliers and CNA

A Message to Our Suppliers



We can show you more.®

Introduction

At CNA we are building relationships with suppliers that are based on trust, teamwork, honesty, mutual respect and contractual business terms. We are committed to working with suppliers who contribute to our overall business and sourcing goals of providing high quality products and services and excellent customer service at market competitive prices. Business success can only be achieved when those involved behave honestly and responsibly. As such, we support guiding principles for every supplier doing business with us. We expect our suppliers to comply with our standards and procedures.

Confidentiality

Our company and its suppliers sometimes share sensitive information, including regulated data. All information should be held in the strictest confidence. This information shall only be used to successfully complete work for our company as permitted explicitly in our contracts. Information shall not be given to third parties except with our prior written consent. Suppliers must comply with agreed upon IT Security processes and tools.

Single Points Of Contact

We promote direct and open communications. All contract initiations and finalizations are coordinated through Procurement. Vendor development and management will be coordinated through various business areas. Suppliers will be provided with the appropriate point of contact.

Quality

CNA intends to do business with only those suppliers who consider their customer as a true extension of their process, including a focus on positive outcomes for CNA goals. Suppliers must ensure that each of their products and services complies with all the requirements agreed to contractually with CNA. Suppliers are accountable for the value of the products and services they provide as well as the quality of related products and services of their suppliers, subcontractors, service providers, and/or material sources.

Professionalism

We expect all suppliers to conduct their activities in a professional manner and to adhere to our standards. Our employees will also use the highest level of professionalism.

We expect every supplier to accept and adhere to our decisions and directions.

Discrimination-free Workplace

We conduct ourselves with a commitment to prohibit discrimination based on race, color, religion, age, disability, gender, sexual orientation, gender identity, national origin, marital status, citizenship, veteran status, genetic information, or any other characteristic protected by applicable federal, state or local law. Harassment based on a protected status is also prohibited, including sexual harassment. Suppliers are expected to comply with these standards.

Security

We expect our suppliers to report and log in with CNA security for scheduled meetings. Suppliers will be escorted to any meeting locations by CNA personnel.

Diversity

CNA believes that our suppliers should include businesses as diverse as the business owners and individuals we insure. Our company values the principles of diversity. We value the importance of the differences of all people and businesses and look for opportunities to engage their services.

Competition

Fair competition is fundamental for a free enterprise. It is the policy of our corporation to use competitive bidding practices in the procurement of products or services, whenever efficient.

Ethics

We are committed to fair and ethical treatment of all our suppliers. We expect our employees to treat our suppliers objectively and fairly and hold ourselves and our suppliers accountable to highly ethical standards.

References

Our corporate logo shall not be used to endorse directly, by association, or as a user of any supplier products and services without our prior written consent. Our corporate logo shall not be used on vendor websites either.

Reciprocity

No supplier is required to purchase our products or services in order to compete for our business.

Gifts

CNA's policy discourages employees or their families from receiving gifts, favors, entertainment, loans or special privileges as a basis for doing business. We expect our suppliers to support our policy.

We will not accept gifts, favors or invitations for entertainment that are lavish or excessive. We will not allow suppliers to pay for travel and lodging for any activity.

We will not engage in any activity in which there could be actual or perceived conflicts of interest.

Mission and Purpose

The CNA Enterprise Procurement group adds value by:

- Applying proven, disciplined methodologies to produce real, sustainable expense reductions and create resource capacity for CNA
- Working with its business partners to:
 1. Improve processes and productivity with positive outcomes
 2. Generate savings on external spending and manage demand
 3. Identify and reduce business risk to the organization
- Measuring and tracking outcomes to reinforce accountability for results and ensure that CNA realizes the full benefits of its efforts

Questions regarding these rules of engagement should be directed to the EnterpriseProcurement@cna.com.

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