

A photograph of two people in red jackets and dark pants climbing a large, dark rock formation. One person is higher up, reaching down to help the other. The background is a clear blue sky with a bright sunburst effect on the left side. The overall mood is one of teamwork and overcoming challenges.

# ONBOARD

**Aon Diversity Solutions  
2019 Economic Impact Report**

**Aon**  
Empower Results®

## DIVERSITY & INCLUSION IS A POWERFUL FORCE.

Aon believes Diversity & Inclusion is a powerful force and *key business imperative*. We serve global clients and to meet the needs of our clients and community, it's necessary for us to invest in talent, resources, projects and charities that bring together people from diverse backgrounds and perspectives, ultimately enabling us to better serve the needs, desires and values of those individuals in the broader markets where we do business.

We are *united* on this journey.

**Gregory C. Case**  
Chief Executive Officer  
Aon



## In This Section:

- > CPO Statement
- > Mission and Vision

# BUILDING SUCCESS OUR PROGRAM





## ONBOARD – MAKING A SOCIAL IMPACT THROUGH SUPPLIER DIVERSITY.

As a global firm, Aon is committed to conducting business in a fair and equitable manner around the world, including partnering with diverse suppliers to help develop and strengthen their businesses and ultimately utilize the power of our firm to drive positive impact in the communities where we operate. Our partners are a critical component of our ability to provide industry leading solutions to our clients.

We are committed to fueling our growth strategy by optimizing our spend base and driving operational efficiencies which maximize the investment we can make with these valued partners. I hope you find this report helpful in understanding our approach. We believe that promoting diverse suppliers fosters competition, enhances job creation and generates additional purchasing power.

This *Economic Impact Report* contains many examples of how Aon is making a positive contribution to society, and supplier and business diversity is a pivotal aspect of our supply base that strengthens our service offering and reflects the diverse mindsets of our clients, colleagues and communities.

Success is our ambition; our team is *united*. Thank you for joining us on this journey.

**Michael Benvenuto**  
Chief Procurement Officer  
Aon

*"Achieving goals takes a community. Aon continues to be a trusted partner of the National Minority Supplier Development Council (NMSDC). Through their efforts, we advance our mission, spark transformation and grow supply chain diversity, which benefits our stakeholders and positively impacts business results."*

**Adrienne Trimble**  
President & CEO  
National Minority Supplier Diversity Council (NMSDC)



The Diversity Solutions executive leadership team, witness Mike signing the Global Supplier & Business Diversity Commitment Statement. Robert Simpson, Shelly Brown and Melissa Warneke (L-R).

## Mission

**We will advance good corporate citizenship by engaging stakeholders, advising decision-makers, and driving accountability through supplier diversity best practices, innovation and governance initiatives.**

## Vision

**To become the globally recognized company of choice amongst our stakeholders for achievements in supplier and business diversity.**

## In This Section:

- > 2019 Economic Impact
- > Supplier Diversity Spending
- > Jobs Supported
- > ADS Leader Statement

# CREATING VALUE OUR IMPACT



# The Economic Impact Through Our Supplier & Business Diversity Program in 2019



## \$114.3 million

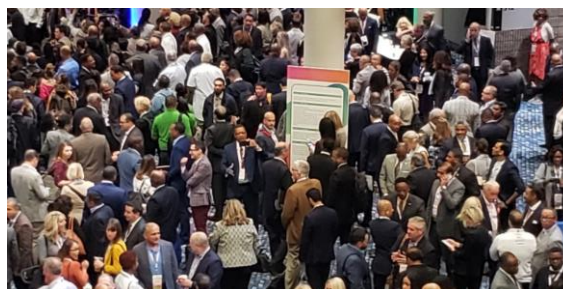
### Total Output

The cumulative revenues of all business impacted through the program.

## 793

### Jobs Supported

Jobs supported within Aon's supply chain and in the suppliers' communities.



## \$51.5 million

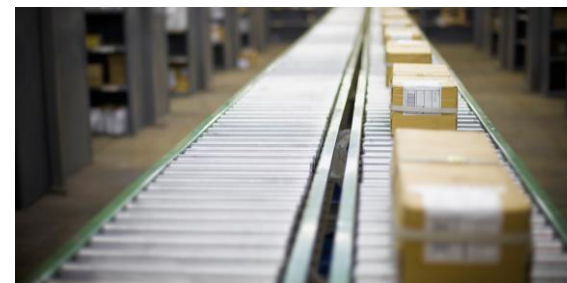
### Wages Supported

Earnings of employees in jobs supported through Aon's supplier diversity purchases.

## \$62 million

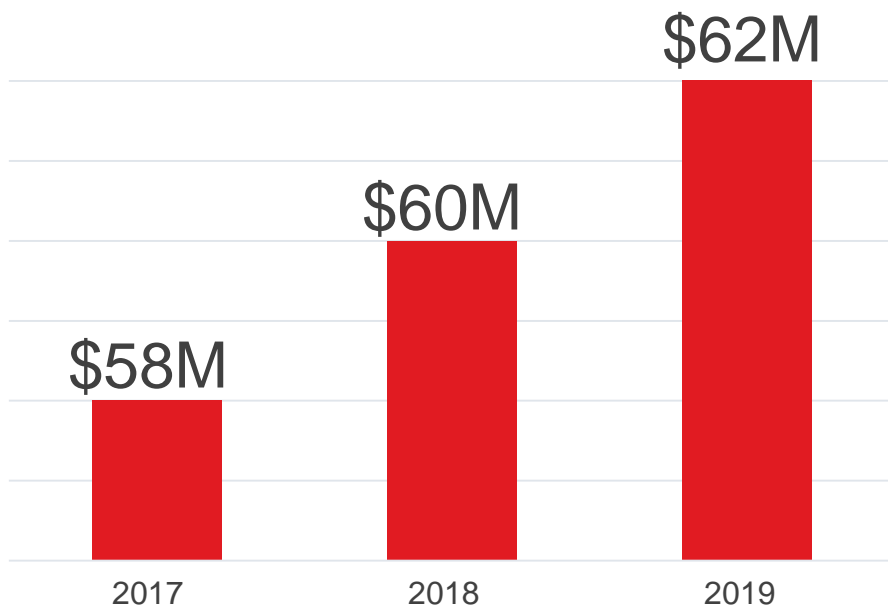
### Small and Diverse Purchases

Aon's spending with small and diverse suppliers.





# Supplier Diversity Spending in 2019

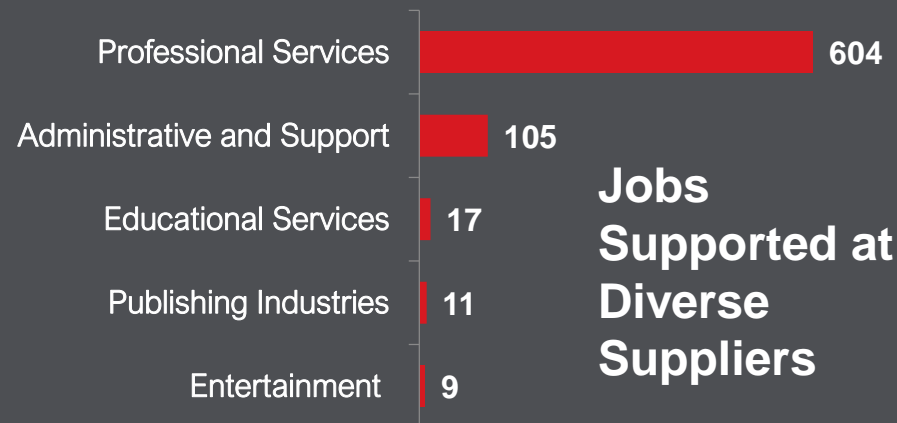


## Enabling Growth:

Leveraging Billion Dollar Roundtable Best Practices

### Success Factors to Increase Diverse Spend

- Enrich Our Focus Enterprisewide
- Impact Our Business Globally
- Invest in Our Colleagues & Diverse Suppliers
- Create New Value via Aon Operations



### Our Diverse Suppliers:

**328**

Minority  
Businesses



**779**

Women  
Businesses



**97**

Veteran  
Businesses



**1,482**

Small  
Businesses







## Jobs supported at diverse suppliers in 2019

### Minority Businesses

**92**

JOBS

**\$5.8M**

WAGES

### Women Businesses

**110**

JOBS

**\$8.3M**

WAGES

### Veteran Businesses

**13**

JOBS

**\$846K**

WAGES

### Small Businesses

**190**

JOBS

**\$13.4M**

WAGES

The impact of supplier diversity is growing from the public sector to global commercial organizations. Embedded within the ground swell of interest in this aspect of corporate social responsibility (CSR), is the ability to source with diverse suppliers who possess operational capacity to support large-scale projects within professional services. Aon is ready to react, engage and lead with excellence in this arena.

Aon Diversity Solutions (ADS) is an industry-leading platform engaging diverse suppliers within the professional services market. Built on best practices, designed with intentionality, complimenting collaboration and growth initiatives, ADS leverages the strengths of diverse owned firms, in partnership with global, industry leading risk, retirement and health solutions projects. As a result, Aon clients are positioned to achieve expectations for diverse supplier participation, while at the same time receiving world-class delivery of services.

# SUPPLIER DIVERSITY is a business imperative at Aon.

## ONBOARD – POWERED BY INGENUITY & INNOVATION.

In a world of complex and continuing challenges, Aon fosters an operating environment where creativity and growth exist. Through this strategy, we contribute to building a strong and sustainable economy, empowered by ingenuity and innovation, enabling economic opportunity for all.

Results have proven the best method to engage diverse communities is by conducting business with diverse owned firms – impacting job creation and wage growth. Via Aon's Diversity Solutions (ADS), we encourage our prime suppliers to embrace supplier diversity as well. Additionally, ADS creates value through business development efforts – enjoining colleagues, clients and diversity partners producing results and enriching performance.

As illustrated in this inaugural *Economic Impact Report*, we demonstrate our commitment and outline where we work together to accomplish what cannot be done by individual effort.

Now is the time to get *onboard!*



**Shelly Brown**  
Diversity Solutions Leader  
Aon

*"We encourage and applaud Aon's alignment with the Billion Dollar Roundtable's mission of driving supplier diversity excellence through best practice sharing and thought leadership by applying it within professional services."*

**Sharon Patterson**  
President & CEO  
Billion Dollar Roundtable (BDR)  
[www.billiondollarroundtable.org](http://www.billiondollarroundtable.org)





## In This Section:

- > Supplier Spotlight
- > Our Institutional Approach
- > Community Engagement
- > Chicago United
- > "Five Forward"

# DELIVERING RESULTS OUR COMMUNITY



Successful results have encouraged business growth for diverse partners and demonstrate Aon's commitment to developing innovative market solutions through high-performing supplier partnerships.

## Aon Diversity Solutions (ADS)

Aon's comprehensive business and supplier diversity platform to advocate for inclusion in our supply chain.

### The Business Case is Clear:



Increasingly, clients expect us to work with diverse suppliers.



Supplier diversity accelerates the economic cycle.



Supplier diversity helps us grow and enhances our performance.

## Supplier Spotlight

These select diverse firms are among the many that provide us value for internal, as well as, external engagements.

**Meadows Office Interiors**  
(MBE, WBE, DBE)  
Office Equipment & Supplies  
[www.meadowsofficeinteriors.com](http://www.meadowsofficeinteriors.com)

*Meadows is instrumental in creating innovative workspaces that help us improve performance, increase collaboration, realize cost efficiencies, and build brand recognition.*

**Aon Senior Director**

**SHI International Corp**  
(WBE, MBE)  
IT  
[www.shi.com](http://www.shi.com)

*SHI provides vital insights into all the vendors they resell for including visibility into total entitlements positions, renewal calendars and how to optimize spend.*

**Aon IT Senior Director**

**Chime Solutions Inc**  
(MBE)  
Customer Relations  
[www.chimesolutions.com](http://www.chimesolutions.com)

*Chime has delivered value-added customer contact solutions to our contact center of excellence.*

**Aon BPO Manager**

**The Collabo Group**  
(LGBTBE)  
Integrated Communications  
[www.thecollabogroup.com](http://www.thecollabogroup.com)

*The Collabo Group is a proven partner adding value across marketing communication projects with our consultants. They enrich our strategy and ability to connect with clients.*

**Aon Senior Director**

**BCforward**  
(MBE)  
Contract Labor  
[www.bcforward.com](http://www.bcforward.com)

*BCforward is a high performing supplier that provides desired top talent to Aon despite a tight hiring market.*

**Aon Human Capital Senior Director**

**Volition Enterprises, Inc.**  
(WBE, MBE, WOSB)  
Human Capital Consulting  
[www.VolitionEnterprises.com](http://www.VolitionEnterprises.com)

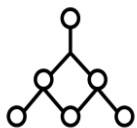
*It is satisfying to engage with a supplier that can respond to Aon's needs even under the most challenging timelines, that aligns with our goals and deliver a vital engagement for our business leading colleagues.*

**Aon VP of Human Resources**



# PREPARING A GENERATION OF SUCCESSFUL DIVERSE BUSINESS LEADERS.

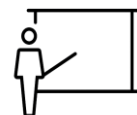
## Through our institutional approach, Aon Diversity Solutions:



Combines Aon's global expertise with the geographic needs & insights by our certified partners.



Creates an established infrastructure to work with the top DBEs in the industry.



Provides formal training and mentoring programs for certified DBE partners.



Supports the development of DBEs with the global resources and knowledge of Aon.

Aon is committed to maximizing internal and external resources to advocate, mentor and increase entrepreneurs' leadership insights. Aon demonstrates this by sponsoring certified diverse firms to attend transformative courses at the **Tuck School of Business at Dartmouth College**.

*"The Tuck program unleashed a new energy. It has helped me to revitalize and take JP West to the next level by driving harder on the execution of action plans we already had on the drawing board. That augmented energy helped me turn my thoughts into reality. Since the course, our team has moved into a new location, hired new people, and increased revenue. Taking a week out of the office to focus on planning, accounting, leadership is just what I needed to move the business forward."*

**Eileen A. Frank**  
CPCU | ARE | President  
JP West, Inc.

*"During my flight back from the Tuck program, I wrote out a detailed email with what I learned and what I wanted to change in the business. I sent this email to my partners and we discussed it first thing in the morning on my first day back. Since then we set a detailed action plan on changes to be made that includes defining our core business, core clients, value propositions and vision."*

**Paul Litardo**  
Partner  
MOTR Grafx, LLC



## Diversity Solutions Marketplace Engagement

Aon is an active partner with supplier and business diversity nongovernmental organizations (NGOs) to create alignment to client engagement, best and next practices awareness and education and diversity credential process (certification) processes. Couple that with the over 500 community partners worldwide, 390,000 colleague volunteer hours dedicated to community service projects, plus the more than \$100 million donated to philanthropic organizations worldwide through Aon Foundation, we demonstrate our values everyday.



Shelly Brown, Diversity Solutions Leader and Valarie Cofield, CEO, EMSDC with Aon's Phoenix Award

### National & Regional Organizations

- National Minority Supplier Development Council (NMSDC)
- Chicago Minority Supplier Development Council (ChicagoMSDC)
- Financial Services Roundtable for Supplier Diversity (FSRSD)
- Women's Business Development Center – Chicago (WBDC)
- Eastern Minority Supplier Development Council (EMSDC)
- Women's Business Enterprise National Council (WBENC)
- Chicago United
- LGBT Chamber of Commerce of Illinois
- National African American Insurance Association (NAAIA)

### Thought Leadership

#### National Minority Supplier Development Council (NMSDC)

Chair, Board Chairpersons Committee  
Global Committee  
Corporate Relations Committee  
NMSDC Conference Program Planning Committee

#### Chicago Minority Supplier Development Council (ChicagoMSDC)

Immediate Past Chairman  
Executive Committee  
Finance Committee

#### Financial Services Roundtable for Supplier Diversity (FSRSD)

Chair, Marketing & Communications Committee

#### Women's Business Development Council (WBDC)

Regional Advisory Board

#### North Central Minority Supplier Development Council (NCMSDC)

Chicago United  
Chairman

### Recognitions

- AT&T **2017** Prime Supplier ***Crystal Award***
- Chicago Minority Supplier Development Council (ChicagoMSDC) **2018 Buyer of the Year Award**
- Minority Business News USA **2018 Best of the Decade Diversity, Equity and Inclusion Champion – Shelly Brown**
- Women's Enterprise USA Magazine **2019 Best of the Decade Supplier Diversity Champion – Shelly Brown**
- Eastern Minority Supplier Development Council (EMSDC) **2019 Phoenix Award**
- Minority Business News **2019 All-Star of Supplier Diversity**

## AON'S ROLE IN CHICAGO UNITED'S FIVE FORWARD PROGRAM IMPACTS **WORKFORCE DEVELOPMENT, MENTORSHIP, AND ACCESS TO CAPITAL.**

### About Chicago United

Launched in 1968, Chicago United's mission is to achieve parity in economic opportunity for people of color by advancing multiracial leadership in corporate governance, executive level management, and business diversity.

### The Five Forward Program

This initiative engages the corporate community with a common goal of strengthening the local economy and enhancing job creation by supporting Chicago's diverse business community.



Aon's Kip Kelley honorably serves as the Chair for Chicago United.



CHICAGO UNITED

**FIVE FORWARD**

●●●●● 20/20

Aon has committed to developing 5 select local diverse suppliers over a 5 year period to enable them with the opportunity to grow and compete on a national scale.

**Kaleidoscope Group****Category:** Human Resources**Services:** Diversity and inclusion strategies and solutions that address specific needs of an organization's culture**Factoid:** The firm's CEO, Doug Harris, was the recipient of Chicago United's 2019 Business Leaders of Color.**URL:** <http://kgdiversity.com/>**Lambent Risk Management****Category:** Professional Services**Services:** Full service insurance broker licensed to secure all-lines of insurance (Property, Casualty, Business Auto, Commercial, Fiduciary, Employment Practices, Employee Benefits, etc.) in the United States**Factoid:** One of the largest women-owned minority insurance brokerages in Illinois and has expanded its capabilities throughout the U.S.**URL:** <http://lambent-rms.com/>**Motr Grafx****Category:** Print & Fulfillment, promotional products**Services:** Full service print fulfillment company that has expertise in print design, prototypes, pre-media, prepress, kit packaging, customized fulfillment, premiums, direct mail, CD printing & replication**Factoid:** The founding partners have known one another since high school.**URL:** <http://motrgrafx.com/>**CRS Group****Category:** IT / Professional Services**Services:** Information Technology Consulting, Staffing and Specialty IT Services. Professional (non-IT) Staffing Services and employer of record (payrolling) services**Factoid:** Winner of *The Best of Staff* Award 4 times.**URL:** <http://www.crscorp.com/>**Powell Photography****Category:** Professional Services**Services:** Photography, video, multimedia, digital output, and other visual marketing goals**Factoid:** Received the President's Award from Alpha Kappa Alpha Sorority, Inc for 20 plus years of being their visual historian.**URL:** <http://powellphotography.com/>





## At-A-Glance

1968

Chicago United Est.

90+

Corporate Entities

2 million


employed in US

4.5 million

employed worldwide

\$850 million

economic impact last 5  
years

A photograph of Sharon Grant, Oscar Munoz, and Gloria Castillo. Sharon Grant is on the left, wearing a black dress, holding a glass award. Oscar Munoz is in the center, wearing a black and white patterned shirt, also holding the award. Gloria Castillo is on the right, wearing a blue suit and tie, smiling. They are standing in front of a blue backdrop with a red and white flag.

“Aon demonstrates a true commitment to creating a diverse and inclusive working culture for its employees and economic opportunity for communities of color. For over two decades, Aon has been actively engaged with building inclusion into its culture with the support of its CEO and business unit leaders to Employee Resource Groups. Strong partnerships with minority business enterprises demonstrate a holistic approach to advancing inclusion. With the outstanding support of Aon, and the active involvement of its executive leadership, Chicago United continues to pursue our common goal of creating a stronger social and economic climate for all races.”

--- **Gloria Castillo, President & CEO, Chicago United**

On behalf of CEO, Oscar Munoz, United Airlines' Chief Community Engagement Officer, Sharon Grant, proudly accepts Chicago United's highest honor – The Bridge Award.

# OUR TEAM UNITED & ONBOARD



**Diversity Solutions Team****Michael Benvenuto**

Chief Procurement Officer

**Melissa Warneke**

Head of Transformation, Governance & Business Operations

**Shelly Brown**

Diversity Solutions Leader

**Jason Cesta**

Vice President Americas Lead

**Alina Daniels**

Apprentice, Diversity Solutions

**Poppy Edwards**

Program Manager - Global Spend Management

**Alea Huggins**

Manager, Business Operations – Global Spend Management

**Lokesh Parthasarathy**

Reporting & Data Analyst

**Andy Seyller**

Director, Analytics

**Robert Simpson**

Senior Manager, Business Development - Diversity Solutions

**Jennifer Villegas**

Apprentice, Diversity Solutions

**Economic Impact Modeling & Development**

performed by **supplier.io**

To learn more, visit: <https://supplier.io>

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**Powell Photography (MBE)** [www.powellphotography.com](http://www.powellphotography.com)

**Shellee Fisher Photography (WMBE)** [www.shelleefisher.com](http://www.shelleefisher.com)

**DON'T WAIT. GET ONBOARD.**  
[www.aon.com/diversitysolutions](http://www.aon.com/diversitysolutions)

#### **About Aon**

Aon plc (NYSE:AON) is a leading global professional services firm providing a broad range of risk, retirement, and health solutions. Our 50,000 colleagues in 120 countries empower results for clients by using proprietary data and analytics to deliver insights that reduce volatility and improve performance.

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