

2019/2020 Impact Report: Resilience and Renewal

Executive Summary

Voya Financial is intentionally a different kind of company – from our culture to our commitment to help *all* Americans achieve a secure financial future. Our approach to Corporate Responsibility (CR) reflects our focus on doing the right thing – for our employees, our clients, our communities and the environment. Our four CR Pillars represent the issues most important in our industry, as well as those that define who we are as people and the impact we want to have in the world.

► Read our full 2019/2020 Impact Report at corporate.voya.com/crreport

Voya Financial, Inc. (NYSE) helps Americans plan, invest and protect their savings – to get ready to retire better. With a clear mission to make a secure financial future possible – one person, one family, one institution at a time – Voya’s vision is to be America’s Retirement Company®.

Employees: 6,000
Headquarters: New York, New York
Revenue: \$7.5 billion

2019 Highlights



Empowering Our People

38% Female Executive Committee Members

116,000 Employee Training Hours

9% Average 401(k) Deferral Contribution Rate¹

26% Employee Membership in Employee Resource Groups



Serving Our Clients

94% Customer Satisfaction for Retirement Business²

40 ESG Engagements with Portfolio Companies

100% Employees Trained on Cybersecurity

28% Increased Savings for myOrangeMoney Users^{3,4}



Investing in Communities

40 Paid Volunteer Hours Annually

37,000 Employee Volunteer Hours

\$5.6M Employee Donations with Foundation Matching Gifts

3,250+ Unique Nonprofit Organizations Served⁵



Protecting the Environment⁶

54% Energy Reduction

88% Reduction in Paper Use

120% Electricity Use Offset

13.7m Disposable Cups Diverted from Landfill⁷

Awards and Recognition:

DEI BEST PLACE TO WORK FOR DISABILITY INCLUSION 100% DISABILITY EQUALITY INDEX
MSCI ESG RATINGS A
ETHISPHERE WORLD'S MOST ETHICAL COMPANIES 2014-2020
Bloomberg Gender-Equality Index
Dow Jones Sustainability Indices In Collaboration with RebecoSAM
PRI Principles for Responsible Investment
BEST PLACES TO WORK 2020 for LGBTQ Equality 100% CORPORATE EQUALITY INDEX
EPA GREEN POWER PARTNER

¹ As compared to a 7.7% deferral contribution rate as reported by the Plan Council Sponsor of America in its most recent survey

² Based on June-July 2018 survey data

³ Based on data from 4/1/2019 through 3/31/2020

⁴ Voya Plan Participant myOrangeMoney users save 28% more than non-users

⁵ Nonprofit beneficiaries of volunteerism hours and donations

⁶ Performance as compared to 2007 baseline

⁷ Since 2008, due to our *Bring Your Own Mug* program



PLAN | INVEST | PROTECT

Voya Financial Corporate Responsibility Pillars



Empowering Our People

Voya fosters a diverse and inclusive workplace where employees engage in targeted training and development, thrive in a performance-driven culture and live our values every day.

Comprehensive Approach to Diversity and Inclusion.

We are focused on continuing to accelerate performance regarding workforce [diversity and inclusion](#) through the implementation of a comprehensive strategy, driven by our Executive Committee and their direct reports (approximately 60 leaders) that are specific to each business and function. These strategies include actions as they pertain to diverse talent, particularly Black and Latinx professionals who are underrepresented in our industry and at our company. Leaders' performance will be reviewed on a quarterly basis and will be integrated into their overall annual performance management review.

Women

50% workforce and 38% people managers

People of Color

25% workforce and 16% people managers



Investing in Communities

We help students gain the STEM and financial literacy skills they need to achieve and manage stable lifelong incomes, empower, train and support educators, and encourage Voya employee volunteerism and giving.

Educator Empowerment

[Voya Teacher Voices](#)® is our signature program focused on empowering educators. The program recognizes teachers as leaders, elevates the teaching profession, celebrates high-achieving educators, provides training opportunities, and grants funding for the pursuit of innovative classroom curriculum design. We have supported the National Teacher of the Year program since 2005, and in 2019, we established Voya Teacher Scholarships to provide deserving students who have the ultimate goal of entering the classroom to teach with financial support. These students are currently in or about to pursue an undergraduate or graduate degree or credential.

Voya Teacher Voices Scholarships

Awarded to eight future educators

National Teacher of the Year

880+ teachers supported since 2005



Serving Our Clients

We take seriously our responsibility to behave ethically. This includes protecting our customers' data, imparting expert advice transparently and tailoring solutions to meet our clients' unique financial needs.

Serving with excellence and empathy.

Our unwavering commitment to our customers is especially meaningful for the [Voya Employee Benefits](#) (EB) Claims team. When a customer needs to file a claim – whether it's for an accident, hospital stay or death of a loved one – they are experiencing a very difficult time in their lives. The team has extensive training, not just on the products offered, but also on how to apply soft skills training to better support customers. In addition, through our [Voya Cares](#)® program, we provide ideas, resources and solutions to help caregivers of individuals with disabilities and special needs – and their families – take action.

Voya Cares Engagement

38,000+ unique visitors to voyacares.com

Soft-skills Training

2,000+ training hours in building trust



Protecting the Environment

We believe in minimizing the impact our business has on the environment and encouraging individual action at home and at work to help minimize the greenhouse gases from human activities that most significantly drive climate change.

Environmental Stewardship

Through our own actions as a company, we work to minimize our [environmental impact](#) through our operations and innovative programs. We encourage our employees and clients to consider ways to reduce their own carbon emissions. In 2019, the retirement business aggressively reduced the use of paper in plan participant communication and education and invited participants to increase their focus on improving their own emissions by registering their accounts online and going paperless. Approximately 295,000 plan participants adopted eDelivery in 2019 and reduced paper consumption by an estimated collective 16 tons or 3.2 million sheets of paper on an annualized basis.

120% Electricity Use Offset

Renewable Energy Certificates offset all use

eDelivery for clients has accelerated

Reduced consumption of paper by 16 tons