

2018/2019 Impact Report: A Secure Financial Future for All

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 2018/2019 Impact Report at corporate.voya.com/crreport](http://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: \$8.5 billion



Empowering Our People

50% Female Executive Committee Leadership

124,800 Employee Training Hours

52% Employees Acted/Planned to Act to Improve Financial Wellness¹

50% Enterprise Leadership Nonprofit Board Service



Serving Our Clients

91% Customer Satisfaction for Retirement Business²

55 ESG Engagements with Portfolio Companies

100% Employees Trained on Cybersecurity

30% Increased Savings for myOrangeMoney Users^{5,6}



Investing in Communities

175,000 Student Nonprofit Beneficiaries

41,000+ Employee Volunteer Hours

\$5.9M Employee Donations with Foundation Matching Gifts

3,900+ Unique Nonprofit Organizations Served⁴



Protecting the Environment⁵

51% Energy Reduction

83% Paper Use Reduction

141% Electricity Use Offset

13m Disposable Cups Diverted from Landfill⁶

1 Based on April 2018 survey data of employees who participated in Voya’s *Financial Wellness Experience*

2 Based on June-July 2018 survey data

3 Voya Plan Participant myOrangeMoney users save 30% more than non-users

4 Nonprofit beneficiaries of volunteerism hours and donations

5 Performance as compared to 2007 baseline

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

Awards and Recognition:



PLAN | INVEST | PROTECT

Corporate responsibility is integral to our business success and is communicated through our four strategic 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.

“Celebrating Our Differences” Campaign

We believe that our differences make us stronger. A focus on inclusion at every level of the organization leads to better performance, increased innovation, greater customer satisfaction, higher employee engagement and stronger communities. For the past two years in April, we have observed “Celebrate Diversity Month” throughout the company. During the month, our Diversity & Inclusion team and Employee Resource Groups (ERGs) host programs and guest speakers, organize activities, create engaging communications and encourage colleagues to “choose to include.”

22%

Employee membership in ERGs at the end of 2018, up from 4% at the end of 2017

3%

Employees self-identified Disabled/Special Needs¹



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.

Voya Cares®, Different Game Plan. Same Goals.

Through our Voya Cares® program, we serve the special needs community as an extension of our mission to help all Americans have the quality of life they seek in retirement. We make a positive difference in the lives of individuals with special needs and disabilities — as well as their families, caregivers and other providers — by offering in depth resources focused on education, planning and solutions. Our focus on inclusion includes the development of internal subject-matter expertise to better address clients’ needs.

1,400

Employees educated in Voya Cares® as part of continuous training

30%

New business attributed to meaningful Voya Cares® impact



Investing in Communities

We help students gain the STEM and financial literacy skills they need to achieve and manage stable lifelong incomes, empower 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. Together with our partner, National Network of State Teachers of the Year (NNSTOY), we have designed the Voya National STEM Fellowship to increase teachers’ efficacy in the classroom through robust research, fellowships for early-career teachers, professional development and an annual STEM project presented at the National Teacher Leadership conference.

15

Years supporting National Teacher of the Year program

2,260

Classroom grants to teachers through Voya Unsung Heroes since 1996



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 protect the planet.

Environmental Stewardship

Orange Goes Green is our employee-led environmental group with chapters at each of our major sites that provide environmental education and awareness that allows employees to explore the environmental issues we face, engage in problem solving, and take various actions that help improve the environment. In 2018, Orange Goes Green members identified creative opportunities to build awareness, including offering an enterprise-wide webinar on natural approaches to common health conditions. They also hosted guest speakers, volunteer events and created an eco-friendly catalog published on our intranet with products and resources that help people live more sustainably.

1,372

Pairs of shoes donated and/or recycled by employees

576

Pounds of clothes, coupons for troops, books and other items collected by employees

¹ Compared to Disability:IN 2.1% benchmark