



#BeYourself

Diversity & Inclusion Review



Ted

Ted Mathas
Chairman and
Chief Executive Officer



Kathleen

Kathleen Navarro
Vice President and
Chief Diversity Officer

It usually doesn't take long for people to realize they've joined a unique company when they come to work at New York Life. Our long history, our traditions, and our values certainly set us apart from most organizations. But the driving force behind our shared culture — the reason why it feels special to be here — is, without question, the collective character of our agents and employees.

How we work — individually and with each other — is just as important as what we do and shapes who we are as an organization. That's especially true when it comes to diversity and inclusion. Policies, programs, and initiatives may provide a framework to support a workplace environment that values and respects personal differences. As you will read in the pages that follow, however, it is our people who make diversity and inclusion a reality.

It starts with bringing our authentic selves — our backgrounds, beliefs, and experiences — to the office each day. Individual perspectives, after all, can open up new opportunities and strengthen decision-making. At the same time, bringing our authentic selves comes with responsibility. As much as each of us should be comfortable and confident in being who we are and sharing what we think, we must always balance that with an appreciation and willingness to consider the perspectives of those around us.

For nearly 175 years our company has been growing and evolving, becoming an even stronger version of itself with each passing generation. Diversity and inclusion is an inherent part of this legacy. And in this respect, as proud as we are of where our efforts are today, we're even prouder knowing that our people will continue to push to make us even better.

Embodying Diversity & Inclusion: Being Yourself

Connecting. Building. Engaging.

The Office of Diversity and Inclusion (ODI) embodies New York Life's commitment to encouraging, creating, and maintaining a diverse and truly inclusive work environment. It is every New York Life employee's privilege and responsibility to be a diversity and inclusion champion.

Established in 2006 to promote equal employment opportunity and workforce diversity, strengthen diverse procurement practices, and engage in community outreach, ODI also works to support a culture that continuously evolves by actively welcoming and respecting different backgrounds and points of view for the benefit of New York Life and its employees.

We are excited to share highlights of our programming with you.

Here at New York Life:

Women &
people of color
make up

54%

of the total workforce
are women

50%

of Board of Directors
members

36%

of Executive Management
Committee members

42%

of the total workforce
are people of color

Stated figures are as of 2018.

The conversations at the event were very energetic, with people continuing to share personal stories and perspectives long after the formal discussion period was over. You could really feel electricity in the room! I showed up feeling a little tired, but left feeling like I could lift the building! Great event!



Andy Eddins

Coming
Together
Series



Continuing the conversation

Recognizing that external events affect everyone differently and that this can influence our interactions at work, New York Life designed the Coming Together Series to encourage respectful dialogue and to promote a safe workplace forum for employees to share their perspectives and feelings on challenging issues.

In November 2016, in response to several national news headlines related to race and law enforcement, the Office of Diversity & Inclusion and the Black Organization for Leadership & Development (BOLD) Employee Resource Group (ERG) co-sponsored an event that brought employees together to engage in a first-time, company-sponsored discussion on race relations. Since then, we've built a comprehensive program that includes ongoing

companywide discussions featuring timely topics, a courageous conversation toolkit, guest speakers, and the sponsorship of related research projects. There have been 11 courageous conversations through 2018, including sessions in partnership with our ERGs, that have explored topics intersecting race and their communities.

Through these sessions, employees learn how to approach and discuss tough social issues to better understand and connect with each other, leading to a more inclusive workplace. With robust support from senior leadership and high participation across the company, the Coming Together Series has been instrumental in shaping our culture of inclusion and setting us apart as a D&I leader in the industry.

Coming Together Series

Courageous Conversation Topics

| | |
|--|----------------|
| Racial Anxiety | November 2016 |
| Hate Crimes | March 2017 |
| Ambiguous Discrimination | June 2017 |
| Natural Hair in the Workplace | September 2017 |
| Free Speech | October 2017 |
| Gender Bias | November 2017 |
| Respectful Workplaces and the #MeToo Movement | April 2018 |
| The Myth of the Model Minority | April 2018 |
| Latinos in America | October 2018 |
| Coming Out in Diverse Communities | June 2018 |
| Justice in Action with Sherrilyn Ifill | December 2018 |

In December 2018, more than 150 signatory companies of the CEO Action for Diversity & Inclusion engaged in a nationwide day of courageous conversations around unconscious bias and other diversity and inclusion topics. This collective action educated participants, identified and explored differences among our respective communities, and continued to build more welcoming and inclusive cultures.

As an inaugural member of the CEO Action Steering Committee, New York Life supported this important initiative through our ongoing Coming Together series. ODI hosted a two-part session, "Justice in Action." Part One featured a conversation with Sherrilyn Ifill, President and Director-Counsel of the NAACP Legal Defense and Educational Fund (LDF), on the significant work the LDF continues to do to fight for social justice. Part Two was a conversation on social justice among New York Life colleagues, which addressed subjects like systemic discrimination and personal commitment to various social justice causes.



Continuing to build strong external partnerships.

New York Life is proud to support external organizations that advance diversity and inclusion efforts across communities. Here are highlights of some of these partnerships.

30% Club

Aims to develop diverse talent through the efforts of its Chair and CEO members who are committed to better gender balance at all levels of their organizations. New York Life hosts programming for their external mentorship program, which pairs mid-career level women with an executive level mentor from an external company.

Ascend

Enhances the influence of Pan-Asian business leaders and serves as a collective voice for Pan-Asian business communities. By partnering with ASCEND to host Elevate, a talk-show style professional development session for early-career professionals, New York Life helps strengthen attendees' skills.

Association of Latino Professionals For America (ALPFA)

Empowers and develops Latino men and women as leaders of character for the nation. New York Life employees participate in leadership roles at ALPFA's regional offices, developing strategy to manage and grow their respective chapters.

Hiring Our Heroes

Assists service members and their spouses as they transition from military service to the corporate world. As a corporate fellowship sponsor, New York Life hosts interns, provides mentorship, and offers resume and interviewing training and feedback.

The Financial Women's Association (FWA)

Advances careers, fosters alliances, and prepares the current and next generation of female professionals. As one of the founding members of the Back2Business program, we support women returning to the workforce. We also continue to sponsor FWA's annual meeting and support its Wall Street Exchange student program.

National Organization on Disability (NOD)

Helps to promote the full participation and contributions of America's 57 million people with disabilities in all aspects of life. As a Corporate Leadership Council member, New York Life joins other prominent disability inclusion leaders in thought leadership programming to support NOD's mission.

National African American Insurance Association (NAAIA)

Empowers and celebrates the accomplishments of African American insurance professionals and attracts talented individuals to the insurance industry. New York Life supports their national conference through programming, such as Building Multigenerational Wealth in the African American Community. This program explored how life insurance products and tax strategies can be innovatively leveraged to build wealth.

Out & Equal

Educates and empowers through programs that result in equal policies, opportunities, practices, and benefits in the workplace regardless of sexual orientation and gender identity. New York Life supports their national conference and employees are active participants of the Workplace Summit and Executive Forum. For example, we presented The Modern Approach to LGBTQ+ Engagement: A Blueprint for Success at Out and Equal's Workplace Summit.

Year Up

Provides low-income young adults, ages 18–24, with six months of technical and professional skills training followed by a six-month corporate internship at companies, including New York Life. Since 2006, New York Life has partnered with Year Up to help provide internships and meet our talent needs.



Being my authentic self at New York Life allows me to be an active leader of The Women's Initiative ERG, where I serve as an example for others to follow. We are encouraged to be ourselves holistically at work, by sharing our talents, culture, perspective, and experience with each other.



Cathy Council

Empowering diverse employees and inspiring allies.



ERG Co-Chairs

New York Life is proud to support our seven Employee Resource Groups, which are a key component of our company's diversity and inclusion strategy.

Our ERGs embody the strength and spirit of our corporate culture, and help the company foster

an environment in which differences and unique perspectives are encouraged and valued. The groups, open and welcoming to all employees, support internal and external engagement by focusing on four pillars: Awareness & Advocacy, Professional Development, Community Outreach, and Talent Acquisition.

7

Employee resource groups



73

Chapters and subgroups



100⁺

Events held by ERGs



65%⁺

Employees attended an ERG event

Heritage Month



BOLD
BLACK ORGANIZATION FOR
LEADERSHIP AND DEVELOPMENT
EMPLOYEE RESOURCE GROUP

Black History Month
February



The Women's Initiative
EMPLOYEE RESOURCE GROUP

National Women's History Month
March



Asian Network
EMPLOYEE RESOURCE GROUP

Asian/Pacific American Heritage Month
May



NYL Pride
EMPLOYEE RESOURCE GROUP

LGBTQ+ Pride Month
June



Latino
EMPLOYEE RESOURCE GROUP

Hispanic Heritage Month
September 15 – October 15



ENABLE
EMPLOYEE RESOURCE GROUP

National Disability Employment Awareness Month
October



NYL Vets
EMPLOYEE RESOURCE GROUP

Veterans Awareness Month
November

Sample Programming

Enriches members' development through their "NYL 360" program, a professional development-focused program that includes thoughtful discussions, educational offerings, certification fairs, and wealth-building workshops.

Brings financial planning education to members and helps them to plan for their financial security at all stages of their journey through a partnership with the Women's Market and New York Life Advanced Income Solutions.

Connects our corporate and field employees through trips to our general offices, helping members to gain valuable insight into the work of our agents.

Empowers allies through the Ally Program, an ongoing initiative consisting of a communications campaign, ally training, and digital resources that support full inclusion of the LGBTQ+ community.

Collaborates with the Marketing department to leverage our ERGs to help support our research and marketing efforts, which includes participation in focus groups.

Increases awareness of employees who are directly and indirectly impacted by disability through the "Beyond Disabilities" panel, a live storytelling event featuring New York Life employees sharing their personal stories.

Assists New York Life with our comprehensive recruiting strategy to aid veterans transitioning to civilian life.

Co-Chairs

Robyn Johnson
Whytne Brooks

Cathy Council
LJ Williams

Dido Ghosh
Priya Udeshi Crick

Chuck Kelly
Matthew Nelson

Dora Jimenez
Tammy Mata

Jeffrey Goldstein
Stephanie Magner-Tripp

Chip Bircher
Paul Severni

Stated figures are as of 2018.

#BeYourself



#BeYourself

Continuing to challenge ourselves

At New York Life, we foster an inclusive culture that appreciates and celebrates our unique differences. Building on our #InclusionMatters campaign, which highlighted inclusion's importance in activating diversity, our #BeYourself diversity and inclusion campaign was created to dig deeper into inclusion through a year-long challenge that encouraged employees to bring their authentic selves to work.

Creating an inclusive work environment is an important element in employees bringing their diverse perspectives to work. Being a professional is not about eliminating the parts of you that make you "you"—rather, it is about leveraging your unique identity to add value to a professional organization.

Through monthly challenges available to all employees, the #BeYourself campaign gave employees tools to effectively highlight and

leverage their unique qualities and abilities.

Participation was far-reaching, crossing all departments and major locations.

Challenges included:

- Sharing how and why individuals bring their authentic selves to work.
- Educating participants, which included content on "covering" at work, authentic leadership, and a personality assessment.
- Completing other activities, such as in-person lunches or coffees with colleagues of different backgrounds to exchange stories and insights about each other.

At the campaign's conclusion, challenges on the internal website had **over 40,000 views**.

» For detailed challenge descriptions refer to **pages 28–29**

I think everyone is unique and the more we embrace that and unleash it, the further we get in creating a workplace that everyone loves to be a part of (all the time).



Pedram Afshar

Awards & Recognition



DiversityInc

TOP 50 COMPANIES
FOR DIVERSITY

Forbes

BEST EMPLOYERS
FOR WOMEN

Black EOE Journal

TOP EMPLOYER

National Association for Female Executives

TOP COMPANIES
FOR EXECUTIVE WOMEN

National Business Inclusion Consortium

BEST OF THE BEST
DIVERSITY AWARD

Profiles in Diversity Journal

INNOVATIONS AWARD

Diversity Best Practices

INCLUSION INDEX

Working Mother

100 BEST COMPANIES

Diversity Woman Magazine

BEST 100 COMPANIES

Forbes

BEST EMPLOYER
FOR DIVERSITY TOP 50

Human Rights Campaign

CORPORATE EQUALITY INDEX –
PERFECT 100 SCORE

Minority Business News

CORPORATE 101: AMERICA'S
MOST ADMIRABLE CORPORATIONS
FOR SUPPLIER DIVERSITY

Hispanic Network Magazine

BEST OF THE BEST

Latino Magazine

LATINO 100

Business Equality Magazine

LGBTQ BUSINESS EQUALITY
EXCELLENCE AWARD

Minority Business News

BEST OF THE DECADE AWARD

2020 Women on Boards

GENDER DIVERSITY INDEX

Omnikal/ DiversityBusiness.com

TOP 50 CORPORATIONS
FOR INCLUSION

Professional Woman's Magazine

BEST OF THE BEST

Dave Thomas Foundation for Adoption

100 BEST ADOPTION-
FRIENDLY WORKPLACES

Women Presidents' Educational Organization

CORPORATE
OPPORTUNITY AWARD

AnitaB.org

TOP COMPANIES FOR WOMEN
TECHNOLOGISTS

Latina Style Magazine

TOP 10

Women's Business Enterprise National Council

TOP CORPORATIONS FOR
WOMEN-OWNED BUSINESSES

Profiles in Diversity Journal

DIVERSITY LEADER AWARD

Women's Enterprise USA

100 CORPORATIONS
OF THE YEAR

Women's Enterprise USA

TOP LEADERS IN CORPORATE
SUPPLIER DIVERSITY

[illegible]

Ken Drinkard

HARLEM YMCA BLACK ACHIEVERS IN INDUSTRY AWARD



Donna Lamback

MINORITY BUSINESS NEWS
2018 CORPORATE BUYERS OF
THE YEAR IN ACTION AWARD



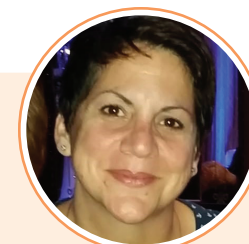
Heather Nesle

CHIEF EXECUTIVES FOR
CORPORATE PURPOSE
CHARLES H. MOORE AWARD



Tamra Billinghamst-Black

BOYS & GIRLS CLUB MICHIGAN/
OHIO AREA COUNCIL, 2018
OUTSTANDING BOARD VOLUNTEER



Phylliss DelGreco

WORKING MOTHER OF THE YEAR



Sheila Davidson

NYC BAR D&I
CHAMPION AWARD



Sonali Virendra

PROFILES IN DIVERSITY JOURNAL
WOMEN WORTH WATCHING



Kathleen Navarro

BLACK ENTERPRISE 2018
TOP EXECUTIVES IN
CORPORATE DIVERSITY

DIVERSITY GLOBAL MAGAZINE 2018 TOP 10 CHAMPIONS OF GLOBAL DIVERSITY



Wykeeta Peel

CAREER MASTERED
LEADERSHIP IN ACTION AWARD



Yie-Hsin Hung

AMERICAN BANKER 25 MOST
POWERFUL WOMEN IN FINANCE

100 WOMEN IN FINANCE
NORTH AMERICAN INDUSTRY
LEADERSHIP AWARD



Natalie Lamarque

DAVID ROCKEFELLER
FELLOW



Michelle Bottomley

THE BRAND INNOVATOR'S
TOP 100 WOMEN IN
BRAND MARKETING

76%+

of our total Foundation and corporate contributions served culturally diverse populations (per demographics provided by our grantees).

\$1.5 million

awarded by the Foundation as a three-year grant to 4H for their Juntos 4H program, providing educational resources to Latino youth and their parents.

\$100k

awarded by the Foundation as a one-year grant to the Periwinkle Humanities Initiative for their National Burial Database of Enslaved Americans (NABDEA) initiative to document individual burials and burial grounds of formerly enslaved Americans.

\$550k

awarded by the Foundation as a three-year grant to the Hetrick Martin Institute (HMI) for development and execution of HMI's LGBTQ+ youth bereavement program.

Contributing to Populations In Need

The New York Life Foundation supports children in two very specific and meaningful ways. Our signature grants support eighth-grade students making the transition to high school, as well as children who have experienced the death of a parent, sibling, or other beloved person. The goal is to prepare kids for a successful future, both academically and emotionally.

Give
for
Good

Volunteers
for
Good

Grants
for
Good



Championing Supplier Diversity

New York Life's Supplier Diversity program supports business enterprises that are majority owned, controlled, and operated by Minority Women, LGBTQ+, Disabled, Veteran, and Service-Disabled Veteran individuals or groups of individuals.

Managing a mature program that has taken notable strides in the past few years, the Supplier Diversity team continues to focus on expanding program outreach, awareness, and partnership initiatives for supplier advocacy, formal mentorship, scholarships, and board memberships.



Reaching Deep Into Diverse Communities

New York Life’s Target and Cultural Markets facilitate knowledge, ideas, and resources to help our field force maximize impact, reach, influence, and business growth in the communities in which we all live and work. Customizing our products, services, marketing materials, and approach for specific consumer segments dates back over a half century. Our Target and Cultural Markets were forerunners of the consumer-centric revolution now taking place, and the fact that New York Life created this market strategy long ago is a testament to our steadfast commitment to protecting American families by reaching them in meaningful and relevant ways.

Serving the following Target and Cultural markets

| | |
|---------------------|-------------|
| AFRICAN AMERICAN | SOUTH ASIAN |
| CHINESE | VIETNAMESE |
| KOREAN | WOMEN |
| LATINO | LGBTQ+ |
| YOUNG PROFESSIONALS | |



49%
of agent hires
are millennials

39%
of agent hires
are women

54%
of recurring premium sales
are generated by Cultural
Market agents

57%
of new lives protected (life
cases sold) are placed by
Cultural Market agents

60%
of agent hires are Cultural
Market agents

54%
of field managers
(recruiters) are
ethnically diverse

44%
of female Million Dollar
Roundtable* members
are New York Life agents

Stated figures are as of 2018.
*The Million Dollar Round Table (MDRT), The Premier Association of Financial Professionals, is recognized globally as the standard of excellence for life insurance sales performance in the insurance and financial services industry.

Embracing #BeYourself

Our #BeYourself monthly challenges provided a wide variety of engaging and educational activities, fostering diversity and inclusion awareness and dialogue throughout the company.

January | Value of Sharing Your Story

To highlight the power of storytelling, we kicked off the year with an interactive workshop to prepare employees on how to express their uniqueness.

February | Storytelling

Building off January's workshop, employees shared stories about how they bring their authentic selves to work.

March | Photography

Harnessing the power of imagery, employees posted photographs that represented a unique aspect of themselves.

April | Mic On!

Recognizing the value of a role model or support network, participants posted an audio clip telling the story of someone who influenced them to #BeYourself.

May | Favorite Quote

To inspire colleagues to show up as their authentic selves, employees shared a quote they read or created that encouraged them to #BeYourself.

June | Break the Ice

Connecting over lunch with colleagues expanded participants' knowledge of each other and helped employees to be more comfortable showing up as their true selves.

July | Uncover the Truth

Covering — or hiding — aspects of our identity at work affects our interactions. By reading an article about covering and sharing something they learned, employees discovered ways they could bring more of their authentic selves to work.

August | Lead Like You

Continuing to practice authenticity as one ascends to leadership is critical to maintaining a diverse and inclusive environment. Through a course on self awareness, authenticity, and leadership, employees gained knowledge and shared insights on how to #BeYourself.

September | Personality Type

Completing a personality type assessment helped participants understand more about attributes and strengths of their personal work styles.

October | Fun Fact

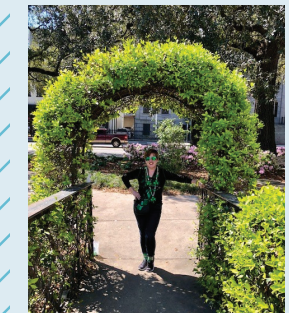
Sometimes an unexpected revelation can open the door to understanding. By sharing and celebrating fun facts about themselves, employees gained a broader perspective of one another.

November | Behind the Name

Revealing the origins of our names highlighted and honored our unique heritages and family histories.

December | Bring it to Life Challenge

Bringing it all together, employees committed to an action and shared personal tips on how to #BeYourself.





Kathy Scott

**#BEYOURSELF CHALLENGE
GRAND PRIZE WINNER**

Being yourself,
being authentic,
being courageous...
that is a lifestyle
I embrace, and I
couldn't live it any
other way.

Office of Diversity and Inclusion

Building inclusiveness by coming together.

New York Life Insurance Company

51 Madison Avenue
New York, NY 10010
newyorklife.com/diversity



New York Life is an Equal Opportunity Employer –
M/F/Veteran/Disability/Sexual Orientation/Gender Identity

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