Inclusion Matters
2017 Diversity and Inclusion Year in Review
Working together in a way that fosters respect, trust, and inclusiveness is simply who we are as an organization.

Ted Mathas
New York City
This past year was a challenging one for American values and culture. Across our country, the many divisive and painful events that unfolded reminded us that bigotry and hatred of others who are somehow “different” is not just a piece of our history, but something that sadly remains with us to this day.

While there are no easy answers or quick solutions to these societal problems our nation faces, events like this also remind us that words and actions matter. Each of us individually – and collectively, together – have the opportunity to lead by example and help us get to a better place that reflects America’s true spirit and underlying values. And we’re very proud to say we see this come to life every day within our community of employees and agents.

At New York Life, getting to that better place begins with one simple word: inclusion. Embracing diversity, encouraging people to be their authentic selves, and opening our eyes to the wonderful differences that makes each of us unique unlocks the door to new opportunities. Opportunities to ask new questions, come up with new ideas, and uncover new insights about ourselves and the world around us.

What is most important for all of us to keep in mind is that our commitment to inclusion and equality must be constant and not just something we revisit during challenging times. As you will see on the pages that follow, inclusion always matters at New York Life. And by exemplifying the integrity and respect we share as employees and agents inside and outside of the office, we believe we help celebrate and advance inclusion and diversity in the communities where we work and live.
A Proud Diversity and Inclusion Heritage


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 2017 programming with you.
Women and people of color make up 46% of Board members and 42% of Executive Management Committee members.

Here at New York Life, 54% of the total workforce are women and 40% are people of color.
Recognizing that external events affect everyone differently and that this can influence our interactions at work, New York Life designed the Coming Together Conversation Series to encourage respectful dialogue and to promote a safe workplace forum for employees to share their perspectives and feelings on challenging issues.

Since launching in November 2016, the series has included open conversations on racial anxiety, hate crimes, ambiguous discrimination, free speech, navigating gender bias, and the “Good Hair Study.” This robust program includes external speakers, guided small group discussions, and tools to help employees navigate these important topics.

New York Life is also a proud sponsor of the Center for Talent Innovation’s Easing Racial Tensions at Work research project, which measures the cost of silence regarding race and reveals how silence undermines engagement and elevates quit rates among minority employees.
New York Life is one of the first environments I have experienced where diversity and inclusion are not just concepts, they are common practice.

Cynthia Kalathas
New York City
Building Strong External Partnerships

New York Life is proud to support a number of external organizations that are advancing 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. In 2017, New York Life hosted the kickoff event of the external mentorship program, which pairs mid-career level women with an executive level mentor from an external company.

Ascend
Enhances the presence and influence of Pan-Asian business leaders and serves as a collective voice for Pan-Asian business communities. By hosting the Inspiring Across Generations conference, Executive Insight Series, and Executive Insight for Women workshops, New York Life helped strengthen participants’ communication skills to address challenges within their respective organizations.

The Financial Women’s Association (FWA)
Advances careers, fosters alliances, and prepares the current and next generation of female professionals. New York Life has a longstanding partnership with the FWA, and in 2017, we hosted their inaugural annual summit, a half day leadership experience. We also continued to sponsor FWA’s annual meeting and supported its Wall Street Exchange student programs.

Hiring Our Heroes
As a corporate fellowship sponsor, New York Life is assisting service members and their spouses transition from military service to the corporate world. We provide mentorship, resume tutoring, and interviewing training and feedback.

Latina Styles
New York Life is a proud supporter of the Latina Styles diversity leaders conference, which celebrates Latina empowerment and brings leaders together across corporate America.

National Association of Black Accountants
Dedicated to bridging the opportunity gap for people of color across business professions by providing education, resources, and meaningful career connections to members. New York Life helped advance these efforts by hosting “Money Talks – Your Net Worth, Your Legacy,” an informative financial literacy program, and by supporting the Eastern Regional Student Conference.

National Organization on Disability
In 2017, New York Life joined this prominent organization which promotes the full participation and contributions of America’s 57 million people with disabilities in all aspects of life.

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 employees are active participants of the Workplace Summit and Executive Forum.

Year Up
Since 2006, New York Life has partnered with Year Up to help meet our talent needs. 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.
After serving 28 years in the Army, New York Life was the perfect fit for me. The culture aligns with the core values of LDRSHIP – loyalty, duty, respect, selfless service, honor, integrity, and personal courage.
Empowering diverse employees.

New York Life is proud to support our seven Employee Resource Groups (ERGs), 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 support internal and external engagement by focusing on four pillars: Awareness & Advocacy, Professional Development, Community Outreach, and Talent Acquisition.
7 Employee resource groups

71 Chapters and subgroups

100+ Events held by employee resource groups

42% Employees are members of at least one resource group
<table>
<thead>
<tr>
<th>Heritage Month</th>
<th>Co-Chairs</th>
<th>Focus</th>
<th>Sample programming</th>
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<tr>
<td>Black History Month</td>
<td>Robyn Johnson, NYC</td>
<td>Engage, encourage and empower employees to lead</td>
<td>Development: New York Life Director Gerald B. Smith</td>
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<td>S. André Warner, NYC</td>
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<td>Speaker: Misty Copeland</td>
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<td>Asian/Pacific American Heritage Month</td>
<td>Priya Udeshi Crick, NYC</td>
<td>Empower and develop employees to achieve excellence</td>
<td>Development: New York Life President John Kim</td>
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<td>Rachel Kuo, Jersey City</td>
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<td>Community Service: Helping underserved Asian youth</td>
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<td>National Disability Employment Awareness</td>
<td>Jeffrey Goldstein, NYC</td>
<td>Foster an environment of knowledge, safety, and advocacy for all persons affected by disabilities</td>
<td>Awareness: Beyond Disability, a live storytelling event</td>
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<td>Month</td>
<td>Jomil Guerrero, NYC</td>
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<td>Speaker: Jonathan Mooney</td>
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<td>Hispanic Heritage Month</td>
<td>Dora Jimenez, NYC</td>
<td>Maximize our impact through professional development, business engagement, and community service</td>
<td>Development: Latino Leaders Series</td>
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<td>Marlyn Torres, NYC</td>
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<td>Awareness: Cultural musical presentation</td>
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<td>LGBT Pride Month</td>
<td>Matthew Nelson, NYC</td>
<td>Nurture a diverse culture where LGBT employees can maximize their professional growth</td>
<td>Speaker: Transgender panel discussion with Gender Family Project</td>
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<td>Erica Russo, NYC</td>
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<td>Awareness: Ally initiative</td>
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<td>Veterans Awareness Month</td>
<td>Chip Bircher, Kansas City</td>
<td>Support veteran recruiting efforts and build a community within the New York Life family</td>
<td>Community Service: TAPS Military Survivor and Grief Camp</td>
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<td>Ken Drinkard, NYC</td>
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<td>Speaker: Colonel Gregory</td>
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<td>National Women’s History Month</td>
<td>Cathy Council, NYC</td>
<td>Help prepare women for leadership roles through networking, development, and community outreach</td>
<td>Development: Peer Leadership Circles</td>
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<td></td>
<td>Sandra Tillotson, NYC</td>
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<td>Awareness: Gender bias discussion</td>
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**Sample programming**

- **Development: New York Life**
  - Director Gerald B. Smith
  - Speaker: Misty Copeland
- **Asian/Pacific American Heritage Month**
  - President John Kim
  - Community Service: Helping underserved Asian youth
- **National Disability Employment Awareness Month**
  - Awareness: Beyond Disability, a live storytelling event
  - Speaker: Jonathan Mooney
- **Hispanic Heritage Month**
  - Development: Latino Leaders Series
  - Awareness: Cultural musical presentation
- **LGBT Pride Month**
  - Speaker: Transgender panel discussion with Gender Family Project
  - Awareness: Ally initiative
- **Veterans Awareness Month**
  - Community Service: TAPS Military Survivor and Grief Camp
  - Speaker: Colonel Gregory
- **National Women’s History Month**
  - Development: Peer Leadership Circles
  - Awareness: Gender bias discussion

**Heritage Month**

- **Black History Month**
  - February
- **Asian/Pacific American Heritage Month**
  - May
- **National Disability Employment Awareness Month**
  - October
- **Hispanic Heritage Month**
  - September 15 – October 15
- **LGBT Pride Month**
  - June
- **Veterans Awareness Month**
  - November
- **National Women’s History Month**
  - March
New York Life has long recognized that our diverse employee workforce is fundamental to the company’s continued strength and success. We also recognize that we can only unlock the true value of diversity by driving inclusion. An inclusive work environment encourages employees to bring their “whole selves” to work and builds an environment where employees can showcase their unique backgrounds, which in turn stimulates collaboration, performance, and innovation.

The #InclusionMatters challenge was fantastic. I learned about the experiences and cultures of 100+ colleagues, met with senior executives, and traveled to New York City to have lunch with our CEO!

Song Zhou
Grand Prize Individual Most Valuable Player
Tampa
#InclusionMatters was ODI’s focus in 2017 and it included an innovative learning solution: the #InclusionMatters Challenge. The challenge encouraged employees to form teams and set up a friendly competition to complete tasks focused on the importance of inclusion and how to recognize and mitigate unconscious bias. The eight challenges centered around:
- **Educate** – complete unconscious bias training, an Implicit Association Test, and a quiz about New York Life’s Diversity & Inclusion efforts,
- **Connect** – share stories of inclusion on the company intranet, meet colleagues with unique experiences (e.g., someone who speaks three or more languages),
- **Raise Awareness** – create a commercial and a print ad that messaged #InclusionMatters stories of inclusion,
- **Pay It Forward** – write notes of encouragement to middle school students.

The #InclusionMatters Challenge was an overwhelming success, exceeding goals set by ODI with participation across all levels, departments, and locations. A standing-room-only red carpet awards ceremony celebrated the competition and awarded prizes in 26 categories. Song Zhou, from NYL Direct in Tampa, earned the Most Valuable Player award, and his team, “Have You Met Ted,” earned the Inclusion Champions award. As part of the grand prize, the team visited New York City to join CEO Ted Mathas for lunch.
Inclusion Matters
Awards and Recognition

NAFE Top 50 Companies for Executive Women

DiversityInc Top 50 Companies for Diversity

Diversity Best Practices Inclusion Index - 87%
(1 of 7 companies above 85%)

Forbes Best Employer for Diversity Top 50

National Business Inclusion Consortium Best of the Best Diversity Award

Working Mother 100 Best Companies

Working Mother Best Companies for Multicultural Women

Human Rights Campaign Corporate Equality Index - perfect 100 score

Latina Style Magazine Top 50

Black EOE Journal Top Employer

Dave Thomas Adoption Friendly Workplace

2020 Women on Boards

Latino Magazine Latino 100

Minority Business News Corporate 101: America’s Most Admired Corporations for Supplier Diversity

Women’s Enterprise USA: 100 Corporations of the Year

WPEO Outstanding Corporations Award

BEQ Magazine LGBTQ Business Equality Excellence Award

Omnikal/DiversityBusiness.com “Top 50 Corporations for Inclusion” Award

WPEO Corporate Opportunity Award
#Inclusion can unlock the potential in others.

Kofi James
New York City
Sharing Pride in Personal Achievement

Priya Udeshi-Crick
Money Management Institute Leadership Pathway Recipient

Rosalind Danner
National Association of Black Accountants President’s Award for Leadership and Excellence

Sheila Davidson
New York County Lawyers Association Outstanding Women in the Legal Profession

Aisha Elezi
Financial Women’s Association Pacesetter of the Year
ODI Team | Patricia Gomez-Garcia, Tammy Mata, Kathleen Navarro, Vibha Bhat, Jeffrey Mak
Profiles in Diversity Innovations Award

Julie Herwig
Profiles in Diversity
Women Worth Watching

Yie-Hsin Hung
American Banker 25
Most Powerful Women in Finance
Apex for Youth Honoree

Natalie Lamarque
Working Mother of the Year
Harlem YMCA’s Black Achievers in Industry Award

Andrew Vito
Profiles in Diversity Journal Diversity Leader

Joy Wong
Women’s Enterprise Top 100 Leader
Diversity Plus Top 30 Champion of Diversity
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.

The New York Life Foundation

Contributing to Populations In Need

Grants for Good
Give for Good
Volunteers for Good

$2 Million

Amount awarded by the Foundation as a four-year grant to Tragedy Assistance Program for Survivors to provide grief support services to the children and families of fallen military service members and veterans.

77%+

Using demographics provided by our grantees, of our total Foundation and corporate contributions served culturally diverse populations.
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.

Primarily serving the following markets:
- African American
- Chinese
- Korean
- Latino
- LGBT
- South Asian
- Vietnamese
- Women
- Young Professionals

39% of all new agent hires are millennial agents

57% of all new agent hires are Cultural Market agents

52% of recurring premium sales are generated by Cultural Market agents

38% of female Million Dollar Roundtable members are New York Life agents

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.
Championing Supplier Diversity

New York Life’s Supplier Diversity program supports business enterprises that are majority owned, controlled, and operated by Minority Women, LGBT, Disabled, Veteran, and Service-Disabled Veteran individuals, and/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.

Eight diversity groups in our procurement process

443 Diverse supplier businesses engaged in our procurement process
CEO ACTION FOR
DIVERSITY & INCLUSION

“We pledge to act on supporting more inclusive workplaces.”

That is the public commitment made in June 2017 by more than 150 CEOs (now 400 organizations and counting) of the world’s leading companies—including New York Life’s own Chairman and CEO, Ted Mathas.

As a member of the inaugural Steering Committee, New York Life is proud to help advance the largest CEO-driven business commitment of its kind. This commitment is driven by a realization that supporting diversity and inclusion is not just a competitive issue, but a societal issue that CEOs can play a critical role in addressing, and the group has pledged to take three initial actions:

• Continue to cultivate workplaces that support open dialogue in complex, and sometimes difficult, conversations about diversity and inclusion
• Implement and expand unconscious bias education
• Share best practices, as well as unsuccessful actions

Learn more at CEOAction.com

UNited Nations
LGBTI Standards of Conduct for Business

In 2017, the United Nations Human Rights Office released an unprecedented set of global standards of conduct for businesses on tackling discrimination against LGBTI employees, suppliers, and customers. The standards draw on best practices from around the world, setting out actions that can be taken by employers.

New York Life is proud to be an early adopter of this initiative and proud to uphold these best practices:

• RESPECT the human rights of LGBTI workers, customers and members of the public
• ELIMINATE workplace discrimination against LGBTI employees
• SUPPORT LGBTI employees at work
• PREVENT discrimination and related abuses against LGBTI customers, suppliers and distributors – and insist that suppliers do the same
• STAND UP for the human rights of LGBTI people in the communities where companies do business
One of the eight #InclusionMatters team challenges was to create a print ad to raise awareness about #InclusionMatters. The winning ad was created by Team Change Gang from the Advanced Markets Network in the Kansas City office.

Celebrating #InclusionMatters Creativity

Team
CHANGE GANG
Kansas City
Cynthia Rideau
Kerry Matson
(Team Captain)
Sonja Walker
Alix Grimes
Chris Gregoire
Joni Hashbarger
(L to R)
embrace everyone.
even the guy being struck by lightning.

#inclusionmatters

Winning Print Ad