



# Serving better together

2023 Impact report



PLAN | INVEST | PROTECT

**VOYA**<sup>®</sup>  
FINANCIAL

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# Who we are

Voya Financial, Inc. (NYSE: VOYA), is a leading health, wealth and investment company with 9,000 employees focused on fulfilling our Purpose: *Together we fight for everyone’s opportunity for a better financial future.*



Voya employees attend our Employee Giving Campaign carnival at Windsor, CT office.

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# Driven by our Purpose — *Together we fight for everyone’s opportunity for a better financial future*

Our Purpose guides our investment in corporate responsibility practices for the long-term success of our business.

These practices propel our work forward for the benefit of our colleagues, clients and customers, communities and the environment. We focus our efforts where we believe our business practices can have the greatest impact on all stakeholders in our enterprise. The corporate information in this report, unless otherwise indicated, is as of Dec. 31, 2023.



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# A decade of enabling financial wellness

Over the past 10 years, we have expanded and enhanced our products and capabilities to help participants maximize the value of their workplace benefits and savings.

In 2023, we completed a transformative acquisition of Benefitfocus — a platform that connects employers, health plans and consumers — and entered into a strategic partnership with Allianz Global Investors to expand our asset management strategies and distribution, globally.<sup>2</sup> We are fortunate to have talented and dedicated professionals who have nurtured a Purpose-driven culture during the past 10 years.

**Awards and recognitions\***

- Bloomberg Gender-Equality Index 2017 — 2023
- Disability Equality Index — Best Place to Work for Disability Inclusion 2018 — 2024
- Dow Jones Sustainability Index 2016 — 2023
- Environmental Protection Agency Green Power Partnership Program 2008 — 2023
- Equality 100 Award: Leader in LGBTQ+ Workplace Inclusion 2006 — 2024
- Global Electronics Council EPEAT Purchaser Award 2018 — 2021, 2023 — 2024
- Great Place to Work® 2016 — 2023
- MSCI ESG Leaders Indexes (formerly MSCI Global Sustainability Indexes) 2015 — 2023
- World’s Most Ethical Companies 2014 — 2024



\*Third-party awards and/or rankings about entities within the Voya family of companies are given based upon various criteria and methodologies. Awards and/or rankings are not representative of actual client experiences or outcomes, and are not indicative of any future performance. For certain awards/rankings, Voya pays a fee to be considered. For material facts regarding an award, including but not limited to whether a fee was paid to be eligible for the award, visit <https://www.voya.com/about-us/our-character/awards-and-recognition>. • Voya Investment Management (Voya IM) was named to Pension & Investments’ 2022 Best Places to Work in Money Management list; it is the 8th consecutive year on the list. Firms that participated were required to complete a two-step process conducted by Best Companies Group in June-August 2022. Voya IM did not pay a fee to be considered, but does pay a fee for use of the logo. • “World’s Most Ethical Companies” and “Ethisphere” names and marks are registered trademarks of Ethisphere LLC. • THE INCLUSION OF VOYA FINANCIAL, INC., IN ANY MSCI INDEX, AND THE USE OF MSCI LOGOS, TRADEMARKS, SERVICE MARKS OR INDEX NAMES HEREIN, DO NOT CONSTITUTE A SPONSORSHIP, ENDORSEMENT OR PROMOTION OF VOYA FINANCIAL, INC., BY MSCI OR ANY OF ITS AFFILIATES. THE MSCI INDEXES ARE THE EXCLUSIVE PROPERTY OF MSCI. MSCI AND THE MSCI INDEX NAMES AND LOGOS ARE TRADEMARKS OR SERVICE MARKS OF MSCI OR ITS AFFILIATES.

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# 10 years of inclusion

2014	2016	2017	2018	2019	2020	2021	2022	2023
Maintained six Employee Resource Groups (ERGs) to increase awareness and understanding of underrepresented communities.	Initiated partnership with the National Down Syndrome Society as part of Voya's disability inclusion strategy.	Launched the Voya Cares® program to help people with special needs and disabilities, and their caregivers, plan for the future.	Named first Chief Diversity Officer and integrated responsibility for diversity and inclusion with corporate responsibility, community engagement and philanthropy.	Increased ERG membership year over year from 4% to 26%.	Introduced "Diversity Celebration Day" to provide 8-hour paid leave for all employees.	Launched Voya's Purpose.	Appointed first woman in company history as CEO-elect.	Enhanced pay transparency practices.
Elected first person of color to Voya's Board of Directors.		Rolled out the Voya Scholars program and Futures and Options internship program, providing college-bound high school students with financial support and professional experience.	Launched diversity and inclusion strategy and messaging to all employees.	Provided Unconscious Bias training to 700+ Voya employees.	Established the DEI Task Force to focus on innovative programs and initiatives to positively influence our culture, serve our clients and enrich our communities.	Introduced Ally Program and Pledge with 98% of employees completing the training.	Established Hispanic/Latino DEI Task Force.	Engaged more than 15,000 high school students in the National Personal Finance Challenge.
			Became the title sponsor of the National Personal Finance Challenge.	Partnered with Out & Equal to learn and share best practices in LGBTQ+ workplace inclusion.	Activated Diversity Action Plans for senior leaders.	Mandated disability inclusion training for all people managers.	Expanded Supplier Diversity program to increase inclusive supply base.	Held first DEI Client Collaboration Forum to support employers in their goals to help improve their employees' social, financial and health well-being.
						Published thought leadership regarding the unique challenges faced by "sandwich caregivers" who care for parents and children simultaneously.	Introduced new benefits to support our employees with student loan repayment and tuition assistance.	Implemented 9 Hispanic/Latino DEI Task Force recommendations.

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# Leader statement

I am proud of the meaningful work taking place across Voya that is making a positive difference for our customers, our colleagues, and our communities. Through living our Purpose — *Together we fight for everyone’s opportunity for a better financial future* — we are advancing the financial well-being of all our stakeholders.

Each word of our Purpose is powerful, specific and intentional. But one stands out — the word “everyone” is a key theme throughout this report. We believe that everyone deserves access to better health and financial outcomes, and that Voya is uniquely positioned to help the more than 15.2 million individual, workplace and institutional customers we serve become well planned, well invested and well protected. To provide solutions and services that meet the diverse needs of our customers, we are committed to attracting, developing and retaining a workforce that understands and reflects them.

We are increasingly expanding the solutions we offer our **customers** and recognize that their financial needs are as unique as they are. This includes using technology to provide more personalized experiences, and solutions like MyVoyage to enable a holistic view of their financial picture. We are extending these capabilities to our **colleagues**, while also expanding our DEI work to ensure that the unique and varied voices of our people are positively influencing our culture and the solutions, benefits and education we offer. In our **communities**, we work to improve financial inclusion, with an emphasis on advancing financial literacy among young people.

Recently, I joined colleagues and customers to volunteer with the Council for Economic Education, one of our signature nonprofit partners where I am honored to serve on the board. We had the opportunity to support high school students engaged in the National



Heather Lavalley, CEO  
Voya Financial

Personal Finance Challenge as they put their classroom skills into action in a competition setting.

I was inspired by these young people and their zest for becoming financially resilient.

These are examples of our Purpose in action. From individuals’ formative years, to and through retirement, we are committed to clearing their path to greater financial confidence and more fulfilling lives.

I’d like to thank my colleagues who live our Purpose every day, making a positive difference for our customers, communities and each other. We will continue to work, together with our business and community partners, to create a more sustainable and equitable future for all.

Very truly yours,

A handwritten signature in black ink that reads "Heather A. Lavalley".

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# Colleagues

We are committed to attracting and retaining talented people who strive to reach their fullest potential and act in ways that positively impact their colleagues, clients and communities. During the past 10 years, we have focused on creating a positive and meaningful Employee Experience, centered on a culture of inclusion and a holistic approach to our employees’ well-being.



Voya employees participate in National Down Syndrome Society’s Buddy Walk in Central Park, New York.

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# 2023 highlights

Created the Leading with Purpose Award to recognize employees who exemplify Voya’s Purpose in the lives of our customers, colleagues and communities.

Launched 6-week financial literacy training for all of the company’s 126 summer interns.

Welcomed 1,800+ employees from Voya India to help lead greater automation and enhanced performance.

Increased pay transparency by disclosing salary ranges for job postings and existing employees without regard to work location.



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# Enhancing employee experience

## Employee Sentiment Survey

One of our key priorities is to cultivate an environment where all our colleagues feel supported and inspired to achieve their full potential. By reflecting on their own experiences, employees’ feedback enables us to develop resources to reinforce this goal. We had a record participation rate of 73% of employees completing the survey (a 15-point increase over the 2022 participation rate of 58%).

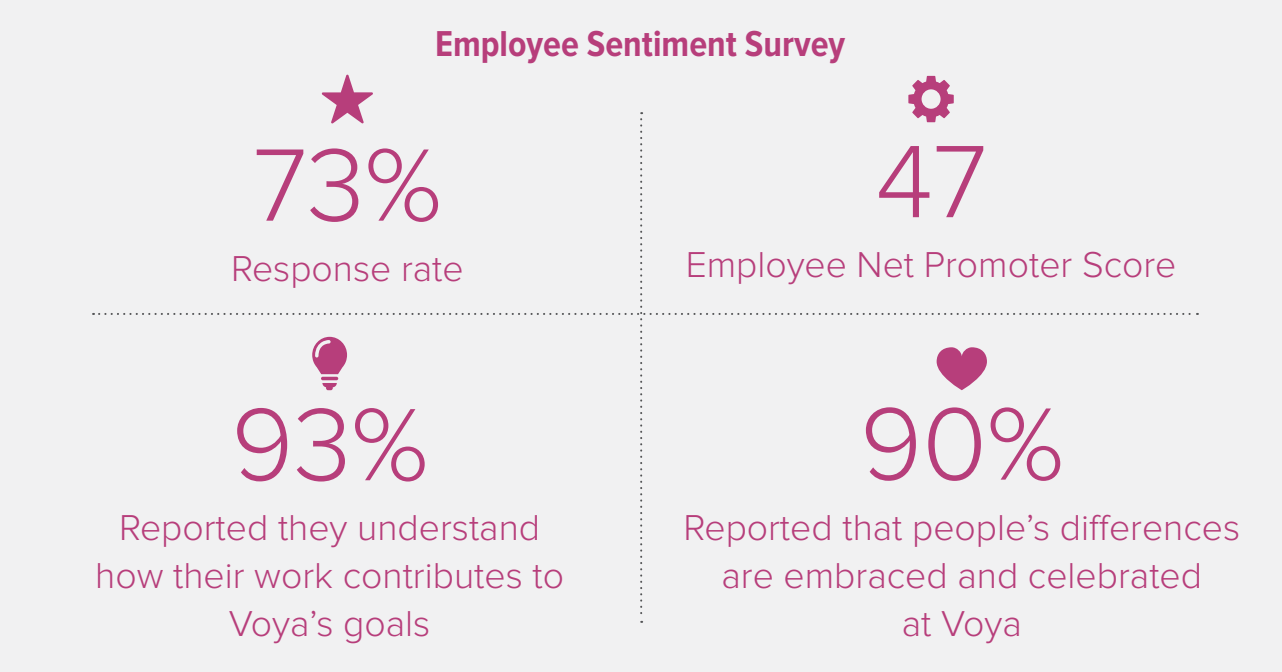
This milestone is an excellent indicator of how much our employees want to share their feedback and contribute to making Voya a great place to work. We also we included an Employee Net Promoter Score (ENPS) in the survey for the first time. This score is a widely recognized way of measuring how employees feel about their employer and can range between negative 100 and positive 100. Voya’s ENPS score in 2023 was 47, which is considered a strong score.<sup>3</sup>

## Career Hub

Our employees are our greatest asset, and we understand that continuous learning and career development are essential for personal fulfillment and long-term success. To support career growth, our Employee Experience team launched Career Hub, an innovative new platform that brings together all the important facets of employee development — Education, Experience and Exposure — into one place.

*Key components of the platform include:*

- Career Opportunities: Employees can enhance their skills and explore Voya’s jobs, while creating a personalized, engaging development plan.
- Gigs: Employees can select short-term projects that provide hands-on experiences to close skill gaps and make new connections.
- Mentoring: Our formalized mentoring program allows employees to be in the driver’s seat by enabling a view of potential mentors based on their development needs, interests and professional goals.
- Workday Learning: Employees have access to 6,000+ training courses and can tailor their training to support their development plans.



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Internship program

Each summer, we recruit talented young people who contribute to Voya’s innovation, growth and culture. Our internship program aims to expose our interns to different career paths, facilitate valuable connection with senior leadership throughout their time at Voya and embed professional development skills into each student. For the first time, our interns participated in a comprehensive curriculum focused on building confidence for managing personal finances.



We welcome interns of all background and identities in our internship program. Over the past two years, we’ve made a concerted effort to expand our recruiting opportunities with our strategic partners including Historically Black Colleges and Universities (HBCUs) and professional diversity organizations. As a result, we have increasingly attracted and hired a diverse slate of interns for the summer. Of our applicants, 72% were students of color and 41% women. The most qualified candidates are hired and the most recent intern demographics reflect the diversity of our slates.\*

Purpose awards

Since its launch, employees have embraced Voya’s Purpose — *Together we fight for everyone’s opportunity for a better financial future* — and have spent time in workshops developing their own personal purpose statements. To further underscore the importance of our Purpose as a foundational element of our culture, we announced the new Leading with Purpose Award.

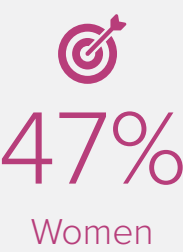
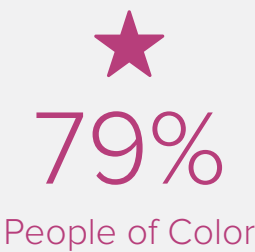
The award recognizes employees who exemplify Voya’s Purpose by making a positive impact in the lives of our customers, colleagues and communities.

Congratulations to our 2023 winners:

- Sergio Bascon
- Tom Eldridge
- Vipul Gaddamedi
- Michelle Griffin
- Leah Jackson
- The MyVoyage Program Team



The 126 intern cohort comprised of:



\*Voya is an equal opportunity employer, and we are committed to a diverse and inclusive workforce where all of these differences are purposefully brought together. Decisions related to employment, including selection, development and compensation are based on qualifications and merit. We believe that all employees must be treated fairly, with respect, and in a manner free from discrimination and harassment.

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# Diversity, Equity and Inclusion

We define diversity as the differences that make each individual unique, including identities, races, ethnicities, backgrounds, abilities, cultures, perspectives and beliefs. Each one of us is diverse, and diversity is all of us. Inclusion is the act of understanding and valuing differences and purposefully bringing them together.

We believe that a focus on inclusion at every level of the organization leads to better performance, increased innovation, an enhanced ability to meet our customers’ needs, higher employee engagement, lower employee turnover rates and stronger communities. At the center of diversity and inclusion is equity (e.g., fair treatment, equal access to opportunities and advancement). We believe in a concerted focus on all three of these as important drivers of culture.

Our strategic areas of focus — Colleagues, Clients and Communities — are the foundation of our inclusion work. We identify actionable objectives that drive impact for our business, build an inclusive culture and advance health equity and financial wellness.

It is up to each of us to act in ways that support our internal focus: “Celebrating Our Differences. Choosing to Include.” For this reason, we empower our employees to generate ideas and engage their colleagues in ways that foster an environment where everyone feels comfortable bringing their authentic self to work.

“Don’t be surprised if people who have served in the military work to build close relationships, even in a corporate environment. We have been trained for teamwork. Why not bring that beyond military life?”

Alejandra Bruber, Billing Lead (pictured below)



Voya’s Veterans Council recognizes employees who have served in the Armed Forces through a Freedom, Gratitude and Service series.



Voya employees speak at a college campus.

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Diversity, Equity and Inclusion (DEI) Task Force

In 2020, we introduced the first DEI Task Force, an ongoing initiative that works with the business areas and supporting functions to help increase equity and inclusion, create new opportunities for the business and generate innovative ideas. The first phase focused on the African American/Black community and introduced several new programs including Talent Accelerator, Voya’s Ambassador Program and an expanded nonprofit board placement program.

The second task force focused on the Hispanic and Latino community, which shared insights and new initiatives to advance inclusion in the Hispanic and Latino community that impact each strategic area of focus — Colleagues, Clients and Communities.

DEI Hispanic/Latino Task Force Inclusion Initiatives

- Expanded Talent Accelerator program to Hispanic/Latino talent to address gaps in representation at the AVP level and above through training and development, mentoring and strategic problem-solving.
- Launched Mentoring Circles to pair junior to mid-level mentees with senior Hispanic and Latino and allied mentors to provide an environment with greater networking and collaboration.

- Created a DEI Client Collaboration Forum for a small group of clients and business partners to improve their understanding of diverse communities and to share best practices to overcome barriers to social, health and financial well-being within their workplaces.
- Partnered with Working in Support of Education (Wise) to deploy financial literacy curriculum and exams to high schools in New York and Atlanta schools to help enhance the students’ personal finance and decision-making skills.
- Partnered with the University of Texas at San Antonio, a federally-designated Hispanic-Serving Institution, by providing financial support and scholarships to aspiring educators through Voya Teacher Voices.

Voya Ambassador program

The Voya Ambassador program drives recruitment and hiring of underrepresented talent through various partnerships with organizations including HBCUs and industry associations to increase diversity of the candidate pipeline. Voya Ambassadors program formalized 10 strategic partnerships with organizations serving underrepresented populations. The program has helped drive 300% growth in applicants from underrepresented groups for Voya’s internships and employment opportunities since the 2022 program launch.



Voya Ambassadors attend 2023 NABA National Convention and Expo in New Orleans.

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# Employee-Led Councils

We have 11 national councils focused on driving programs that positively impact our culture and providing input that helps our business areas deliver products and solutions. Each council is made up of a supportive network focused on a variety of communities or activities.

All councils are open to all employees, and individuals are encouraged to join a council focused on a demographic that may not be their own. We empower our colleagues to put allyship into action and better understand and embrace the differences of others.

27% of employees belong to one or more of Voya’s 11 councils



Employees participate in Voya’s first Women’s Symposium.



Voya employees participate in panel during National Disability Employment Awareness Month.

## Council highlights

The **Women’s Employee-Led Council** hosted its first Women’s Symposium, which included a fireside chat with CEO Heather Lavallee, who shared her career journey, and two panel discussions, including one on how senior executives embrace equity at Voya and personally, and a discussion on networking, mentoring and career advancement. The symposium was live streamed and had more than 800 viewers.

The **African American/Black and Hispanic and Latino Employee-led councils** joined forces to deliver financial insights to our employees based on the findings of our Voya Perspectives paper, “Bringing greater financial equity to the workplace to support everyone’s opportunity for a better financial future.” Our councils hosted two programs that provided insights into the financial savings gaps that exist in Black and Hispanic communities and how we can help with tools and resources to plan for a successful financial future.

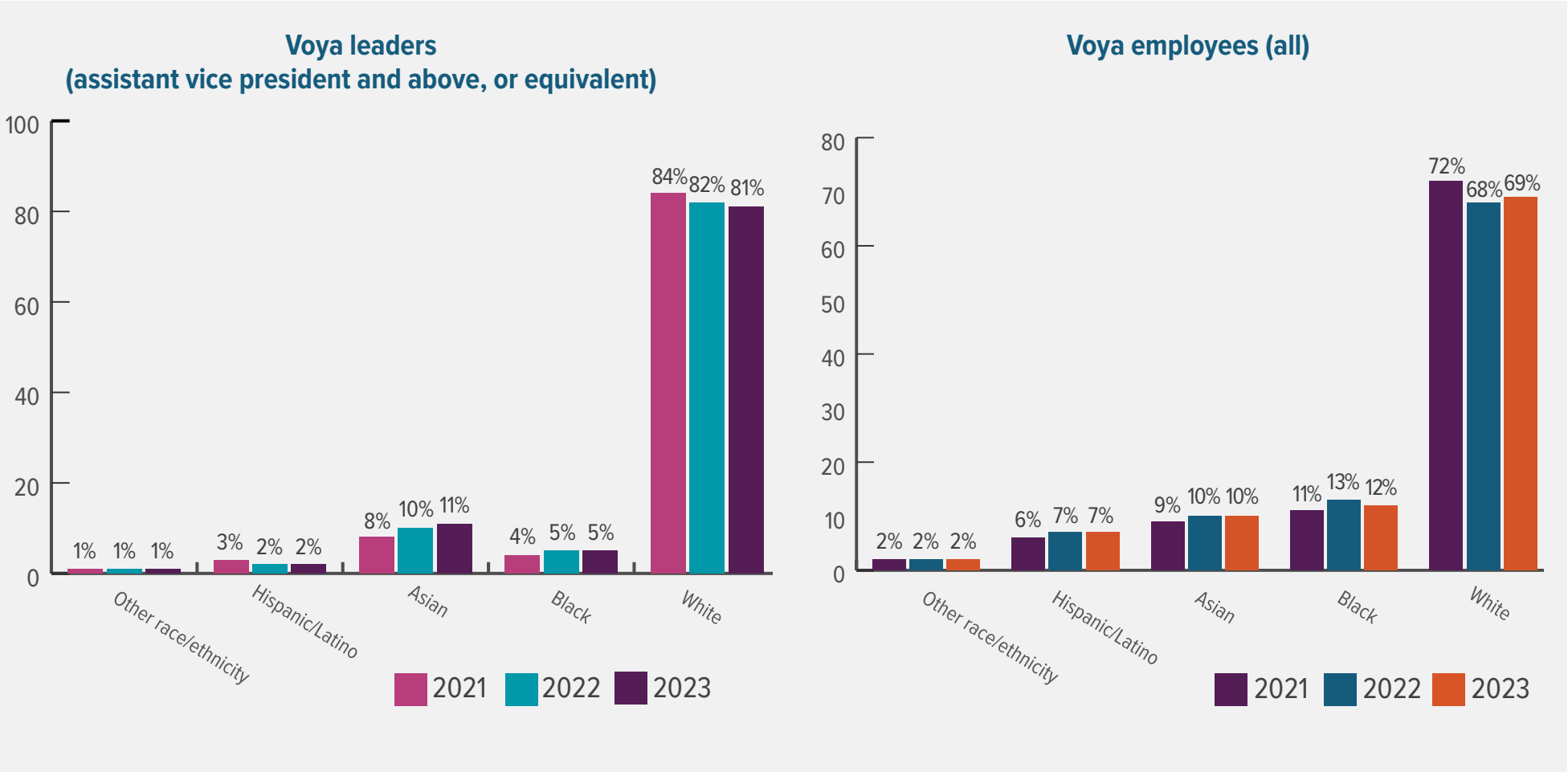
The **People with Disabilities and Caregivers Council** held a National Disability Employment Awareness Month (NDEAM) Summit to bring awareness to employment opportunities for individuals with disabilities and how Voya plays a role in competitive, integrated employment for all.

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# Workforce representation

We believe a workforce with different perspectives and backgrounds fosters new ideas for our clients and customers, enhances our colleagues’ experiences and builds stronger communities. We believe in being transparent about our workforce composition and update our employee demographics on the Voya website each quarter.



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# Learning and professional development

We understand that continuous learning and career development are essential for personal fulfillment, a meaningful Employee Experience and long-term success. That is why we provide employees with resources and tools to help them reach their full potential.

## Cultural Competence Leadership Excellence Program

We completed a Cultural Competence Leadership Excellence Program for the top 80 leaders at the company to help increase their cultural understanding and leadership effectiveness. As part of this program, leaders took a cultural competence assessment at the start and conclusion of the experience, which provided them with a score on the continuum.

The goal is to further build a mindset in our leaders that recognizes, accepts and values the differences we all bring to the table. Over the course of this year-long program, leaders had external coaching and immersive trainings including “Understanding the Black and Latino Experiences” and “How to Have Brave Conversations About Race.” They collectively increased their cultural competence, which will help them be more effective leaders for their diverse teams.

## Voya Cares training and resources

Through the Voya Cares Center of Excellence, training is regularly conducted and resources shared to enable employers to better serve people with disabilities and special needs, as well as caregivers. Voya Cares also has developed required disability inclusion training for managers and etiquette tips for engaging people with disabilities, including the importance of “people first language”.



## Online learning resources

To further support employees’ professional development, we migrated to a more user-friendly employee learning experience, and added access to a new learning platform, which provides more than 4,000 development opportunities. In 2023:



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# Introducing Voya India

2023 marked the launch of Voya India, and we welcomed more than 1,800 employees under the Voya brand. Through Voya India, we are expanding our capabilities by bringing innovative solutions to our customers and driving technology to help lead to greater automation, faster speed to market, enhanced performance, and a more-efficient cost structure.

With shared goals and a common purpose, we will continue to work as one entity, collaborating to satisfy our customers well into the future.

Our colleagues in India are focused on strengthening their inclusive culture where each employee boldly lives Voya’s Purpose and contributes to the greater society. Four Employee-Led Councils were launched in India to build a shared vision for greater impact and inclusion and to bring about real change in elevating our colleagues, supporting our communities, celebrating differences and working toward Voya India’s strategic priorities.



Employees celebrate the launch of Voya India.

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# Employee benefits

Voya is taking intentional steps to make employees feel valued and cared for financially, physically and emotionally. In order to live our Purpose, we are committed to offering a wide array of benefits and improving our offerings to meet our employees’ and customers’ evolving needs.

## Supporting for our families

For new parents, focusing on personal needs is often challenging because of the realities of childcare. Voya offers its enhanced parental leave policy, which provides 12 weeks of paid leave for both parents after the birth or adoption of a child. This is in addition to any short-term disability leave for a parent who has given birth.

Our employees can now access 24/7 virtual support; clinical care from experienced fertility nurses; clinical information and community resources to address fertility and family-building; guidance about treatment options and referrals to fertility specialists; maternity and newborn care; on-demand access to pediatric, behavioral health and childcare specialists; and support for menopausal employees (inclusive of early identification of symptoms, treatment guidance and mental health support).

To ensure that all families have access to fertility services, we removed the infertility diagnosis requirement previously necessary to access these benefits.

## Mental health support

Voya understands how critical mental health is to our overall well-being. That is why Voya makes available resources to help if an employee or a loved one is suffering from a mental illness.

- To help address access issues, Voya began covering out-of-network mental health visits as in-network (in-network deductible and out-of-pocket maximum).
- Our resources Advocate4Me, Self Care by AbleTo, Rally Missions and the far-reaching Employee Assistance Program (EAP) allow our employees to take the first step in their own or a loved one’s mental health journey.<sup>4</sup>

## LGBTQ+ resources

- Employees looking for professional advice and peer group support can now access FOLX Health to help address issues such as virtual primary care, gender-affirming hormone therapy, sexual and reproductive health, among others.
- Voya’s benefits cover all aspects of gender confirmation treatment.

## Disability inclusion expansion

- As part of our commitment to financial inclusion for the disabled community, employees can access resources and guidance on ABLE accounts, special needs trusts, legal services, government benefits and more.
- Voya employees who have disabilities and special needs, as well as caregivers, can set up one-on-one counseling sessions with Voya Cares to discuss their unique planning needs.

For more information, visit our [2024 Voya Benefit Highlights](#).



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# Competitive compensation

The success of our business is based on our ability to attract, retain, and reward our employees. Our compensation programs provide employees at all levels with a market-competitive total compensation package. We are committed to fair and equitable compensation and processes consistent with our culture. We rely on a pay-for-performance model, which means differentiating pay based on each employee’s performance.

Each year, Voya participates in a variety of compensation surveys conducted by independent consulting firms and analyzes benchmark data results from those sources to inform salary decisions and to adjust pay rates and ranges to remain competitive. We regularly review the compensation levels of employees to ensure that any pay differentials are equitable and based on factors that impact compensation (e.g., business needs, experience, geography, tenure, performance, education, and competitive compensation information).

Additionally, at least every other year, we engage a qualified third-party to conduct a pay equity study based on gender and race. If the study indicates there is a pay gap that cannot be explained by the factors that determine compensation opportunities for our employees, we make efforts to close the gap.

Starting on Jan. 1, 2023, we disclosed salary ranges for job postings and existing employees without regard to work location to further increase pay transparency.

We also provided all people managers with an overview of our compensation philosophy and compensation programs. This course was required for all managers and served as a foundation for subsequent trainings on the annual compensation planning process and managing employees’ compensation. We will continue to engage managers to increase capability and confidence in their consistent and fair management of pay decisions.

This year, we continued our commitment to pay transparency by introducing an Employee Conversation Guide to assist employees throughout the year-end performance cycle. This guide provided helpful materials including information on funding metrics and company performance, tips to prepare for their review with their manager and details of their total compensation package (base salary, cash incentives and equity incentives).



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# Voice of the employee — Priya Srinivasan

*Priya Srinivasan has been working at Voya for eight years on our Enterprise Artificial Intelligence & Data Science team. During her master’s program at Southern Illinois University, Carbondale, Priya found a passion for finding patterns, creating paths for automation and coding that launched her into the data science field. Priya is also active in her local community teaching English as a second language and always finds time to engage with her Voya colleagues as well.*

“I am a “Swiss army knife” data enthusiast. I love solving problems and without knowing it, I was working a lot with data engineering, data mining and pattern matching that laid the foundation for my career in artificial intelligence. At Voya, we started by using legacy tools and now we are up and running on the cloud using the latest technologies. We can better understand participants’ needs to adjust our communication and campaign strategies and provide guidance for positive behavior outcomes with their financial actions. It has been

an enriching, educational, and fascinating journey to help our participants take positive steps toward their retirement readiness for a better financial future.

Outside of my day-to-day job, I love expanding my passions by getting involved in Voya’s inclusive activities. When I got to Voya, I immediately joined the Women’s Council because I thought it would be a great place to network and give back to our community. The council also gave me an outlet to use my photography skills at in-person meetings and events at the Windsor office. I later went on to lead the Windsor site Women’s Council and Voya’s National Asian Council. When I chaired the Asian Council, I relaunched the Asian Council’s book club to build cross-cultural empathy, celebrate and promote intersectionality. I am proud that this initiative created a shared reading and learning experience across councils and has sparked many “aha” moments.

Although I no longer sit on these ELC leadership teams, I continue to look for ways to stay involved at Voya. I currently serve as a Voya Ambassador and volunteer my time at Voya to teach art by partnering



Priya Srinivasan  
Senior Data Analyst

with the People with Disabilities and Caregivers Council. It is a very rewarding experience looking at all the finished paintings and receiving positive feedback where people look forward to these quarterly sessions with enthusiasm.

My favorite part about working at Voya is our commitment to DEI initiatives. As a woman, a caregiver and an Asian immigrant, inclusion has always been very important to me. I have seen first-hand the tremendous positive impact it has made across our pillars: Colleagues, Clients, and Communities. During my tenure as chair of the Asian Council, I was able to learn and grow as an individual; influencing and leading Voya’s DEI initiatives to make a difference. At Voya, everyone is playing to their strengths and can bring their whole selves to work, every day. That is embedded in Voya’s culture. There is a strong sense of community, and all of this is driven from the top.

**I am so proud to work for a company where DEI and community is part of the company’s DNA.”**

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# Clients

A customer-centric approach drives our strategy to provide technology-driven solutions and capabilities that promote everyone’s financial well-being. We concentrate on our participants’ and employers’ increasingly complex needs and address them with innovative workplace benefits, savings and investment solutions.



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# 2023 highlights

Completed our acquisition of Benefitfocus, Inc., one of the leading benefits administration companies in the industry.

Expanded our Employee Benefits Resource Center’s Spanish-language capabilities with a new online multilingual experience.

Published Voya Perspectives paper on how DEI best practices can help improve financial outcomes.

Disbursed more than \$1 million in insurance claim payments through Voya Claims 360 to customers who were unaware that they had a claim opportunity.



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# Enhancing Voya’s capabilities in the new age

## Artificial Intelligence

Artificial intelligence (AI) is changing the way we work and connect with our customers in the financial services industry. Customers expect more personalized experiences, creating demand for innovative technologies. AI is not new to Voya; we have been using forms of AI, including natural language processing and machine learning, for nearly 10 years to improve the way we do business and help our customers achieve their financial goals.

AI has been helping Voya to:

- Bring in new business and expand our solution set with existing employers through improved sales targeting and marketing effectiveness, prioritization of new business requests for proposal (RFPs), and improved forecasting for developing informed pricing predictions.
- Improve and deepen engagement with existing participants through enhanced fraud detection, Voya PAL digital chatbot and personalized participant messaging.

With respect to Generative AI (GenAI), we believe that strong governance is vital to smart implementation of the technology. We are employing an approach that seeks to balance speed with safety.

In 2023, we established a governance framework to support responsible development and deployment of GenAI by defining baseline security standards for our AI environment, including:

- Developing a process for use-case intake, risk assessment and prioritization.
- Delivering a GenAI use-case proof of concept supporting our Workplace Solutions team.

As part of the governance structure, we maintain an AI Risk Policy to address the potential risks associated with the use of any AI technologies by Voya and our third-party vendors.

## The MyVoyage journey

The MyVoyage experience provides individuals with a holistic view of their financial picture — inclusive of workplace benefits and savings accounts, along with the integration of external accounts such as personal banking and credit accounts — to help better manage their health and financial well-being. Users can use this unique, interactive tool to think about their benefits contributions and savings as a total “benefits budget.”



In its first year, our platform was recognized with the “Financial Wellness Innovator” award by MX Technologies for its aspirational vision and active work to build digital experiences that help individuals build personal financial confidence.<sup>5</sup> We aim to continue developing technology-first solutions and make enhancements to improve customer experiences and outcomes.

For a complete view of MyVoyage, visit [www.voya.com/myvoyage](http://www.voya.com/myvoyage).



Voya was awarded Financial Wellness Innovator by MX Technologies.

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# Acquisition of Benefitfocus – a leader in healthcare and benefits administration

In January 2023, we completed our acquisition of Benefitfocus, Inc., one of the leading benefits administration companies in the industry. Benefitfocus offers data-driven, cloud-based products and services to help employers deliver experiences that help drive better health and benefits outcomes for their employees.

Engaging directly with more than 12 million employees of clients in the U.S., Benefitfocus extends our workplace benefits and savings offerings of integrated health and wealth solutions and capabilities across employer and health plan clients.

Benefitfocus is committed to helping organizations and the individuals they serve get the most value out of their healthcare and benefit programs. On a mission to radically simplify benefits through exceptional service and innovative benefits administration technology, Benefitfocus helps clear the path to easier administration, higher benefits engagement and optimized benefits decisions.

Experience:

500+

large-employer customers

Expertise:

20+

years specializing in benefits administration

Innovation:

History of industry-first developments



“We want to be the leader in accelerating the volume-to-value evolution in the benefits industry. It’s

no longer enough for an employer to say, ‘Yes, we have that program.’ Now, it’s, ‘Here’s proof that the program is making a difference to my population.’ It’s an awesome evolution in the best interest of the people. It aligns with Benefitfocus’ purpose — and we intend to be fuel on the fire as this evolution makes its mark on every customer’s value story.”

— Andrew Frend, President, Benefitfocus

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# Impact in action: 2024 plan year open enrollment



100%

On-time client sign-off and starts<sup>6</sup>



96%

Customer/client satisfaction score for contact center<sup>6</sup>



97%

First call resolution<sup>6</sup>



75+

Client Net Promoter Score score for new implementations<sup>7</sup>



45%

Employee utilization of new personalized enrollment guidance<sup>8</sup>



25%

High-Deductible Health Plan increased enrollments for employees using personalized enrollment guidance<sup>8</sup>

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# A purpose-driven customer experience

## Purpose-driven solutions for connecting leaders and customers

We believe that building robust connections creates meaningful conversations between employees and senior leadership, educates our leaders on our everyday operations and ultimately improves our customers’ journeys with Voya. Last summer, our contact center held “go-and-see” demo sessions between customer service associates (CSAs) and Executive Committee members. The sessions created an open dialogue about the customer experience and what “a day in the life” is like for CSAs as they represent Voya. From this opportunity, Customer Connection Calls — a new monthly series — was born. These sessions allow our leaders to access firsthand the hurdles that our customers face and build empathy, furthering our purpose journey.

## Multicultural Hub

Our online Multicultural Hub provides education and resources for the diverse communities that we serve. While the hub is available to support all communities throughout the year, we highlight observations and cultural celebrations including Black History Month; Women’s History Month; Asian American; Native Hawaiians and Pacific Islander Heritage Month; Pride Month; Hispanic Heritage Month; National Disability Employment Awareness Month and Veterans Month. We offer marketing materials to plan sponsors to drive their employees to the Multicultural Hub such as fliers, CCTV screens and content they can include in their own marketing materials.

For more information, please visit [Voya Multicultural Hub](#).

## Multilingual Employee Benefits Resource Center Experience

Voya continues to expand its Spanish-language capabilities with the debut of the Employee Benefits Resource Center (EBRC) online multilingual experience. Now Health Solutions plan participants can visit the EBRC and easily set their language preference to Spanish, or simply toggle between English and Spanish.

Building our inclusive products accelerate our Purpose and create stronger bonds with the growing multi-lingual community in the United States.

The EBRC is a website created specifically for each employer’s insurance and non-insurance product offerings from Voya. This centralized, digital experience is designed as a resource for employees and their families — where they can learn about their workplace benefits via videos, real-life examples, benefit summaries, FAQs and a link to the Claims Center.

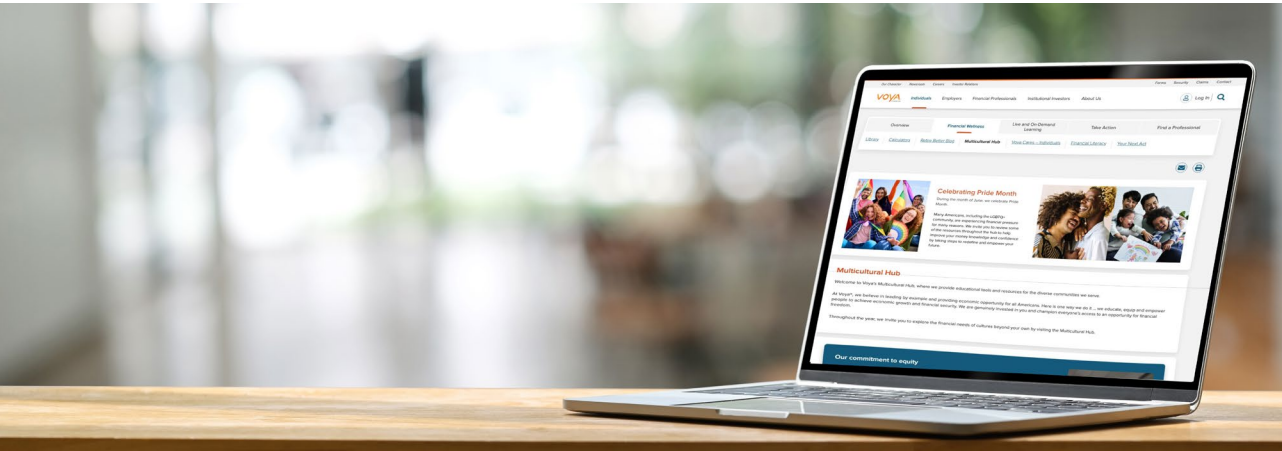


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2023 DALBAR Award

Voya continues to work to enhance the way in which it communicates with its customers. We were recently awarded with the 2023 DALBAR Communications Seal of Excellence. This distinction recognizes financial service communications that display excellence in meeting the needs of customers and providing a best-in-class customer experience.<sup>9</sup>

HSA market growth

We believe that health savings accounts (HSAs) are a powerful way for individuals who are also enrolled in a qualifying high-deductible health plan (HDHP) to contribute to, and pay for, eligible healthcare expenses in the future. As people in the U.S. increasingly use HSAs as a way to help pay for unexpected medical costs, we remain focused on growing in the HSA market to help meet the evolving health and financial needs of our customers. Since funds in an HSA can be used even in retirement, HSAs are uniquely positioned to help close the retirement healthcare savings gap. We encourage employers and participants to view HSAs as a wealth accumulation vehicle to help prepare for the retirement healthcare costs that may impact financial security later in life.

[Our 2023 Voya Perspectives Orange Paper](#), “Amplify the power of HSAs to boost health care savings — now and in retirement,” discusses how employers can use HSAs to help improve employees’ financial outcomes. This research covers how HSAs can be

used into retirement, what employers should do to promote HSA participation and why it is beneficial. It encourages employers to use digital technology — such as MyVoyage — to provide employees with decision-making support without increasing administrative complexity.

We continue to make enhancements and advanced capabilities to the Voya Health Account platform to create a better user experience.<sup>10</sup>

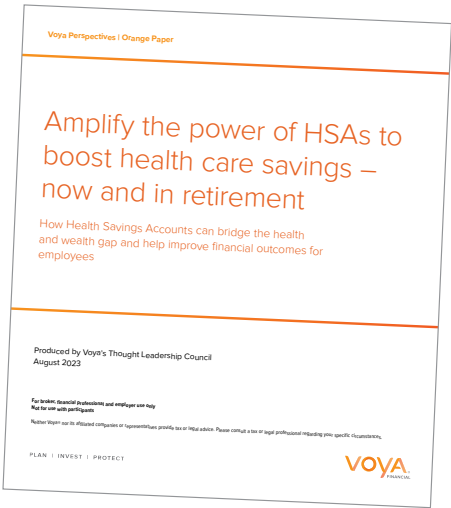


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# Inclusion and equity for our clients and customers

## DEI Research: Bringing greater financial equity to the workplace

Our Voya Perspectives paper, “Bringing greater financial equity to the workplace to support everyone’s opportunity for a better financial future”, discusses how diversity, equity and inclusion (DEI) best practices can help improve financial outcomes. We studied four employee communities: African American/Black, Asian, Hispanic/Latino and White to better understand opportunities to help employees from different communities manage their finances and save for retirement.

### Key takeaways

- African American/Black and Hispanic/Latino communities face savings barriers.
- Insufficient emergency funds make it more likely that employees will take hardship withdrawals or loans from their retirement plan.
- Employers can drive positive results through inclusion-focused best practices. Proven strategies can help close retirement savings gaps, including automating plan enrollments.
- A proven solution is to design a more connected, personalized approach that gets workplace benefits and savings in sync.
- Inclusion-oriented workplace strategies can support better outcomes. For employers, it is key to build strategies aligned with their

organization’s size, culture, values, employee population and benefits package.

- Health inequities existing within some communities can undermine the strength and resilience of the workforce.

Voya is engaging and educating employees on ways to use eligible benefits more effectively when they experience a covered event. Some of these efforts are designed to connect the dots between active supplemental insurance coverages for which an employee is enrolled and notify them when they have a potential claim opportunity.

View the [full Voya Perspectives paper](#) to discover how DEI best practices can help close retirement savings gaps to improve financial outcomes.

“Incorporating auto enrollment and re-enrollment features into our plan design has resulted in our ability to address and close prior disparity gaps.”

— Beth Conradson Cleary, Executive Director, City of Milwaukee

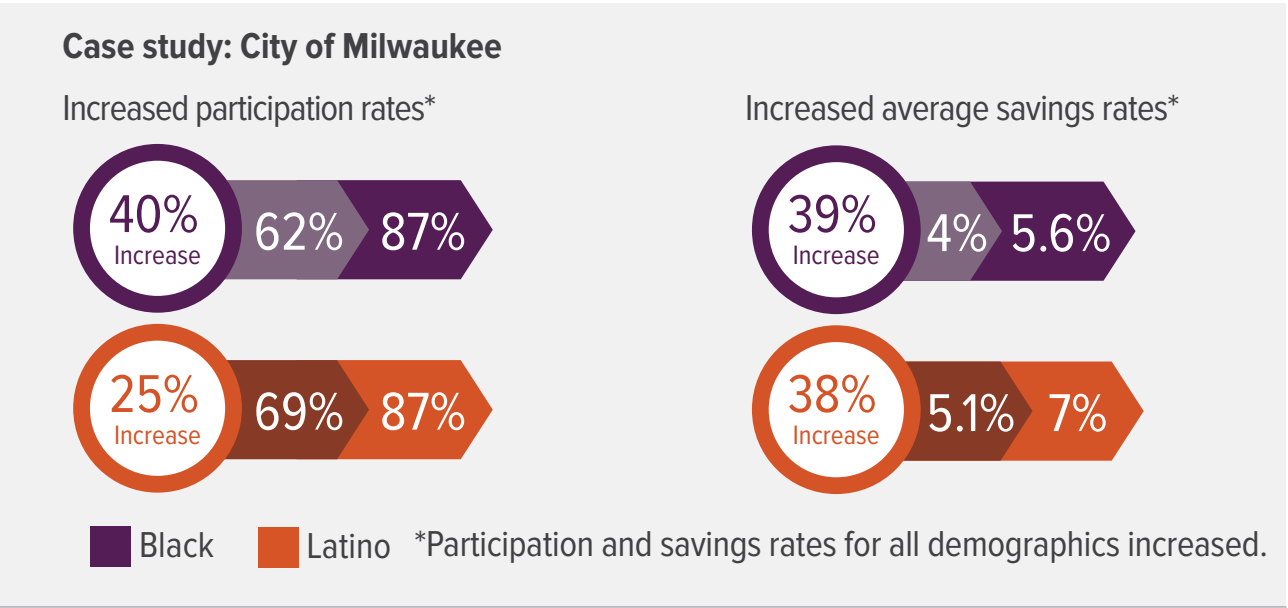


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## Voya Claims 360

We live our purpose through our intuitive, client-centric and proactive claims experience. We heard from employers that they wanted to see increased utilization of their supplemental benefits, and we listened. The goal of Voya Claims 360 is to get employees to receive eligible benefits when they experience a covered event, even if they are unaware that they have a claim opportunity. Sometimes we are aware when employees have a potential claim and are able to notify them. Other efforts may result in automatic payment of an eligible benefit. Voya Claims 360's comprehensive support, data-driven messaging and integrated approach across the supplemental health coverages helps to meet the needs of all of those involved in the claims process.

## Claim Status Tracker enhancement

Since the launch of Voya's Claims Status Tracker in 2018, more than 242,000 participants have taken advantage of this valuable self-service tool to check the status of their supplemental health insurance claims, and customer usage climbs each year.

Building on this success, we expanded Voya's Claims Status Tracker to handle life insurance claims to make it easier for customers and beneficiaries to find out when they will receive their eligible benefit payment during what can be a difficult time.

More than  
\$1M

disbursed in Supplemental Health Insurance claims (Accident, Critical Illness/Specified Disease and Hospital Indemnity) through Voya Claims 360<sup>11</sup>



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# Voice of the employee — Tom Armstrong

*Tom Armstrong is a legacy employee at Voya. Over the past 28 years, Tom led teams in contact centers, technology, sales, and now analytics and research. Throughout his tenure, Tom has cultivated a passion for analyzing our customers’ unique needs and patterns to enhance their financial well-being.*

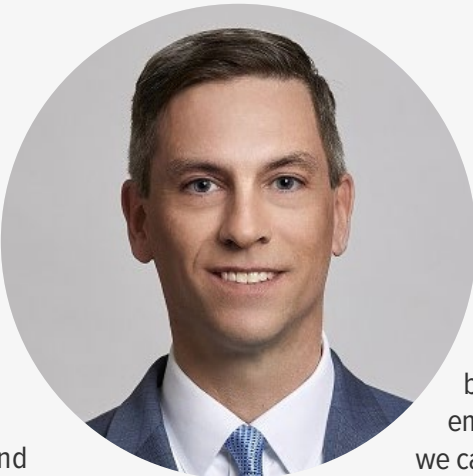
“I have always tried to stay close to our customers to help improve their experiences and outcomes. My foundational time in the contact center taught me that we are more than retirement and health products. We are in the business of helping each of our customers achieve a strong financial future.

My team turns data into insights through research, analytics, and reporting. We provide those insights to employers (our clients), to help them better understand how their employees are doing on their journey to financial security and provide actionable steps to improve their financial well-being. As the leader of our Voya Behavioral Finance Institute for Innovation, my team and I also execute experimentation aimed

at helping employees make smarter decisions to improve their short term and long-term financial security.

Last year our team worked with some of our large clients and the marketing team to launch a thought leadership piece that came from a robust research project to study benefits equity. “Bringing greater financial equity to the workplace to support everyone’s opportunity for a better financial future” was the culmination of 2–3 years of work that provides a new lens for employers to view their benefits design and actions to help improve the financial success for their employees. The most rewarding part is helping plan sponsors make a real difference in their employees’ lives. We’ve had clients implement auto-enrollment, conduct re-enrollment and modify benefits design because of this research.

We at Voya also used this new insight to conduct re-enrollment in our own 401k plan which has helped close participation and savings gaps between race/ ethnicity and gender. In partnership with external academics, we also shared and deployed findings from innovative research that helped employees save more in the future. In 2024 we are working to



*Tom Armstrong  
Vice President, Customer Analytics and  
Insight Head of Voya Behavioral Finance  
Institute for Innovation*

better understand customer behavior as employees transition into retirement so that we can help plan sponsors evolve benefits design, while improving employee outcomes.

Our clients are great partners. In fact, we have some clients that have really leaned into our benefits equity research. Beth Cleary, Executive Director of the City of Milwaukee deferred compensation plan has not only implemented many of the plan design features that help to improve retirement plan participation in the plan she oversees but has also joined Voya in presenting the importance of this topic at a number of high-profile meetings and conferences. This collaboration is a true sign that our Purpose at Voya is resonating and helping us drive meaningful improvement for our clients but also broader communities.

I feel so lucky to work at a company with thousands of colleagues who are helping to make a difference in the lives of all those we serve. I’m excited about the future research and innovation we will bring to our customers, helping individuals and employers make smarter decisions across the workplace benefits ecosystem so that they can achieve a secure financial future.”

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# Communities

We partner with businesses and organizations that share our commitment to advocating for financial resilience and meeting the diverse needs of our local communities.



Members of the CEO Commission for Disability Employment, including several Voya employees, advocate for disability inclusion on Capitol Hill in Washington, D.C.

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# 2023 highlights

Launched financial literacy program. Voya Unsung Heroes has awarded \$6.2 million in grants to educators since inception in 1996.

Launched mental health initiative to help young adults develop healthy stress management and coping skills.

Volunteered more than 13,000 hours during our 10th annual National Days of Service.

Published Voya Cares research highlighting workplace benefits and community resource needs of individuals working beyond the traditional retirement age.




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# Voya Foundation


Voya Foundation makes a meaningful difference in the community by investing in a focused and impactful way. We support programs with well-defined metrics and measurable outcomes that all work toward the same goal — to help create financially resilient youth. Grants focused on financial resilience work to ensure that youth are equipped with the Science, Technology, Engineering and Math (STEM) expertise and financial knowledge necessary to compete in the 21st century workforce and make smart financial decisions that lead to a secure retirement.

In 2023, our philanthropic financial resilience programs on average reached a diverse set of 41,000 beneficiaries:




59%

female



78%

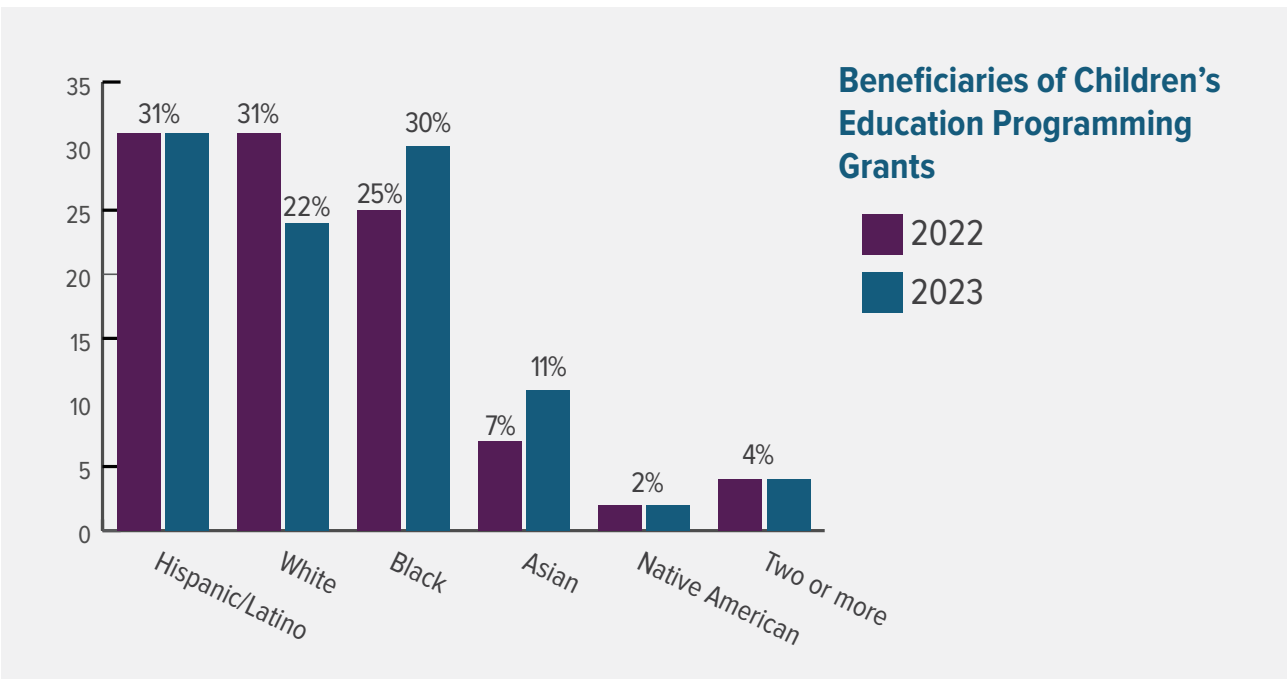
people of color



Majority with annual household incomes under

\$60K

Voya Foundation recently added a focus on mental health to help provide young adults healthy stress management and coping skills, preparing them for the ups and downs associated with employment, family and health trajectories on their journey to financial resilience.



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Voya Scholars

To continue our investment in the future of our K-12 beneficiaries, any student who has participated in a Voya Financial or Voya Foundation charitable program is eligible to apply to become a Voya Scholar. Every year, five beneficiaries are selected by business leaders across the company to receive scholarships of \$10,000 each. Additionally, scholars go on to participate in career guidance initiatives and receive priority consideration for jobs and internships.

*Congratulations to the 2023 Voya Scholars who are attending colleges across the country:*

- Kaylee Campbell — University of Nebraska, Lincoln
- Allen Ho — Massachusetts Institute of Technology
- Naomi Nwokoma — Temple University
- Samarth Sanketh — University of Nebraska, Lincoln
- Kevin Sun — Duke University



Voya awards first place prize to Unsung Hero winners.

Science, technology, engineering and math (STEM) education

Voya Foundation supports organizations that fund high-quality, experimental STEM learning opportunities for children in grades K-8. Additionally, Voya Foundation’s research has shown that another key indicator of the effectiveness of STEM education lies in the experience and credentials of STEM teachers. For that reason, as part of our focus on assisting teachers across the U.S., we partner with organizations providing STEM recruiting, training and education opportunities to current or aspiring K-12 teachers.

4,500+  
educators enrolled in Voya-funded,  
K-12 STEM training programs

30%  
increase in student interest in STEM  
degrees and careers, on average

47%  
average financial literacy  
improvement for students

Voya Teacher Voices

The positive impact of the programs we support is amplified when teachers are given the training, tools and resources needed to be effective in exposing students to STEM and financial literacy concepts. For that reason, Voya Financial and Voya Foundation launched Voya Teacher Voices™ to provide training opportunities to expand high achieving teachers’ expertise, help recruit the next generation of educators, and provide classroom funding opportunities for teachers to pursue innovative curriculum design through Voya Unsung Heroes® and other programs.

Voya Unsung Heroes awards educators with grants to implement new and exciting programs into their classroom, across all subject matter. Each year, 50 educators are selected to receive \$2,000 to fund their class projects. Three grand-prize winners are chosen to receive the top awards of an additional \$5,000, \$10,000 and \$25,000.

*Congratulations to the 2023 First Place Voya Unsung Heroes grant recipients:*

Mallory McDonald and Chris McDonald from Southwestern High School in Somerset, KY. This father-daughter teaching project, “Southwestern Agriculture Center and Farm,” is an innovative school farm created to enhance learning in animal science and agriculture mechanics.

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# National Personal Finance Challenge

Since 2018, the National Personal Finance Challenge has been a Voya signature sponsored program and is managed by the Council for Economic Education (CEE). Each year, thousands of students in high schools across the country learn the tenets of personal finance and literacy through the National Personal Finance Challenge.

Our strategy has been to increase the number of participants in the national competition and improve representation. The number of participants increased to 15,000 in 2023, up from 12,500 students in 2022. African American/Black and Hispanic/Latino students represented 37% of the total participants in 2023 as compared to 28% in 2022.<sup>12</sup>

The student participants test their knowledge through case study and quiz bowl-style competitions and ultimately advance to the spring finals. The best teams come together at a national competition where they are presented with a financial scenario of a fictional American family.

The teams develop financial plans to help the family take the necessary steps toward financial well-being. A panel of judges select the National Champion winning team.

15,000+

student participants in 2023 National Personal Finance Challenge



Voya and CEE recognize the winning 2023 National Personal Finance Challenge team from Adrian Wilcox High School.

### Expanding our purpose across our areas of focus — financial literacy curriculum

We continue to evolve our focus on financial literacy inclusion, and in 2023, Voya piloted an initiative focused on Voya employees as volunteers supporting students attending Title I schools.<sup>13</sup> In partnership with Voya, CEE created six financial literacy modules in areas of personal finance — earning income, spending, saving, credit, investing and risk — that Voya employees facilitated in preparation for the National Personal Finance Challenge.

Our volunteers also provided students the opportunity to practice presenting a case study, as well as a mock quiz bowl to test their personal finance knowledge. Each volunteer facilitated two sessions, and a total of 45 Voya employees participated in this pilot.

These modules improved the financial literacy of participants and increased interest in careers in business, finance and financial services. In the newest phase, we took the financial literacy modules to HBCUs and university students via the Voya Ambassadors program, Voya Financial interns and employee pilot groups.

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financial literacy sessions conducted at colleges and internally by Voya employee volunteers

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# Employee volunteerism

Voya employees often volunteer their time to support an array of deserving local and national organizations that benefit from their time and expertise. We encourage our employees to find volunteer activities that help them find a deeper, personal purpose. Initiatives such as the annual National Days of Service (NDOS) and our Volunteerism Council allow us to spark change throughout the year.

### The Volunteerism Council

The Volunteerism Council is a vital part of our company’s overall volunteerism programming, responding to employees’ interests at their locations, organizing and leading local volunteer events and assisting in the success of national programs. All employees have the opportunity to join this council to learn about various volunteer events in their local communities.

### National Days of Service

This year marked the 10th annual National Days of Service, in which we fan out across the country to participate in targeted volunteer events throughout the company’s national footprint.

In 2023, approximately 60% of employees participated in our National Days of Service challenge, where Voya employees logged more than 13,000 volunteer hours.

Voya ranks No. 1 in highest volunteer participation among all of Benevity’s Financial Services clients.<sup>14</sup>

40 hours

paid volunteer time for each employee annually



Voya employees create memory books for Children’s Cancer Network volunteer events during NDOS.



Voya Workplace Solutions CEO volunteers during NDOS.

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Nonprofit Highlight: Soles4Souls

Soles4Souls has been a nonprofit partner of ours for 13 years and is one of the country’s top-rated nonprofit organizations. It turns unwanted shoes and clothing into opportunity by keeping them from going to waste and putting them to good use.

The nonprofit provides relief, creates jobs and empowers people to break the cycle of poverty. As of 2023, S4S has collected more than 83 million pairs of gently used shoes and clothing. In addition, Soles4Souls provides new athletic shoes to children experiencing homelessness in the United States.

The most recent volunteer sabbatical took place in Nashville and was organized by our Volunteerism Council, in partnership with Soles4Souls. During the sabbatical, 12 employees provided 150 students from the Entrepreneurship Academy at Maplewood High School with new shoes and socks. Our employees also held financial literacy sessions for students in both English and Spanish and volunteered with a Soles4Souls nonprofit partner to prepare food for those experiencing homelessness.

Over the past 13 years of partnership with Soles4Souls, we have:

- Donated more than 18,500 pairs of used shoes and 200 pieces of used clothing — keeping 23,225 pounds of textiles out of local landfills and extending their lifespan through various Voya-led events.
- Provided \$2.4M in shoes and financial support to support the S4S mission.
- Sponsored four employee volunteer sabbaticals to date in Costa Rica, Puerto Rico, the Navajo Nation in Arizona and Nashville, Tennessee.

“Shoes signify good health, dignity and joy. In some ways, they boost equity and inclusion, particularly for those who find themselves in a lower economic position than their peers. Belonging and feeling included are the fundamentals that we all crave and need.”

— Angela Harrell, Voya Chief Diversity and Corporate Impact Officer and Soles4Souls Board Director



Employees participated in Voya’s fourth volunteer sabbatical with Soles4Souls.

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# Employee giving

Each year, employees give generously by raising millions of dollars during the Employee Giving Campaign (EGC) in September, as well as year-round. Voya saw another year of fantastic participation for EGC with 75% of employees participating in events to support more than 1,900 causes and nonprofits. In 2023, our strong employee engagement and camaraderie produced over \$5.2 million in donations to charitable organizations, including Voya Foundation matching contributions.

Voya Financial employees have a long history of contributing time, talent and financial support to better the communities where we, and our customers, live and work. They foster a deep culture of giving. Through the Employee Giving Campaign (EGC), our robust volunteer programs and executive board placement program, employees are driving positive change.

While employee engagement benefits the community, it also helps employees gain new skills, expand professional networks, gain fresh perspective, discover creativity and practice collaboration skills.

## Employee giving programs

One vehicle for our employees to demonstrate their commitment to the community is our year-long employee giving program.

We exemplify our giving program with a month-long engagement campaign that heightens awareness each September.

**\$5.2 Million**  
raised by employees including Voya  
Foundation match

When employees contribute to a qualified charity, Voya Foundation matches dollar-for-dollar up to \$5,000 per employee per year. This investment creates a meaningful difference in our local communities and reinforces our corporate value *We Care*.

## 10-10-10 challenge

In celebration of Voya’s 10-year anniversary, we developed an innovative way to give back to the communities where we live and work. The 10-10-10 challenge engaged employees in volunteerism and giving and provided an opportunity for 10 different opportunities for individuals or teams to engage in friendly competitions such as photo contests of volunteerism events, or rates of team participation to direct grants of \$10,000 to 10 nonprofits. Five nonprofits were awarded grants during NDOS and five during EGC.



Employees in New York City office compete in a friendly game to raise money for charities during Employee Giving Campaign.

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# Voya Cares

The Voya Cares program continues to be a key differentiator for Voya as we drive disability inclusion for the one in four individuals in the U.S. who have disabilities. Through innovative resources, thought leadership and advocacy for our employees, clients and community members, Voya Cares positively influences our culture and our business.

In 2023, Voya Cares and Easterseals joined forces to launch the *State of Disability Equity and Access Report*, a collaboration with the purpose of enhancing financial equity and the quality of life of people with disabilities and their caregivers.

The report was launched at a two-day forum in Washington, D.C., attended by Voya leaders, Easterseals representatives, government officials, and thought leaders in the disability space to discuss and advocate for disability inclusion.

### Employment Extenders

Voya Cares continues to extend market-differentiating efforts to make a positive difference in the lives of individuals who are aging, those with disabilities and their caregivers. Voya Cares and Easterseals — one of the nation’s leading disability and community services providers — collaborated to conduct a survey of workers who are nearing or have passed the traditional retirement age, the fastest growing segment of the labor market. The findings, *Employment Extenders: A (labor) force to be reckoned with*, provide valuable insight into the workplace benefits and community resource needs of individuals working past the traditional retirement age.

*Key research findings include:*

- While the majority of survey respondents say they continue to work because they want to, 92% also indicate they are working because they need or want more money for retirement, and 60% of Employment Extenders say they have less than \$500,000 in retirement savings.
- Employees are not considering the associated costs and increased likelihood of the need for lifespan care support for themselves or a loved one, as they age. This oversight may derail retirement savings if they need to stop working before expected due to a decline in their or a loved one’s physical or mental health.
- Employers who create benefits with clear monetary value, such as matching contributions, and ones that can fill the gap in health and lifespan care benefits — such as Health Savings Accounts and long-term care riders — can play a role in helping employment extenders better meet their unique needs.

The full research paper and supporting materials, such as an infographic and employer checklist, can be found at [VoyaCares.com/Aging](https://VoyaCares.com/Aging).

This research has received extensive media coverage and helped to raise awareness among employers by providing insight into aging employees’ mindset. The research paper includes recommended actions that employers can take to help increase retention and save on the cost of new employee recruitment and onboarding.



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Disability inclusion advocacy

Building on our history of support for DEI and in celebration of our 10-year anniversary, Voya donated \$100,000 to advance the employment of people with disabilities with \$50,000 grants each to Disability:IN and National Down Syndrome Society (NDSS).

The \$50,000 donation to Disability:IN was earmarked for the nonprofit’s NextGen Matchmaking program — a virtual, one-on-one speed-networking event where corporate representatives are matched with college students and recent graduates with disabilities. The NDSS \$50,000 funding was designated for the development of cross-sector collaboratives to include providers of disability services and support, business partners in employer roles as well as disability-focused staffing agencies.

The collaboratives will address common barriers to employment such as transition education, accessibility, transportation, system navigation and benefits counseling.



Voya CEO and former Executive Chairman present a donation to National Down Syndrome Society.

Through a long-standing collaboration with the National Down Syndrome Society (NDSS), Voya Cares is committed to providing financial support to entrepreneurs with Down syndrome through an annual grant program awarded to an individual with Down syndrome who wants to start their own business or grow an existing one. The 2023 Voya Cares and NDSS Entrepreneur Grants were awarded to two disability-owned small American businesses and the program continues to raise awareness about the thriving entrepreneur community with Down syndrome.

In addition to the work we do with our nonprofit partners, we also share best practices with other organizations and encourage their advocacy and action. At an event in 2023 at Aspen Institute’s Inclusion, Diversity, Equity and Accessibility (IDEA) Convene in Washington, D.C. previous former Executive Chairman, Rodney O. Martin, represented Voya and recounted the series of steps we took to evolve our approach to disability inclusion since 2015.

He discussed our work to create a more inclusive environment at Voya by raising awareness with employees, training people managers, encouraging open dialogue for employees, purposefully communicating about disabilities internally and externally and ensuring representation in our branding and marketing of those with disabilities and special needs. He also spoke of the importance of partnering with nonprofits to advocate for legislative changes and to encourage more organizations to get engaged in changing the status quo.



Jacob Kiefor of This is Jacob LLC and Mohamed Camara of Zero Premium Condiments were recipients of Voya Cares and NDSS Entrepreneur grants.

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# Supplier Diversity

At Voya, we are striving to build an inclusive supply base to help create greater opportunities for businesses that are small and owned by minorities, women, veterans, LGBTQ+ and people with disabilities.

These business enterprises provide goods and services to Voya that help diversify our supply base and our ability to serve our customers’ needs. We believe that this effort will help reflect the diversity of our communities, and the clients and markets we serve.

Doing business with diverse firms provides economic empowerment in the communities where we live and work, and increases our ability to develop innovative solutions to meet our clients’ diverse needs.

The expanded Supplier Diversity program was a recommendation of the DEI Task Force which identified the need for an enhanced supplier diversity practice and policy.

The policy aims to build a process-driven, world-class supplier diversity program that is embedded into the culture of Voya and results in shareholder value over time.

185%

increase in supplier diversity spend compared to 2022

11%

increase in diverse suppliers compared to 2022



Progression from a Level 2 to Level 4 Supplier Diversity Program



Launch of our pilot Supplier Diversity Tier 2 program

## Supplier diversity in action

In 2023, our Strategic Procurement Services team participated in the Disability:IN Supplier Mentoring Program. This program partners companies with small businesses to better position them for growth, sustainability, and inclusion in corporate and government supply chains.

We partnered with a veteran- and women-owned communications business to help them identify best practices to attract new commercial clients and propel their business strategy. Over a 12-month period, this small business participated in knowledge sharing sessions with subject matter experts at Voya across our human resources, product development, artificial intelligence and acquisitions teams. We look forward to strengthening our support of diverse and small businesses.



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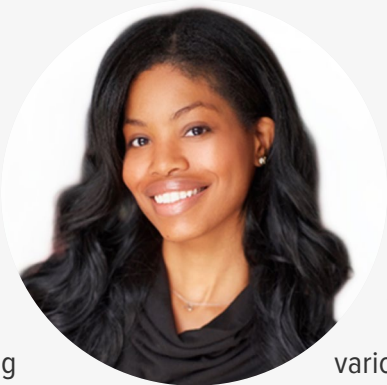
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# Voice of the employee — Latoya Dobyns



Latoya Dobyns  
Senior Communications Manager

*Latoya Dobyns is an active member of the Voya community and is invested in expanding financial preparedness for all. Latoya joined Voya in 2021 and currently supports our human resources communications to ensure our employees are informed, empowered and encouraged to perform, grow and develop. Outside of her day-to-day job, she serves as a Voya Ambassador and leads the deployment of the program’s financial literacy curriculum.*

“One of the rewarding benefits of working at Voya is being able to expand my knowledge across various areas within the organization. I am in my third year as a Voya Ambassador and in this role, I’ve been able to forge relationships with professional organizations and leverage our partnership with the Council for Economic Education (CEE) to build a financial literacy curriculum.

What started as a Voya Ambassador recruiting idea, flourished into an essential financial preparedness training that has been shared with our colleagues and local communities.

Voya recently began offering the training modules during college and university visits, volunteer events and at professional conferences to highlight our Purpose through the importance of financial awareness and education. Our employees have been able to develop and enhance their leadership skills through facilitating and moderating the trainings modules to high school and college students.

We also are piloting a program that allows our own employees to explore the financial literacy modules and the educational tools shared through the training. The interns, employees and community members who have completed the training modules have shared that they feel much more confident in planning for their future. It has been rewarding to see others feel empowered to know they made a difference in the lives of others.

I’ve also had the pleasure of providing communications support for our involvement in the CEE’s National Personal Finance Challenge, highlighting the winners of the challenge and Voya’s commitment to financial preparedness. Recently, I’ve been able to take on a more involved role in the planning phase, encourage colleagues and

various leaders to participate and actually attend a National Championship. The experience is like nothing I’ve ever experienced before, and I am extremely grateful to Voya and our Social Impact and Inclusion team for allowing me to attend and be a part of such an incredible experience.

**I say it more often than I ever thought I would, but it is never too early to enhance your financial knowledge. I would also share the importance of saving. A little can go a long way — it’s not so much the dollar amount that is important when it comes to saving, but the consistency and discipline that goes along with it.”**

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# Governance

At Voya, we believe a strong and sustainable corporate governance model is essential to the active oversight of our company. Our culture of ethics is foundational for how we live our Purpose and helps build stronger trust to better serve our colleagues, clients and communities.



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# Our approach to corporate governance

We hold every employee accountable to act with the highest level of integrity, and we empower our people to speak up. Our policies and procedures are designed to maximize transparency and foster an ethical environment.

For the 10th consecutive year, Voya was recognized on the World’s Most Ethical Companies® list. We were one of just 135 companies around the world, and one of only seven companies recognized in the financial services category, to earn this award in 2023.<sup>15</sup>

### Business ethics

Ethics are at the center of the decisions our employees make every day. A strong focus on ethics — reinforced by our policies, procedures, and regulatory monitoring and reporting — is integrated in all areas of Voya’s corporate responsibility practices. Our ethical practices support our corporate responsibility framework by helping ensure we do the right things for our colleagues, clients, communities and other stakeholders. At the same time, understanding industry regulations and documenting our actions are essential. Voya’s Code of Business Conduct and Ethics is designed as a guide to the responsible, ethical and lawful behavior we expect our employees to exhibit in their business activities.

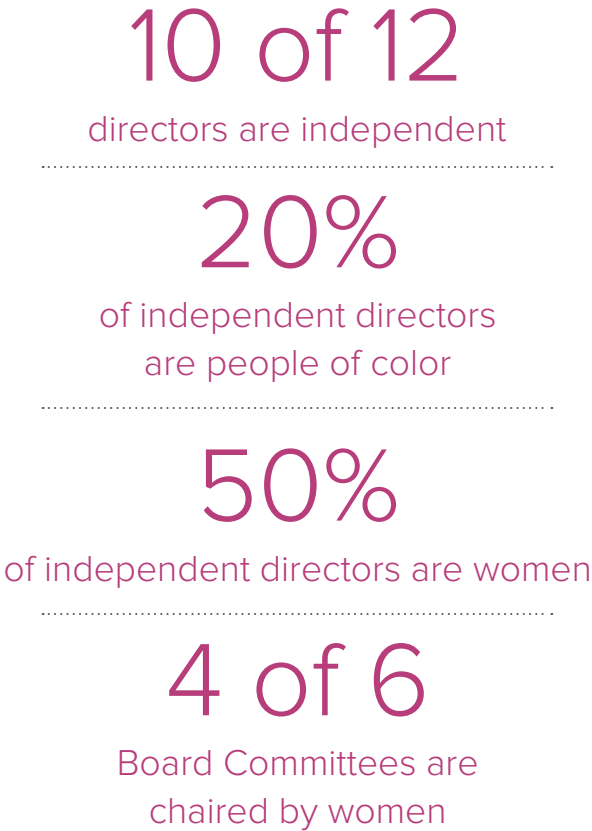
100% of Voya employees completed the Code of Business Conduct and Ethics training during 2023

### Board diversity\*

Voya’s Board of Directors (the “Board”) is comprised of a highly skilled group of individuals representing a diversity of experiences, backgrounds, tenure, gender, and ethnicity. We believe that the Board needs to draw upon a range of experiences in understanding opportunities, anticipating challenges and assessing risks to have effective corporate governance with a robust decision-making process.

The Nominating, Governance and Social Responsibility Committee assists the Board in overseeing and reviewing information regarding environmental, governance and corporate social responsibility (ESG) matters of significance to the Company, including policies, procedures and practices. In addition, the Committee reviews the Company’s activities and initiatives related to diversity, and equity and inclusion and receives periodic reports regarding the Company’s diversity activities and initiatives. This *Impact Report* is reviewed by the Committee and directors provide input and recommendations prior to its publication.

For more information, [visit Statements and policies.](#)



For more information, [visit Board of Directors.](#)

\*Board metrics as of December 31, 2023.

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Risk management

The Voya Board of Directors has oversight for risks within our company and is responsible for ensuring that risk management processes are integrated with Voya’s strategy. The Board delegates the oversight of risk to the Risk Committee of the Board which oversees the assessment, management and mitigation of material risks, collaborating with other committees, as appropriate. For more information on the Board’s committees and risk management oversight, please refer to the [Board of Directors](#).

At the Voya Financial management level, the Voya Chief Risk Officer (CRO) and the Enterprise Risk Management (ERM) team are responsible for managing and aggregating risk at a company-wide level. The Voya CRO reports to the Voya CEO and has direct access to the Board on a regular basis. The Voya Risk Committee is a management committee that oversees the risk profile and risk management practices with respect to financial, non-financial, product, and model risk issues of the company. It approves risk policies, determines risk appetite, and monitors limits and tolerances.

The Voya Risk Committee is supported by its standing risk committees, each with a specific focus area and charter. These committees oversee all matters relevant to their specific risk domains. Their charters extend to risk identification, assessment, mitigation, and reporting.

We use a dynamic approach to integrate the risk management strategy and risk appetite into all areas of our company. Business leaders are responsible for managing risks specific to their business objectives and business environment. ERM has the responsibility to ensure that our company has insight into its aggregate risk and that risks are managed within our overall risk appetite. ERM in collaboration with other Voya risk and assurance functions, including Compliance, Legal and Internal Audit, provides assurance that each business unit’s controls are present, compliant and effective, informs the risk identification process, and provides advisory support.

Our ERM framework incorporates risk governance, an industry standard risk taxonomy, tools and methods used for risk identification, assessment, measurement and mitigation of risk exposures. This framework seeks to enable Voya to be better equipped to adapt to market dynamics, regulatory changes, and emerging risks, while fostering sustainable growth through a robust risk awareness culture with the goal to protect and increase franchise value.



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ESG governance structure and management

Our Environmental, Social and Governance (ESG) risk management framework covers a broad spectrum of Voya Financial’s activities, including the management of our relations with our business partners and communities. The framework reflects our commitment to conducting business in a way that is socially, environmentally, economically and ethically responsible, in line with our Corporate Values.

The updated 2024 ESG risk management guidelines generally apply to our business transactions and products to the extent that they do not conflict with our obligations to our customers or other legal and regulatory requirements. The scope of the ESG risk framework is broad and includes, among other areas, human rights, labor issues, health and other critical matters. We review our ESG risk management approach and the related systems and processes on a regular basis to help ensure that ESG risks are effectively managed.

The enterprise ESG strategy and execution are managed at the business and functional level, with enterprise management and reporting responsibility led by our ESG Steering Committee composed of Voya’s Chief Financial Officer, Chief Legal Officer, and Chief Risk Officer, and Voya Investment Management’s Chief Risk Officer.

The Enterprise ESG Steering Committee reports to the Voya CEO and is responsible for overseeing:

- Execution of our ESG strategy, commitments, and ESG-related disclosures;

- Alignment of climate-related disclosures and key reporting frameworks in accordance with regulatory, business and customer/shareholder expectations;
- Management and measurement of ESG metrics in our annual reports; and
- Monitoring of ESG opportunities, issues and risks to the business.

Quarterly progress reports, opportunities, relevant corporate responsibility issues and regulatory updates are presented to the Nominating, Governance and Social Responsibility Committee as appropriate.



Cybersecurity and data privacy

*Committed to “Securing today. Protecting tomorrow”*  
Voya’s Information Security Management System (ISMS) is certified and meets the requirements of the rigorous ISO/IEC 27001:2013 standard. Receiving this certification demonstrates Voya’s commitment to investing in our people, processes and technology to protect customer data, and it provides an independent, expert assessment of our data protection standards.

Voya has celebrated Cybersecurity Awareness Month (CSAM) — a month-long campaign designed to educate and build greater awareness of the role that every individual plays in protecting personal information — for the last several years. We offer educational opportunities and activities all year long focused on four basic behaviors used to protect both professional and personal devices:

- Reporting phishing
- Using strong passwords
- Updating software regularly
- Enabling multifactor authentication



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# Voice of the Chair of the Board — Ruth Ann Gillis

*Ruth Ann Gillis is an experienced C-suite executive with over 20 years of distinguished service on corporate boards. She has held a number of senior executive roles including Chief Financial Officer, Chief Administration Officer and Chief Diversity Officer, within multiple complex, highly-regulated industries, such as banking, healthcare and energy. Her corporate board service spans diverse industries, and she has served on nonprofit boards as well. Notably, she has mentored several executives over her career and is proud of their accomplishments.*

“I was honored to be considered for Voya’s board of directors, and I’m privileged to serve today as Voya’s non-executive chair. When I joined the board in 2015, Voya was a young company — just two years post-IPO. A recently formed company provides a rare and compelling opportunity for a board member to make a real and enduring impact. My ‘yes’ was enthusiastic.

I believe that an effective board is collegial, diverse and supportive of the CEO and management. Each director should embrace the company’s purpose, and their individual values should align with

those of the company. It is important to understand the purview of the board versus that of management and to be prepared, a good listener, a continuous learner, and constructive in credible challenge of management. An effective chair individually embodies all the previously mentioned traits and knows ‘what good looks like’ through their own board experiences. Importantly, a board chair is generous with their time and wisdom.

It has been a privilege to serve on this high-functioning board. We have evolved the director composition, welcomed new executive leaders, bid the company’s first CEO a fond farewell and elected a new CEO to lead Voya forward. Together with management, we acquired and divested businesses, defined the company’s purpose and refined the company’s strategy, all while staying faithful to Voya’s values.

Voya’s brand and reputation are strong and valued in the marketplace. We have the commercial momentum and the confidence of our shareholders as we execute our strategy. Voya is putting into action my strong belief that financial and health well-being need to be in balance. Benefits elections are not ‘one and done.’ Quite the contrary. Annual enrollment should be a guided, well-considered opportunity to check on the balance between



Ruth Ann Gillis  
Non-Executive Chairperson of  
Voya’s Board of Directors

your financial wellness and what health provisions you have chosen for yourself and your family. What might look like an ideal balance at age 24 may not be the same at age 34 or age 44. My younger self didn’t have myVoyage or the digital capabilities and customer experience that Voya provides today. We are helping each individual be well planned, well invested and well protected.

**Voya’s Purpose and brand attributes resonate with me personally. We are a purpose-driven company that fights for everyone’s opportunity for a better financial future. We are differentiated by our culture, which is the foundation of our brand and all that we offer in the marketplace.**

I am inspired by our ability to fulfill our commitments to our individual, workplace and institutional clients through outstanding professionals, excellent customer service and innovative digital platforms and solutions. Knowing what we have achieved, the future for our clients, employees and all our stakeholders is exciting.”

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# Environment

We take actions that minimize the environmental impact of our business operations to help create a more sustainable future for our clients, colleagues and communities. We continue to review our activities and explore ways in which we can address climate change through actionable environmental stewardship initiatives as well as through customer solutions that promote a more responsible future.



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Operational efficiency and management

Scope 1 and 2 GHG emissions

Our greenhouse gas (GHG) emissions have been calculated and reported since 2007. Our Facilities teams recognize that the majority of our Scope 1 and Scope 2 greenhouse gas emissions come from our office spaces. We continue to evaluate our office space usage and identify operational efficiency opportunities, while satisfying the needs of our in-person working employee base.

Following the COVID-19 pandemic, we saw that our employees thrive with flexible work opportunities. As a result, our employees shifted to a hybrid work model — a Voya-wide effort to transform the way we work together and interact with customers in a new world. We have reduced both operating and total square footage at numerous sites across the U.S.

Scope 3 GHG emissions

Our Scope 3 emissions include business travel, personal and rental car miles and waste. Higher demand for business air and rail travel in 2023 represented the majority of our reported Scope 3 emissions. We are exploring new tools that will help our teams calculate additional Scope 3 GHG emission categories in accordance with new legislation and regulations.

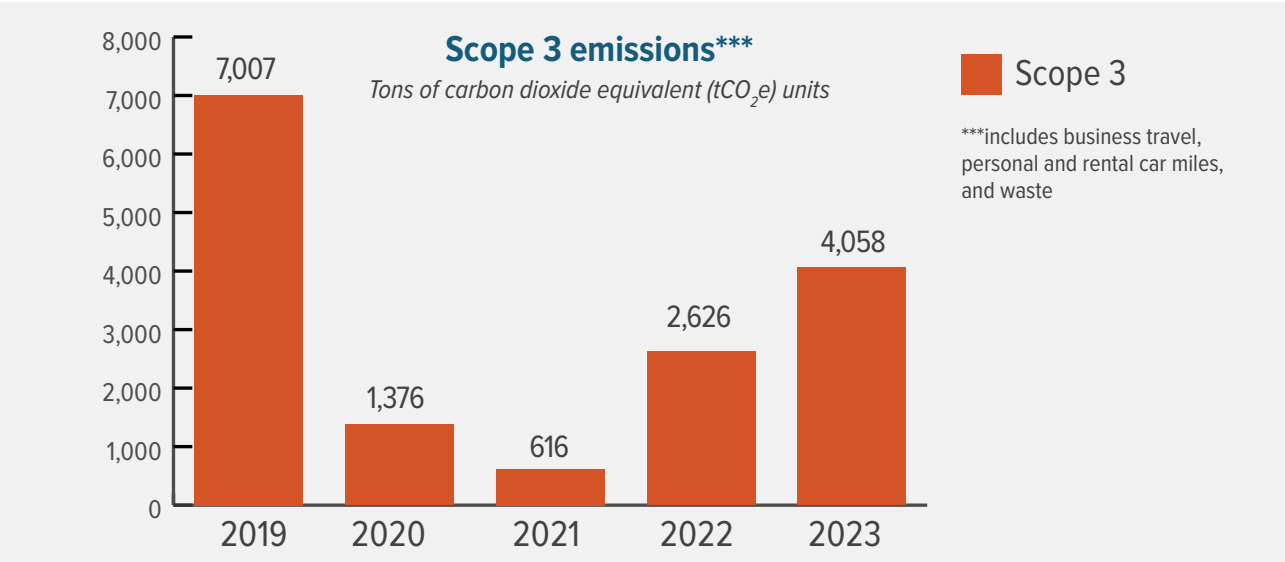
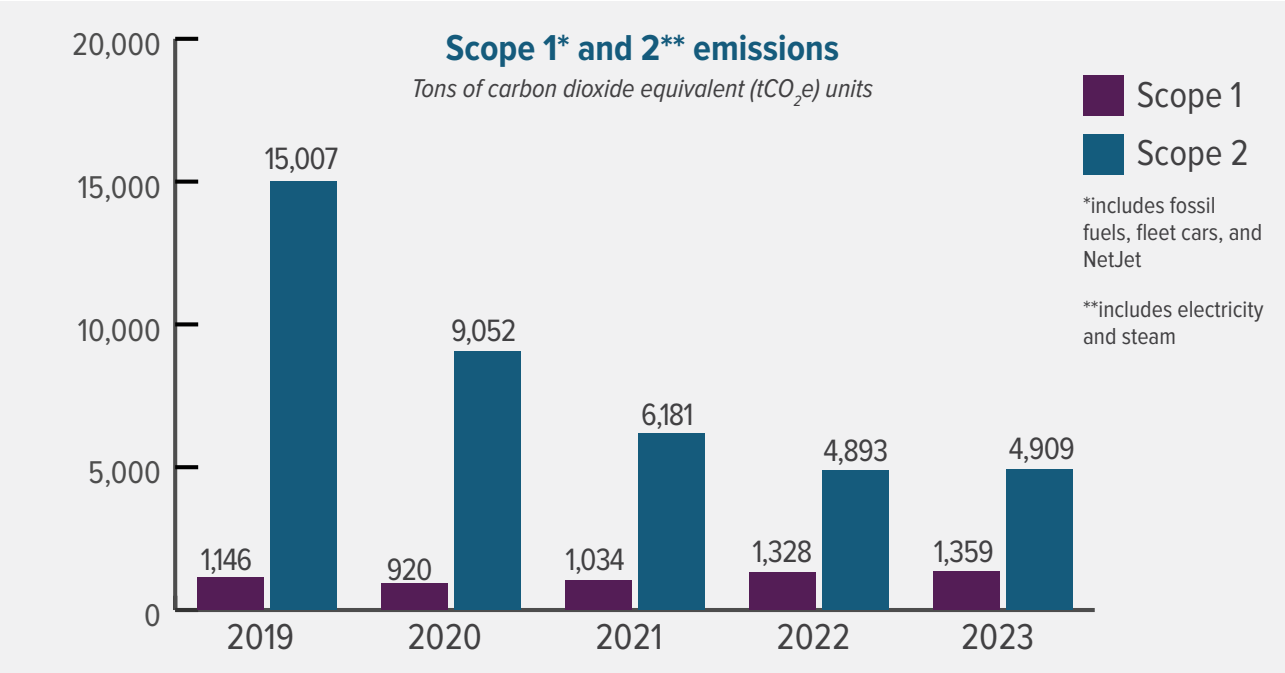


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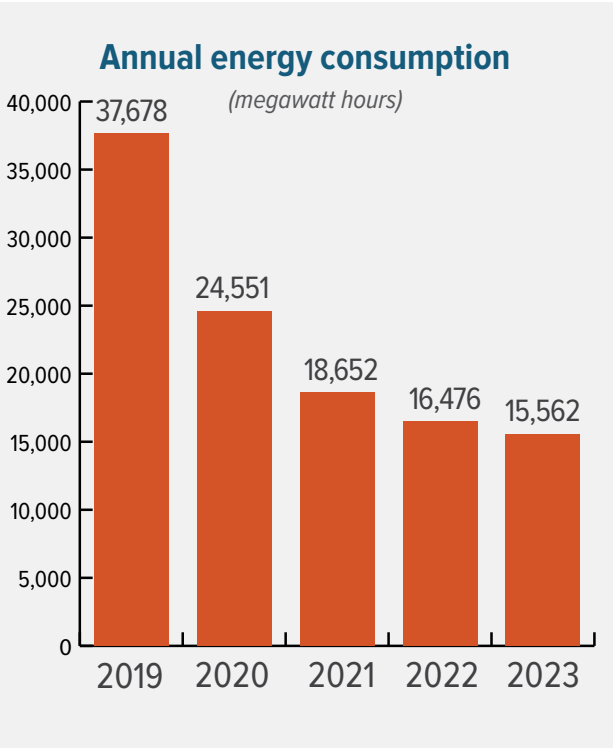
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Energy consumption and renewable energy

Since 2007, we have purchased renewable energy credits to offset at least 100% of our electricity use. In return, we are recognized on the 2023 U.S. Environmental Protection Agency’s Green Power Partnership<sup>16</sup> list for our use of renewable energy. As climate change continues to impact the planet and new technology introduces more eco-friendly options, we will continue to consider new and innovative features in and around our facilities.



Sustainable sourcing

We received the EPEAT Purchaser Award from the Global Electronics Council (GEC) in the Computers and Displays category. This award recognizes the efforts of cross-functional teams across Strategic Procurement Services and Technology who choose technologies and suppliers that incorporate responsible practices throughout the product lifecycle. These teams rank suppliers practices of materials, manufacturing or upcycling, shipping and distribution, and disposal or recycling.

Through our sustainable technology procurement practices, we reduced more than 171,000 kilograms of carbon dioxide (CO<sub>2</sub>) equivalents in 2023 and over 1.4 million kilograms of CO<sub>2</sub> equivalents since 2019.



Sustainable sourcing			
Year	EPEAT-registered products purchased	GHG Reduction (kilograms of CO <sub>2</sub> equivalents)	Energy savings (megawatt hours)
2019	5,968	767,538	1,151
2020	2,617	77,475	345,870
2021	N/A	N/A	N/A
2022	13,452	390,873	1,697,957
2023	2,811	171,092	491,362

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Environmental stewardship

Our Environmental Stewardship Employee-Led Council promotes positive behaviors in our offices, at home and in our communities. The council empowers our employees to play a role in defining Voya’s environmental initiatives. Each year the council celebrates Earth Day and organizes activities for all employees to take steps toward creating a healthier environment.

Our main event, the Earth Week Sustainability Challenge, encourages employees to track their carbon footprint and water consumption. This empowers employees to make environmentally conscious choices and connect their behaviors to solutions to minimize their impact. We challenge our people to make environmentally conscious changes in their day-to-day lives for our collective impact.



Members of the Voya’s Environmental Stewardship Council give back in their communities through Habitat builds and beach clean ups.

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# Voya Investment Management

Voya Investment Management (Voya IM) is the asset management business of Voya Financial, overseeing \$322 billion in assets for institutions, financial intermediaries and individual investors<sup>17</sup>. Voya IM is one of the 50 largest institutional asset managers globally and offers differentiated solutions across fixed income, equity and multi-asset platforms, including private markets and alternatives.

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# Voya and Allianz Global Investors: A Strategic Partnership

In July 2022, Voya Investment Management entered into a strategic partnership with Allianz Global Investors (AllianzGI), one of the world’s leading active asset managers. As part of the partnership, Voya IM strategies are distributed internationally through AllianzGI’s network of more than 500 relationship managers in 19 locations across Europe and Asia Pacific. Working together, we are delivering the strength of two leading asset management firms and broadening our ability to serve the needs of investors globally.

### Capability enhancements

AllianzGI U.S. transferred select investment teams and assets to Voya IM, that smoothly integrated into our culture, investment philosophy and dedication to client needs. Additionally, Voya offers strategies from Allianz Capital Partners and other private markets capabilities to certain U.S. clients.

### Scale and breadth expansion

Adding international and retail clients from AllianzGI strengthens and diversifies Voya IM’s assets. In FY2023, we had \$3.8B of international retail net flows, which contributed to a net revenue growth of 16.9% in Voya IM.<sup>17</sup>

### Inclusive cultures

Voya and AllianzGI have a shared belief that each employee is responsible for creating an inclusive culture. This contributes to the success of our partnership and an appreciation for the diversity of



Voya and AllianzGI volunteered together in New York City during National Days of Service in 2023.

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# ESG Investment Program<sup>18</sup>

We believe that ESG factors can impact the long-term risk and return profiles of investments. We employ ESG integration, defined as the systematic consideration of ESG factors, when relevant and material, alongside traditional factors, into our investment decisions and engage with issuers as part of our commitment to active ownership.

ESG factors include, but are not limited to, Board oversight, climate impact, community relations, energy costs, executive compensation, exposure to regulation or litigation, governance practices, human rights, labor relations, product quality and safety, reporting and disclosure, and reputation.

Our experienced analysts and portfolio managers have a deep understanding of the nuances of their asset class and specific portfolio considerations, and we attempt to take into account the material factors that contribute to making informed investment decisions.

In 2023, Voya IM’s investments with ESG factor integration totaled over \$233 billion, making up 73% of Voya’s assets under management<sup>19</sup>.

### Sustainable portfolio solutions

In addition to our ESG integrated strategies, we offer sustainability portfolio solutions, which can be generally grouped as strategies that employ a best-

in-class approach, are thematic or impact aligned. We work closely with our clients to customize their portfolio to meet their requirements.

### Active ownership and engagement

Voya IM has a dedicated Active Ownership (AO) team. This team is responsible for ESG engagements and proxy voting for all companies in which Voya IM is invested. Communication between our investment teams and the AO team is critical to ensuring our company engagements address relevant ESG concerns. Engagements focused on ESG matters are led by the AO team and may also include portfolio managers. Members of our investment teams also engage with company management teams to address a range of fundamental questions and concerns, which may include ESG-related issues.

Our goal for each proxy voting and engagement season is to have constructive and collaborative conversations between the companies in which Voya IM invests, as well as institutional investors. We aspire to understand how companies are addressing their ESG risks and opportunities, better understand each other’s views and objectives, develop long-

term relationships beneficial to both parties, and encourage the use of enhanced disclosures and widely accepted reporting frameworks such as Task Force on Climate-Related Financial Disclosures (TCFD), Sustainability Accounting Standards Board (SASB), U.S. Equal Employment Opportunity (EEO-1), Global Reporting Initiative (GRI), etc.



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# Reporting guidelines and standards

The adoption of corporate responsibility practices and policies across the company elevates our commitment to develop and integrate responsible initiatives that benefit our colleagues, clients and customers, intermediaries, shareholders, communities and the environment.

### Standards and disclosure

We work to integrate environmental stewardship, social responsibility, financial inclusion, governance and ethics throughout our operations for long-term success. The adoption of responsible practices and policies is informed by reporting guidance, external partnerships and disclosure frameworks.

This report is prepared in accordance with the Global Reporting Initiative sustainability benchmarking framework that provides a structured means to report on our company and its corporate responsibility impact throughout the 2023 calendar year.

Our materiality assessment prioritizes our areas of focus and focuses on the evolving needs of our colleagues, clients and customers and long-term value creation for our shareholders.

Certain information may be received from sources Voya Financial considers reliable; Voya Financial does not represent that such information is accurate or complete. Certain statements contained herein are statements of future expectations and other forward-looking statements that are based on management’s current views and assumptions and involve known and unknown risks and uncertainties

that could cause actual results, performance or events to differ materially from those expressed or implied in such statements.

Actual results, performance or events may differ materially from those in such statements due to, without limitation, (1) general economic conditions; (2) performance of financial markets; (3) interest rate levels; and (4) increasing levels of loan defaults.

For more information, please visit [Materiality on Voya.com.](#)



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VERIFICATION OPINION DECLARATION  
GREENHOUSE GAS EMISSIONS

To: The Stakeholders of Voya Financial

Apex Companies, LLC (Apex) was engaged to conduct an independent verification of the greenhouse gas (GHG) emissions reported by Voya Financial (Voya) for the period stated below. This verification opinion declaration applies to the related information included within the scope of work described below.

The determination of the GHG emissions is the sole responsibility of Voya. Voya is responsible for the preparation and fair presentation of the GHG emissions statement in accordance with the criteria. Apex’s sole responsibility was to provide independent verification on the accuracy of the GHG emissions reported, and on the underlying systems and processes used to collect, analyze, and review the information. Apex is responsible for expressing an opinion on the GHG emissions statement based on the verification. Verification activities applied in a limited level of assurance verification are less extensive in nature, timing, and extent than in a reasonable level of assurance verification.

Boundaries of the reporting company GHG emissions covered by the verification:

- Operational Control
- United States Operations
- Exclusions: Fugitive refrigerants

Types of GHGs: CO<sub>2</sub>, N<sub>2</sub>O, CH<sub>4</sub>

GHG Emissions Statement:

Electricity Consumption Megawatt Hours (MWH) for 2023	
Electricity Consumption MWH (Measured + Estimated)	14,390
Purchased Renewable Energy Certificates (RECs) in MWH applied to Scope 2 Emissions from Purchased Electricity	15,000
Voya Entity-Wide Scope 1 and 2 GHG Emissions for 2022	
Scope 1 Emissions Metric Tonnes (mt) of CO <sub>2</sub> equivalent (CO <sub>2e</sub> )	1,359
Scope 2 Emissions – Location Based mt CO <sub>2e</sub>	4,909
Scope 2 Emissions – Market Based mt CO <sub>2e</sub>	0
<b>Total Scope 1 + Scope 2 Market Based mt CO<sub>2e</sub></b>	<b>1,359</b>
Voya Entity-Wide Scope 3 GHG Emissions for 2022	
Scope 3 Emissions – Category 5 Waste Generated in Operations mt CO <sub>2e</sub> <sup>1</sup>	39
Scope 3 Emissions – Category 6 Business Travel mt CO <sub>2e</sub> (Air Travel, Rental Cars and Business Use of Personal Vehicles)	4,018
<b>Total Scope 3 Emissions mt CO<sub>2e</sub></b>	<b>4,057</b>

INDEPENDENT LIMITED ASSURANCE STATEMENT



To: The Stakeholders of Voya Financial

Apex Companies, LLC (Apex) was engaged to provide Limited External Assurance of Environmental Performance Data (electricity consumption, waste metrics, and paper consumption) and conduct an independent verification of the greenhouse gas (GHG) emissions reported by Voya Financial (Voya) for the calendar year 2023. This Assurance Statement applies to the related information included within the scope of work described below.

The determination of the Environmental Performance Data and GHG emissions was the sole responsibility of Voya. Apex was not involved in drafting Voya’s public sustainability report, determining the reported environmental performance data or GHG emissions statement. Our sole responsibility was to provide independent assurance on the accuracy of the data and GHG emissions reported, and on the underlying systems and processes used to collect, analyze, and review the information.

Scope of Assurance and Reported Data Subject to Assurance:

- **Electricity Consumption (measured):** 10.24 Gigawatt hours
- **Electricity Consumption (estimated):** 4.15 Gigawatt hours
- **Scope 1 GHG Emissions:** 1,359 metric tons (MT) of CO<sub>2e</sub>
- **Scope 2 GHG Emissions (Location-based):** 4,909 MT of CO<sub>2e</sub>
- **Scope 2 GHG Emissions (Market-based):** 0 MT of CO<sub>2e</sub>
- **Scope 1 and Scope 2 Market- based Emissions:** 1,359 MT of CO<sub>2e</sub>
- **Scope 3 GHG Emissions:** Total 4,057 MT of CO<sub>2e</sub> (Business Travel, 4,018 MT of CO<sub>2e</sub>; Waste Generated in Operations, 39 MT of CO<sub>2e</sub>)
- **Purchased GHG Emissions Offsets:** 5,450 of CO<sub>2e</sub>
- **Net Scope 1, 2 and 3 GHG Emissions (Scope 1 + Scope 2 Market-based + Scope 3, minus purchased GHG Emissions Offsets):** 0 MT of CO<sub>2e</sub>
- **Total Waste:** 191 US tons
- **Waste Diverted from Landfill:** 134 US tons
- **Landfilled Waste:** 57 US tons
- **Paper Consumption (Office Paper):** 23 US tons

Boundaries of the reporting company Environmental Performance Data and GHG emissions covered by the assurance/verification:

- Operational Control
- United States Operations
- Exclusions: GHG emissions from fugitive refrigerants

Period covered by the assurance/verification:

- January 1, 2023 to December 31, 2023

Criteria against which assurance of Environmental Performance Data were conducted:

- World Resources Institute (WRI)/World Business Council for Sustainable Development (WBCSD) Greenhouse Gas (GHG) Protocol, Corporate Accounting and Reporting Standard, Revised Edition (Scope 1 and 2) and the GHG Protocol Scope 2 Guidance, an amendment to the GHG Protocol Corporate Standard.
- WRI/WBCSD Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (Scope 3)
- Internal Company Protocol for waste and paper

Assurance Standards:

- We performed our work in accordance with Apex’s standard procedures and guidelines for external Assurance of Sustainability Reports and International Standard on Assurance Engagements (ISAE) 3000 Revised, Assurance Engagements Other than Audits or Reviews of Historical Financial Information (effective for assurance reports dated on or after Dec. 15, 2015), issued by the International Auditing and Assurance Standards Board.
- ISO 14064-3 (2019-04) Second Edition: Greenhouse gases -- Part 3: Specification with guidance for the validation and verification of greenhouse gas statements.

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# Global Reporting Initiative (GRI) Index

The strategy and activities described in this report are those of Voya Financial and not of our affiliated representatives, distribution partners or joint ventures. Comparative and quantitative data covers the 2023 calendar year, unless otherwise noted. Your feedback is welcome; please contact us at [EnterpriseESG@Voya.com](mailto:EnterpriseESG@Voya.com).

This GRI Index accompanies the 2023 Impact Report: Clearing your path to financial confidence, which was developed in accordance with the GRI Standards: Core Option. It is intended to assist readers in locating various information contained in our corporate responsibility annual report and elsewhere. The following explains the entries in the “Disclosure Location/Notations/Omission Statement” column:

- “Report” followed by numbers 1–51 indicates the page number of our 2023 Impact Report: Serving Better Together.
- Form 10-K page numbers refer to the PDF listed page number in the PDF document.

Disclosure Number	Disclosure Category	Location	Reason for omission	Omission explanation
GRI 2: General disclosures 2021				
2–1–a	Organizational details	Voya Financial Inc.		
2–1–b	Organizational details	NYSE: VOYA		
2–1–c	Organizational details	230 Park Ave, New York NY 10169		
2–1–d	Organizational details	United States		
2–2	Entities included in the organization’s sustainability reporting	<a href="#">10-K</a> , pg. 6		
2–3	Reporting period, frequency and contact point	Corporate information, unless otherwise indicated, is as of December 31, 2023. For additional information, please contact <a href="mailto:EnterpriseESG@voya.com">EnterpriseESG@voya.com</a> .		
2–4	Restatements of information	There are no current restatements of information.		
2–5	External assurance	<a href="#">10-K</a> , pg. 206–207		
2–6	Activities, value chain and other business relationships	<a href="#">2024 Form 10-k</a> , pg. 4		
2–7	Employees	<a href="#">10-K</a> , pg. 4		
2–8	Workers who are not employees		Not applicable	All reported individuals are Voya employees.
2–9	Governance structure and composition	<a href="#">2024 Proxy Statement</a> , pg. 12–33		

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Disclosure Number	Disclosure Category	Location	Reason for omission	Omission explanation
2–10	Nomination and selection of the highest governance body	<a href="#">2024 Proxy Statement, pg. 12–33</a>		
2–11	Chair of the highest governance body	Ruth Ann M. Gillis		
2–12	Role of the highest governance body in overseeing the management of impacts	<a href="#">2024 Proxy Statement, pg. 12–33</a>		
2–13	Delegation of responsibility for managing impacts	<a href="#">2024 Proxy Statement, pg. 12–33</a>		
2–14	Role of the highest governance body in sustainability reporting	<a href="#">2024 Proxy Statement, pg. 38</a>		
2–15	<a href="#">Conflicts of interest</a>	<a href="#">2022 Political Activities &amp; Contributions Report</a>		
2–16	Communication of critical concerns	<a href="#">2023 Annual Report, pg 30–48</a>		
2–17	Collective knowledge of the highest governance body	<a href="#">2024 Proxy Statement, pg. 12</a>		
2–18	Evaluation of the performance of the highest governance body	<a href="#">2024 Proxy Statement, pg. 23</a>		
2–19	Remuneration policies	<a href="#">2024 Proxy Statement, pg. 34–82</a>		
2–20	Process to determine remuneration	<a href="#">2024 Proxy Statement, pg. 34–82</a>		
2–21	Annual total compensation ratio	<a href="#">2024 Proxy Statement, pg. 71</a>		
2–22	Statement on sustainable development strategy	Report 5 <a href="#">2024 Proxy Statement, pg. 7</a>		
2–23	<a href="#">Policy commitments</a>	Statements and policies		
2–24	Embedding policy commitments	<a href="#">Code of Business Conduct and Ethics</a>		
2–25	Processes to remediate negative impacts	<a href="#">10-K</a> , pg. 25		
2–26	Mechanisms for seeking advice and raising concerns	Human and Workplace Rights policy, pg. 2		
2–27	Compliance with laws and regulations	<a href="#">10-K</a> , pg. 186		
2–28	Membership associations	Report 65		
2–29	Approach to stakeholder engagement	Report 55		
2–30	Collective bargaining agreements		Not applicable	Voya Financial will make reasonable efforts to respond to your legitimate needs and consider your interests when making business decisions; thus, union representation is not needed. While the company does not oppose unions in general, it does not believe unionization would benefit its employees.

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Disclosure Number	Disclosure Category	Location	Reason for omission	Omission explanation
Material topics				
3-1	Process to determine material topics	<a href="#">Materiality</a>		A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.
3-2	List of material topics	<a href="#">Materiality</a>		
Economic performance				
3-3	Management of material topics	<a href="#">10-K, pg. 25-42</a>		
201-1	Direct economic value generated and distributed	<a href="#">10-K, pg. 98</a>		
201-2	Financial implications and other risks and opportunities due to climate change	<a href="#">10-K, pg. 24-5, 38</a>		
201-3	Defined benefit plan obligations and other retirement plans	<a href="#">10-K, pg. 170-175</a>		
201-4	Financial assistance received from government	<a href="#">10-K, pg. 125</a>		
Indirect economic impacts				
3-3	Management of material topics	<a href="#">10-K, 2023 Proxy Statement</a>		
203-1	Infrastructure investments and services supported	<a href="#">10-K, pg. 17</a>		<p>As of December 31, 2023, we had approximately 9,000 employees, 80% of whom are U.S.-based and 20% of whom are India-based. Our primary office locations are in New York, NY; Windsor, CT; Minneapolis, MN; Atlanta, GA; Braintree MA; Scottsdale, AZ; San Francisco, CA, San Diego, CA and Bangalore, India. Approximately 85.5% of our U.S.-based workforce is fully remote, approximately 13.5% is hybrid (working in an office location for part of their time) and approximately 1% are office-essential workers.</p> <p>Our acquisition of Benefitfocus on January 24, 2023 increased our employee base by approximately 1,100 employees, 50% of whom are based in the Charleston, SC region, where we acquired an additional office facility.</p>
203-2	Significant indirect economic impacts	<a href="#">10-K, pg.52-58</a>		
Procurement practices				
3-3	Management of material topics	<a href="#">For Suppliers, Voya.com</a>		
204-1	Proportion of spending on local suppliers		Information unavailable/incomplete	Voya Financial does not currently report on vendor spend. Voya is committed to environmental practices and we seek to partner with suppliers and facility providers who share a similar view.
Anti-corruption				

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Disclosure Number	Disclosure Category	Location	Reason for omission	Omission explanation
3–3	Management of material topics	<a href="#">Ethical Practices</a>		
205–1	Operations assessed for risks related to corruption	<a href="#">Form 10-K, pg. 25</a>		
205–2	Communication and training about anti-corruption policies and procedures	Report 44, <a href="#">Voya Financial Anti-Corruption and Anti-Bribery Policy</a>		
205–3	Confirmed incidents of corruption and actions taken	<a href="#">Voya Financial Anti-Corruption and Anti-Bribery Policy</a>		
Anti-competitive behaviour				
3–3	Management of material topics	<a href="#">Voya Financial Anti-Corruption and Anti-Bribery</a>		
206–1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	<a href="#">10-K, pg. 200–201</a>		
Energy				
3–3	Management of material topics	<a href="#">Materiality</a>		
302–1	Energy consumption within the organization	<a href="#">Operational efficiency</a>		
302–2	Energy consumption outside of the organization	<a href="#">Operational efficiency</a>		
302–3	Energy intensity	<a href="#">Operational efficiency</a>		
302–4	Reduction of energy consumption	<a href="#">Operational efficiency, Report 49–50</a>		
302–5	Reduction in energy requirements of products and services	<a href="#">Operational efficiency</a>		
Emissions				
3–3	Management of material topics	<a href="#">Materiality</a>		
305–1	Direct (Scope 1) GHG emissions	<a href="#">Operational efficiency</a> , Report 49		
305–2	Energy indirect (Scope 2) GHG emissions	<a href="#">Operational efficiency</a> , Report 49		
305–3	Other indirect (Scope 3) GHG emissions	<a href="#">Operational efficiency</a> , Report 49		
305–4	GHG emissions intensity	<a href="#">Operational efficiency</a>		
305–6	Emissions of ozone-depleting substances (ODS)		Not applicable	Ozone depleting substances are not emitted during business operations.
305–7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		Not applicable	Nitrogen oxides, sulfur oxides and other significant air emissions are not emitted during business operations.
Waste				

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Disclosure Number	Disclosure Category	Location	Reason for omission	Omission explanation
3–3	Management of material topics	<a href="#">Materiality</a>		
306–1	Waste generation and significant waste-related impacts	<a href="#">Operational efficiency</a>		
306–2	Management of significant waste-related impacts	<a href="#">Operational efficiency</a>		
306–3	Waste generated	<a href="#">Operational efficiency</a>		
306–4	Waste diverted from disposal	<a href="#">Operational efficiency</a>		
Supplier environmental assessment				
3–3	Management of material topics	<a href="#">Environmental Procurement Policy</a>		
308–1	New suppliers that were screened using environmental criteria		Information unavailable/incomplete	Voya aims to procure products and services that have a reduced or positive effect on the environment when compared with competing products and services. At this time the data collected on supplier screening is not complete.
308–2	Negative environmental impacts in the supply chain and actions taken		Information unavailable/incomplete	Voya aims to procure products and services that have a reduced or positive effect on the environment when compared with competing products and services. At this time the data collected on supplier screening is not complete.
Employment				
3–3	Management of material topics	<a href="#">Human capital</a>		
401–1	New employee hires and employee turnover	<a href="#">New Hire and Turnover</a>		
401–2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<a href="#">Benefits</a> , Report 18–19		
401–3	Parental leave	<a href="#">Parental Leave</a>		
Training and education				
3–3	Management of material topics	<a href="#">Training and Development</a>		
404–1	Average hours of training per year per employee	<a href="#">Training and Development</a>		
404–2	Programs for upgrading employee skills and transition assistance programs	<a href="#">Training and Development</a>		
404–3	Percentage of employees receiving regular performance and career development reviews	<a href="#">Performance Reviews</a>		
Diversity and equity opportunity				

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Disclosure Number	Disclosure Category	Location	Reason for omission	Omission explanation
3-3	Management of material topics	<a href="#">Diversity &amp; Inclusion</a>		
405-1	Diversity of governance bodies and employees	Report 40		
405-2	Ratio of basic salary and remuneration of women to men		Confidentiality constraints	Voya Financial engages a qualified third-party expert to conduct a pay equity study based on gender and race. Results are not publicly disclosed. In the event there is a pay gap that cannot be explained by the factors that determine compensation opportunities for our employees, efforts are made to close the gap.
Non-discrimination				
3-3	Management of material topics	<a href="#">Code of Business Conduct and Ethics, page 12</a>		
406-1	Incidents of discrimination and corrective actions taken			Any violations of the business code of conduct may subject employees to disciplinary action, up to and including termination. We do not publicly disclose any incidents of discrimination.
Local communities				
3-3	Management of material topics	Report 31-42		
413-1	Operations with local community engagement, impact assessments, and development programs	Report 31-42		
413-2	Operations with significant actual and potential negative impacts on local communities	Report 31-42		
Supplier social assessment				
3-3	Management of material topics	<a href="#">Supplier Diversity</a>		
414-1	New suppliers that were screened using social criteria		Information unavailable/incomplete	The Supplier Code of Conduct sets forth Voya's standards and expectations with respect to key areas of corporate responsibility. Our goal is to work with suppliers to ensure alignment with our corporate values, operate ethically and responsibly, and comply with applicable laws, regulations and corporate policies.
414-2	Negative social impacts in the supply chain and actions taken		Information unavailable/incomplete	The Supplier Code of Conduct sets forth Voya's standards and expectations with respect to key areas of corporate responsibility. Our goal is to work with suppliers to ensure alignment with our corporate values, operate ethically and responsibly, and comply with applicable laws, regulations and corporate policies.
Public policy				
3-3	Management of material topics	<a href="#">2022 Political Activities &amp; Contributions Report</a>		
415-1	Political contributions	<a href="#">2023 Political Activities &amp; Contributions Report</a>		
Customer privacy				
3-3	Management of material topics	<a href="#">Ethical Practices</a> , Report 46		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	There are no current substantiated complaints concerning breaches of customer privacy and losses of customer data.		

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# External affiliations, policies and statements

Voya Financial actively partners with organizations and participates in ESG and DEI-oriented initiatives to assist us in developing internal strategy and promote advancement of the industry.

[Association of Corporate Contributions Professionals](#) — Voya has been a member since 2006.

[CEO Action for Diversity and Inclusion™](#) (CEO Action) — Voya was one of the original companies to join in 2017. This is the largest CEO-driven business commitment to advance diversity, equity and inclusion in the workplace.

[CEO Action for Racial Equity](#) — Voya joined the fellowship program when it launched in 2020. Fellows identify, develop and promote scalable and sustainable public policies and corporate engagement strategies to address systemic racism and social injustice, and improve societal well-being.

[CEO Commission for Disability Employment](#) — Voya is a founding member since the Commission’s launch in 2020.

[CDP](#) — Voya Investment Management, a Voya Financial ongoing business, is a signatory and Voya Financial discloses our environmental performance to CDP.

[Disability:IN](#) — Voya joined Inclusion Works in 2017. This corporate partnership allows members to connect with Disability:IN subject-

matter experts and other corporate partners to drive disability inclusion.

[Diversity Best Practices](#) — Voya joined this organization in 2019. It is the preeminent organization for mid- to large-size organizational diversity thought leaders to share best practices and develop innovative solutions for culture change.

[Ethisphere Initiative for Equity and Social Justice](#) — Voya joined the advisory council in 2020. This initiative is focused on developing a framework for companies to benchmark their initiatives, share metrics with stakeholders, and close the opportunity gap.

[Global Reporting Initiative \(GRI\)](#) — Voya joined the GRI GOLD Community Standards Pioneers Program for companies at the forefront of corporate responsibility reporting in 2016.

[Investment Stewardship Group \(ISG\)](#) — Voya Investment Management became a signatory to ISG in May 2019.

[National Minority Supplier Development Council](#) (NMSDC) — Voya has been a member since 2018. The organization advances business opportunities for certified minority business enterprises.

[Out & Equal Workplace Advocates](#) — Voya joined Out & Equal in 2019. The nonprofit is the world’s premier nonprofit organization dedicated to achieving lesbian, gay, bisexual, transgender and queer workplace equality.

[Principles for Responsible Investment \(PRI\)](#) — Voya Investment Management has been a signatory to PRI since 2017.

[RE100](#) — Voya joined in 2015. RE100 is a global list of companies that have pledged to source 100 percent of their electricity from renewable energy to reduce CO<sub>2</sub> emissions and advance environmentally responsible business practices.

[Task Force on Climate-related Financial Disclosures](#) (TCFD) — Voya Financial became a supporter of the TCFD recommendations in 2018.

Read more about all of our External Affiliations [here](#).

- Policies and statements*
- Our policies and code of ethics are designed to maximize transparency and foster an environment of openness, accountability and integrity.
- [Code of Business Conduct and Ethics](#)
  - [Environmental Commitment Statement](#)
  - [Environmental Procurement Policy](#)
  - [Environmental, Social and Governance Risk Policy](#)
  - [Environmental, Social and Governance Statement](#)
  - [Human and Workplace Rights Policy](#)
  - [Information on Voya Security](#)
  - [Privacy Notice](#)
  - [SSN Safeguarding Policy](#)
  - [Supplier Code of Conduct](#)

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# Endnotes

- 1. Compared to the average S&P 500 growth of approximately 160% over the same time period.
- 2. In 2022, Voya integrated certain assets and teams comprising the substantial majority of Allianz Global Investors’ U.S. business.
- 3. 2023 Employee Sentiment Survey.
- 4. Advocate4Me, Self Care by AbleTo and Rally Missions provide benefits to Voya employees and are not affiliated with the Voya family of companies.
- 5. In September 2023, Voya Financial was recognized by MX Technologies in the 2023 MX Innovator Awards for its myVoyage tool, based on September 2022- September 2023 information. The annual awards recognize fintech and financial institutions with whom MX has existing relationships and/or utilize MX products for how they create more personalized, seamless, and secure money experiences for consumers. No fees were paid for consideration of the award. The awards evaluate how companies combine data and open finance to develop products and tools that deliver personalized experiences. Awards and/or rankings are not representative of actual client experiences or outcomes, and are not indicative of any future performance. For more information about the award, visit <https://www.mx.com/news/2023-innovator-awards>.
- 6. Aggregate Benefitplace™ client metrics from Fall 2023 annual open enrollment period for 1/1/24 benefit effective dates.
- 7. Average based on 2023 Benefitfocus Net Promoter Score new client implementation survey results.
- 8. Among select client groups using new personalized enrollment guidance functionality in Benefitplace™ Fall 2023 annual enrollment period for 1/1/24 benefit effective dates.
- 9. Voya Financial was recognized in January 2024 by DALBAR, Inc. with the 2023 DALBAR Communications Seal of Excellence for industry leadership across several service categories. The recognitions are based on 2022 information and no fee was paid for consideration. DALBAR, Inc. is a leading financial services market research firm that performs a variety of ratings and evaluations of practices and communications. The evaluation process is defined by proprietary measurement testing based on industry-specific research, ongoing analysis performed by an objective third-party, and achievement based on a consistent commitment to a Superior Standard of Care.

- Voya Financial was awarded the ‘Seal of Communications Excellence’ in financial services communications for its participant website, mobile website, and retirement mobile app. Awards and/or rankings are not representative of actual client experiences or outcomes, and are not indicative of any future performance.
- 10. Health Savings Accounts offered by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC). Custodial services provided by Voya Institutional Trust Company. This highlights some of the benefits of a Health Savings Account. If there is a discrepancy between this material and the plan documents, the plan documents will govern. Subject to any applicable agreements, Voya and its subcontractors reserve the right to amend or modify the services at any time. The amount saved in taxes will vary depending on the amount set aside in the account, annual earnings, whether or not Social Security taxes are paid, the number of exemptions and deductions claimed, tax bracket and state and local tax regulations. Check with a tax advisor for information on whether your participation will affect tax savings. None of the information provided should be considered tax or legal advice.
  - 11. Insurance products are issued by ReliaStar Life Insurance Company (Minneapolis, MN) and ReliaStar Life Insurance Company of New York (Woodbury, NY). Within the State of New York, only ReliaStar Life Insurance Company of New York is admitted, and its products issued. Both are members of the Voya® family of companies. Voya Employee Benefits is a division of both companies. Product availability and specific provisions may vary by state.
  - 12. Based on the Council of Economic Education’s National Personal Finance Challenge 2023 final report.
  - 13. Title I schools are federally funded schools with high student enrollment from low-income families.
  - 14. Based on Benevity’s volunteerism, charitable donation and grant-management platforms.
  - 15. In March 2024, Voya Financial was one of 136 companies recognized by Ethisphere® as one of the 2024 World’s Most Ethical Companies® based on performance in 2023. The World’s Most Ethical Companies assessment is based upon Ethisphere’s Ethics Quotient® framework, which offers a quantitative way to assess a company’s performance in an objective, consistent and standardized way. The information collected provides a comprehensive sampling of definitive criteria of core competencies, rather than all aspects of corporate

governance, risk, sustainability, compliance and ethics. Scores are generated in five key categories and provided to all companies that participate in the process: ethics and compliance program (35%), culture of ethics (20%), environmental and societal impact (20%), governance (20%), and third-party management (5%). While Voya’s Senior Vice President of Corporate and Organizational Development sits on Ethisphere’s Equity and Social Justice Initiative Advisory Council, he plays no role in the selection process for the World’s Most Ethical Companies award, but this fact has been disclosed to the extent it may be perceived as a possible conflict of interest. There is a processing fee of \$3,500 USD to participate. Voya also pays \$19,500 USD a year to participate in Ethisphere’s Business Ethics Leadership Alliance (“BELA”), which provides additional resources and services to members, including benchmarking data and related Ethisphere insights and guidance. There is also a \$35,000 USD licensing fee for use of the logo. “World’s Most Ethical Companies” and “Ethisphere” names and marks are registered trademarks of Ethisphere LLC.

16. Environmental Protection Agency Green Power Partnership Program: The U.S. Environmental Protection Agency (EPA) has named Voya Financial a 2023 Green Power Partner. The recognition is based on 2022 information and no fee was paid for consideration. Green Power Partners agree to use green power that meets or exceeds Partnership requirements and agree to report on green power use annually. They must also use the Green Power Partner mark in a manner that is consistent with Partner mark use guidelines. The EPA automatically includes all partner organizations in the club that report they are using the qualifying amount of green power. Green Power Partner Minimum Requirements are based on the organization’s annual electricity usage. Eligible green power includes electricity generated from solar, wind, geothermal, biodiesel and certain forms of biomass, hydropower, fuel cells and generation/combined heat and power. Green power must be sourced from eligible U.S.-based generation facilities. The requirement can be met with any combination of green power products (i.e., utility product, RECs, or on-site generation). Partner purchases must be voluntary and incremental to the renewable electricity included in the standard electricity service. Requirements must be entirely met with power from “new” renewable facilities (i.e., installed within the last 15 years). Partners may join organization-wide (U.S. operations only), at the facility-level, or a logical aggregation of facilities less than organization-wide. Partners include a wide variety of leading organizations such as Fortune 500 companies; small and medium-sized businesses; local, state and federal governments; and colleges and universities.

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17. Based on Q4 2023 Investor Earnings presentation. For more information, visit [Investors.Voya.com](https://investors.voya.com).

18. All investing involves risks of fluctuating prices and the uncertainties of rates of return and yield inherent in investing. All security transactions involve substantial risk of loss. Environmental, social and governance (“ESG”) factors can impact the investment risk and return profiles of our investments. Investing based on ESG factors may cause a strategy to take risks or forego exposures available to strategies or products that do not incorporate ESG factors, which could negatively impact performance. There is no assurance that investing based on ESG factors will be successful. ESG integration is the systematic consideration of ESG factors, when relevant and material, alongside traditional factors, into investment decisions. As part of our assessment of a company’s value, prospects, and financial condition, we may consider information about many factors, including, among others, those that are considered ESG, such as exposure to regulation or litigation, labor relations, human rights, product quality and safety, reputation, governance practices, executive compensation, board oversight, reporting and disclosure, community relations, energy costs and climate impact. In general, we focus on those ESG factors likely to have a material effect on the value and performance of a company and its securities over time. Voya IM’s standard ESG integration processes do not involve exclusionary screens. Voya IM does not exclude companies from portfolios on a firm-wide basis. However, where a client elects to exclude certain issuers or sectors from their portfolios or when a fund is designed to meet certain regulatory requirements in specific markets, we have the capabilities to implement such client/fund-directed exclusion lists to ensure portfolios reflect the investment objectives of our clients.

19. As of 12/31/2023.

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