



Driven by purpose

2024 Impact Report

Table of contents

Who we are	3	Clients	17	<i>Signature partnerships</i>	33
<i>How we work</i>	4	<i>Access to financial education</i>	18	<i>Voice of the employee</i>	36
<i>What we report</i>	5	<i>Participant solutions enhancements</i>	19	Governance	37
<i>Leader statement</i>	6	<i>Customer satisfaction</i>	21	<i>Data privacy and cybersecurity</i>	38
Colleagues	7	<i>Voya Cares</i>	22	<i>Business ethics, compliance and risk management</i>	39
<i>Voice of the employee</i>	8	<i>Benefits administration</i>	24	<i>Voice of the Chief Human Resources Officer</i>	41
<i>Employee connections</i>	9	<i>Responsible investments</i>	25	Environment	42
<i>Leading with Purpose Awards</i>	10	<i>Environmental, social and governance integrated investments</i>	26	<i>Greenhouse gas emissions reporting</i>	43
<i>Inclusion and culture</i>	11	<i>Voice of the employee</i>	27	<i>Employee-driven environmental advocacy</i>	45
<i>Employee-Led Councils</i>	12	Communities	28	Endnotes	46
<i>Talent and development</i>	13	<i>Employee volunteerism and giving</i>	29		
<i>Employee benefits</i>	14	<i>Voya India</i>	30		
<i>Pay equity</i>	15	<i>Nonprofit board service</i>	31		
<i>Voice of the employee</i>	16	<i>Voya Foundation</i>	32		

Who we are

Colleagues

Clients

Communities

Governance

Environment



Who we are

Voya Financial, Inc. (NYSE: VOYA), is a leading retirement, employee benefits and investment management company offering products, solutions and technologies that help our 15.7 million individual, workplace and institutional clients become well planned, well invested and well protected. With approximately 10,000 employees, we are focused on fulfilling our purpose: *Together we fight for everyone's opportunity for a better financial future.*

[Table of contents](#)[Who we are](#)[Colleagues](#)[Clients](#)[Communities](#)[Governance](#)[Environment](#)

Employees volunteering at Books for Africa in Atlanta, Georgia, during National Days of Service.

How we work

We believe a focus on our purpose drives growth, sparks innovation, attracts talent and cultivates an inclusive workplace. Our purpose, culture and strategy are designed to effectively deliver on our commitments to our colleagues, customers, clients, communities and shareholders by creating value that drives positive business results and makes a meaningful difference.

Our purpose anchors our business decisions, and our corporate values guide our decisions and actions. These values empower employees to maximize their impact on our stakeholders and our enterprise every day.

[Learn more about our values.](#)

Corporate values



We have customer passion



We do the right thing



We are the best



We have a winning spirit



We care

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



What we report

In 2024, we updated Voya’s materiality assessment to identify the responsible business practices that our stakeholders believe warrant our greatest attention.¹ These insights help align our corporate responsibility strategy — and what we report and disclose — with both internal and external stakeholder expectations.

Survey participants evaluated and ranked 26 responsible business practices across the categories of business model and innovation; environment; human capital; leadership and governance; and social capital. Respondents included Voya clients, employees, investors and nonprofit partners.

Topics were sourced from the Sustainability Accounting Standards Board (SASB) Materiality

Finder for Asset Management and Custody Activities and the Global Reporting Initiative (GRI) Material Items. Voya’s materiality assessment is updated periodically to reflect evolving stakeholder feedback. The results of the 2024 assessment were reviewed by our Steering Committee for Responsible Business Practices, Executive Committee, and the Nominating, Governance and Social Responsibility Committee of the Board of Directors.

The highest ranked topics include:

- Data security
- Customer privacy
- Talent attraction and retention
- Business ethics
- Pay equity

Corporate information, unless otherwise indicated, is as of December 31, 2024. All metrics and data points in this report have been rounded and should be interpreted as approximate.

Table of contents

Who we are

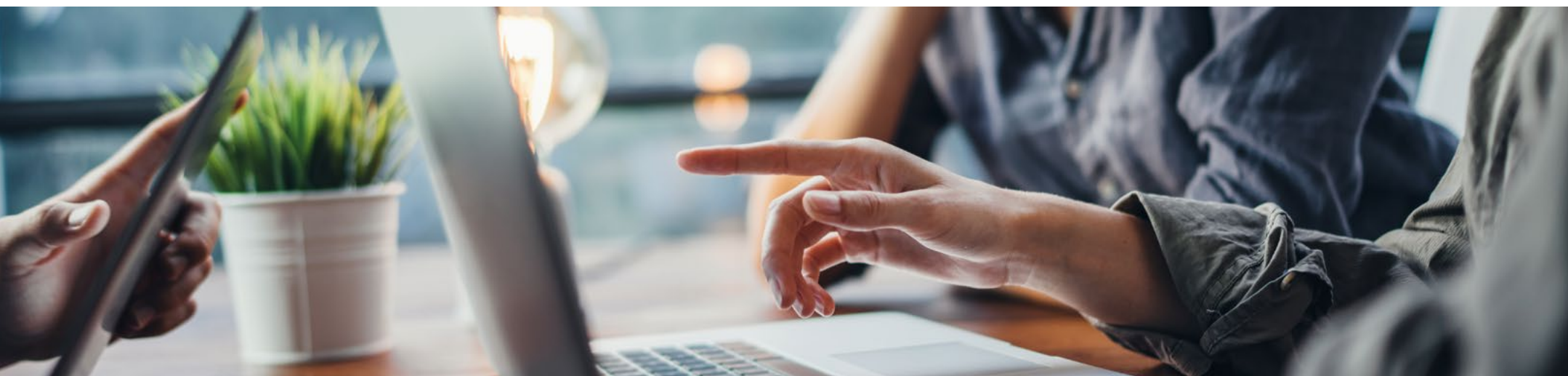
Colleagues

Clients

Communities

Governance

Environment



Leader statement

In 2024, Voya advanced its commitment to improving lives through innovative financial solutions, an inclusive work environment and engagement with the world around us. Our vision — Clearing your path to financial confidence and a more fulfilling life — and our purpose — Together we fight for everyone’s opportunity for a better financial future — are deeply integrated into our strategy, and they shape our culture.

Our nearly 16 million individual, workplace and institutional customers are central to everything Voya does. Last year, we expanded access to personalized financial guidance with tools like myVoyage, which integrates workplace benefits, savings and personal accounts into a single digital experience. By acquiring OneAmerica Financial’s full-service retirement business, we serve more of America’s workforce with solutions tailored to every life stage to and through retirement. Additionally, Voya Investment Management utilized its extensive expertise across fixed income, equity, multi-asset and alternative strategies to drive differentiated outcomes through financial advisors and institutional investors who place their resources and trust with us.

Voya continues to evolve our offerings based on customer feedback, leveraging advanced technologies to personalize their experiences and streamline decision-making. Whether through benefits during life transitions, wellness-focused solutions or inclusive service models, we continued to empower customers to make sound choices for better outcomes, and we were there to support them through challenging times when they needed us most.

To help future investors achieve their goals, we deepened our investment in financial literacy with multiple nonprofit partners, including the Council for Economic Education (CEE). Through Voya’s support of CEE’s National Personal Finance Challenge, a countrywide competition for high school students, we are helping equip the next generation with the knowledge and confidence to save, invest and thrive.

Among our Voya team, we continued to foster a culture of inclusion and growth. Through programs like VoyaVibes, mentoring initiatives and career development platforms, we improved how we connect and empower our employees.



*Heather Lavallee,
Chief Executive Officer,
Voya Financial*

We also celebrated milestones like the 10th anniversary of ABLÉ accounts and advocated through the CEO Commission for Disability Employment to create more equitable work opportunities for people with disabilities and caregivers.

Lastly, I’m especially proud of the thousands of employees who participated in our 2024 National Days of Service. More than 70% of our employees served during the week, exemplifying the team spirit and commitment to community that have been a central pillar of Voya’s character since we went public in 2013.

It is an honor to come to work every day alongside nearly 10,000 colleagues who bring our purpose and vision to life. Together, we will continue building a more inclusive, responsive and impactful Voya for our customers, our employees and our future.

Very truly yours,

A handwritten signature in black ink that reads "Heather A. Lavallee". The signature is written in a cursive style and is positioned below the typed name "Heather A. Lavallee" which is also present in the text above.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment

The VOYA logo, consisting of the word "VOYA" in a bold, orange, sans-serif font. The letter "O" is stylized with a gap in the middle. A registered trademark symbol (®) is located to the right of the logo.

Colleagues

We focus on attracting, developing and engaging top talent who are committed to fighting for everyone's opportunity for a better financial future. This requires a focus on developing innovative strategies that put our purpose in action together with our colleagues, clients, customers and communities.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



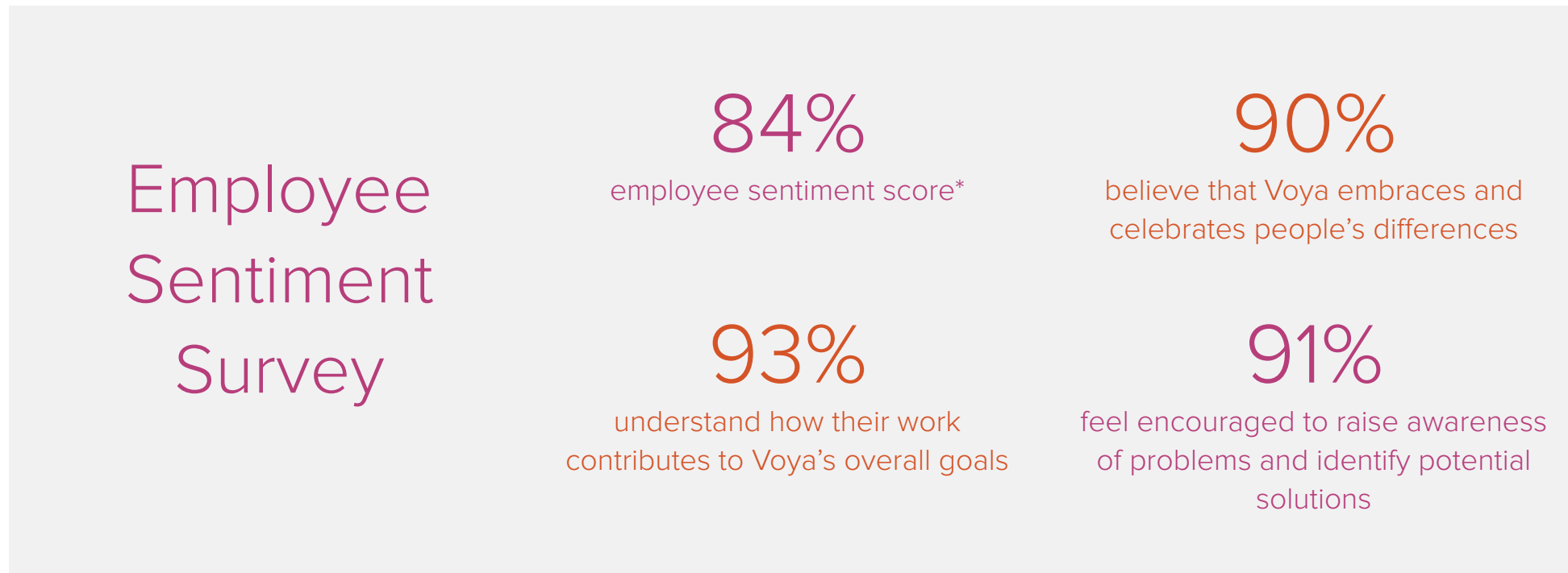
Employees volunteering at the Junior Achievement job fair in North Charleston, South Carolina.



Voice of the employee

Our inclusive culture is defined by a workplace where our colleagues feel supported and inspired to reach their full potential. By sharing their experiences and providing feedback, our employees help shape and enhance our culture through multiple channels, including our annual Employee Sentiment Survey.

The survey includes an employee net promoter score (eNPS), which is a widely recognized way of measuring how employees feel about their employer. In 2024, Voya achieved a strong eNPS of 43 on a scale ranging from -100 to 100, exceeding the financial services industry benchmark of 25.²



* Employee sentiment is a metric that quantifies how employees feel about their workplace, encompassing their attitudes, perceptions and overall mood.

Employee connections

In 2024, we introduced the VoyaVibes program to enable employees to connect over shared interests. VoyaVibes groups are employee-driven networks designed to bring employees together to build community, foster a greater sense of belonging, and create opportunities for connection. Employees are empowered to create groups that anyone at Voya can join.

VoyaVibes groups focus on special interests, support, empowerment and professional development. Within just four months, 25 VoyaVibes groups were established, demonstrating how employees are creating spaces to connect more deeply and foster a sense of belonging at work. Some of our groups include Cycling Enthusiasts; The Coinage Club; Food and Wine Lovers; Networking and Nature; Pathways: A Neurodiversity Enrichment Group; Soft Skills of Project Management; Sports Talk; and Working Parents at Voya.³



“The Coinage Club is an inclusive personal finance book club I launched through VoyaVibes. Working at Voya has not only deepened my understanding of how to prepare for my own financial future but also strengthened my commitment to help others do the same. I’ve seen firsthand how access to information can change someone’s trajectory. VoyaVibes gave me a platform to turn that belief into action — by creating a clear mission, inviting colleagues and sparking monthly conversations around some of the most influential books in personal finance.”

— *Natasha Smith, Communications Director*

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment

VOYA®

Leading with Purpose Awards

The Leading with Purpose Awards honor employees who exemplify Voya’s Purpose by making a positive impact in the lives of customers, colleagues and communities. Each of our 2024 award winners made a positive difference within their teams, propelling work forward and embodying Voya’s values. Each winner was given the opportunity to direct a \$1,000 donation to a charity of their choice.



Bishop Bastien, Vice President, Strategic Relationship Manager – “Bishop works closely with the sales team to share the Voya story and the uniqueness of our culture. Clients, consultants, colleagues and peers call on Bishop when situations warrant a subject matter expert.”



Justina Snyder, Senior Quality Analyst – “Justina led a digital marketing platform migration, addressing a significant consumer pain point and improving the participant experience. Justina’s leadership, flexibility and preparation ensured the successful execution of this high-impact initiative.”



Kelly Black, Strategic Solutions Strategy Consultant – “Kelly’s diligence in working with Operations and Professional Services to understand client needs has helped ensure that Voya delivers high-quality solutions and a positive client experience.”



Nishla St. Amant, Manager, Client Relationship Management – “In Benefitfocus, Nishla is known for her mentorship, encouragement and ability to inspire her team, fostering a culture of excellence and collaboration.”

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Inclusion and culture

We are committed to fostering an environment where the differences we are born with, and those we acquire throughout our lives, are understood, valued, and intentionally pursued.

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. Diverse perspectives help drive innovation and ensure that our financial solutions empower people from all walks of life.



The Hispanic and Latino Council volunteering at the Boys and Girls Club in Scottsdale, Arizona.



Voya employee providing opening remarks for the 2024 NDSS NYC Buddy Walk in Central Park.



Voya Ambassadors speaking to prospective students at the Atlanta University Center Consortium Career Fair.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Employee-Led Councils

Empowering our people to lead

Our 11 Employee-Led Councils focus on driving programs and initiatives that positively influence our culture. These councils enhance the employee experience, support the business and help strengthen our communities. All councils are open to all employees. We empower our colleagues to practice allyship by actively learning about, respecting and supporting the diverse experiences and perspectives of others.

Our councils drive meaningful progress in three strategic areas: Colleagues, Clients and Communities. Highlights include:

Colleagues – The NextGen Council created spaces to engage, empower and develop professionals across generations. The council hosted its first virtual speed networking event, allowing members to meet one-on-one with 17 Voya senior leaders to build connections, receive guidance and advice, and experience inspirational interactions.

Clients – The Women’s Council partnered with clients from our Workplace Solutions business to launch a career speaker series. The webinars highlighted successful and passionate individuals, sharing meaningful experiences and insights from their career journeys.

Communities – Every Employee-Led Council planned a volunteerism event for our National Days of Service (NDOS), bringing together thousands of employees for in-person and virtual volunteer opportunities to help achieve record participation. Council engagement helped boost the rate of participation overall, resulting in a record-breaking 71% of our employees volunteering during NDOS.

Advancing financial well-being

Our councils delivered numerous innovative programs, including sessions open to all employees designed to increase financial literacy based on the analysis of Voya’s employee savings rates and participation in the company’s 401(k) plan.

Our councils — African American/Black, Asian, Hispanic/Latino, and LGBTQ+ & Allies — delivered webinars focused on how family and cultural backgrounds influence financial habits. Employees shared personal stories and learned strategies to make more informed financial decisions. Additionally, the African American/Black and Hispanic/Latino councils collaborated on a session to educate employees about Voya’s tuition reimbursement and student loan repayment programs.



Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Talent and development

Our key talent and development programs use multiple modes of instruction and guidance. We work to meet employees’ diverse needs and to provide them with the tools and resources to grow and support them, personally and professionally.

Developing our talent

Continuous learning and career development are essential for personal fulfillment and the ability for our company to execute on our business strategy. In response to our employees sharing their perspective through our Employee Sentiment Survey on wanting more ways to develop and grow, we launched Career Hub and Career Development Month in 2023. It is an innovative offering that integrates core elements of employee development — education, experience and exposure — into a single platform.

The platform enables employees to:

- Create personalized development plans based on their skills and professional aspirations
- Explore Voya’s job openings aligned with their development goals to see where internal candidates’ skills and passions align best
- Apply for short-term projects called “gigs” that provide hands-on experiences to close skill gaps
- Engage in formalized mentorship by suggesting potential mentors based on their development needs, interests, and professional goals
- Access more than 6,000 training courses to support their development plans

Voya celebrated its second Career Development Month in August 2024. Eight sessions were dedicated to building awareness of the resources available to our employees. These sessions focused on topics such as career mapping, conflict management, effective communication, emotional intelligence at work, executive presence, leadership and meeting management.⁴

Advancing employee financial acumen

In 2024, we launched a financial literacy pilot to help employees increase their financial confidence and ability to make financial decisions aligned with their aspirations. This internal training initiative is showing early signs of helping our employees achieve their financial goals. Through live training and videos, the pilot focuses on these five areas:

- Cash flow and basic needs
- Financial safety
- Retirement planning and investing
- Financial freedom
- Legacy planning

Extending financial education to youth

After a successful pilot in 2023, we relaunched our comprehensive curriculum designed to help interns and students build confidence in managing their personal finances. Voya Ambassadors took our personal finance curriculum to hundreds of high schoolers, college students and summer interns as part of our commitment to provide young people with a solid financial foundation.

1,400

employees participated in one or more Career Development Month sessions



Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Employee benefits

Voya takes meaningful steps to help employees feel valued and cared for — financially, physically and emotionally. We offer a wide array of benefits and evolve our offerings to meet the varied needs of our employees.



Supporting families

Voya's parental leave policy provides 12 weeks of paid leave for both parents after the birth or adoption of a child, in addition to any short-term disability leave for a parent who has given birth.

Our employees can access 24/7 virtual support; clinical care from experienced fertility nurses; clinical information and community resources to address fertility and family-building; maternity and newborn care; on-demand access to pediatric, behavioral health, and child care specialists; and support for menopausal employees (including the early identification of symptoms, treatment guidance and mental health support). To ensure that all families have access to fertility services, we have removed the infertility diagnosis requirement that was previously necessary to access these benefits.

Meeting employees' diverse needs

Voya understands that mental health is essential to overall well-being and provides resources to support employees or their loved ones facing mental health challenges. To address access issues, Voya now

covers out-of-network mental health visits as in-network (in-network deductible and out-of-pocket maximum). These resources improve employees' ability to take the first step toward mental health — for themselves or their loved ones.

Our LGBTQ Council, in collaboration with the Benefits team, developed a guide outlining our comprehensive offerings that help meet the needs of our LGBTQ employees and their family members. All the benefits in the guide are available to all eligible Voya employees and their dependents.

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 with disabilities, as well as their caregivers, can set up one-on-one counseling sessions with the Voya Cares team to discuss their unique planning needs.

[Learn more about our inclusive benefits.](#)

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment

VOYA

Pay equity

Our business success depends on attracting, developing, retaining and rewarding talented employees. Our compensation philosophy is to provide employees at all levels with a market-competitive total compensation opportunity.

We are committed to fair, equitable compensation practices that reflect our pay-for-performance culture, with compensation differentiated based on individual employee performance.

Each year, Voya participates in a variety of compensation surveys led by independent consulting firms. Benchmark data from these sources guides salary decisions and ensures pay rates and ranges remain competitive.

At Voya, we are committed to compensating our employees fairly and equitably and we regularly monitor our pay practices and collaborate with external experts when appropriate to ensure that our compensation programs treat every employee fairly and equitably. Our commitment to equitable compensation aligns with our broader efforts to foster an inclusive and supportive workplace.

We reinforced our commitment to pay transparency by introducing a conversation guide to assist employees through the year-end performance cycle. This guide includes valuable resources that help managers understand funding metrics and how company performance affects compensation, tips for manager conversations regarding total rewards, as well as a breakdown of the total compensation package, including base salary, cash incentives and equity incentives.



“So much of income is determined by chance: Employees who were raised by parents with college degrees or careers in corporate America, or with multiple positive role models or mentors in young adulthood, might have been taught how to negotiate a job offer or raise as they entered the workforce. Voya’s pay equity analysis can rectify that discrepancy for those of us who grew up without that network of support, like some of my LGBTQ+ colleagues.”

— Braeden Mayrisch, Vice President, Impact & Culture

Table of contents

Who we are

Colleagues

Clients

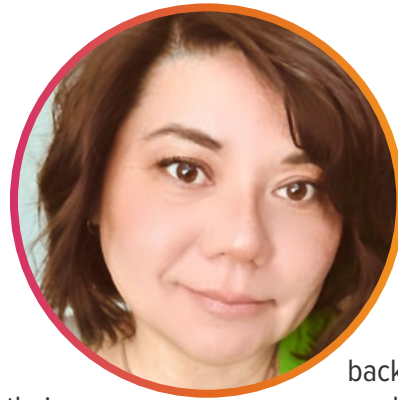
Communities

Governance

Environment



Voice of the employee — Keiko Takahashi



Keiko Takahashi
Plan Manager, Corporate Markets

Keiko Takahashi joined Voya nearly three years ago and brought her rich background in customer service, administration, and financial services. Originally from Costa Rica with Japanese heritage, Keiko’s multicultural experience and passion for helping others shaped her journey at Voya.

She began her career in the call center and later participated in Voya’s SURGE pilot — a working program where employees receive robust just-in-time training and participate as flex team members in multiple roles for their duration of the pilot. Today, Keiko is a plan manager in Corporate Markets, where she continues to make an impact by supporting clients and internal teams with empathy, insight, and dedication.

When I first heard about Voya, I was working at a small regional hospital in Mount Pleasant, Texas. An advisor from Voya would visit regularly, and he made such a strong impression on me — not just with his knowledge, but with his willingness to help. That’s where I learned about Voya. What drew me in was Voya’s commitment to inclusiveness and helping people. It wasn’t just about business; it was about making a difference.

I started in the call center, helping people understand their retirement plans. Coming from a different country, I knew how confusing financial systems could be. That perspective helped me connect with participants who felt overwhelmed. I realized, “I can do this. I can help people.”

From the beginning, my manager asked me where I wanted to go in my career. I had only been at Voya for two months, and I already had someone asking about my future. That was new for me. When the SURGE program came up, she encouraged me to apply. I was nervous — especially about my accent — but she said, “It’s OK. We’ll practice. You have something to offer.”

The SURGE program was a game-changer. It gave me the chance to rotate through different departments and see how Voya really works. I worked on projects with information technology, workforce management, client transition services, corporate market sales support and more. I even got to do project management and support the call center backlog. It was incredible to see how everything connects — from the front lines to the

back office. One of my favorite experiences was working in plan management. I loved how it allowed me to help clients, support internal teams and make a real impact. That’s where I found my passion and that’s where I am now.

The SURGE program gave me exposure and confidence. I had mentors who helped me sharpen my communication and presentation skills. I used every resource I could, including Voya’s e-learning courses, mentorship opportunities and skill-building tools. My OneNote is full of notes and learnings.

For anyone considering SURGE or any development program at Voya, my advice is simple: Try. Don’t let fear or self-doubt hold you back. Your voice matters. Your background matters. And if you take that first step, you’ll find people here who will walk with you every step of the way.

“I always felt different — but here, I feel supported. If you take the first step, Voya will support you all the way. If you want to grow, the opportunities are here.”

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Clients

We advance financial wellness for those we serve by building strong partnerships, enhancing our technology capabilities and fostering authentic relationships with our clients. We offer financial education based on behavioral research to help people make informed decisions and develop innovative tools to streamline financial information access and management.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Voya participating in the NAGDCA Annual Conference in a session titled: Engaging a diverse workforce: Effective communication strategies for retirement plans.

Access to financial education

Offering financial sessions to all

We are providing spaces for our customers to grow their financial wellness acumen. Our Voya Learn live sessions are open to everyone — regardless of enrollment in Voya’s benefit offerings. While our suite of products and services offers choices to help create a well-rounded financial portfolio, they also provide information to help participants understand how each product can help them achieve financial wellness to and through retirement. These sessions provide live, interactive information sessions and decision-support tools to help attendees gain an understanding of topics, including personal finance, retirement and protection.

If our customers are unable to attend a live session, this program also provides pre-recorded videos and decision-support tools — with most available in English and Spanish — to help make informed decisions in planning for their financial goals.

Expanding financial literacy through community service

As part of Voya’s commitment to financial wellness, our American Bar Association (ABA) Retirement Relationship Management team led an impactful financial literacy course aligned with Voya’s National Days of Service. The course was designed to educate employees of nonprofit legal aid organizations — many of whom are early-career professionals — on the fundamentals of retirement planning.

The program received overwhelmingly positive feedback. Participants expressed that the session helped demystify retirement planning and made them feel more confident about their financial futures.

20,000

customers and employees attended our Voya Learn live sessions



“Providing plan level education is so helpful in a group environment because participants ask questions and don’t feel embarrassed to ask the wrong thing. It is valuable when people truly understand what their options are, and it encourages them to start planning for their future.”

— Dee Norman, Client Relationship Consultant



“This course opened participants’ eyes to retirement options, and we had fun teaching it. I’m sure next year they will want to do the same event again because it’s teaching more young folks the importance of retirement.”

— Mo Turay, Client Relationship Manager, ABA

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Participant solutions enhancements

As an industry leader in the delivery of benefits, savings and investment solutions to and through the workplace, Voya is dedicated to ensuring a secure financial future for everyone — one person, one family, one institution at a time. We help simplify the lives of employers and participants by making benefits packages more accessible and providing tools to help them plan for the future they envision.

Supporting workers at every life stage

A decade ago, we launched myOrangeMoney® — an online retirement calculator that translates accumulated retirement savings into estimated monthly retirement income — to enhance customers’ digital retirement saving experience. Since its launch, myOrangeMoney has empowered our customers to confidently manage their retirement

accounts by providing straightforward, accessible education and guidance.

Voya has continued to enhance myOrangeMoney to support workers at every life stage and income level. Voya’s Behavioral Finance Institute for Innovation has developed actionable “nudges” that help users gauge their retirement outlook and stay on track

with their savings goals. Over the years, various enhancements have equipped participants with tools to optimize their company match, benchmark their progress against peers and factor Social Security and health care costs into their retirement planning decisions.⁵

32%

of myOrangeMoney users have modeled changes that could affect their future retirement income.⁶

24%

more has been saved for future retirement by myOrangeMoney users compared to non-users.⁷

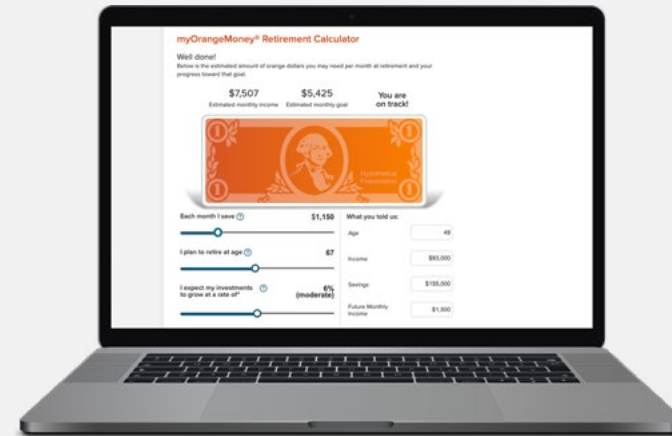


Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Enhancing the employer and employee experience

myBenefitsHub now offers users an intuitive experience for managing absence requests. The updated myBenefitsHub portal helps employers and employees better manage time away. Specifically, myBenefitsHub enhancements include:

- **Intuitive claims:** The myBenefitsHub claims submission process is now more intuitive, including a new claims progress tracker and supportive prompts throughout the process to clearly outline what the employee should expect during their claim-filing experience.
- **Additional education:** Employees receive essential information about the types of absence and disability coverage available to them through their employer or work state to help them feel empowered to make informed decisions about their benefits.

- **Robust absence dashboard:** For supervisors, managers and human resource contacts the portal includes an absence dashboard that provides a clear overview of absence data intended to make it easy to address employee questions and manage administrative tasks efficiently.⁸

Improving access for smaller employers

Our business-ready solution, a recent addition to Voya’s nonqualified deferred compensation (NQDC) solutions, is tailored specifically for smaller employers as a complement to their executive benefits package. This new service makes our NQDC offerings more accessible to employers with fewer than 400 employees, including a pre-built investment lineup of 21 unique asset categories, more streamlined plan design choices and funding options, and easier plan management for both employers and participants.

Supporting families with bereavement services

Our collaboration with Empathy continues to strengthen our commitment to help ease the unexpected administrative, emotional and practical challenges that come with the loss of a loved one. Combining technology and human care, Empathy helps families prepare for the future and navigate the emotional and practical challenges associated with loss.

Employees and their families have access to funeral and digital estate management services — resources designed to provide comfort, clarity and support during a critical time.^{9,10,11}



“Through our work with employers for their benefits offerings, our focus is on helping employees and their families with the many financial and emotional challenges that they face. By extending the resources available to our customers through our new collaboration with Empathy, we are able to further support today’s workforce by providing full-circle care to navigate the emotional and practical challenges associated with loss. This new collaboration enables us to further demonstrate Voya’s core values and our focus on the holistic needs of our customers and their families.”

— Maleiha Russell, Vice President, Life, Absence & Disability Product

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Customer satisfaction

Voya delivers empathetic, intuitive and insightful customer experiences powered by people, technology and a culture of trust. By focusing on these principles, we prioritize a customer experience that not only enhances satisfaction and drives stronger financial results, stakeholder value, employee engagement and customer growth. We are passionate about our customers and always work to provide them with the best service, products and solutions by listening and responding to their needs.

93%

overall satisfaction with services provided by Voya (Top 3 box score)¹²



Nearly 9 in 10 plan participants (89%) feel Voya is easy to do business with.¹²



More than 9 in 10 plan participants (93%) are satisfied with Voya's plan participant website.¹²



Nearly 9 in 10 plan participants (87%) feel that Voya provides strong service support.¹²



Nearly 9 in 10 plan participants (88%) feel that Voya helps them know where they stand in terms of being prepared for retirement.¹²

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment

VOYA®

Voya Cares

Voya Cares is a value-add program that provides education and resources on disability inclusion best practices and helps advance the financial well-being of people with disabilities and their caregivers. The Voya Cares program is equipped to help improve employees’ financial preparedness for the future.

Supporting disabled veteran employees

More than one-third of the approximately 8.4 million employed veterans nationwide have a disability.¹³ Recognizing that veterans with disabilities may have unique workplace needs, Voya Cares and Easterseals commissioned [original research](#) to go beyond hiring efforts to gain a deeper understanding of how to support veterans with disabilities and their caregivers.

With the increased number of veterans with disabilities and the aging population of veterans, the number of caregivers has increased and the care that they provide has evolved. Caregivers are often family members, neighbors, and/or friends who provide crucial, unpaid support to a veteran with a disability.

According to the U.S. Department of Veterans Affairs, there are more than 6.5 million unpaid caregivers. These individuals perform the necessary and often unseen labor that can impact not only the veterans they support but other areas of their own lives, including their jobs and mental health.

The results of the Voya Cares research highlight these findings:

- There is a significant gap between employers’ perceptions of their support for disabled veterans at work and how disabled veterans and their caregivers feel their needs are being met in the workplace.
- Disabled veterans report a difficult transition from service to civilian life and work. In particular, they face unique barriers in finding appropriate employment and advancing in their careers.
- Many veterans with disabilities have low confidence in their long-term financial future and retirement.
- Caregivers of disabled veterans often struggle and are frequently overlooked for support.
- Mental health benefits and support are pressing concerns for disabled veterans.

To learn more about how employers can support and retain disabled veteran employees, visit voya.com/disabledvets.



Voya Ambassador meeting active service members and veterans at Tuskegee University.

- Table of contents
- Who we are
- Colleagues
- Clients
- Communities
- Governance
- Environment



Advocating for inclusive employment

Over the years, Voya Cares has developed important nonprofit partnerships that have helped us better support people with disabilities. These partnerships have helped us advocate for competitive integrated employment, ensuring people with disabilities receive the same opportunities and compensation as those without disabilities.

National Down Syndrome Society (NDSS)

In recognition of National Disability Employment Awareness Month in October, our CEO Heather Lavallee and NDSS President and CEO Kandi Pickard led a panel to educate employees about the importance of competitive integrated employment and share the steps Voya has taken to make ABLE accounts more accessible in the workplace.

The panel was followed by an informative presentation of proposed changes in disability inclusion legislation

and regulation that may have implications for employees with disabilities or those for whom they provide care. The event concluded by outlining actions everyone can take to help improve disability inclusion in our families, workplaces and communities.

Together with NDSS, Voya Cares also sponsored the fourth-annual Entrepreneur Grant program. Two \$10,000 grants were awarded to entrepreneurs with Down syndrome, based on criteria that included their business plans, goals and positive impact on the Down syndrome and disability communities. The 2024 grant recipients were Blake Edwards of the Blake Edwards Art Academy and Hunter Norwood of A Little Something Extra Ice Cream, both of whom launched their businesses to break down workplace barriers for individuals with disabilities.

CEO Commission for Disability Employment

In 2018, Voya co-founded the CEO Commission for Disability Employment alongside NDSS and the Society

for Human Resource Management. During the CEO Commission’s most recent advocacy day on Capitol Hill, we joined nonprofit partners, member companies and self-advocates in meetings with legislators to discuss key disability rights issues.

Disability:IN

Our partnership with Disability:IN has helped us advance disability inclusion in our workplace and provided us with the opportunity to share best practices with other companies. At the Disability:IN annual conference, Heather Lavallee delivered a powerful closing plenary entitled “Turning Insight into Action: Activating Disability Inclusion Post-Conference,” which discussed ways to advance disability-inclusive employment practices. Heather called on C-suite business leaders to help drive change through policy, practice and culture. The session brought together thought leaders and advocates to share practical strategies and inspiring stories about advancing disability inclusion in the workplace.



Employees and family members gathering for the NDSS Buddy Walk in New York City.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Benefits administration

Driving better health and benefits outcomes is central to Voya Financial's mission. The integration of Benefitfocus, acquired in 2023, has strengthened this commitment. Our enhanced ability to deliver seamless, data-driven, cloud-based benefits administration solutions offers the potential to improve the employee experience and supports informed benefits decision-making.

As part of our strategy, we are committed to transforming the benefits experience for employers, health plans and the people they serve. Our advanced engagement services and deep experience in benefits administration enable us to offer integrated, personalized and impactful solutions that are intended to help improve the financial, physical and emotional well-being of our clients and their employees. The platform also streamlines administration, simplifies employee communication and delivers value across workplace benefits and savings.

“Our value is shining through for clients, and they experienced a phenomenal annual enrollment season. Their success is our success, and we're motivated to make sure their employees have a smooth and confident benefits experience — always!”

— Gaby Marroig, VP, Client Relationship Management

By the Numbers

100%

on-time annual enrollment starts¹⁴

97%

first-call resolution¹⁴

100%

on-time payroll integration delivery¹⁴

96%

employee satisfaction score for contact center¹⁴

100%

service-level agreements met for contact center¹⁴

\$2M+

in savings with Dependent Eligibility Verification Audit (DEVA)¹⁵

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment

VOYA®

Responsible investments

Customizing investment strategies

Voya Investment Management has a range of capabilities and approaches to responsible investment. We recognize that meeting sustainability preferences often requires customization. As part of our investment process, we consider material factors, which may include environmental, social and governance criteria.¹⁶ We believe that the incorporation of this information, alongside traditional financial investment factors, leads to better-informed investment decision-making and a more holistic assessment of long-term investment risks and opportunities.

Our experienced analysts and portfolio managers have a deep understanding of the nuances of their asset classes and specific portfolio considerations. Informed investment decisions are made by taking material financial and non-financial factors into account. The analysis of the long-term performance outlook of a company and the value of its securities may include factors such as exposure to climate risks, corporate culture, governance practices, human rights, labor relations, and water and land use.

Engaging as active owners

Voya Investment Management’s long-term perspective favors sound investment principles

aligned with the priorities of our clients. Accordingly, our active ownership activities are designed to protect and enhance the economic value of the companies in which we invest on behalf of our clients. We do this through exercising our voting rights at shareholder meetings and engaging with issuers of securities in which we have invested.

Our investment teams (portfolio managers and analysts) engage with issuer management teams to address a range of fundamental questions and concerns, which may include issues that can be classified as environmental, social and governance. These engagements are led by the Active Ownership (AO) team and may also include members of our investment teams. Such dialogues are likely to enrich our investment analysis while at the same time providing useful insights to issuers into how they compare generally to industry peers and how markets perceive their environmental, social and governance initiatives.

The AO team aspires to improve the long-term sustainability of the companies in which Voya Investment Management invests by promoting environmental, social and governance best practices through our proxy voting and engagement activities. The objective of our engagements will be specific to each issuer and focused on issues that are

material to the issuer. Therefore, the purpose of all engagements conducted by the AO team is to have a constructive dialogue between the company and the AO team. Our goal is to understand how the company is addressing its material ESG risks and opportunities, better understand each other’s views and objectives, develop a long-term relationship beneficial to both parties, and encourage utilizing generally accepted reporting frameworks.

[Learn more about how we categorize our range of solutions and approach.](#)



Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Environmental, social and governance integrated investments

Compared to the prior year, we have continued to increase our share of assets with environmental, social and governance factor integration (“integrated”) or are categorized as sustainability solutions.¹⁶ In particular, during 2024, we leveraged our strategic partnership with AllianzGI to expand our sustainability investment offering to include strategies meeting SFDR requirements. Features of these solutions include greater consideration of sustainability risks, as well as specific carbon-related targets. These initiatives have allowed us to expand our global footprint and serve the needs of clients globally.

As of year-end 2024, Voya Investment Management’s integrated investments totaled \$274 billion, representing 81% of Voya’s total assets under management. Client-directed exclusions accounted for \$97 billion, while sustainability solutions — including inclusion, improvement and thematic approaches — described in the table below totaled \$5 billion.



Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Voice of the employee — Maria Fisher



*Maria Fisher
Vice President,
Distribution Excellence*

Maria Fisher leads sales enablement across employee benefits, retirement and retail businesses. With nearly two decades at Voya and a 25-year career in financial services, Maria has helped shape how sales teams are trained, supported and empowered. She also serves on the Executive Committee of the Arizona Council on Economic Education nonprofit, where she supports financial literacy for young people.

I stepped into this role in 2022 to centralize our sales enablement strategy across the Workplace businesses at Voya. Our mission is to equip our sales teams with the tools, training and insights they need to thrive in a fast-paced, highly competitive market.

Over the past few years, the pace of business has accelerated dramatically. It has become clear that the old ways of training aren't working anymore. We are now putting a lot of focus and energy into

developing capabilities to enable just-in-time access to training, customer content and data-driven information that will give our distribution teams a competitive edge in the market. We're building robust enablement capabilities that integrate AI-driven solutions, competitive insights and on-demand learning, so our teams are always ready to deliver value.

What sets us apart is our people. In a commoditized industry, our culture is our differentiator. Clients don't just choose Voya for our products; they choose us because of the care, trust and humanity we bring to every interaction. That's what we bring to every conversation, and it's what we reinforce in every training session.

When Voya first introduced its purpose work, I'll admit, it felt a little abstract. But over time, it's become something we live and breathe. I've seen our sales teams embrace it as a lens through which they engage with customers. We've hosted purpose workshops that have helped our teams connect their personal values to their work. And now, I see that alignment showing up in the way they tell our story in the market.

Outside of Voya, I serve on the Executive Committee of the Arizona Council on Economic Education (ACEE). I joined the board in 2023 after volunteering as a judge for a National Personal Finance Challenge. It was one of those moments where everything clicked. Voya's purpose and my own values aligned perfectly.

Since then, I've chaired ACEE's annual fundraiser and helped organize events like Invest in Girls, where we brought together young women and Voya leaders to talk about careers in financial services. Seeing the impact we can have on the next generation is incredibly rewarding. Creating a ripple effect of financial empowerment and education ties in perfectly with Voya's purpose as well as my own.

“Our purpose isn't just a statement, it's how we show up and we're demonstrating it in the way we go to market. It's embedded in our value proposition, in our service models and in the way we care for our customers. That's what makes Voya different.”

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Communities

We partner with organizations that share our commitment to advocating for financial resilience, meeting the needs of our communities and harnessing the passions of our employees for good. Strengthening our communities through our philanthropic programs, employee volunteerism and giving is a defining aspect of our culture and character as an organization.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Employees volunteering at the Craft Project with Johnson County Developmental Support.



Employee volunteerism and giving

Serving our communities

Deeply ingrained in our talent strategy is cultivating a culture of serving others. We offer employees the time and the resources to be able to give back in ways that align with their own values and purpose. Every full-time employee is offered 40 hours annually of paid Volunteer Time Away (in addition to company Paid Time Off) and up to \$5,000 in matching gifts to eligible nonprofits of their choice. Employees use these benefits for varying volunteerism activities that align with their interests: building homes in communities facing housing insecurity, raising funds for food banks to continue to provide meals in the face of rising costs of living, and teaching children the money management skills necessary to make sound financial decisions.

Employee giving and volunteering programs are available year-round, and Voya's commitment is best illustrated by the two campaigns that follow,

where our people come together and make a significant impact in our communities.



Advancing students' financial literacy skills at Junior Achievement.

Giving time and treasure

Each September, our annual Employee Giving Campaign provides an opportunity for employees to support their favorite charities in fun and unique ways. In 2024, Voya saw another year of strong participation for EGC with 53% of employees participating in events to support more than 1,700 causes and nonprofits. Employees donate funds to engage in activities such as pet photo contests, scavenger hunts, mini golf, ping pong or to win sweepstakes items personally donated by Voya leaders. Additionally, Voya leaders use the spirit of giving to donate in-person experiences such as one-on-one coaching sessions, dinners, golf outings and more to connect and spend time with employees.

Giving time and talent

Voya stands out as an industry leader in corporate volunteerism as we provide ample opportunities for our employees to drive change in their local communities across our company's national footprint. In 2024, approximately 70% of employees participated in our National Days of Service, logging more than 18,000 volunteer hours in one week during the month of May.

44,000+
hours volunteered by Voya
employees in 2024

62%
of employees raised more than
\$5 million for charity through their
donations and Voya Foundation
match through 2024

73%
of Voya employees volunteered
throughout 2024 compared to 29%
median volunteer participation rate for
similar sized-companies ¹⁷



Voya India

At Voya India, our colleagues are committed to giving back through purposeful volunteerism and community engagement. These efforts reflect our dedication to making a positive difference across India.

Our initiatives focus on education and child welfare, supporting low-income children through scholarships and learning resources. In collaboration with organizations such as Manukula, Marga Darshi, Samarthanam, Sarthaka, Tranquil Charity, and WeCare, we work to uplift communities and expand access to opportunity. Through our partnership with the Sarthaka Foundation, we launched the Annual Scholarship Distribution Program, which awarded scholarships to 80 low-income students to support their educational journeys.

Voya India also promotes women’s empowerment through education and skill development in partnership with the Jaya Trust. Our outreach includes support for visually impaired students, care for elderly destitute women through Ashraya Seva Trust and urban wildlife rescue and rehabilitation with People for Animals.

These efforts are further supported by four Employee-Led Councils, which help foster an inclusive culture, empower our colleagues and strengthen our connection to communities across India.



Student receiving scholarship from the Annual Scholarship Distribution Program.



Voya India employees volunteering at the Jyothi Seva Home and School for Blind Children.



Voya India providing transportation for children at the Nandadeepa Education and Rehabilitation Society.

Nonprofit board service

Our executive nonprofit board placement program is designed to provide Voya leaders with opportunities to serve on nonprofit boards in their local communities, furthering our community impact.

Our leaders bring their talents and expertise to these nonprofits while also acquiring new ones. They are excited to share these insights with Voya, introducing fresh ideas on leadership, collaboration and innovative problem-solving. This exchange of knowledge benefits both our partners and Voya, fostering mutual growth and innovation. Our leaders who serve on nonprofit boards were energized to create dozens of engagement opportunities for their colleagues through volunteerism and giving events for both National Days of Service and Employee Giving Campaign. As of 2024, 35% of Voya's approximately 70 enterprise leaders serve on nonprofit boards.



“My experience on the board of the National Down Syndrome Society has been nothing short of life-changing. It has provided me with the incredible opportunity to lead meaningful discussions with advocates and our nation’s legislators on critical issues such as organ discrimination, benefits reform, and supporting and protecting special education among other topics. Elevating the passionate stories of advocates and work of NDSS has been a true honor, as these narratives highlight the profound importance of these topics to the entire disabilities community. I am deeply honored to serve on this board, and I am committed to continuing our work to drive policy change, provide resources and shift public perceptions.”

— Kerry Sette, Vice President, Consumer Insights & Research

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment

VOYA®

Voya Foundation

Voya Foundation makes a meaningful difference in the community through focused and impactful investing. We support programs with well-defined metrics and measurable outcomes, all working toward the goal of creating financially resilient youth.

Our grants focus on equipping young people with the necessary science, technology, engineering and math (STEM) expertise and financial knowledge to succeed in the 21st-century workforce, make smart financial decisions, prepare for a secure retirement and better manage stress and decision-making as they embark on financial independence. The majority of student program beneficiaries come from low-income families, where the average household income is \$60,000 or less.

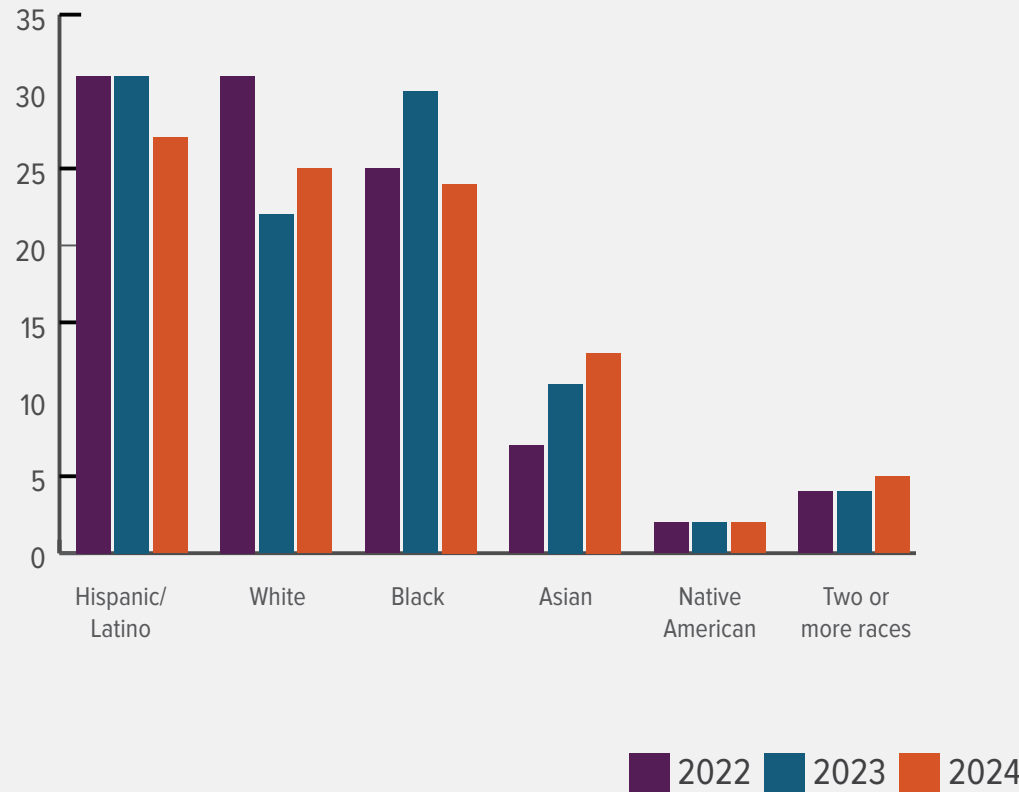
35,000

students enrolled in financial literacy programs funded by Voya Foundation

9,500

students enrolled in STEM-focused programs funded by Voya Foundation

Beneficiaries of Children’s Education Programming Grants



Signature partnerships

Voya partners with nonprofit organizations to equip the next generation of students and teachers with grants, scholarships and resources to achieve financial resilience and future financial wellness.

Investing in talented youth

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 can apply to become a Voya Scholar. Every year, business leaders across the company select five beneficiaries to receive scholarships of \$10,000 each. Scholars go on to participate in career guidance initiatives and receive priority consideration for jobs and internships.

Congratulations to the 2024 Voya Scholars who are on academic paths with the ultimate goal of a career in business or finance:

- **Meelan Dessejour**, University of Wisconsin-Madison, business major
- **Ivana Hughes**, Baruch College, business administration major
- **Ava Meinders**, Marquette University, marketing major
- **Marianne Sheehan**, University of Connecticut, finance major
- **Ryan Tian**, University of Pennsylvania, finance major

Advancing futures in STEM

Voya's partnership with Voya STEM Futures funds high-quality, experiential STEM learning opportunities for children in grades K–8. In cooperation with the Association of Science-Technology Centers, Voya STEM Futures provides grants to science museums in communities where Voya employees live and serve. Participating museums have the opportunity to develop meaningful, innovative and sustainable programming that has a direct and measurable impact on children's interest in pursuing STEM degrees and careers and in line with state curriculum standards.

In 2024, 10 museum partners joined Voya STEM Futures:

- **Catawba Science Center** (Hickory, NC) showed students the STEM needs of local employers vital to the surrounding community.
- **Discovery Museum** (Acton, MA) brought career-oriented STEM programming directly to local schools.
- **Fernbank Science Center** (Atlanta, GA) explored the intersection of science and careers in the arts.

- **Fleet Science Center** (San Diego, CA) strengthened career awareness at the San Ysidro STEM Fair.
- **Florida Museum of Natural History** (Jacksonville, FL) created outdoor learning opportunities in local parks.
- **Long Island Explorium** (New York, NY) held pop-up exhibits at local libraries in underserved districts.
- **Putnam Museum and Science Center** (Davenport, IA) expanded no-cost educational programs for local schools.
- **Santa Cruz Museum of Natural History** (Santa Cruz, CA) gave middle school students the opportunity to capture ecological data in unique habitats.
- **Space Center Houston** (Houston, TX) held mentorship workshops led by local STEM professionals for middle school students.
- **The Works Museum** (Minneapolis, MN) brought engineering workshops to afterschool centers in partnership with local Boys and Girls Clubs.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Empowering educators

Giving teachers the training, tools and exposure needed to effectively provide students with STEM and financial literacy skills amplifies the positive impact of the programs we support.

Voya Financial and Voya Foundation launched Voya Teacher Voices™ in 2018 to provide training opportunities to expand the expertise of high-achieving teachers, help recruit the next generation of educators and provide classroom funding opportunities to allow teachers to pursue innovative curriculum design. Through Voya Unsung Heroes®, educators are awarded grants to implement new and exciting programs in their classrooms across all subjects.



Congratulations to the 2024 First Place Voya Unsung Heroes grant recipients: Thomas Harten, Jesse Howe, Jenna Lyons, and Linda Subda from CHESPAX in Prince Frederick, Maryland. Their innovative teaching idea “Schoolhouse Rocks: Saving the Chesapeake’s Oysters” engages fifth-grade students in improving their community’s ecosystem. The project focuses on preserving the ecological role and economic benefit of oysters in the Chesapeake Bay through a living reef action campaign.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment

VOYA®

Building Financial Acumen in Youth

Since 2018, the National Personal Finance Challenge has been a Voya signature program, in partnership with the Council for Economic Education (CEE). This competition offers high school students the opportunity to build and demonstrate their knowledge in the concepts of earning income, spending, saving, investing, managing credit and managing risk.

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 for a fictional American family. The teams develop financial plans to help the family take the necessary steps toward financial well-being, with a panel of judges selecting the national champion.

Voya employees have volunteered at the state and national championships each year to help students gain valuable life skills and opportunities for personal growth since the program's inception. We view volunteerism as a way to foster deeper connections with key stakeholders. For the first time in 2024, clients and business partners were invited to join us in these

volunteer efforts, allowing them to experience one of our greatest differentiators, our purpose, firsthand.

Our CEO Heather Lavallee is a director on the CEE nonprofit board, and served alongside executives from our clients and broker-dealer relationships as a judge at the New York State Championship of the National Personal Finance Challenge. This collaborative approach not only strengthens our relationships but also demonstrates our shared dedication to promoting financial literacy and community engagement.



23.5%

increase in participation by students from low-income districts¹⁸

14,500+

students from across the country competed in 2024¹⁸

271%

increase in student participation in Voya employee-led teaching sessions¹⁸

11%

increase in financial literacy test scores by participants¹⁸

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Voice of the employee — Sam Rhue



Sam Rhue
AVP, Enterprise Brand Strategy

Sam joined Voya in 2019 and leads strategic brand initiatives, manages strategic brand integration, strengthens brand saliency and advocacy, ensures brand compliance, and enhances brand equity across all touchpoints that align with Voya's purpose and business objectives. Sam is passionate about giving back to the Atlanta community and creating spaces for young individuals' financial preparedness. In alignment with this passion, Sam serves on the Board of Trustees for Cristo Rey Atlanta Jesuit High School.

I have had the privilege of serving on the Board of Trustees for Cristo Rey Atlanta Jesuit High School for the past three years. Voya graciously provided me with an opportunity to join the nonprofit board, and I was excited to see that the role resonated deeply with my values, mission and personal purpose.

As a nonprofit institution, Cristo Rey High School challenges students with a rigorous academic curriculum and a work-internship program that adequately prepares students for college with the ultimate goal of being successful college graduates and future professionals who impact the world with purpose and skilled passions.

I've truly enjoyed witnessing the transformation of students. It is incredibly rewarding to see their lives enhanced by their academic experience at Cristo Rey. I have had the opportunity to celebrate hundreds of these young students that are gaining life-changing wisdom, intelligence and work experience, and adopting a confident can-do mindset that success can be theirs.

My brand, digital, PR and marketing research expertise is leveraged for Cristo Rey Atlanta as Chair of its Development Committee. Simultaneously, I take back to Voya the cross-functional skills obtained from the diverse executives with whom I serve and bring fresh thinking to our company. Voya has encouraged us to develop personal purpose statements and I'm able to empathetically inject my personal purpose ("serving to empower, while climbing to lift") into my role as a Trustee. This was made evident when I was asked to be the first Trustee to ever speak to the entire school for their annual ecumenical program. As I spoke to students and staff, I realized that I was given a unique opportunity to live out my personal purpose while simultaneously pushing my audience to authentically seek and fight for "better."

During my tenure as a Trustee, I have seen evidence that education and exposure are the key ingredients to experiencing a transformative life. Sitting at the table with my fellow board members has taught me a lot and exposed me to new ideas and new ways to strengthen an organization. In turn, my own leadership skills have been honed, perspectives have been broadened, and problem-solving skills have been sharpened.

Ultimately, I have discovered that we all can truly change lives if we are willing to roll up our sleeves and jump into the fight. You have to be willing to get dirty and do the work. You have to be fearless enough to extend a hand and lift people ... real people ... through stories about overcoming one's own financial challenges. And you have to be selfless enough to use your time and talents in creative and innovative ways in the pursuit of making a difference in your own community. Serving on the Cristo Rey Atlanta Board of Trustees has been a fulfilling, positive and life-changing experience for me, and it has been wonderful to weave these experiences into my community as well as my work environment at Voya.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment

VOYA®

Governance

At Voya, we believe a strong corporate governance model is essential for effective company oversight. Our culture of ethics is central to living our purpose and strengthening the trust we build with colleagues, clients and communities.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Voya joins The Wall Street Journal discussion titled: Navigating the risks that come with change.



Data privacy and cybersecurity

Protecting data and preserving trust

Voya recognizes the importance of having effective and meaningful privacy protections around the collection, use and disclosure of personal information. The personal information we collect about individuals — including employees, agents, distributors and individuals who have obtained a product or service from the Voya family of companies — is treated with a high degree of confidentiality. Safeguarding personal information is an important part of our culture of ethics and integrity. Voya has developed a clear privacy notice that accurately reflects our privacy practices.

The chief privacy officer (CPO) and the Voya Privacy Office (VPO) hold enterprise-wide responsibility for overseeing and addressing all matters related to data privacy. The CPO reports to the chief legal officer (CLO) and has direct access to the board.

Every employee is responsible for the appropriate use and protection of personal information. In support of this commitment, we regularly update internal policies and procedures that define the principles that govern all activities involving the collection or handling of personal information. We also conduct mandatory privacy training at the time of hire and annually to ensure all employees and associated individuals are trained on our internal policies and procedures. In addition, we have specialized training for roles with enhanced privacy responsibilities. Failure to

follow internal policies and procedures may result in disciplinary actions.

Voya’s “Privacy by Design” approach means we take data privacy into consideration for all projects that involve personal information. The Privacy Impact Assessment (PIA) is a method used to weigh and identify privacy risk. The PIA is used to: (1) evaluate adherence with applicable legal, regulatory and policy requirements for privacy; (2) determine privacy risks and impacts; and (3) examine safeguards and mitigate potential privacy risks. PIAs are conducted as required by Voya’s privacy control standards.

The VPO supports our employees by providing a framework in which the business can support data privacy, as well as provide individualized guidance on projects that involve personal information. Privacy will continue to evolve, and we are committed to navigating the privacy landscape by continuously assessing and adjusting policies and procedures, as well as educating our employees. As an added measure, internal audit also conducts periodic testing of the privacy program.

Securing information and systems

Voya’s information security management system adheres to the stringent requirements of the internationally recognized ISO 27001 security standard. This certification underscores Voya’s

dedication to investing in personnel, processes and technology to safeguard customer data, while providing an independent, expert evaluation of our data protection protocols. Additionally, fraud training and education are mandatory for all employees, along with regularly circulated fraud alerts, enhancing awareness and sensitivity to potential fraud attempts.

Voya celebrates Cybersecurity Awareness Month (CSAM), a monthlong campaign designed to educate and build greater awareness of every individual’s role in protecting personal information. We offer educational opportunities and activities year-round, focused on four basic behaviors to protect both professional and personal devices:

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



Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Business ethics, compliance and risk management

Upholding ethics and integrity

Ethics guide the decisions our employees make every day. All areas of Voya’s corporate responsibility practices integrate a strong ethical code, reinforced by our policies, procedures, regulatory compliance and disclosures. Our ethical practices support our corporate responsibility commitment by ensuring we do the right things for our colleagues, clients, communities and other stakeholders. Voya’s Code of Business Conduct and Ethics is designed to guide 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 2024.

Reviewing business practices

The Nominating, Governance and Social Responsibility Committee assists the board in overseeing and reviewing information regarding environmental, governance and corporate social responsibility matters of significance to the company, including, without limitation, significant policies, procedures and practices.

In addition, the committee reviews the company’s activities and initiatives related to inclusion, and receive periodic reports regarding the company’s diversity activities and initiatives.

The enterprise corporate responsibility strategy and execution are managed at the business and functional level, with overall management and reporting at the end of 2024 led by our Steering Committee for Responsible Business Practices, which included Voya’s chief financial officer, chief legal officer, chief risk officer and Voya Investment Management’s chief risk officer.¹⁹

Quarterly progress reports, performance gap assessments, relevant corporate responsibility issues and regulatory updates are presented to Voya’s Executive Committee as appropriate, and at a minimum to the Nominating, Governance and Social Responsibility Committee on an annual basis.



Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Managing risk

The Voya board of directors oversees risks within the company and is responsible for ensuring risk management processes are integrated into Voya’s strategy. The board delegates risk oversight to the Risk Committee of the board, which oversees the assessment, management and mitigation of material risks, collaborating with other committees as needed. 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 company’s risk profile and risk management practices related to financial, nonfinancial, product and model risks. It approves risk policies, determines risk appetite and monitors limits and tolerance. The Voya Risk Committee is supported by its standing sub-risk committees, each with a specific focus area and charter. These committees oversee all relevant matters for their specific risk domains, and their charters extend to risk identification, assessment, mitigation and reporting.

We use a dynamic approach to integrate our risk management strategy and risk appetite into all areas

of the company. Business leaders are responsible for managing risks specific to their business objectives and business environment. ERM is responsible for providing insight into the company’s aggregate risk and ensuring 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 — ensures 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 equips Voya to adapt to market dynamics, regulatory changes and emerging risks while driving sustainable growth to protect and increase franchise value.

Our environmental, social and governance (ESG) risk management framework covers a broad spectrum of Voya’s activities, including managing relationships 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 framework generally applies 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 ESG risk framework covers a broad scope, including human rights, labor issues, health and other critical matters. We regularly review our ESG risk management approach and the related systems and processes to ensure ESG risks are effectively managed.

Analyzing climate risk

In 2024, Voya engaged an external consultant to conduct a qualitative climate-related risk and opportunity scenario analysis across our operations, underwriting and the general account portfolio. This assessment utilized scenarios from the Intergovernmental Panel on Climate Change’s (IPCC) Shared Socioeconomic Pathways (SSPs) for physical risks and the Network for Greening the Financial System (NGFS) for transition risks. The analysis considered both low- and high-emission pathways across short-, medium- and long-term time horizons. Results indicate Voya’s exposure to climate-related risks is relatively low and manageable within our current risk framework. We continue to engage subject-matter experts throughout the enterprise and maintain a robust governance structure to support ongoing risk identification, mitigation and reporting. Additionally, we are enhancing our data and analytics capabilities while remaining aligned with evolving regulatory and industry expectations.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Voice of Human Resources

— Brannigan Thompson

Brannigan joined ING, Voya's predecessor company, in 2000 and has held roles of increasing responsibility in the United States, the United Kingdom and the Netherlands. He built his career in Human Resources (HR), playing a central role in shaping Voya's purpose and vision. Brannigan led teams across all aspects of HR and became Voya's chief human resources officer in August 2023.

Not long ago, I was grocery shopping after work. When I went to check out, the cashier saw the Voya logo on my shirt and asked, "Do you work for Voya? You have my 401(k)!" I felt instantly appreciative that a customer showed so much enthusiasm for our company. Then, I was humbled by our responsibility to her. Voya helps millions of people in all professions and stages of life across the American workforce — including grocery store employees — steward their hard-earned savings to and through retirement. That is a significant obligation, and our people are the key to fulfilling customers' needs every day.

That obligation is also reflected in Voya's Purpose — Together we fight for everyone's opportunity for a better

financial future — which is at the heart of who we are and why we exist. It is deeply embedded in our culture and our approach to attracting, developing and engaging talent.

We continue to build on a performance culture at Voya that emphasizes accountability, inclusivity and the unlocking of individual potential. I think of it as helping employees "find their superpowers." Our development programs are flexible and personalized, designed to meet people where they are and help them grow into who they aspire to be. We invest the time and effort to help them develop their own purpose, ensuring they know their role, have the tools to do their work and can bring their authentic selves to Voya each day.

The same is true of leadership development: authenticity drives performance. The best leaders surround themselves with exceptional people, and we believe in the power of leading from within an organization, not just out front. We work to give leaders the ability to shape their teams to anticipate emerging customer needs while also ensuring that they listen to and consider diverse, critical viewpoints and perspectives.



Brannigan Thompson
Chief Human Resources Officer

The complexity of our customers' needs and preferences — particularly in how they interact with us — constantly evolves, and so must Voya. That means investing in digital fluency, attracting generationally diverse talent, providing meaningful, purpose-driven work and offering flexible benefits that go beyond well-being and retirement. This approach is also reflected in how we work to enhance our customer experience.

Our board of directors plays a critical role in this journey, serving as strategic advisors whose values deeply align with ours. In addition to governance, they provide insights that help shape our talent strategy, ensuring that we are anticipating tomorrow's opportunities while fulfilling today's needs. Their commitment to our purpose strengthens our culture and sharpens our focus.

Together, we are building a Voya that is prepared to win in the future: inclusive, more agile and ready to fulfill customers' evolving needs. I am honored to be part of this extraordinary team that fights every day for everyone's opportunity for a better financial future.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment

VOYA®

Environment

We focus on minimizing our impact on the planet through our business operations and understand our employees' activities that influence our footprint such as business travel and commuting. We have several initiatives designed to foster a more sustainable future for our colleagues, clients and communities.

[Table of contents](#)[Who we are](#)[Colleagues](#)[Clients](#)[Communities](#)[Governance](#)[Environment](#)

Employees helping restore and refresh Camp Laurel for the Girl Scouts of Connecticut.

Greenhouse gas emissions reporting

Since 2007, Voya has prioritized the calculation and reporting our greenhouse gas (GHG) emissions. We are committed to transparent and accurate reporting of our scope 1, scope 2 and scope 3 GHG emissions. Our efforts include regular assessments of our operational footprint and annual, independent, limited assurance verification of our GHG emissions data.

We have a target to reduce our total scope 1 and scope 2 emissions by 10% based on a 2019 base year. In 2020, we reduced our total scope 1 and scope 2 reduced to 9,972 metric tons of CO₂e and we have continued to reduce emissions through 2024. Voya’s shift to a flexible working model resulted in a 78% electricity reduction in our major offices’, which accounted for the majority of our total scope 1 and scope 2 emissions reduction.

We remain focused on maintaining our reduction target and continuously reviewing our business practices’ impact on the environment.

Our scope 3 GHG emissions reporting includes Category 5 (waste generated in operations) and Category 6 (business travel). A high demand for business air and rail travel contributed to higher emissions, driven in part by a growing number of employees engaging with their colleagues, customers and clients.

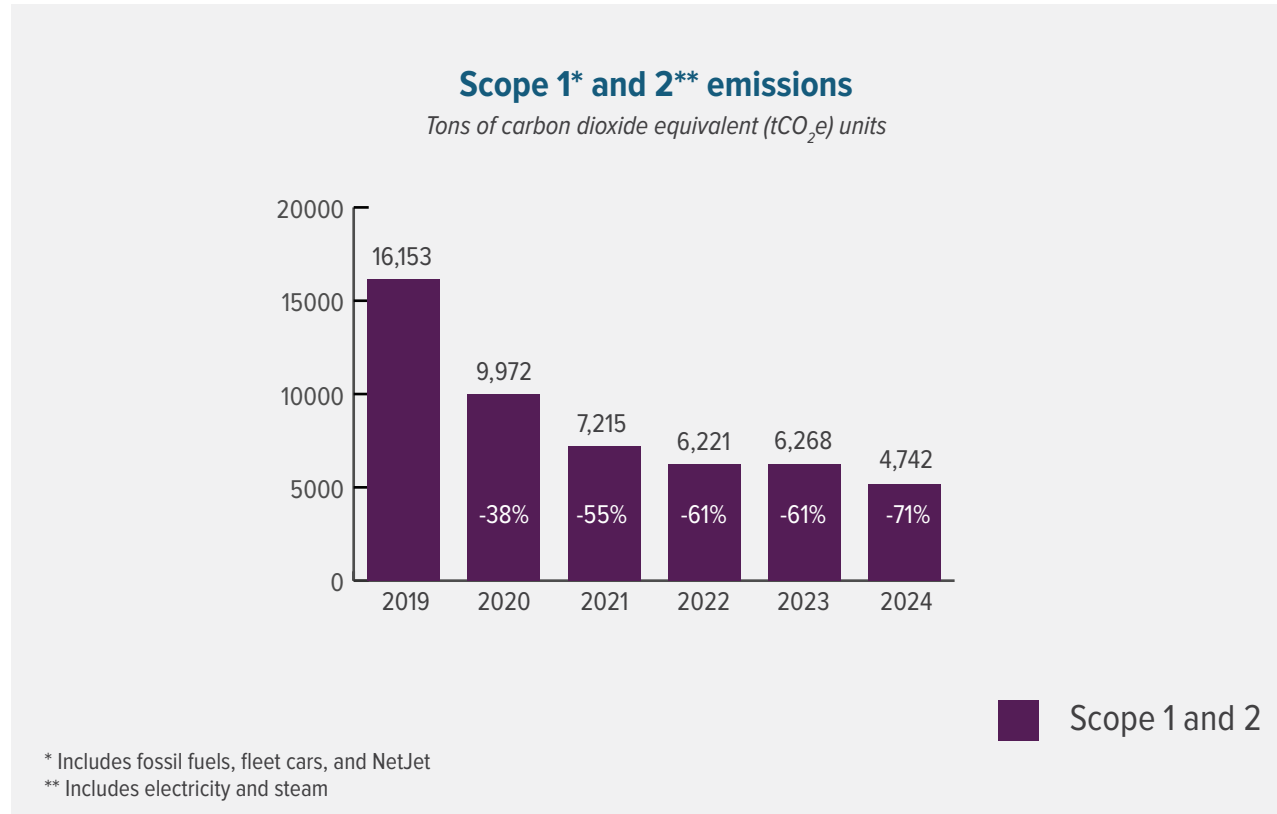


Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Offsetting energy usage

We have purchased renewable energy credits to offset at least 100% of our electricity use since 2008. In return, we are recognized on the 2024 U.S. Environmental Protection Agency’s Green Power Partnership 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.

Reducing waste and recycling

In 2024, our total waste output increased slightly compared to the previous year. However, through our recycling and composting practices, we diverted 76% of total waste from landfills. We continue to encourage our employees to recycle through environmentally conscious signage in our offices and employee-led education facilitated by our Environmental Stewardship Council.

Sourcing sustainably

In 2024, 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 consider suppliers’ practices of materials, manufacturing or upcycling, shipping and distribution, and disposal or recycling. Our environmentally conscious choices were equivalent to over 162,000 kilograms of CO₂ reduction.

71%
reduction in U.S. scope 1 and scope 2 emissions since 2019

76%
waste diverted from landfills

114%
total percentage of electrical emission offset in 2024

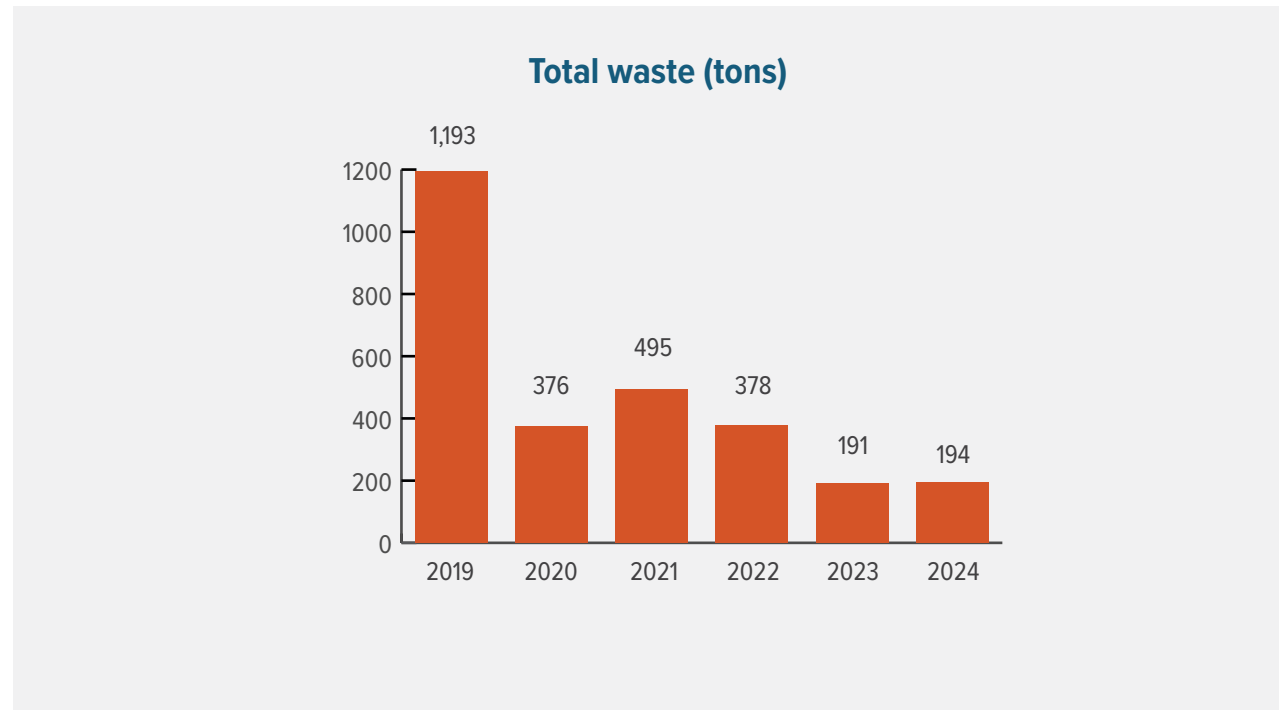


Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment



Employee-driven environmental advocacy

Our Environmental Stewardship Council is dedicated to promoting environmental sustainability and energizing our employees to make a positive impact in our offices, at home and in our communities. One of the council's signature initiatives is the annual Earth Week celebration, packed with activities designed to raise awareness and spark environmental action. The main opportunity for all employees was the EcoChallenge, a team-based digital platform where employees competed by tracking their sustainable actions. This activity encouraged our people to make environmentally conscious behavioral changes in their day-to-day lives for our collective impact.

The council also organized hands-on volunteer events such as park clean-ups and local community festivals near Voya offices across the country. These efforts reflect the council's commitment to fostering a culture of environmental stewardship and shared responsibility.



Allianz Global Investors living our purpose

In 2024, our colleagues who joined Voya in connection with the 2022 integration of certain assets and teams comprising the substantial majority of Allianz Global Investors U.S. business achieved inspiring participation rates in Voya's philanthropic and volunteerism programs. Participation increased to 88% for giving and 81% for volunteering, marking an increase of 84% and 55% from 2023, respectively. Their engagement in these programs reflects a deep commitment to our purpose and leaders' ability to articulate its value to even our newest employees.

Our colleagues who joined from Allianz Global Investors refreshing a local garden in New York City.

Table of contents

Who we are

Colleagues

Clients

Communities

Governance

Environment

VOYA®

Endnotes

The Global Reporting Initiative (GRI) Index accompanies the 2024 Impact Report: Driven by purpose, which was developed in reference to the GRI Standards: Core Option. Please visit [Voya.com](https://www.voya.com) to [view the full GRI Index](#).

1. The ESG Materiality assessment pertains to environment, social and governance factors and their impact on stakeholder value. It is not an assessment of financial materiality.

2. Compared to Peoplelytics' 2021 Average eNPS scores by industry. <https://www.peoplelytics.co/blog/what-is-good-enps-score/>

3. VoyaVibes groups as of February 28, 2025.

4. Career Development Month sessions available for U.S. employees only.

5. The illustrations or other information generated by the calculators are hypothetical in nature, do not reflect actual investment results, and are not guarantees of future results. This information does not serve, either directly or indirectly, as legal, financial or tax advice and you should always consult a qualified professional legal, financial and/or tax advisor when making decisions related to your individual tax situation.

6. Voya Financial internal data as of March 31, 2024.

7. Voya Financial internal data as of March 31, 2024.

8. Voya Leave Management services provided in part by Disability Reinsurance Management Services, Inc.

9. Bereavement Support, including Funeral Planning & Will Preparation services are provided by The Empathy Project, Inc., New York, NY. Provisions and availability of each service may vary by state. In New York, only Funeral Planning is available.

10. LifeVault digital legacy planning is provided by The Empathy Project, Inc., New York, NY. Provisions and availability of each service may vary by state.

11. Insurance is 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. Form numbers, product availability and specific provisions may vary by state.

12. Views expressed vary based on a respondent's personal opinion. Top 3 Box Scores refers to the % of respondents rating Voya "3", "4", or "5" on a scale where 5=Very satisfied and 1=Very dissatisfied. Top 2 Box score on a scale ranging from "Strongly Agree" to "Strongly Disagree". May not be indicative of all client experience. Results will vary.

13. March 8, 2024, Veteran Unemployment Rates, U.S. Department of Labor, <https://www.dol.gov/agencies/vets/latest-numbers>

14. *Aggregated Benefitplace™ client metrics from fall 2024 annual open enrollment period for 1/1/25 benefit effective dates.

15. Amount determined using industry-standard estimates per dependent removed that was enrolled in medical coverage for medical claims the employer pays out. Savings are considered to be re-occurring annually.

16. 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 may impact the investment risk and return profiles of our investments. Integration of ESG factors into an investment process may cause a strategy to take risks or forego exposures available to strategies or products that do not consider ESG factors, which could negatively impact performance. There is no assurance that integrating ESG factors will be successful for an investment strategy. Past performance is no guarantee of future results. 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.

17. Chief Executives for Corporate Purpose. (2024). Giving in Numbers: 2024 Edition (p. 17). CECF.

18. Information is provided by the Council for Economic Education's final report of the 2024 National Personal Finance Challenge. Figures represent changes compared to the same period in the previous reporting year. Some information in this report is based on data from third-party sources. While we consider these sources reliable, we have not independently verified the data and cannot guarantee its accuracy.

19. As of June 2025, the Enterprise ESG Steering Committee has been renamed the Steering Committee for Responsible Business Practices and its membership has been reconstituted.

Who we are

Colleagues

Clients

Communities

Governance

Environment



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.

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