



 **MetLife**

2022 Sustainability Report



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Letter from Our CEO

For 155 years, MetLife has protected people around the world and been there during the moments that matter most. We are in the business of making and keeping long-term promises, and our commitment to protecting families, businesses and communities underpins our purpose: *Always with you, building a more confident future.*

Our reason for being, who we are, and what we stand for are represented by this purpose, guiding us during times of uncertainty and allowing us to make a greater difference through our sustainability efforts.

OUR SUSTAINABILITY COMMITMENTS

A confident future requires a resilient and thriving environment and a more inclusive and equitable society—and we are determined to be part of the solution.

Our 2030 Diversity, Equity and Inclusion (DEI) Commitments consider how our investments, products and services, supply chain, and volunteer and community efforts address the needs of underserved and underrepresented communities. We are also committed to building on our long-standing history of environmental stewardship for current and future generations.

Our path forward, which we track and report on, is ambitious, and we remain confident in delivering on our long-term sustainability mission through the commitment of our people, and the strength of our products, services, and investments.

OUR PROGRESS

We bring our purpose to life by creating a virtuous circle of shared value for all our stakeholders—showing that when we deliver for them, we not only benefit our business, but also the world around us. We are constantly adapting to meet the needs and expectations of our stakeholders, and we are strengthening our DEI and environmental commitments to address critical challenges that they face.

For our colleagues

Our employee value proposition (EVP), “**All Together Possible,**” inspires our people to foster a purpose-driven, inclusive culture. We are committed to bringing different perspectives together through DEI, launching programs and initiatives to create a culture of care and inclusion. This work has led us to maintain above-median results on global officer gender diversity and top-quartile results on ethnic and racial diversity for officers in the U.S.



For our customers

We strive to build enduring relationships with our customers to meet their evolving needs and to secure their financial futures through the products and services we offer. Sustainability considerations are integral to our business and lead MetLife to create holistic solutions for our customers' diverse needs and well-being. One example is **360Health**, which helps customers address their mental, physical, financial, and social health. We continued to expand the offering throughout Asia in 2022, with free virtual doctor consultations among the most popular value-added service. The success of 360Health has earned it numerous international awards.

For our shareholders

By energizing our people to make progress against our Next Horizon strategy, we deliver more for our customers, and drive long-term value for our shareholders. We have a duty to manage risk effectively and seek out responsible investments that are diverse, stable, secure, and offer competitive, risk-adjusted returns. By year-end 2022, responsible investments managed by MetLife Investment Management totaled over \$77 billion, contributing to our strong free cash flow, total shareholder return (TSR) and return on equity (ROE).

For our communities

As MetLife's strength, scale and resilience grow, so too does our role in communities. MetLife Foundation provides support through its Economic Inclusion, Financial Health and Resilient Communities portfolios, and awarded \$37.9 million in grants during the past year. And our colleagues offered their time, talent and passion for their communities, dedicating nearly 110,000 hours volunteering where they live and work.

It's this progress that shows how MetLife is a force for good in the world. Even during the most challenging times, our virtuous circle remains strong. The COVID-19 pandemic was no exception and, as it persisted in 2022, claims totaled approximately \$800 million.

LOOKING TO THE FUTURE

Expectations across our stakeholder groups are rising—and we are raising the bar to meet and even exceed these expectations. We are in a position of strength, and the actions detailed in this year's report are the foundation we'll build upon to continue driving meaningful change.

You will read more about our progress against our commitments, our ongoing efforts to foster a more inclusive and diverse workplace, the innovations we continue to make to our products and services to give customers confidence, and how our work is creating value for our shareholders.

Living our purpose is how we will fulfill our sustainability commitments, and keep the promises we make to our stakeholders, something that we have always done since selling our first insurance policy in 1868.



MICHEL A. KHALAF

**PRESIDENT AND CHIEF EXECUTIVE OFFICER
METLIFE, INC.**

Our Purpose—Always with you, building a more confident future.

MetLife contributes to a more confident future as an employer, an investor and a provider of financial solutions and expertise. Our purpose is at the heart of our virtuous circle of delivering for our colleagues, our communities, our customers and our shareholders.

ABOUT METLIFE

MetLife Inc., through its subsidiaries and affiliates (MetLife), has helped generations of people around the world protect their families and finances. We are one of the world’s leading financial services companies, providing insurance, annuities, employee benefits and asset management to our individual and institutional customers. Founded in 1868, MetLife has operations in more than 40 markets globally and holds leading positions in the United States, Japan, Latin America (LATAM), Asia, Europe and the Middle East (EMEA). We are committed to building a more confident future for all of our stakeholders—our colleagues, our communities, our customers and our shareholders.

[metlife.com](https://www.metlife.com)

40+
GLOBAL MARKETS
SERVED

\$579B+
TOTAL ASSETS UNDER
MANAGEMENT (AUM)^{1,2}

~45,000
EMPLOYEES³

\$77B+
IN RESPONSIBLE
INVESTMENTS²

155
YEARS OF
OPERATION⁴

1. Please see *Creating Value as an Investor* and *Responsible Investments* to learn more about MetLife Investment Management’s (MIM) AUM and responsible investments.
 2. At estimated fair value as of December 31, 2022.
 3. Headcount includes AmMetLife (Malaysia JV), MetLife Legal Plans (Hyatt Legal), Maxis, Versant and Ecuador.
 4. As of March 24, 2023.

Next Horizon Strategy

MetLife's Next Horizon strategy accelerates resource allocation to high-value opportunities and promotes sustainable competitive differentiation. Delivering on our Next Horizon strategy provides solutions that anticipate and meet our customers' evolving needs. This has resulted in strong investment returns, expense discipline and topline growth. The pillars of our Next Horizon strategy are threefold:

Focus

Generate strong free cash flow by deploying capital and resources to high-value opportunities

Simplify

Simplify our business to deliver operational efficiency and an outstanding customer experience

Differentiate

Drive competitive advantage through our brand, scale, talent and innovation

› MetLife volunteers will help Planet Water build 30 AquaTowers in Mexico between 2022 and 2024.





Sustainability at MetLife

OUR APPROACH >

STRATEGIC ALIGNMENT WITH THE
UN SDGS >

2030 DEI COMMITMENTS >

NET ZERO COMMITMENT >

< Planet Water's AquaTowers project provides access to clean, safe water, sanitation and education on water health and hygiene to 54,000 people daily in Mexico.

Our Approach

With our purpose at our core—*Always with you, building a more confident future*—sustainability at MetLife means sustaining people's lives.

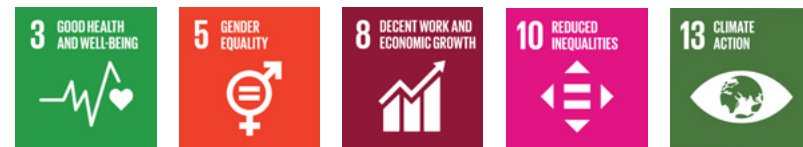
Sustainability is central to our business strategy and is ingrained across our operations. With the United Nations Sustainable Development Goals (UN SDGs) as a guide, we are deploying the full strength of our people, products, services and investments to sustain our customers, our colleagues, our communities and our shareholders.

We demonstrate our commitment through the security we provide to customers by paying claims during times of need, our activities and investments in the communities we serve, and the long-term investments we make in the broader economy.

Sustaining people's lives is what we do—and it has been this way since MetLife opened for business in 1868.

Strategic Alignment with the UN SDGs

Our sustainability strategy is closely aligned with the UN SDGs to contribute toward meaningful change around the world. We have prioritized five of the 17 UN SDGs, given their relevance to our business:



Examples of how MetLife's work contributes to the achievement of the UN SDGs are featured in the [Appendix](#).

MetLife is also a signatory to the UN Global Compact (UNGC).

Please see the [Appendix](#) to learn more.

Please see ESG Products on our [website](#) to learn more.

Our Sustainability Commitments

2030 DEI Commitments

Addressing the needs of the underserved and underrepresented through a mix of investments, products and services, supply chain, volunteering and community efforts.

Solutions and Insights

Goal: Provide solutions and insights to address the needs of the underserved.

- Issued Rural Term Insurance plans for low-income customers of microfinance institutions and financial cooperatives in Nepal.
- Continued to apply inclusionary approaches to better reflect the diverse needs of our customers, such as improvements we've made to seven Group Benefits insurance products that help make financial health more inclusive and accessible.

See [Global Diversity, Equity and Inclusion](#) for more information on MetLife's DEI strategy.

Diverse Suppliers

Goal: Reach \$5 billion in spend with diverse suppliers and annually report the economic impact.

- \$192M spent with diverse suppliers in 2022 for a total of approximately \$3.7B since inception of the program.

Investments

Goal: Originate \$1 billion in investments that advance firms owned by women, minorities and disabled persons.

- \$981M+ originated since January 1, 2021.

MetLife Foundation Funding

Goal: MetLife Foundation committed \$150 million in funding starting in 2022 to support underserved and underrepresented communities.

- Awarded \$35.7M in MetLife Foundation grants in 2022 through Economic Inclusion, Financial Health and Resilient Communities portfolios.

Workforce Diversity

Goal: MetLife will continue to advance workforce diversity for officers across each ethnically and racially diverse category in the U.S. and for females globally. We are committed to consistently achieving top-quartile positioning against industry benchmarks and enhancing transparency of the link between top-quartile positioning and executive leadership performance.

- Achieved top-quartile results in ethnic and racial diversity for officers (U.S. only).

Volunteer Hours

Goal: Commit 800,000 employee volunteer hours with a focus on DEI/underserved communities.

- MetLife employees volunteered 109,000+ hours in 2022, bringing our total to over 171,000 since January 1, 2021.

Research

Goal: Support research that advances understanding of DEI issues.

- Employee Benefit Trends Study includes DEI-focused questions, enabling insightful analysis.
- Launched primary research to help understand how our current offerings are serving the needs of diverse employee populations.
- Participated in external surveys and studies, such as McKinsey's Race in the Workplace study to inform our DEI strategy.
- MetLife Foundation awarded a three-year, \$2.7M grant to Syracuse University to accelerate research and thought leadership efforts that address the racial wealth gap.
- Became a Hispanic Promise signatory, pledging to hire, promote, retain and celebrate Hispanic colleagues in the workplace through the We Are All Human Foundation.

Our Sustainability Commitments

Net Zero Commitment

MetLife is committed to Net Zero greenhouse gas (GHG) emissions for its global operations and General Account investment portfolio by 2050 or sooner.¹ This ambition is part of our overall business strategy to create long-term value for colleagues, customers, shareholders and the communities where we operate. For MetLife, this means working toward an inclusive, resilient and thriving environment for present and future generations.

As a purpose-driven company, we continue to adapt to meet the needs of a rapidly changing world. MetLife's Net Zero commitment builds on our longstanding history of environmental stewardship. This includes addressing climate change and supporting a just transition to a low-carbon economy, which requires collective action from diverse stakeholders. Our commitment is supported by a comprehensive approach, interim targets and key initiatives intended to help improve the environment.

Our Net Zero Approach

MetLife's approach to Net Zero is guided by four pillars focused on where we are best positioned to support a long-term transition while creating value for our stakeholders:



- 1 Reduce GHG emissions in alignment with the aims of the Paris Agreement**
- 2 Collaborate with our stakeholders to collectively work toward a Net Zero future**
- 3 Finance solutions to drive progress toward a low-carbon economy**
- 4 Evolve our approach to changes in the market and incorporate the latest climate science into our strategy**

1. The Net Zero commitment applies to GHG emissions from MetLife, Inc.'s global owned and leased offices and vehicle fleets, employee business travel, supply chain and assets in MetLife's General Account investment portfolio, which includes the general accounts of MetLife, Inc.'s wholly owned insurance company subsidiaries, where reliable data and methodologies are available. While reliable methodologies and data sets pertaining to certain GHG emissions are not available at this time, MetLife is committed to identifying and measuring relevant climate data as methodologies and standards evolve. Emissions are tracked in accordance with the [GHG Protocol](#), unless otherwise directed by regulators. Additional information about MetLife's General Account investment portfolio is [available here](#).
2. Applies to GHG emissions from MetLife, Inc.'s global owned and leased offices (fuel, gas and electricity consumption) and global vehicle fleet (Scope 1 and 2 emissions), and employee business travel (Scope 3 Category 6), where reliable data and methodologies are available. Target has a base year of 2019 and target year of 2030. Emissions are tracked in accordance with the [GHG Protocol](#), unless otherwise directed by regulators.
3. "Two-thirds" based on spend; target measures MetLife suppliers that make public commitments to reduce GHG emissions by 2025 or later, aligned with the aims of the Paris Agreement. This applies to upstream GHG emissions from the production of products purchased or acquired by MetLife, Inc. (Scope 3 Category 1) and from the production of capital goods purchased or acquired by MetLife, Inc. (Scope 3 Category 2), where reliable data and methodologies are available. Emissions are tracked in accordance with the [GHG Protocol](#), unless otherwise directed by regulators.
4. Applies to MetLife, Inc.'s financed GHG emissions associated with its General Account public corporate portfolio (Scope 3 Category 15), where reliable data and methodologies are available. Emissions are tracked in accordance with the Partnership for Carbon Accounting Financials standards, unless otherwise directed by regulators. While reliable methodologies and data sets pertaining to certain GHG emissions are not available at this time, MetLife is committed to identifying and measuring relevant climate data as methodologies and standards evolve. Additional information about MetLife's General Account investment portfolio is [available here](#).
5. Applies to GHG emissions directly generated and associated with power consumed on site (including Scope 1 and 2 emissions and excluding Scope 3 tenant emissions) for owned and controlled real estate investments within MetLife, Inc.'s General Account (Scope 3 Category 15), where reliable data and methodologies are available. Excludes emissions from the operation of leased assets (Scope 3 Category 13). Target has a base year of 2019 and target year of 2030. Emissions are tracked in accordance with the [GHG Protocol](#), unless otherwise directed by regulators. While reliable methodologies and data sets pertaining to certain GHG emissions are not available at this time, MetLife is committed to identifying and measuring relevant climate data as methodologies and standards evolve. Additional information about MetLife's General Account investment portfolio is [available here](#).



Interim targets on the way to Net Zero

(by 2030 unless otherwise indicated)

GLOBAL OPERATIONS

-  Reduce Scope 1, 2 and 3 business travel emissions by 50%²
-  Two-thirds of suppliers to set emissions reduction goals aligned with climate science³

GENERAL ACCOUNT INVESTMENTS

-  Engage emitters responsible for at least 50% of public corporate portfolio financed emissions on climate annually⁴
-  Reduce GHG emissions for managed real estate equity investments by 50%⁵

Enhancing data accuracy and completeness

MetLife has voluntarily produced and publicly disclosed an inventory of GHG emissions from our operations for many years. While reliable methodologies and data sets pertaining to certain emissions are not available at this time, we are committed to improving our data quality and tracking capabilities as standards and methodologies continue to evolve. To support our Net Zero commitment for MetLife's General Account, we are focused on developing financed emissions disclosures where reliable data and methodologies are available and enhancing its accuracy and completeness over time.

CREATING POSITIVE CLIMATE IMPACT IN AN EVOLVING LANDSCAPE

Beyond our Net Zero commitment and interim emissions reduction targets, our sustainability strategy centers on five of the 17 UN SDGs that are most relevant to our business, including climate action. In addition, we leverage the strength of our people, products, services and investments to make progress in areas such as human health, water stewardship and biodiversity.

WE ARE WORKING TOWARD:

Maintaining carbon neutrality annually for our global offices, vehicle fleets and employee business travel by supporting high-quality carbon offset projects that align with UN SDGs to the extent possible and supporting renewable electricity technologies by purchasing renewable energy credits (RECs).⁶

Prioritizing green and healthy buildings in our global office portfolio (aiming for at least 40% of our square footage), including healthy and sustainable amenities for our colleagues.⁷

Engaging colleagues, customers and our other diverse stakeholders on environmental stewardship.

Originating \$25 billion of new General Account green investments and \$500 million of impact investments (with 25% allocated to climate change priorities).⁷

Contributing \$5 million to drive climate-related partnerships and solutions.⁷

MetLife Foundation granting \$10 million to environmental causes.⁸

Planting 5 million trees, prioritizing areas vulnerable to natural disasters, to help improve the health of local ecosystems and communities and preserve biodiversity.⁷

6. MetLife's carbon neutrality efforts apply to global owned and leased offices, global vehicle fleets (Scope 1 and 2 emissions) and employee business travel (Scope 3 Category 6).

7. MetLife initiative to take place between 2020 and 2030.

8. MetLife Foundation initiative to take place between 2020 and 2030.

For Our Colleagues

HIGHLIGHTS >

OUR APPROACH >

GOVERNANCE >

A CULTURE OF TRUST AND INCLUSION >

GLOBAL DIVERSITY, EQUITY
AND INCLUSION >

TALENT AND SKILL DEVELOPMENT >

HOLISTIC WELL-BEING >

COMPENSATION >

ATTRACTING AND RETAINING TALENT >

< MetLife colleagues enjoy collaborative outdoor spaces at our Cary, North Carolina, campus.

Highlights

Achieved top-quartile results

on ethnically and racially diverse¹ officers² (in the U.S.) and increased female representation to 53% of MetLife's global workforce

Enhanced "All Together Possible,"

our Employee Value Proposition (EVP)³ that positions MetLife as an employer of choice

Certified Great Place to Work[®]

in 8 markets across the world

Expanded

our internal career mobility platform, MyPath, globally and increased users by

192%,

fueling development and unlocking capacity

Launched Growing@MetLife

campaign to support colleagues' growth and development

Achieved highest response rate

to date on our annual employee survey, MyVoice

1. Ethnic and Racial Diversity is the percentage of employees in the United States who identify as American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander and Two or More Races.

2. The officer population is a subset of overall management that is a reflection of the leadership of the organization. It is comprised of all MetLife employees at the Vice President level or above.

3. Our EVP, "All Together Possible," indicates the sum of our employee offerings, which include Inclusive Environment, Holistic Well-Being, Purpose and Impact, Learning and Development and Compensation and Benefits.

Our Approach

MetLife builds confident futures for our stakeholders, a commitment that energizes colleagues to make a difference. Our commitment begins with maintaining a great workplace and continues through nurturing a trusting, inclusive culture and providing support for a fulfilling, thriving career.

Our Employee Value Proposition (EVP), **“All Together Possible,”** outlines how we deliver on our commitment. When our unique backgrounds, skills, perspectives and voices come together, even more is possible. DEI underpins everything we do. See [Global Diversity, Equity and Inclusion](#) for more information on MetLife’s DEI strategy. It inspires mutual respect and trust, and we believe the only culture that can deliver on our purpose is one in which trust prevails.

The sum of our employee offerings is fundamental to our EVP. These programs demonstrate our culture of care and differentiate MetLife as an employer of choice. They include: Inclusive Environment; Holistic Well-Being; Purpose and Impact; Learning and Development; and Compensation and Benefits.

Governance

MetLife’s Chief Human Resources Officer (CHRO) reports directly to the CEO. The role is critical in driving MetLife’s human capital strategy, along with regularly consulting with and updating MetLife’s Board of Directors on our human capital priorities.

MetLife’s EVP — All Together Possible



GUIDED BY EMPATHY

At the heart of our culture lies a passion for people, which guides us in everything we do and connects us to our customers.



WINNING TOGETHER

We believe that an inclusive culture where unique attributes, perspectives, voices and contributions are valued and respected—and where everyone has access to what they need to succeed—enables us to win together.



DRIVEN BY GROWTH

We know that everyone at MetLife wants to grow—not just at work, but in life. That’s why we empower our colleagues to build a career, perform at their best and turn their ambitions into reality, all while focusing on our customers and growing our business.

GLOBAL DEI GOVERNANCE

Our Global DEI governance structure oversees progress toward our 2030 DEI Commitments (see [Our Sustainability Commitments](#)). This oversight helps maintain accountability and transparency in DEI performance. MetLife's DEI efforts are led by the Global Chief Diversity, Equity and Inclusion Officer, who reports directly to the CEO and the CHRO, a reporting structure that underscores the importance of DEI. To promote enterprise-wide collaboration on our DEI commitments and initiatives, we've formalized those practices deemed necessary to achieve an equitable, inclusive work environment by establishing guidelines. These include:

- [Diversity and Inclusion in MetLife's Recruitment Processes](#);
- [MetLife Pay Equity Statement](#); and
- [MetLife Equal Employment Opportunity and Anti-Harassment Policy](#).

GLOBAL DEI LEADERSHIP COUNCIL

Chaired by MetLife's CEO Michel Khalaf, our **Global DEI Leadership Council** is an 18-member senior leadership body focused on achieving our long-term aspiration to be a leading company for DEI with top-quartile performance. The Council drives DEI strategy and execution across businesses, functions and regions, and provides strategic guidance and insight to improve performance, as well as visibly promote and champion DEI internally and externally. Members are selected based on their purpose-driven leadership and commitment to achieving results. Topics the Council has recently addressed include:

- Advocating for colleague professional development and a positive work experience;
- Ensuring accountability of DEI through quarterly review of progress;
- External advocacy, including board memberships and increased commitment with nonprofit partners (e.g., [Girls Who Code](#) and [INROADS](#));
- Establishing and strengthening business and functional inclusion councils; and
- MIM's DEI initiatives and investments to support diverse partnerships and sponsors.

Please see [Global Diversity, Equity and Inclusion](#) to learn more.



METLIFE: A CERTIFIED GREAT PLACE TO WORK®

We've been certified by Great Place to Work® in Brazil, Chile,¹ China, Cyprus, India (MetLife's Global Operations Service Center), Mexico, Uruguay and the U.S. The certification process considers a company's culture, innovation, DEI initiatives and trust between employees and the company, asking and surveying employees about their experiences.

1. MetLife owns two businesses in Chile—ProVida and MetLife Seguros. Our Great Places to Work certification applies only to MetLife Seguros in Chile.

A Culture of Trust and Inclusion

In the face of a competitive talent landscape, our culture is a key differentiator. We nurture our culture through initiatives that promote connection, involvement and dialogue.

INCLUSION NETWORKS: A CONNECTED AND INVOLVED COLLECTIVE

To drive greater connectivity, sense of community, and employee engagement, we created MOMENTUM. This global initiative aligns and expands our inclusion networks and focuses on causes most important to our people, such as: wellness, the environment, volunteering, social justice, diversity, women's advancement, veteran's transition to corporate life and more.

MetLife's 10 inclusion networks are pivotal in connecting colleagues and helping grow our sense of inclusiveness and community across the company. Colleagues can join or be an ally to one or multiple networks—including lesbian, gay, bisexual, transgender, queer and other (LGBTQ+) professionals; people with disabilities; veterans; multicultural professionals; rising professionals; professional women; Black professionals; and Asian professionals. The latest network, LatConexión + Latino Executive Leadership Forum, responds to interest from our colleagues for a forum in which Latino colleagues can connect and enhance inclusiveness for that community.

LISTENING TO COLLEAGUES: ANNUAL EMPLOYEE SURVEY—MYVOICE

Listening to colleagues and gaining their perspective on how we are working together and what we can do differently helps us deliver on our purpose, accelerate an inclusive culture and improve our core operations.

Our 2022 MyVoice survey reveals a colleague base engaged in the collaborative process of continuous improvement. Not only did we receive our highest response rate since the survey launched in 2018, but the proportion of participants providing written comments—valuable insights and feedback to help us grow—also rose from 2021, and we achieved our highest favorability rating to date. We believe these results demonstrate colleagues' trust in the effectiveness of the feedback system.

Each year, we have engaged teams around the company to implement solutions based on the annual results, and the solutions we've implemented are appreciated: Our score on whether colleagues believe "meaningful action will be taken as a result of the survey" was 12 points over benchmark.

Achieved a very
good result of

76%

favorability to 'feeling
a sense of belonging
at MetLife' in the 2022
MyVoice survey.

2022 MyVoice Employee Survey by the Numbers¹

85%

response rate, the highest response rate to date

~88K

comments, which are all read and discussed with the CEO and CHRO

79%

answered favorably for engagement, the highest rating to date

79%

answered favorably to: "People at MetLife make decisions with their impact on the customer in mind"

78%

answered favorably to: "How happy are you working at MetLife?"

80%

answered favorably to: "MetLife is committed to sustainability"

1. "Engagement" is blend of 2 questions: "I would recommend MetLife as a great place to work" (80% Favorability) and "How happy are you working at MetLife?" (78% Favorability); a result of 75% or higher on the MyVoice survey is considered very good and a result of 66-74% is considered good; answered "Favorably" represents the percentage (%) of respondents who replied with a 4 or 5 on a five-point Likert scale.

FOSTERING FLEXIBILITY AND EXPERIMENTATION IN THE WORKPLACE

Flexibility is central to the modern workplace and continues to evolve at MetLife. As one example, MetLife's ways of working provide more flexibility post-COVID-19 to help colleagues with their work-life integration. Colleagues provide feedback on our work practices through our surveys, Let's Talk Live! Forums (monthly, CEO-led global town halls) and listening sessions with leaders.

We believe that when colleagues are empowered to bring their whole selves to work, innovation flourishes. To create space for sharing and testing colleagues' ideas, we introduced a global **Experimentation Fund**, designed to provide fast approval and funding for low-cost, quick experiments—and to give every colleague around the world the opportunity to submit ideas. We have so far experimented with 101 ideas from 365 submissions across the world.

MetLife's Annual Employee Recognition Programs

2,385

Above and Beyond Awards

214

Purpose Awards

CENTER STAGE

Provides a platform for sharing continuous recognition, such as anniversaries, milestones and successes.

ABOVE AND BEYOND AWARD

Recognizes colleagues for their collaboration, experimentation and customer-focused achievements.

PURPOSE AWARD

Recognizes colleagues who went to extraordinary efforts to bring MetLife's purpose to life.



Inclusion Begins with Me

Conversations That Matter



HOSTED BY DR. CINDY PACE
Chief Global Diversity, Equity and Inclusion Officer

CATCH THE PODCAST
ON YOUR FAVORITE LISTENING APP

HOSTING IMPORTANT CONVERSATIONS ABOUT DEI

MetLife's culture thrives on a deep understanding and expression of DEI, alongside honest conversations. Our new podcast, "Inclusion Begins with Me: Conversations that Matter," hosted by our Global Chief Diversity, Equity & Inclusion Officer, Dr. Cindy Pace, examines the pivotal role employees play in creating inclusive workplaces that are built for the future.

According to podcast metric Listen Score, the show is one of the top 5% podcasts out of more than 3 million globally. It has ranked in the business and management categories on Apple podcast charts in 22 markets and has been played in 716 cities across 66 countries, with more than 80% of downloads coming from North America.¹

1. Listening metrics courtesy of our hosting platform BuzzSprout.

Global Diversity, Equity and Inclusion

DEI is a global business, sustainability and workforce imperative. It is a driver of trust for leadership and colleagues. Our Purpose and our DEI Strategic Priorities allow us to:

- **Champion Inclusion**—Cultivate an inclusive workplace culture with the right behaviors and actions;
- **Strengthen Our Diversity**—Increase representation and leverage, develop and grow current workforce diversity to innovate for the future; and
- **Grow Our Impact**—Make a difference as a leading company for DEI.

At MetLife, women are

38%
of the MetLife Inc. Board of Directors
(2021: 38%)

53%
of our global workforce
(2021: 52%)

25%
of our Executive Leadership Team
(2021: 25%)

42%
of our managers
(2021: 41%)

48%
of our strategic advisory group
(2021: 50%)

TRACKING WORKFORCE DIVERSITY

We are committed to being transparent about our progress and accountable for our results as we aspire to become a global employer of choice. We measure ourselves against industry benchmarks and are committed to maintaining top-quartile performance across ethnic and racial diversity¹ in the U.S. and achieving top-quartile performance in our female officer² population globally. Our **workforce data** and **Equal Employment Opportunity (EEO)-1 reporting** provide more detail on our top-quartile progress.

MetLife's comprehensive public-facing DEI commitments are designed to address the needs of underserved and underrepresented communities through a mix of investments, products and services, supply chain, volunteering and community efforts, with financial components of these commitments totaling more than \$2.5 billion by 2030. Read more about the progress we've made against our commitments since they were launched in 2022: [2030 DEI Commitments](#).

1. Diverse categories include Black/African American; Latino/Hispanic; Asian.
2. The officer population is a subset of overall management that is a reflection of the leadership of the organization. It is comprised of all MetLife employees at the Vice President level or above.



◀ Human Resources (HR) colleagues host an event to build family care kits for Triangle Family Services.

CLOSING THE GENDER EQUITY GAP

MetLife's culture of equity and inclusion extends to every aspect of our business, including our compensation practices. We regularly review colleagues' pay and our pay practices to incent the right behaviors and provide equal pay for equal work. As outlined in [MetLife's Pay Equity Statement](#), we review our pay practices for any potential disparities that are not explainable by objective factors such as performance, experience level, credentials or location, and are committed to correcting any issues and reviewing practices for unintended outcomes.

In addition to strengthening our talent and development efforts with a view to ethnic and racial diversity, we also continue to focus on gender equity. **MetLife's Gender Equity Initiative** provides inclusive leadership development and offers women a variety of career support programs, including peer-mentoring groups and workplace policies and benefits that support flexibility and work-life integration. MetLife sponsors and participates in the Global Summit of Women and is committed to the UN Women's Empowerment Principles and the UNGC's gender equality accelerator program, "Target Gender Equality."

Through a range of unique networking events, thought leadership and training, MetLife helps give women tools to grow and be successful in our industry and in business more generally. We hosted a fourth annual **Triangle Tech X Conference**, bringing together influential

newsmakers, inspirational thinkers and leaders to examine barriers and discuss solutions around the topic of [increasing the number of women in science, technology engineering and mathematics \(STEM\)](#).

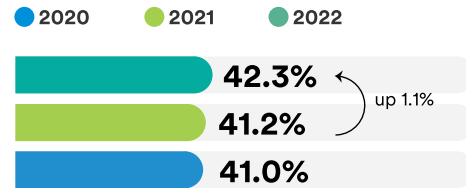
The free virtual summit is open to the public, and MetLife colleagues are invited and encouraged to extend an invitation to their networks. The conference saw a 40% increase in participation compared to last year, with attendees from over 25 countries.

Our annual **Women in Sales** summits center on personal and professional development, building communities and connections, and supporting the development of women in sales careers. Our virtual summits have connected over 500 saleswomen across 25 countries and have been translated into 10 different languages.

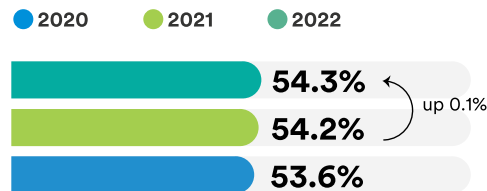
For the eighth consecutive year, Bloomberg named MetLife to its 2023 Gender Equality Index, in recognition of our efforts to support gender parity through employee policies, representation and transparency.

Global Workforce Diversity

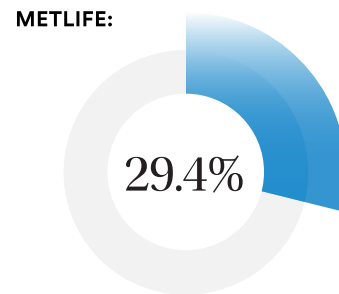
GLOBAL FEMALE MANAGEMENT¹



GLOBAL FEMALE NONMANAGEMENT²



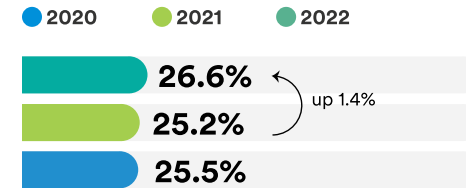
2022 GENDER DIVERSITY FOR OFFICERS (VP+)³—GLOBAL



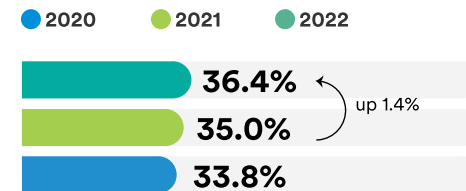
↑ 2.0% since 2020

MetLife is above-median against industry benchmarks.

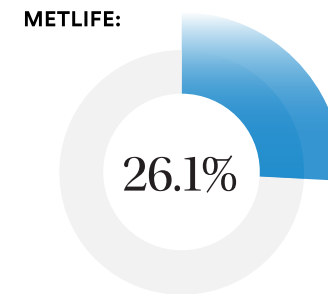
U.S. ETHNICALLY AND RACIALLY DIVERSE⁴ MANAGEMENT¹



U.S. ETHNICALLY AND RACIALLY DIVERSE⁴ NONMANAGEMENT²



2022 ETHNIC AND RACIAL DIVERSITY⁴ FOR OFFICERS (VP+)³—U.S.



↑ 1.3% since 2020

MetLife is in the top quartile against industry benchmarks.

1. Management population is defined as any active employee who has at least one direct report.
 2. Nonmanagement population is defined as any active employee who does not have any direct reports.
 3. The officer population is a subset of overall management that is a reflection of the leadership of the organization. It is comprised of all MetLife employees at the Vice President level or above.
 4. Ethnic and Racial Diversity is the percentage of employees in the U.S who identify as American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander and Two or More Races.

ADVANCING DEI THROUGH PARTNERSHIPS AND SPONSORSHIPS

MetLife understands that our DEI focus is bolstered by the expertise of external stakeholders who can inform our program and support our work. For this reason, we host an external roundtable of experts in racial equity-related business disciplines, academia and philanthropy, designed to help MetLife continue advancing racial equity and inclusion. Named **ADVANCE**, the roundtable has helped us understand MetLife’s role in closing the racial wealth gap, how Upwise™ can support the financial wellness of underserved groups and the impact of our 2030 DEI commitments.

✓ A speaker’s panel at MetLife’s Triangle Tech X Conference.



› Colleagues from the MetLife office in D.C.

HELPING COLLEAGUES TAKE ADVANTAGE OF DEVELOPMENT TOOLS

Through our annual employee survey, MetLife colleagues delivered a clear message that they wanted more opportunities to develop their skills and grow their careers at MetLife. In response, we launched **Growing@MetLife**, an enterprise-wide campaign of engaging communications and interactive events that showcased the many tools and resources available to support colleagues' growth and development. We also experimented with giving colleagues one-on-one career conversations with a member of MetLife's Executive Leadership Team to drive further engagement in the program.

The campaign garnered excellent participation from colleagues looking to propel their careers, including:

- 1,000+ colleagues added at least one focus skill to their online learning and development profile, which helps the platform curate more personalized learning opportunities;
- An additional 1,500+ colleagues completed their profile on our internal talent marketplace, MyPath (see page 25), which helps them receive higher-quality, more relevant project, networking and position matches;
- 450 colleagues attended the Agile Delivery Model career workshops to learn more about the unique development opportunities Agile roles provide; and
- Managers from across the enterprise attended a new, interactive career development workshop that provided practical guidance on how to better support career development within their teams.

We will now host the campaign annually, as we seek to respond to colleagues' feedback and to empower them to advance their careers at MetLife.

Talent and Skill Development

We aim to create a culture of continuous learning and development to give every colleague the tools, resources and opportunities they need for growth. We create personalized learning experiences by leveraging a combination of virtual, hybrid and in-person learning and development opportunities, where colleagues can network, collaborate and learn from each other.

ENABLING PURPOSEFUL AND PERSONALIZED LEARNING

MetLife's **MyLearning** platform provides access to a variety of learning opportunities, along with experiences that allow colleagues to both tailor their learning to achieve their personal career goals and to support the needs of the business. Its key appeal is the thousands of other types of content, including articles, books, videos and webinars, that colleagues can access to tailor their learning to suit their personal career objectives.

67%

of colleagues accessed **MyLearning**, MetLife's online learning platform

485,346

learning materials were completed

8,304

learners shared materials with peers

MANDATORY TRAINING

We prioritize learning and provide access to training and educational resources to every colleague. Mandatory training helps colleagues stay up to date with the latest on our regulatory requirements and how they can protect each other, the company and our customers, as well as drive key MetLife priorities.

MetLife took several steps to improve learning efficiency and become more strategic about time spent by colleagues on mandatory training, while still offering the elemental training necessary for colleagues. Please see **Responsible Governance** for mandatory training data.

HUMAN-CENTERED, FUTURE-READY LEADERS

MetLife is committed to ensuring that all colleagues have a consistent and high-quality experience with their managers. Our program to develop leaders, **Leading the Future**, features a variety of learning experiences, including speaker series, on-demand training, peer-to-peer learning networks and live workshops. It supports over 5,500 leaders each year through a variety of learning experiences.

EMPOWERING INTERNAL MOBILITY

Now in its second year, MetLife's internal mobility platform—**MyPath**—facilitates internal mobility, enabling colleagues to apply for projects and opportunities based on their skills, experiences and ambitions. It also helps managers source MetLife talent quickly, based on the skills needed to get critical work done, unlocking efficiency in the recruitment process.

We have expanded MyPath to be available to colleagues globally, adding 39 countries to the platform and vastly increasing its use and the successful placement of colleagues in internal roles.

Working Toward a More Diverse Group of Future Leaders

19,287¹
total registered employees
of MyPath, our internal
mobility platform

3,701¹
people assigned to
MyPath projects

1,212¹
total networking connections made

2,084¹
total MyPath projects posted

146,802¹
hours of capacity unlocked

1. Data as of December 2, 2022.

We strive for a group of diverse leaders who evoke inspiration, fuel engagement and spark innovation among their colleagues, and who embody the culture of trust and inclusion which is critical to serving MetLife's purpose.

EXCELERATE, MetLife's CEO-driven talent sponsorship program, focuses on nurturing the diversity of our future leadership cohort by accelerating the progression of underrepresented groups as leaders.

The program has now reached participants across 27 countries and increases visibility, access and engagement with MetLife's Executive Leadership Team. We continue to see growth among participants, with 34% receiving new or expanded responsibilities or having been promoted in 2022, compared with 22% in 2021.

ENHANCING TEAM INCLUSIVENESS

Teams are powered by diverse perspectives. MetLife's **INDEAVOR** Team Experience is an interactive learning opportunity in which participants receive expert coaching and tools to accelerate more inclusive and high-performing interactions. Following a successful first year in 2021, participants reported feeling more comfortable being themselves, asking for help and collaborating with their colleagues. The 2022 cohort comprised 150 people.

INDEAVOR PARTICIPANT OUTCOMES

“I feel comfortable being myself on this team”

89%

“This team collaborates well”

85%

“I feel comfortable asking for help on this team”

85%



◀ MetLife has joined a consortium of 100+ other corporations launched by Ascend, the largest nonprofit pan-Asian organization for business professionals in North America, to combat all forms of discrimination.

METLIFE PROVIDES BENEFITS FOR MANY TYPES OF FAMILIES

The Families at MetLife inclusion network connects and supports colleagues who are navigating family and career by keeping members apprised of available MetLife resources, organizing learning events and activities, and serving as a voice for caregivers. Please see [page 16](#) to learn more about our inclusion networks. Among a host of others, MetLife's current family benefits include:

- **Family First** Provides caregivers access to a team of experts who can assist in finding personalized caregiving solutions, as well as addressing mental/behavioral health challenges, special needs and disabilities, substance abuse, chronic conditions, navigating Medicare and more;
- **Milk Stork** Breastfeeding colleagues in the U.S. can take advantage of Milk Stork, a service that makes it easy and convenient for them to ship breast milk home during business travel;
- **Pathways Scholarship Program** MetLife Foundation encourages and supports post-high school education for the children of MetLife colleagues around the world. Since 1990, we have provided 2,145 scholarships worth over \$10.6 million. In the last five years, we have awarded an average of 97 new awards per year; and
- **RethinkCare** Aimed at parents and caregivers of children with learning, social or behavioral challenges and developmental disabilities, RethinkCare gives families 24/7 access to tools and resources designed to assist families and their care teams to better understand, teach and communicate with their child.

Find out more about [MetLife's benefits program](#).

Holistic Well-Being

Our extensive benefits and well-being resources are rooted in our commitment to empathy and care, with programs that promote security and serve our colleagues and their families in times of need (e.g., expert advocacy after a serious diagnosis or practical support for caregivers).

MetLife maintains a global initiative, **BeWell**, that provides resources to help colleagues with resilience and coping, staying balanced, maintaining physical and financial well-being and building healthy relationships.

› MetLife supports colleagues' holistic well-being through benefits and resources, including on-site programs at our campuses.

Through Thrive, a behavioral change technology company, and the Society for Human Resources Management, MetLife has joined over 80 companies in pledging to continue to prioritize the mental health and well-being of our colleagues.





BENEFITS

MetLife's company-paid and company-subsidized healthcare, disability, life insurance and retirement benefits are tailored to the needs of each market. Competitive paid time off and parental leave programs are provided in all markets. In the U.S., we have increased the minimum protection provided by our company-paid life and retirement plan from \$75,000 to \$100,000, giving colleagues and their families a more confident foundation.

Over many years, we have focused on enhanced mental health support, addressing

access to care through coverage of out-of-network office visits at higher reimbursement levels in the U.S. and adding virtual mental health care options. In Chile, for example, an online service provides colleagues 24/7 access to telemedicine, psychological assistance and more. We have an **Employee Assistance Program** with access to mental health counseling in 21 countries, and in 2022 we added dedicated mental health specialists for our U.S. call center and claims operations colleagues to reduce barriers to care.

Compensation

MetLife's compensation is one component of the total value MetLife delivers to colleagues in addition to benefits, services and experiences. Total compensation is assessed annually and may include three primary components: base salary and annual and long-term incentives. We have a pay-for-performance philosophy, which means there is a direct link between a colleague's compensation, their performance and MetLife's performance. We provide market-aligned compensation opportunities to attract, motivate, engage and retain talent. Our compensation practices are essential to fostering a diverse and inclusive culture where we value the contributions of all our colleagues. We are committed to continuing to review our practices to ensure fairness and equity.

◀ Colleague in Chile enjoying a coffee break.

Attracting and Retaining Talent

MetLife continuously strives to be an employer of choice, to attract strong, diverse and passionate candidates and retain them over the long term. Since the activation of our EVP, **#AllTogetherPossible**, in early 2022, there has been a 42% year-over-year increase in U.S. applicant flow.

We have guidelines around diverse hiring best practices for hiring managers in each round of the recruitment and hiring process. Part of our hiring guidelines include having managers interview qualified diverse candidates. We promote diversity among interviewers for each position, and we train internal and external recruiters and managers to be aware of potential biases in the hiring, review and career development process.

In addition, we have expanded our partnerships with [Girls Who Code](#) and the [National African American Insurance Association](#) to help improve the skills of young diverse students, while also creating new relationships with [Hiring Our Heroes](#), [Blacks In Technology](#) and [Women in Technology International](#). These partnerships enable career development and training for existing colleagues by giving them more tools, resources and new social networks that expand professional relationships. Ultimately this leads to MetLife's ability to attract and retain talent.

- › Our partnership with Girls Who Code helps improve the skills of young, diverse students and fosters new relationships that enable career development.

Innovating Recruitment with Malaysia Hackathon

In Malaysia, our Asia Technology team's global virtual hackathon introduced us to the best and brightest technology talent. The weekend coding challenge garnered 200 registrants and 100 participants. We interviewed over 40 candidates for open roles, including software developers, infrastructure engineers, solutions architects and scrum masters and offered over 70% of interviewees a position at MetLife.

42%
increase in
year-over-year
U.S. applicant flow.



For Our Customers

HIGHLIGHTS >

OUR APPROACH >

GOVERNANCE >

EMPOWERING UNDERSERVED
COMMUNITIES >

SUPPORTING OUR CUSTOMERS' WELLNESS >

PROTECTING THE ENVIRONMENT
THROUGH OUR PRODUCTS,
SERVICES AND OFFERINGS >

SHARING INSIGHTS THAT ADDRESS
EMPLOYEE WELL-BEING >

DELIVERING FOR OUR CUSTOMERS—
CUSTOMER SERVICE >



< Around the world, MetLife works to give customers
the confidence to tackle life's challenges.

Highlights

~\$800M
in total COVID-19
claims in 2022

Supported
financial health
by highlighting federal loan
forgiveness programs on Upwise™,
MetLife's free financial
health app

Expanded
360Health
solutions and services for
customers in Asia, including
cardio solution in Korea and
diabetes risk management
in Bangladesh

Published
21st Annual
Employee Benefit Trends Study,
providing key insights on
industry trends

Launched
primary
research
for Group Benefits DEI value
proposition with employers
and brokers



Customer care means connecting with the heart, as well as the mind, and putting the customer at the center of what we do, during the moments that matter most.

Our Approach

High inflation, financial security and economic well-being have been in focus throughout the past year. These concerns have emerged alongside ongoing mental, health, social and physical concerns that continue to manifest in the wake of the COVID-19 pandemic.

MetLife has helped our customers navigate these issues by offering solutions that meet diverse and evolving needs. We not only focus on customer satisfaction, but more broadly focus on customer care. Building customers' confidence is a key facet of our purpose.

MetLife innovates to embed sustainability factors into our products and services to help customers fulfill their purpose—in turn helping us fulfill ours.

This includes:

- Empowering underserved communities
- Supporting our customers' wellness
- Protecting the environment
- Sharing insights that address employee well-being
- Delivering for our customers

◀ Colleague from MetLife Mexico. MetLife helps customers by offering solutions that meet diverse and evolving needs.

Governance

MetLife's regional businesses include—U.S., LATAM, EMEA and Asia—and each regional head reports to the CEO. We have internal guidelines for product development and marketing to promote compliance with applicable local regulations and to consider diversity of perspectives and experiences, including compliance with the Americans with Disabilities Act of 1990.

In EMEA, an “ESG impact” section has been added to the Business Case template for the launch of new products. This section provides information on environmental, social and governance (ESG) factors considered when developing the product. MetLife Europe has also added sustainability to its Product Oversight and Governance process.

We are helping qualified borrowers take full advantage of the Public Service Loan Forgiveness program, navigating the requirements that may cause them to think they do not qualify.

Empowering Underserved Communities

We are committed to developing inclusive solutions to address financial inequities within underserved populations, and to offering these products to those who need them most.

DRIVING FINANCIAL WELLNESS

MetLife's Financial Wellness and Engagement group provides long-term solutions that bring financial wellness and education to individuals while strengthening our relationship with employers. This includes understanding the needs and financial behaviors of ethnically and racially diverse communities.

Learn more about our [Financial Wellness products](#).

Upwise™: lowering the temperature on financial stress

MetLife's first-of-its-kind mobile app, **Upwise™**, is a free tool that can help consumers build positive financial habits and feel good about their progress. We presented Upwise™ on a broad scale in 2022. In addition, for public service employees using Upwise™, we worked with a company called Savi to provide a digital

experience to assist with student loan programs. With Savi and Upwise™, borrowers who work for qualified nonprofit or public service organizations are provided access to tools to evaluate their eligibility and apply for Public Service Loan Forgiveness programs.

>250

**enterprise customers
have engaged with Upwise™**

1.2M

customer employees reached

We have published over 270 articles, including more than 60 related to DEI and seven related to climate change on Upwise™. [Learn more.](#)

PlanSmart®: offering tools to empower employees

MetLife's 2022 Employee Benefit Trends Study

identified financial concerns as the top contributor to low mental health among employees.¹ Through our **PlanSmart®** program, a multi-channel experience that focuses on behavioral change, we offer tools and guidance that empower our customers' employees to build financial literacy, confidence and well-being. PlanSmart® includes financial tools and financial education workshops offered by MetLife and provided by specially trained third-party financial professionals and administered via webinar or in person.²



Customers can schedule the webinars, which target early and mid-career employees and include topics such as the basics of investing, saving for retirement and tax strategies, at their convenience. Many webinars are tailored toward diverse audiences, and we encourage companies to host relevant sessions during DEI celebratory periods, such as “Women and Investing” during Women’s History Month, “Closing the Gap: Building Wealth in the Black Community” for Black History Month and “Planning with Pride: Financial Tips for the LGBTQ+ Community” through Pride month.

Mexico Private Sector Alliance

Now in its second year, the **Mexico Private Sector Alliance to Promote Financial Inclusion** is a program co-founded by MetLife Mexico and the UN Development Programme to develop collaborative business models to expand financial health and inclusion for underserved customer segments.

The alliance has recently focused on ways to boost digitization, partner with small- and medium-sized enterprises, and make financial services more accessible to women and to rural populations, both groups with traditionally less access to financial services. In the next year, it aims to implement at least two pilots to help establish business partnerships among participating companies.

◀ MetLife Foundation supports the Network for Teaching Entrepreneurship World Series of Innovation, with colleague volunteers helping students develop proposals to tackle societal challenges.

Helping low-income customers manage finances with confidence

Many of our products cater to low- and moderate-income families, helping protect them against death, sickness or disability.

In Nepal, MetLife began offering Rural Term Insurance plans to customers of local microfinance institutions and financial cooperatives. The plans are a combination of life and accident coverage with limited underwriting. MetLife Bangladesh introduced insurance kiosks across the country to engage customers and explain products and services.

Making financial planning more accessible

With one of the world’s fastest-aging populations and a significant unmet demand for elderly care services, people in China are increasingly worried about life after retirement. In December, MetLife China became the first of our markets in Asia to launch **360Future**, MetLife’s new retirement solution. 360Future combines retirement savings and insurance with health and wealth services to support customers and their elderly family members in retirement.

1. 20th Annual Employee Benefit Trends Study, 2022

2. The financial professionals providing financial education are not affiliated with MetLife but are providing the program under a service provider contract.



PRODUCT OFFERINGS FOR DIVERSE POPULATIONS

MetLife provides solutions to support diverse employees from various backgrounds, along with accessible education and resources. We seek to understand the diversity of employees of our enterprise customers, using data to connect products and benefits usage, and offer products and plans to support inclusivity in three ways:

Product and Pricing

We have one of the broadest portfolios of products that serve diverse populations and unique employee needs.

Access

We are committed to providing product access for all through inclusive benefit solutions and services, including our geographically wide provider networks and benefit price points.

Customer Experience

We provide employee care and support to drive a more inclusive experience (language support, digital servicing and accessibility, customized communications).

We have equipped our sales teams with information about our product capabilities that can help customers navigate the complexities of DEI in the benefits marketplace. For example, to raise awareness about services for LGBTQ+ families in our Legal Plan product, we have spotlighted product features such as domestic partner and same-sex spouse coverage, legal assistance for partner designation and estate planning to recognize same-sex partners.

We recently completed qualitative research with benefits representatives from 26 employers and nine brokers to obtain feedback on how DEI-specific features of our products are resonating with employers and their employees. Study participants believed the value proposition resonates well, feels relevant to various DEI populations and could be instrumental in enabling employers to achieve their DEI goals. We plan to conduct research among customer employees to augment the findings with insights from diverse employee populations.

◀ MetLife Foundation supports Village Capital's ADAPT program, which identifies and supports startups that help communities and individuals adapt to global challenges.

Enhancing offerings for women

MetLife Mexico is developing a web platform that showcases our products with gender-related features. This platform called **“Te quiero segura”** is being developed with the support of the Financial Consumer Protection Agency (CONDUSEF) and the Women’s Institute (INMUJERES) and is expected to be launched in first-quarter 2023.

MetLife Brazil offers discounted group life insurance to companies with an employee base of at least 40% women and where women have an average salary greater than or equal to 90% of the average salary of men.

Connecting customers with diverse service providers

MetLife Legal Plans provide individuals with information and tools so they have the option to connect with attorneys who share their language, race and background. This helps reduce the psychological barriers to accessing legal support and enables relationships of greater trust between individuals and providers to drive better outcomes, so that our customers can navigate both exciting moments, like buying a home, or challenges, like getting a speeding ticket, with confidence and sound counsel.

MetLife Legal Plans has also introduced comprehensive and personalized caregiving solutions to help employee caregivers be better equipped to tackle burnout. Through a partnership with Family First, MetLife Legal Plans gives plan enrollees and their families ongoing access to expert care teams comprising professionally accredited nurses, Harvard-trained physicians, social workers and mental health professionals, backed by industry-leading artificial intelligence and an expert-authored and curated content library.

› MetLife supports women through product offerings that support their unique needs. Pictured: MetLife Mexico colleagues.



Supporting Our Customers' Wellness

Building a more confident future for customers also means helping reduce stress during difficult times, particularly when the health and wellness of family is at stake. We strive to improve and evolve our products and services based on local market and customer needs.

With over 750,000 app downloads across four markets in the Asia region, MetLife **360Health** provides a unique perspective on helping customers with solutions that address their mental, physical, financial and social health through a comprehensive focus on the five key aspects of managing critical illnesses to improve customers' health span:¹

- Prevention
- Early diagnosis
- Access to treatment
- Ongoing care
- Financial protection

In Bangladesh alone, more than 450,000 customers have downloaded the **360Health** app. Downloads in Korea have reached 299,000, a 63% increase over 2021. The app now allows users to assess their stress levels through facial recognition technology. The artificial intelligence-powered technology analyzes blood flow on the face and calculates heart rate variability to determine the customer's stress level.

1. Health span refers to the number of healthy years in an individual's overall lifespan and the potential to live healthier for longer.
2. MetLife x OnePoll survey, September 2021.

MetLife Australia has expanded its **360Health Virtual Care** program by adding Fitness and Recovery to the digital platform. The new offering will provide access to exercise physiologists who can develop personalized programs.

In our Dental and Vision care plans in the U.S., we have improved benefits to encourage preventive care and make it more affordable for low-income populations. The plan rewards employees for positive oral health behavior—such as routine cleanings and exams—by increasing a member's annual maximum and/or coinsurance percentages, and/or by reducing plan deductibles.

ENHANCEMENTS TO PET INSURANCE

Pets are an important part of our families and can contribute to individuals' mental and physical well-being. However, according to MetLife and OnePoll research, pet parents spend more than \$4,500 annually on pet care.² To help pet owners manage the costs of their pet's health, MetLife Pet Insurance introduced a new rewards program with LifeBalance, a discount network for employees and health plan members, to provide pet parents access to discounts and offers on pet care essentials.

SUPPORTING DENTAL CARE ACCESS

To help open access for those without dental care, MetLife Foundation has made a \$200,000 grant to Dental Lifeline Network, a nonprofit that provides free dental care to the most vulnerable communities in the U.S., including veterans, people with disabilities, elderly and medically fragile individuals. Please see **For Our Communities** to learn more about MetLife Foundation grants.

Protecting the Environment Through Our Products, Services and Offerings

MetLife's products and services are an important component of our environmental stewardship. We are connecting climate efforts to our products by tying tree-planting initiatives around the world to customer engagement and sales. MetLife France, for example, planted a tree for every policy sold in 2022. Please see [Global Tree-Planting Initiatives](#) to learn more.

Learn more about how [our products and services](#) contribute to our environmental stewardship and climate change strategy.

UNIT-LINKED INSURANCE AND SUSTAINABLE INVESTMENTS PRODUCTS

Under a unit-linked insurance plan, policyholders make regular premium payments for insurance coverage and as an investment. The plan then offers a combination of insurance and investment payouts. A unit-linked insurance plan can be used, for example, to provide life insurance, build wealth, generate retirement income and pay for education.

MetLife offers unit-linked insurance products in more than 20 markets in the U.S., EMEA, Asia and LATAM. In EMEA, a new "Article 9" fund under the European Union's Sustainable Finance Disclosure Regulation—or "a fund that has sustainable investment as its objective or a reduction in carbon emissions as its objective"—was developed and will be launched in Central Europe (Czech Republic, Slovakia, Hungary and Bulgaria) in 2023.

◀ Colleagues in Brazil commemorated Tree Day by planting seedlings in support of MetLife's commitment to plant 5 million trees around the world by 2030, prioritizing areas vulnerable to natural disasters.



In India, PNB MetLife launched the **Goal Ensuring Multiplier (GEM) plan**, a unit-linked insurance plan that offers exposure to the new Sustainable Equity Fund, which seeks to generate wealth by investing in companies that are incorporating and exhibiting responsible and sustainable practices by managing a balanced approach toward all stakeholders to ensure sustainability and longevity of business.

ADDRESSING CLIMATE THROUGH PRODUCTS AND RESOURCES

MetLife also seeks to support climate resilience wherever we can when our customers are impacted by natural disasters. For example, MetLife Korea deferred premium payments for up to six months for customers who suffered financial losses from flooding in 2022. In addition, we offer free resources through **Upwise™** articles to help customers prepare and financially protect themselves from climate disasters. Please see [Driving Financial Wellness](#) to learn more about Upwise™.

› As part of MetLife's Volunteering with Purpose campaign, Hong Kong colleague volunteers cleared 344 kilograms of litter from a local beach.

In response to customer needs for MetLife to modernize communications, MetLife is pivoting to digital communications instead of paper throughout the organization, wherever possible, thereby reducing paper use and the waste associated with it. In many of our regions and businesses, customers can now submit claims, make payments, and access documentation and other policy information online.

CUSTOMERS' ENVIRONMENTAL PLEDGES SET GUINNESS WORLD RECORD

MetLife Korea set a Guinness World Record for collecting the most pledges for an environmental sustainability campaign in 24 hours—8,125 total. Customers made their pledges through the 360Health app, promising to, among other things, reduce leftover food waste and reduce the use of fossil fuels by taking public transportation, cycling or walking.



Sharing Insights that Address Employee Well-Being

MetLife's research powers several annual studies that help us and our stakeholders better understand important workforce dynamics and industry trends. For more information about our research, please visit our [website](#).

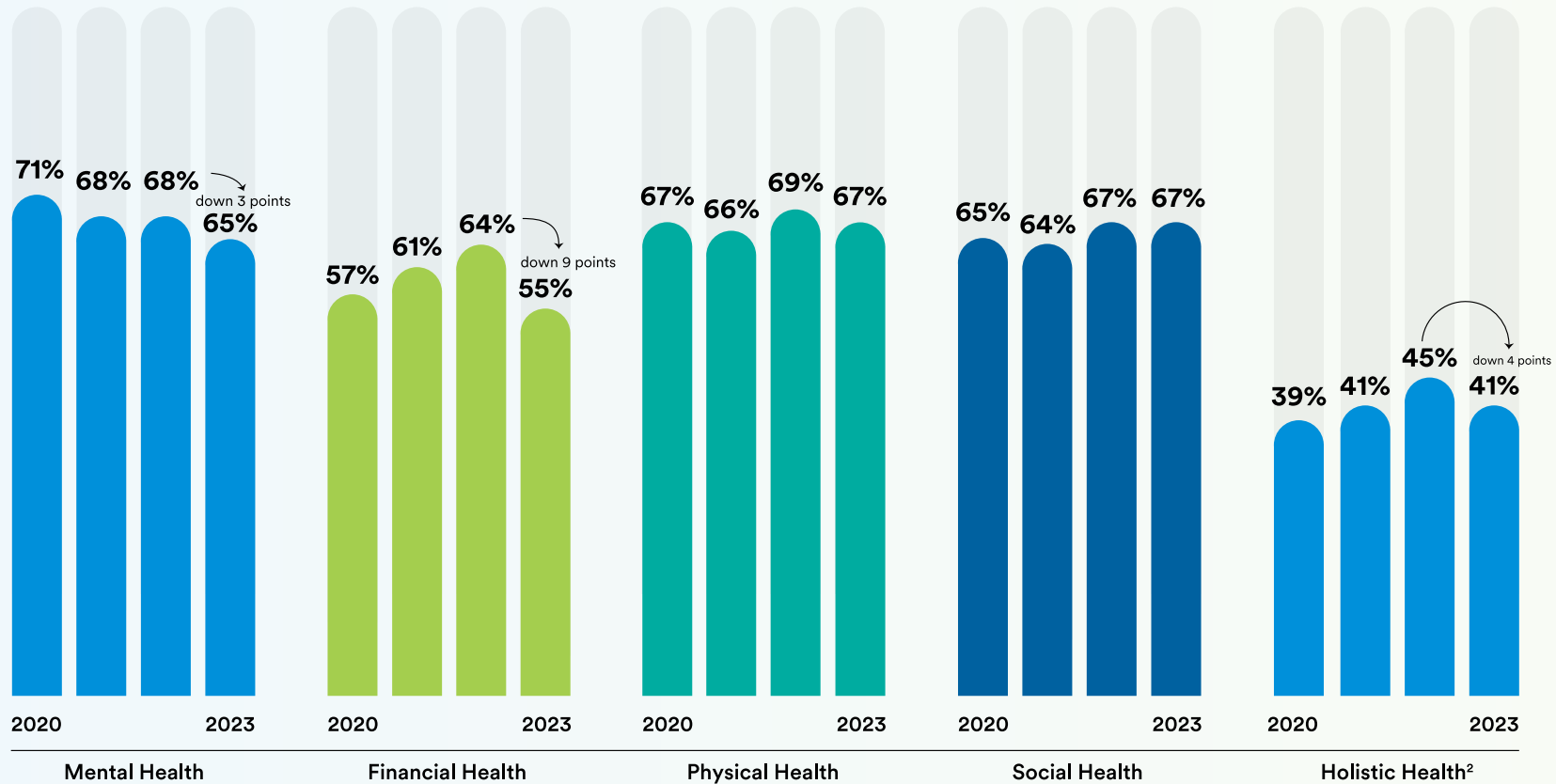
MetLife's 21st [Annual U.S. Employee Benefit Trends Study](#) published in 2023, reveals falling employee wellness due to financial concerns—and how employers can help. This year's study examines the state of the workforce, with particular focus on employee wellness. It also highlights declines in employee holistic health, driven primarily by decreasing financial wellness. In light of these trends, employers who demonstrate care for employees through all elements of the employee experience will improve employee health and, in turn, will achieve greater employee satisfaction, engagement and loyalty.

◀ MetLife Cary, North Carolina, colleagues take advantage of amenities on site.

MetLife 21st Annual U.S. Employee Benefit Trends Study¹

For more than two decades, MetLife has researched the needs of employers and employees.

STUDY FINDINGS SHOW DECLINES IN FINANCIAL WELLNESS ARE DRIVING LOWER RATES OF HOLISTIC HEALTH



Employees who feel cared for are 2X more likely to be financially and mentally healthy

1. All data taken from MetLife's [21st Annual Employee Benefit Trends Study](#), released in 2023. Data does not pertain to MetLife employees. MetLife's 21st Annual U.S. Employee Benefit Trends Study was conducted in November 2022 and consists of two distinct studies fielded by Rainmakers CSI—a global strategy, insight and planning consultancy. The employer survey includes 2,840 interviews with benefits decision-makers and influencers at companies with at least two employees. The employee survey consists of 2,884 interviews with full-time employees, ages 21 and over, at companies with at least two employees.

2. Incorporates physical, financial, mental and social health.



REMOTE WORKERS STRUGGLE MOST WITH FINANCIAL ANXIETY AND BENEFITS SELECTION

MetLife's [2022 Open Enrollment Study](#) found that over half of remote workers (55%) are highly anxious about their finances versus 46% of hybrid and on-site workers. In addition, 55% of remote workers spend over one hour per week worrying about their benefits compared with 37% of on-site hybrid employees.

COLLABORATING ACROSS INDUSTRIES TO DRIVE EMPLOYEE HEALTH OUTCOMES

As part of ongoing work through the **Good Health and Well-Being Working Group**, an initiative aligned with UN SDG #3 and co-led by MetLife Mexico, Mexican Business Coordinating Council and the UNGC, we released a **Health and Wellness Best Practices Guide**. The document shares with public and private stakeholders best practices from the Working Group's organizational members, aimed at promoting healthcare and wellness solutions for companies' employees and other key audiences.

◀ MetLife colleague participates in the annual EcoChallenge with family.

Delivering for Our Customers—Customer Service

MetLife is committed to customer centricity and exceptional service delivery through the application of simple, timely and accurate solutions to our customers. Each year, MetLife celebrates Customer Service Week to recognize our colleagues for the impact they make in the lives of our customers every day through their compassion, resilience, empathy and selfless ability to listen. During the uncertainty our customers sometimes face, we seek to be there every step along the way, making every interaction count.

SUPPORTING CUSTOMERS IN UKRAINE

Customers in Ukraine have been facing an unfathomable set of circumstances. Many have turned to MetLife for reassurances that their claims will continue to be paid despite the country's compromised access to financial services.

Our customer service teams, many of whom have been relocated outside of the country, have been unwavering in their commitment to support continuity of business, responding to emails and phone calls from customers in their time of need. We have paid 913 claims related to the war, totaling over \$425,000.¹ Please see [page 75](#) to learn more about our response to the crisis in Ukraine.

INITIATIVES TO IMPROVE CUSTOMER SERVICE

In EMEA, the [“League of Protection Superheroes”](#) was an exciting regional experiment and purpose-led challenge in which teams from each of our EMEA markets competed against each other to protect customers from being underinsured. In addition to earning recognition for meeting sales targets, teams earned credit for initiatives pertaining to sustainability, including DEI, climate action, volunteerism and wellness, all in service of promoting sustainability within their markets. A panel of MetLife executives judged each team's presentation of these initiatives. MetLife Foundation offered the two overall winning markets the opportunity to recommend a \$10,000 grant to a nonprofit organization of their choice.

› Customers in Ukraine have been able to continue to rely on their claims being paid, despite the challenges presented by the ongoing war.



1. Between start of war and December 31, 2022.

Creating Value as an Investor

HIGHLIGHTS



OUR APPROACH



GOVERNANCE



MIM ASSETS UNDER MANAGEMENT



RESPONSIBLE INVESTMENTS



ESG INTEGRATION



METLIFE'S SUSTAINABLE FINANCING
FRAMEWORK



◀ Greenline Ventures' third Small Business Capital Fund targets job creation, training programs, enhanced benefits packages, minority or women ownership, reductions in environmental impacts and other forms of assistance to low-income workers.

Highlights

\$77B+
in responsible investments^{1,2}

\$101M
of impact investments²
originated since 2020, with
approximately 32% allocated
to climate change priorities

\$5B+
of new green investments,^{2,3}
bringing the total to
\$15.6 billion since 2020

~\$885M
DEI investments originated,⁴
bringing total progress toward our
2030 \$1 billion DEI commitment
to \$981.5 million

~\$200M
in funding provided to phase
out two coal-fired plants in
New Jersey⁵

34%
of real estate investments⁶
powered with renewable
electricity

1. Represents responsible investments managed by MIM at estimated fair value as of December 31, 2022.

2. For definitions of responsible investments, impact investments and green investments, please see pages 96 and 97. MIM may periodically refine or otherwise modify its definitions and the components thereof based on data availability or other factors.

3. Annual investments in 2022.

4. Represents 2022 production toward MIM's \$1 billion DEI goal.

5. In April 2022, MIM sourced, on behalf of clients, approximately \$200 million in financing to support the decommissioning of the last two coal-fired plants in New Jersey.

6. Represents percentage of MIM-managed and -controlled real estate equity investments as of November 30, 2022.

Our Approach

MetLife's General Account is key to living up to our promises and our purpose. MetLife's General Account, which totals over \$400 billion dollars, is invested responsibly for the long term. The investments in MetLife's General Account help us keep the financial promises we have made to our customers all over the world. That's why we seek out investments that are diverse, stable, secure and offer competitive, risk-adjusted returns. That includes evaluating risks, including financially material ESG factors, that we believe have an impact on investment performance. These factors are important considerations to effectively manage risk and achieve MetLife's investment objectives.

Net Zero by 2050 or Sooner¹—MetLife's General Account

Read more about MetLife's Net Zero commitment.

Governance

MetLife's Chief Investment Officer also serves as the President of MetLife Investment Management (MIM), our institutional investment management business, which manages most of MetLife's General Account portfolio. The Chief Investment Officer oversees ESG integration efforts for MetLife's General Account, with MetLife's ESG and sustainability-related investment initiatives reported to the Governance and Corporate Responsibility Committee of MetLife's Board of Directors at least annually.

MIM is a well-established global investment manager with specialist investment teams who incorporate relevant, financially material ESG factors into their risk management-focused investment processes. In 2019, MIM was proud to become a signatory to the Principles for Responsible Investment (PRI), committing to adopt and implement PRI's six principles across our investment portfolio. As investment experts, MIM plays a key role in delivering the investment objectives of MetLife's General Account. This includes, among other things, embedding ESG integration principles in decision-making and being a responsible investor as a means to a long-term, value-driven portfolio.

In support of MetLife's Net Zero commitment, we have established 2030 Net Zero interim targets for MetLife's General Account investment portfolio:

- Engage emitters responsible for at least 50% of public corporate portfolio financed emissions on climate annually;² and
- Reduce GHG emissions for managed real estate equity investments 50% by 2030.³

1. The Net Zero commitment applies to GHG emissions from MetLife, Inc.'s global owned and leased offices and vehicle fleets, employee business travel, supply chain and assets in MetLife's General Account investment portfolio, which includes the general accounts of MetLife, Inc.'s wholly owned insurance company subsidiaries, where reliable data and methodologies are available. While reliable methodologies and data sets pertaining to certain GHG emissions are not available at this time, MetLife is committed to identifying and measuring relevant climate data as methodologies and standards evolve. Emissions are tracked in accordance with the [GHG Protocol](#), unless otherwise directed by regulators. Additional information about MetLife's General Account investment portfolio is [available here](#).
2. Applies to MetLife, Inc.'s financed GHG emissions associated with its General Account public corporate portfolio (Scope 3 Category 15), where reliable data and methodologies are available. Emissions are tracked in accordance with the Partnership for Carbon Accounting Financials standards, unless otherwise directed by regulators. While reliable methodologies and data sets pertaining to certain GHG emissions are not available at this time, MetLife is committed to identifying and measuring relevant climate data as methodologies and standards evolve. Additional information about MetLife's General Account investment portfolio is [available here](#).
3. Applies to GHG emissions directly generated and associated with power consumed on site (including Scope 1 and 2 emissions and excluding Scope 3 tenant emissions) for owned and controlled real estate investments within MetLife, Inc.'s General Account (Scope 3 Category 15), where reliable data and methodologies are available. Excludes emissions from the operation of leased assets (Scope 3 Category 13). Target has a base year of 2019 and target year of 2030. Emissions are tracked in accordance with the [GHG Protocol](#), unless otherwise directed by regulators. While reliable methodologies and data sets pertaining to certain GHG emissions are not available at this time, MetLife is committed to identifying and measuring relevant climate data as methodologies and standards evolve. Additional information about MetLife's General Account investment portfolio is [available here](#).

MIM Assets Under Management

MIM's Total AUM helps to finance job creation, business growth and community development around the world.

\$579.8B^{1,2}

**TOTAL AUM AS OF YEAR-END 2022,
PUBLICLY REPORTED AS FOLLOWS:**

\$416.9B^{1,2}

MetLife General Account AUM³

\$162.9B^{1,2}

**Institutional Client AUM managed by MIM on
behalf of our unaffiliated institutional clients.
These assets are not included in MetLife's
consolidated financial statements.**

1. Please see the [Total AUM fact sheet](#) and [General Account AUM fact sheet](#) as of December 31, 2022 to learn more.
2. As of December 31, 2022. At estimated fair value. Please see Explanatory Note on page 149.
3. Does not include loan interests held by third party investors. For a definition of General Account AUM, please see [Explanatory Note](#) on page 149.

› Certain investments MIM makes on behalf of our clients support infrastructure development and promote environmental and societal benefits.

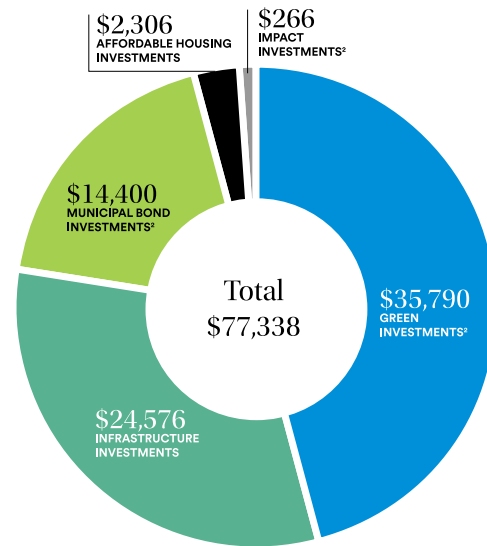




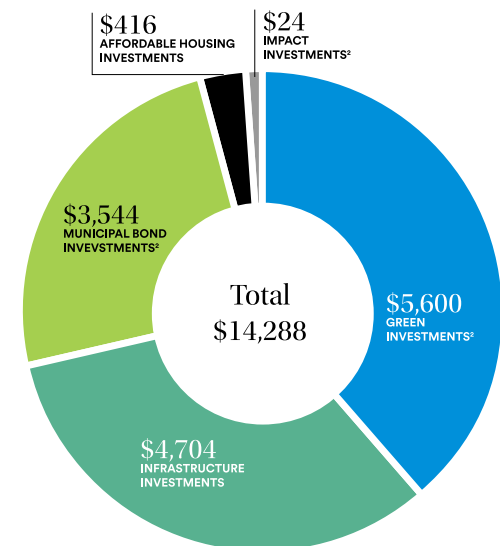
Responsible Investments^{1,2}

For more than 150 years, MetLife has been committed to serving our communities as set forth in our Code of Business Ethics. From energy efficiency and green buildings to volunteer projects and responsible investments that promote social and/or environmental benefits, we work to reduce our footprint and build resiliency in a changing world. MetLife’s responsible investments focus on the core areas of green, infrastructure, municipal bonds, affordable housing and impact investments.²

RESPONSIBLE INVESTMENTS UNDER MANAGEMENT³ (\$ in millions)



2022 INVESTMENTS⁴ (\$ in millions)



1. MIM may periodically refine or otherwise modify its definition of responsible investments and the components thereof, based on data availability or other factors.
 2. Please see Glossary on page 97 to learn more.
 3. Represents responsible investments managed by MIM at estimated fair value as of December 31, 2022.
 4. Represents responsible investments managed by MIM sourced or originated in calendar year 2022.

◀ Multiple MIM-managed real estate equity portfolios have achieved five-star status and have been designated as “Sector Leaders” over the past two years in the Global Real Estate Sustainability Benchmark (GRESB).

MIM PROVIDES \$200 MILLION TO PHASE OUT COAL-FIRED PLANTS IN NEW JERSEY

Aligned with our commitment to invest in decarbonization projects, MIM sourced, on behalf of clients, approximately \$200 million in financing to support the decommissioning of the last two coal-fired plants in New Jersey.¹ The decommissioning will result in a decrease of 3.9 million tonnes of CO₂.

The financing allowed Starwood Energy Group, the majority owner of the two plants, and Atlantic City Electric (ACE), a regulated electric transmission and distribution utility serving approximately 600,000 customers in New Jersey, to retire ongoing power sales agreements between ACE and the coal-fired plants. Both plants ceased generating coal energy nearly 30 months ahead of schedule.

¹ Please see [April 2022 press release](#) to learn more.

Green Investments

MIM sources investments in companies and projects that are focused on the conservation of natural resources, the production and discovery of alternative energy sources, the implementation of clean air and water projects, and other environmentally conscious business practices.

The NorthLight at the Edge-on-Hudson apartment building in Sleepy Hollow, New York, is a showcase of green investment. The 246-unit, Class-A building boasts sustainable and health-and-wellness features such as:

- **Walk Score of 70 or above**
- **205.22kW of on-site photovoltaic solar energy estimated to reduce energy use by 60%, as well as purchased renewables**
- **44 electric vehicle charging stations**
- **Filtered air in common areas and apartment homes**
- **Water recycling program**
- **Comprehensive Emergency Preparedness Plan**
- **State-of-the-art fitness facilities**

The building has achieved a one-star Fitwel certification and is pursuing additional sustainable building opportunities.



◀ The NorthLight at Edge-on-Hudson apartment building in Sleepy Hollow, New York, boasts several sustainable and health-and-wellness features.

Affordable Housing Investments

MIM manages investments in high-quality housing projects that seek to build financial health and bring tangible benefits to communities. MIM-managed social housing investments involve partnering with nonprofit organizations that provide rental homes at below-market rents to low-income earners, including teachers, nurses, council workers, and the elderly and infirm.

In the U.S., the Section 8 programs support low-income households (below 60% of the area median income) by providing subsidized rents in which tenants pay no more than 30% of their income.

In 2022, MetLife's General Account participated in a private structured credit transaction of

\$62.5M

to the Standard-Southport Company to maintain and improve the overall quality of its portfolio of 26 low-income housing unit properties.

◀ MIM manages investments in the social housing sector to provide sustainable, high-quality homes to low-income earners.

Infrastructure Investments

MIM originates investments in infrastructure projects that create jobs and economic benefits. These could include building or upgrading airports, ports, roads, pipelines, transmission lines and power generation.

MIM's Private Capital team originated a

~\$180M

(€185 million) transaction for the largest rail provider and one of the largest employers in Austria, ÖBB. The proceeds of the deal will be used primarily to finance exclusively electrically operated rail vehicles. ÖBB is leading the transition to environmentally friendly long-distance travel via its investment in night trains and offers the most extensive international network of night trains in Europe.

Municipal Bonds

MIM's municipal bond investments support infrastructure, education and community services, spanning approximately 400 communities in 44 states and Washington, D.C. These investments' proceeds can be used to finance or refinance environmental, water and clean energy projects, as well as projects with anticipated positive social outcomes.

MIM, on behalf of its clients, made a

\$25M

investment in the Series 2022A (Green Bonds) of The Nature Conservancy (TNC) in support of eligible green projects aligned with the International Capital Market Association's 2021 Green Bond Principles. TNC, founded in 1951, is a U.S. nonprofit with a mission to "conserve the lands and waters on which all life depends." Proceeds from the green bonds are to be used to fund eligible green projects that advance priorities for achieving TNC's 2030 goals. These projects can include, but are not limited to, environmentally sustainable land use, biodiversity, water management, climate change adaptation, energy efficiency and renewable energy.

Impact Investments

MetLife has been in the impact investment market for nearly 40 years.

As part of MetLife's commitment to originate

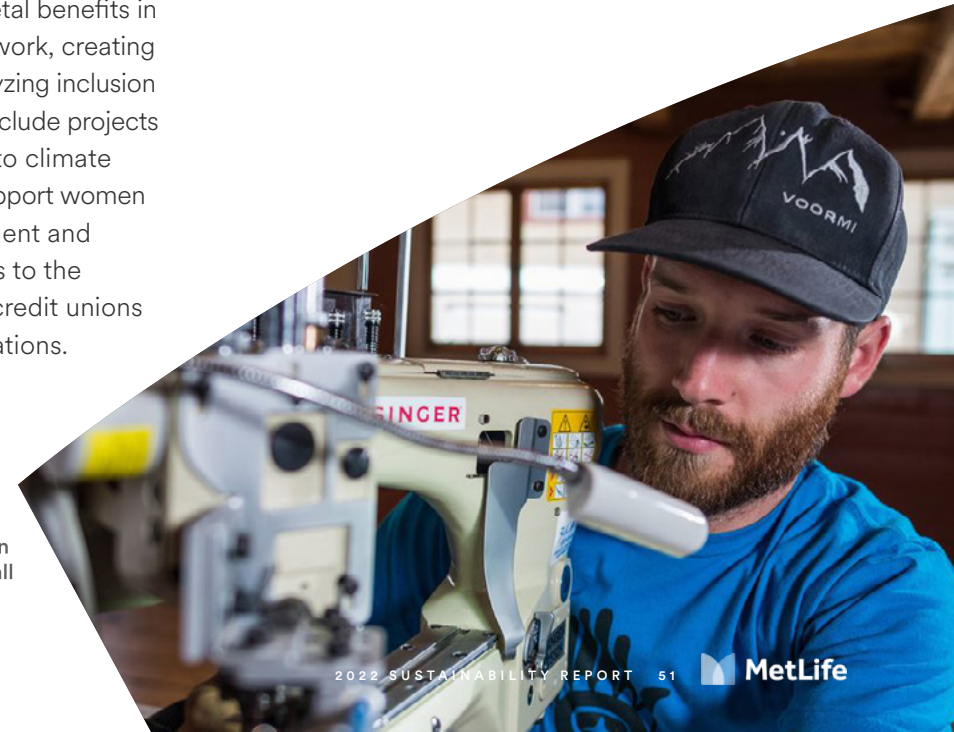
\$500M

of new impact investments between 2020 and 2030, MetLife's impact investment program invests approximately \$50 million annually, primarily in support of financial health and climate change priorities.

Our impact investments are originated with the intent to generate positive societal benefits in the markets where we live and work, creating value for communities and catalyzing inclusion and equity. These investments include projects that aim to mitigate and adapt to climate change, expand racial equity, support women to become financially independent and expand financial health services to the under- and unbanked through credit unions and community-based organizations.

› MetLife has committed to a \$9 million loan to Greenline Ventures' third Small Business Capital Fund.

MetLife committed to a \$9 million loan to Greenline Ventures' third Small Business Capital Fund (SBCF III) that will provide loans to small businesses in the U.S. that create quality jobs and wealth-building opportunities for low-income populations in underinvested communities. SBCF III leverages the New Markets Tax Credit program to provide below-market-rate loans to small businesses for working capital, business growth/expansion, business acquisition and equipment financing. Greenline's impact objectives for SBCF III include job creation, training programs, enhanced benefits packages, minority or women-ownership, reductions in environmental impacts and other forms of assistance to low-income workers. Learn more about [MetLife's impact investing portfolio](#) online.



In 2022, MIM acquired Affirmative Investment Management (AIM), a specialist global ESG fixed income investment manager. AIM's deep capabilities in impact investing, verification, reporting and engagement advance MIM's ESG investment and reporting capabilities.

ESG Integration

Financially material ESG considerations are an important part of our due diligence, as we seek to identify issues that may impact the reputation of a borrower, as well as its financial condition, credit rating and transaction pricing. When assessing the relevant risks associated with any investment opportunity, we conduct bottom-up fundamental research and focus on multiple factors. We believe that adhering to sound ESG practices can minimize financial risks such as controversy-triggered loss of customers, fines, penalties and environmental clean-up costs.

MIM maintains policies and brochures that guide and communicate our ESG integration efforts within our investment processes. We update policies when necessary to reflect best practices and prevailing market conditions.

Our policies and strategies include:

- [MIM ESG Investment Policy](#)
- [MIM Engagement Policy](#)
- [MIM Public Fixed Income Sustainable Investing](#)
- [MIM Private Capital Sustainable Investing](#)
- [MIM Real Estate Sustainable Investing](#)
- [MIM Commercial Mortgage Lending ESG Policy](#)
- [MIM Real Estate Equity ESG Policy](#)
- [MIM Agricultural Finance ESG Lending Policy](#)
- [MIM Diversity, Equity and Inclusion Factsheet](#)

FIXED INCOME

MIM seeks to build long-lasting relationships through a comprehensive approach to understanding each of our client's needs and objectives, and constructing a fixed income portfolio that best meets their goals. Risk management is ingrained in MIM's culture and integrated throughout our investment process. Both our public and private credit teams have a dedicated ESG-focused section included within their credit research presentations and internal credit memos. Financially relevant ESG risks and third-party ESG risk ratings, as may be applicable and available, are included as a part of our overall risk assessment.

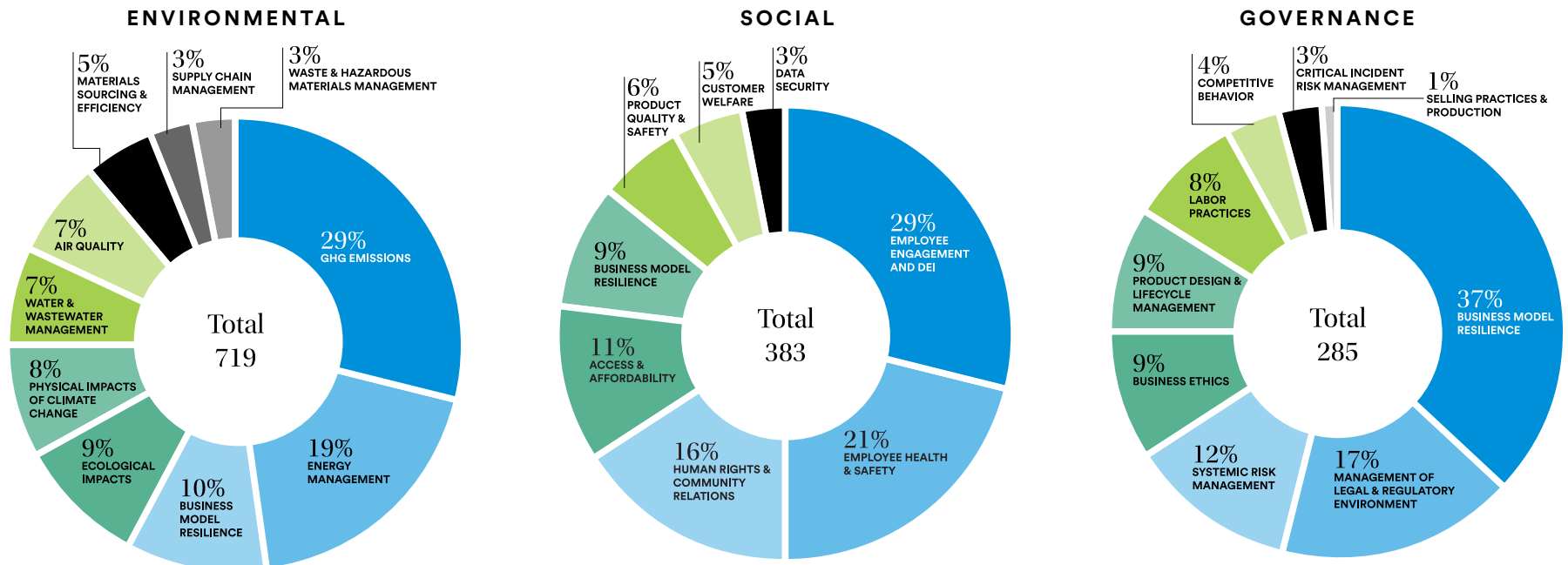
ACTIVE ENGAGEMENT

MIM believes active engagement with company leadership is key to managing investment risk. Ongoing dialogue helps to raise awareness of sustainable business practices. Engagement not only provides an opportunity to better understand relevant, material ESG risk factors but it is also an opportunity to be transparent about our risk disclosure expectations to improve issuer disclosure. Our engagement conversations are guided by, and recorded in accordance with, the Sustainable Accounting Standards Board (SASB) materiality mapping framework, which identifies relevant industry-specific ESG risks and opportunities for discussion. Further details supporting our active engagement practices can be found within [MIM's Engagement Policy](#).

MIM's public and private fixed income teams have developed proprietary engagement databases designed to be fully integrated into each of their respective research processes. This allows each analyst to log and update engagement on ESG factors. Additionally, each database includes deals that have been rejected due to a negative evaluation of these factors. Case studies, offering examples and outcomes from our engagement activity, are provided within [MIM's Public Fixed Income](#) and [Private Capital Sustainable Investing brochures](#) found on our website.

MIM Fixed Income 2022 Engagement Activity¹

TOTAL COMBINED UNIQUE ISSUER ENGAGEMENTS: 487
TOTAL COMBINED ENGAGEMENTS: 1,387



1. MIM's public and private fixed income investment analysts regularly interact and engage in discussions with a company's senior management throughout the initial due diligence process and as part of the portfolio monitoring process. Engagement figures here represent the number of engagements and range of topics covered in 2022. Learn more about [MIM's Engagement Policy](#).



REAL ESTATE

MetLife has been involved in real estate since 1878, and MIM provides debt and equity origination and asset management capabilities across offices in the U.S. and international markets, including the U.K., Japan, Korea, Chile and Mexico. MIM embraces its role as a responsible real estate investment manager and lender.

MIM offers investors strategies that seek to achieve income growth and capital appreciation by investing in competitively positioned properties in markets with favorable demand drivers. Multiple MIM equity portfolios have achieved five-star status and have been designated as “Sector Leaders” over the past two years in the Global Real Estate Sustainability Benchmark (GRESB).

◀ MIM believes that responsible real estate investing can improve communities, increase financial performance and reduce risk, while generating positive environmental impacts.



MIM is proud to invest in properties that advance sustainability and that contribute to protecting biodiversity by, for example, managing on-site pollinator projects that help protect and promote pollinator populations critical to supporting our food system and fiber crops. MIM's real estate investment portfolio includes nine properties with beehives. Please see [Offices and Operations](#) to learn more about beehives at our corporate offices and MIM's green building practices and certifications.



Green Building Features at Paragon Point

Paragon Point is a Leadership in Energy and Environmental Design (LEED) Platinum and ENERGY STAR-certified office property built in 1985 and located in Redwood City, California. Paragon Point's decarbonization efforts have been advanced through rooftop solar arrays installed on both buildings located on the site: 1 Lagoon and 3 Lagoon Drive. These systems will generate up to 20% of the property's electricity needs and will have a combined annual emissions reduction of 98 MTCO₂e. Efforts are underway to add a solar parking canopy, which will also serve as an amenity for tenants. Additional future on-site improvements include efforts to replace the chilled water system and building management system to make the property even more efficient.



34%

of all real estate investments¹
were powered with renewable
electricity and a power-
procurement strategy that
increases green power
procurement at
those properties.

The Colina Apartments in Seattle, Washington, feature at least 28 units leased at affordable below-market rents.

Our commercial mortgage loan business has been active since 1875 and focuses on loans across multiple property types and locations. For example, MIM originated an over \$35 million commercial mortgage loan on Colina Apartments, a new Built-Green certified apartment building in Seattle, Washington. The Property participates in Seattle's Multi-Family Tax Exemption program requiring that 28 units be leased at affordable below-market rents. Sustainable design elements include a green roof to catch rainwater, a ground-level bioswale to manage stormwater runoff, solar panels for water heating and a location convenient to public transit. Additionally, the property has ground-floor retail, which is occupied by three restaurant tenants, two of which have strong ties to the local community.

AGRICULTURAL LENDING

MIM's Agricultural Finance Group clients have provided long-term debt capital for farmers, ranchers, agribusinesses, forest products facilities and timberland owners for more than a century. We are also proud of our role in building resilient communities and our investments in sustainable agriculture.²

Notably, MIM's Real Estate Debt and Agricultural Lending teams have also developed in-house solutions to collect ESG-related data from borrowers at the time of loan origination. This data is also categorized in alignment with SASB's framework.

Please see [MIM's Agricultural Finance Lending supplemental ESG investment policy](#) to learn more.

1. Represents percentage of MIM-managed and -controlled real estate equity investments as of November 30, 2022.

2. Please see [Glossary on page 97](#) to learn more about investments in sustainable agriculture.

\$500 MILLION SUSTAINABILITY FUNDING AGREEMENT- BACKED NOTE

In 2022, Metropolitan Life Insurance Company (MLIC) issued a \$500 million sustainability-focused funding agreement in connection with a Metropolitan Life Global Funding I issuance of funding agreement-backed notes. MLIC intends to allocate an amount equal to the net proceeds from the sale to new and/or existing green and social assets that meet the eligibility criteria. This transaction represents the third funding agreement aligned with MetLife's Sustainability Financing Framework.

MetLife's Sustainable Financing Framework

MetLife's Sustainable Financing Framework

facilitates alignment of our business and investment activities to drive a sustainable future. The framework guides our issuances of green, social and sustainable bonds, term loans, preferred stock, subordinated notes and funding agreements by MetLife, Inc. and its subsidiaries, including Metropolitan Life Insurance Company (MLIC) and Metropolitan Tower Life Insurance Company.

MetLife's Sustainable Financing Council, comprising members of the Office of the Chief Investment Officer, Corporate Treasury

and the global Sustainability function, meets regularly and is responsible for the review and selection of eligible assets.

As part of the framework, MetLife has committed to publishing an annual Sustainable Financing Report, which includes a summary of outstanding MetLife Sustainable Financing issuances, including issuance date, size, maturity date, currency and format.

The [2022 Sustainable Financing Report is available on our website](#). It details the final allocation by MLIC of amounts equal to the net funding agreement proceeds in connection with its Sustainable Financings through May 2022. For the two outstanding issuances reported through this time period, eligible assets' use of proceeds and impact metrics are provided, as is a description of the allocation methodology and qualified independent external review process. MetLife's Sustainable Financing Council has determined the use of all such proceeds complies with the MetLife Sustainable Financing Framework.

◀ As part of MetLife's Net Zero Commitment, we are targeting a 50% reduction in GHG emissions for managed real estate equity investments in MetLife's General Account by 2030. See page 11 to learn more.

For the Environment

HIGHLIGHTS >

OUR APPROACH >

GOVERNANCE >

OFFICES AND OPERATIONS >

INVESTMENTS >

INSPIRING COLLEAGUES TO
MAKE AN IMPACT >

OUR REFORESTATION EFFORTS >

PARTNERSHIPS AND STAKEHOLDER
ENGAGEMENT >

PROMOTING SUPPLY
CHAIN SUSTAINABILITY >

< “Our Green Impact” is MetLife’s employee engagement program to promote environmental stewardship. Each year, thousands of colleagues participate, including this colleague in Chile.

Highlights

Net Zero¹

Developed approach and
interim targets to help
guide our progress

~800K
trees planted
around the world
since 2020

181
suppliers
engaged
on climate²

2,700
individuals
from 35 markets participated
in our first annual MetLife
Extraordinary Litter Pickup

1. The Net Zero commitment applies to GHG emissions from MetLife, Inc.'s global owned and leased offices and vehicle fleets, employee business travel, supply chain and assets in MetLife's General Account investment portfolio, which includes the general accounts of MetLife, Inc.'s wholly owned insurance company subsidiaries, where reliable data and methodologies are available. While reliable methodologies and data sets pertaining to certain GHG emissions are not available at this time, MetLife is committed to identifying and measuring relevant climate data as methodologies and standards evolve. Emissions are tracked in accordance with the GHG Protocol, unless otherwise directed by regulators. Additional information about MetLife's General Account investment portfolio is available [here](#).

2. Engaged via CDP's Supply Chain Program on disclosing climate risks, GHG emissions and other environmental data in 2022, an increase from 123 suppliers in 2021.

Our Approach

MetLife's commitment to environmental stewardship has been a cornerstone of our 155-year history. As a purpose-driven company, we believe it is our responsibility to adapt to meet the needs of a rapidly changing world. This includes addressing climate change and enabling a just transition to a low-carbon economy that will require collective action from diverse stakeholders. We aim to reduce the environmental impacts associated with our business while developing solutions to help positively contribute to a more sustainable future for all.

Our approach to environment, health and safety is built on collaboration with our colleagues and business partners on environmental stewardship, engagement in community service and environmental awareness activities, and upholding standards and procedures designed to prioritize our colleagues' health and safety while at work.

We manage and monitor climate and other environmental risks and opportunities while leveraging our people, products, services, investments and position as a Fortune 50 company to support a resilient economy and environment. We support climate projects throughout the markets we operate in and partner with organizations that are focused

on diverse and equitable solutions. Please see [For Our Communities](#) to learn more.

We support the intentions of the Paris Agreement for managing and reducing GHG emissions, collaborating on climate action and supporting communities facing the effects of climate change. In June 2022, we announced our Net Zero GHG emissions goal for our global operations and General Account investment portfolio by 2050 or sooner.¹ We have reoriented our previous climate commitments to advance this goal. Please see [Our Commitments](#) to learn more.

Governance

The MetLife Board of Directors' Governance and Corporate Responsibility Committee oversees our environmental strategy and implementation. This responsibility includes reviewing our climate goals and metrics associated with those goals. MetLife's Chief Sustainability Officer and other senior leaders report progress on commitments and programs to the Board multiple times per year. Please see [Responsible Governance](#) to learn more.

Read MetLife's [Environmental Policy](#).

METLIFE HIGHLIGHTS CRITICAL ROLE OF INSURERS IN ADDRESSING CLIMATE CHANGE

The annual United Nations Climate Change Conference of Parties aims to renew solidarity between countries to deliver the landmark Paris Agreement to limit global warming. Held at the Egyptian city of Sharm El Sheikh, MetLife participated in a panel "The Role of Insurance in Increasing Climate Resilience," featuring MetLife's EMEA Regional President, Nuria Garcia, alongside leaders from Allianz and Swiss Re.

Garcia highlighted MetLife's green investments, including solar arrays and wind farms globally, as well as MetLife's climate commitments (see [Our Commitments](#)). She also discussed how being investors makes insurers critical players in driving climate resilience and action, emphasizing that investing for the long term means we must often consider how climate change may impact MetLife's portfolio.

In a separate session, Haitham Taher, General Manager, MetLife Egypt, hosted a panel that explored the need for resilience around critical infrastructure.

1. The Net Zero Commitment applies to GHG emissions from MetLife, Inc.'s global owned and leased offices and vehicle fleets, employee business travel, supply chain and assets in MetLife's General Account investment portfolio, which includes the general accounts of MetLife, Inc.'s wholly owned insurance company subsidiaries, where reliable data and methodologies are available. While reliable methodologies and data sets pertaining to certain GHG emissions are not available at this time, MetLife is committed to identifying and measuring relevant climate data as methodologies and standards evolve. Emissions are tracked in accordance with the [Greenhouse Gas Protocol](#), unless otherwise directed by regulators. Additional information about MetLife's General Account investment portfolio is [available here](#).

Offices and Operations

MetLife is proud to have been the first U.S.-based insurer to reach carbon neutrality across our global corporate office portfolio, vehicle fleets and employee business travel, and we have maintained this designation for seven consecutive years.¹

Globally, MetLife's offices amount to approximately 11.1 million square feet. We are committed to developing programs that improve the financial and environmental performance of building space that we own or operate. This includes a commitment to reducing our consumption of energy, water, plastics, paper and other natural resources, as well as to providing our colleagues with healthy spaces where they can thrive. We prioritize sustainable building materials and design, high levels of indoor air quality, natural light and amenities such as bike storage, healthy dining options and sit-stand desks. Please see [ESG Scorecard](#) for information and data regarding our energy, water use and waste diversion.

MetLife's GHG emissions have decreased 49% since 2019, our baseline year (see [ESG Scorecard](#)). Our progress to date positions us well to achieve our 2030 goal,

despite an increase in emissions in the past year as colleagues returned to the office environment following the pandemic and business travel resumed. We expect to see further emissions reductions in the coming years as we implement strategies to optimize our office real estate portfolio.

We have achieved LEED certifications for approximately 40.7 million square feet of real estate—3.7 million square feet attributed to the MetLife corporate office network and 37 million square feet of MIM managed real estate properties.² In addition to LEED, MetLife prioritizes ENERGY STAR, Fitwel, Building Research Establishment Environmental Assessment Method (BREEAM) and other sustainable building certification programs. MetLife and MIM collectively achieved more than 50 ENERGY STAR-certified buildings in 2022, making us an Executive Member of the Environmental Protect Agency's Certification Nation.



BRINGING BEEHIVES TO ADDITIONAL OFFICES

According to the U.S. Food and Drug Administration: "Honey bees are indispensable to U.S. agriculture, yet their future and the future of dependent agricultural economies are perilous." MetLife is supporting the proliferation of honey bees by introducing beehives to some of our office locations.

Following the success of our beehives at our Cary, North Carolina, campus, we have again partnered with Bee Downtown to bring beehives to our Tampa, Florida, campus.

Our bees in North Carolina produced 235 pounds of honey in 2022, flying 12.9 million miles in the process. This yield is 100% higher per hive than North Carolina's reported state average.



1. MetLife's carbon neutrality efforts apply to global owned and leased offices, global vehicle fleets (Scope 1 and 2 emissions) and employee business travel (Scope 3 Category 6).

2. 2021 figures derived from the Better Buildings Challenge public website. The metric has been updated to reflect the square footage of properties included in MIM's most recent GHG inventory for assets that are managed by MIM in our clients' real estate equity portfolios.



We also achieved the ENERGY STAR Partner of the Year—Sustained Excellence award, recognizing MetLife and MIM for consecutive years of leadership in energy management.

MetLife recertified three offices in the U.S. to Fitwel, a joint initiative of the U.S. Centers for Disease Control and Prevention and the General Services Administration, created to enhance all buildings and communities to strengthen health and well-being. The certifications cover 1.1 million square feet of real estate, including our global headquarters in New York City. MIM has also obtained Fitwel certifications for 30 properties held in its real estate equity investment portfolio as of year end 2022, a significant increase from 17 at the end of 2021.

MetLife Australia has opened our new Sydney office, a six-star Green Star-rated building.¹ The building’s green features include energy efficiency, use of sustainable materials and leading waste management practices.

MetLife prioritizes waste and water reduction at our campuses. In the U.S. we have eliminated plastic bottles, cutlery and other containers across our dining and catering services. In EMEA, we have eliminated approximately 1.5 million pieces of paper through a digital customer communications campaign in 10 countries as we seek to achieve our regional aspiration for zero paper communications internally and 80% digital customer communication by 2025.

42%

of our global offices’ square footage is certified to green or healthy building standards, putting us ahead of our target to reach 40% by 2030.

1. Green Star is an environmental rating tool administered by the Green Building Council of Australia.

◀ MetLife’s Global Technology Campus in Cary, North Carolina, is LEED Platinum certified.

Investments

As climate change continues to impact our colleagues, customers, shareholders and communities, MetLife is committed to supporting and financing solutions that help drive progress towards a low-carbon economy, manage risk and create sustainable investment returns and outcomes. In support of this commitment, MIM leverages its long history of sourcing investments in companies and projects that are focused on the conservation of natural resources, the production and discovery of alternative energy sources, the implementation of clean air and water projects and other environmentally conscious business practices. See [Responsible Investments](#) to learn more about MIM investments that promote environmental and social benefits.

PROMOTING SUSTAINABLE REAL ESTATE THROUGH INVESTMENTS

Both MetLife and MIM recognize the role buildings and responsible real estate investing can play in improving workplaces and communities, increasing financial performance and reducing risk—all while generating positive environmental impacts. MIM has incorporated environmental sustainability best practices across its real estate equity investment strategy offerings, including benchmarking 100% of properties that are

managed in our clients' real estate equity portfolios in the Environmental Protection Agency's ENERGY STAR Portfolio Manager.

For the past several years, MIM has participated in several programs that have the ultimate goal of promoting sustainable real estate. MIM established **MetZero™**, through which MIM follows its Carbon Cascade™ approach that seeks to systematically lower carbon emissions in the real estate investment strategies we offer, and the properties in our clients' investment portfolios. **MetZero** includes investments in energy efficiency, on-site renewables, offsite renewables, RECs when feasible and carbon offsets.

MIM is also a signatory of the Department of Energy's Better Buildings Challenge and Better Climate Challenge, and the Urban Land Institute's Greenprint Net Zero Framework. Through **MetZero**, MIM has achieved a 9% reduction in Scope 1 and 2 GHG emissions for the MetLife General Account's Real Estate Equity Investments since 2019¹ and a 13% reduction in portfolio energy intensity, according to the Better Buildings Challenge.²

› The first global MetLife Extraordinary Pickup centered around Earth Day, with colleagues around the world picking up trash in their communities.

1. Percent by which MIM managed real estate equity investment portfolio properties within MetLife's General Account reduced Scope 1 and Scope 2 GHG emissions, between 2019 and 2021.
2. Metric reflects consumption reduction in energy use intensity across all participating MIM client accounts from 2016 to 2021, as reported by [Better Buildings Challenge](#) public reporting on May 1, 2023.



Inspiring Colleagues to Make an Impact

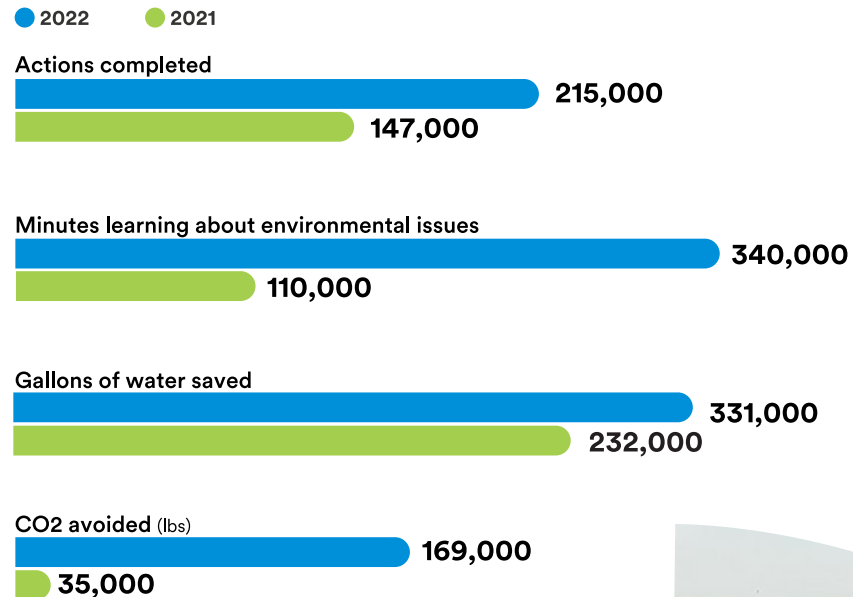
Each year, thousands of colleagues participate in our employee engagement program to promote environmental stewardship, called “Our Green Impact.” The program offers colleagues on-site and virtual environmental education, as well as volunteer opportunities. In addition to location-based “green teams” that drive initiatives at the office level, every MetLife line of business, function and region has a climate goals champion responsible for helping the enterprise achieve our short- and long-term goals. Over 20 champions gather bimonthly to set objectives for their function, drive action, collect metrics and share progress with their senior leaders and colleagues.

More than 4,300 colleagues from 40+ markets participated in the 2022 **MetLife EcoChallenge**, an annual two-week competition to encourage colleagues to adopt green habits. Participation in the challenge has tripled since 2020, making 2022 our most impactful challenge to date.

1. All numbers are rounded and based on EcoChallenge.org’s methodology.

- › Middle: A MetLife colleague in Romania participates in volunteer activity combining cycling and picking up litter.
- › Left: Colleagues from BIDV MetLife in Vietnam volunteered with Top Ecoculture Vietnam in partnership with Arbor Day Foundation to reforest a degraded urban forest in DaNang.

2022 METLIFE ECOCHALLENGE IMPACT VERSUS 2021¹



Individuals volunteered over 4,200 hours during the MetLife Extraordinary Litter Pickup, including in Dhaka, Bangladesh, demonstrated here.



2022 METLIFE
EXTRAORDINARY LITTER
PICKUP BY THE NUMBERS

35
markets

4,200+
volunteer hours globally

~100
events

2,700+
volunteers

METLIFE EXTRAORDINARY LITTER PICKUP

Following the success of the **Great EMEA Litter Pickup** in 2021, we introduced our first global litter pickup campaign—an effort centered around Earth Day during which colleagues around the world picked up trash to beautify their communities. The program engaged over 2,700 stakeholders in 35 markets, completing over 4,200 volunteer hours.

› MetLife Lebanon and MetLife China were among 35 markets that participated in the MetLife Extraordinary Litter Pickup.



Our Reforestation Efforts

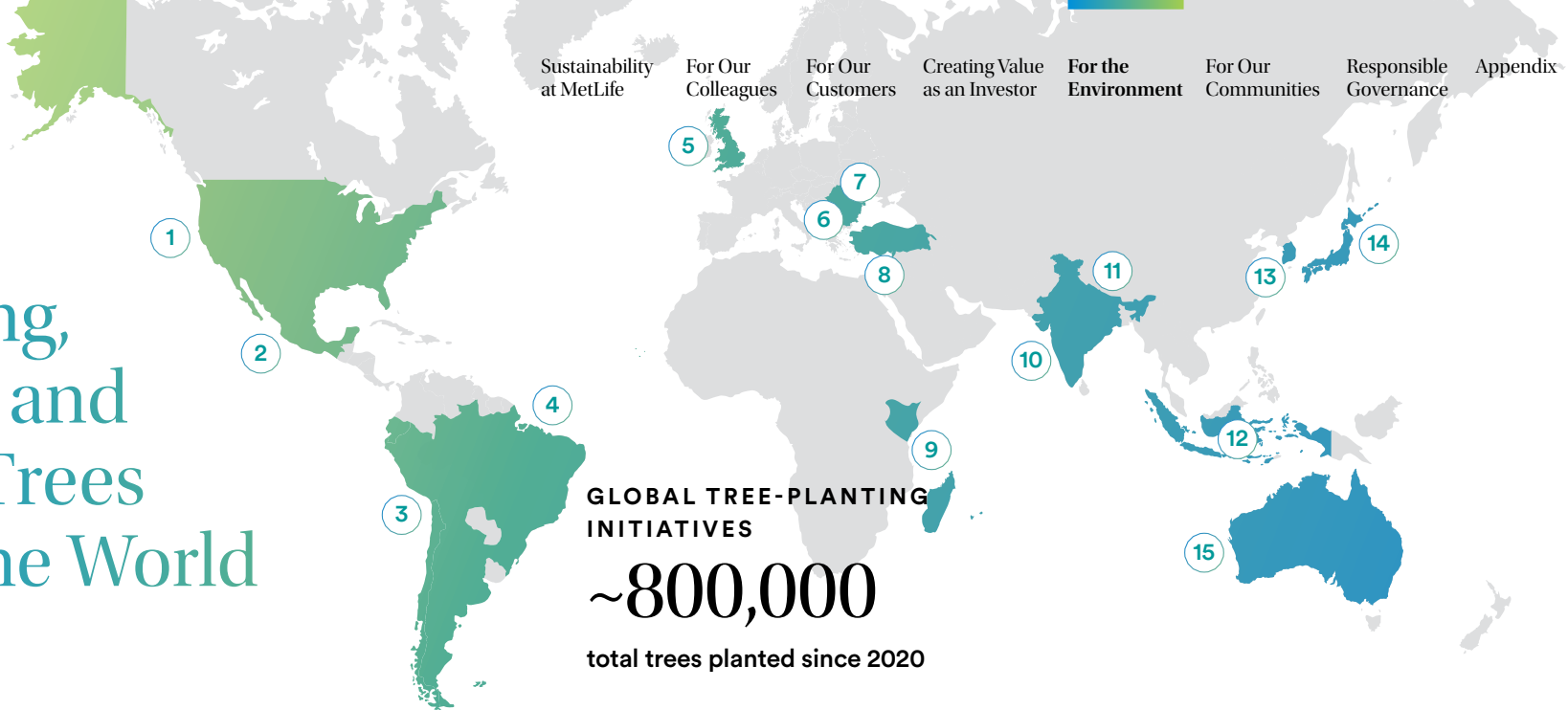
MetLife's commitment to plant 5 million trees by 2030 is a contribution to the global effort to reduce carbon emissions in the atmosphere and help reforest areas that have been decimated by natural disasters, including hurricanes, floods and wildfires, as well as deforestation by humans.

We expect to reach our target through initiatives that include large-scale reforestation programs in national and state forests, distribution of trees to homeowners in communities impacted by disaster and colleague volunteer projects in urban areas around the world. We are engaging stakeholders in this commitment and educating our colleagues, customers and community members about the importance of trees. MetLife is a member of [1t.org](https://www.1t.org), a global leadership platform to mobilize, connect and empower the global reforestation community to conserve, restore and grow 1 trillion trees by 2030.

› MetLife Japan colleagues planted 1,000 trees to help establish the MetLife Foundation Forest in Miyagi prefecture.



Conserving, Restoring and Planting Trees Around the World



GLOBAL TREE-PLANTING INITIATIVES
~800,000
total trees planted since 2020

EXAMPLES

1 In the U.S., MetLife supported the planting of 20,000 trees in Flagstaff, Arizona, 9,300 throughout California, 200,000 in Florida, 20,000 in Michigan, 2,300 in New York, 2,273 in North Carolina and 10,000 in Oregon in partnership with Arbor Day Foundation. In Tampa, Florida, more than 20 colleagues, friends and family joined Tampa Bay Reforestation and Environmental Effort, Inc. staff and Hillsborough Community College students to plant 119 trees.

2 In Mexico, more than 200 volunteers helped plant 11,200 trees with nonprofit Reforestamos.

3 Throughout South America, MetLife contributed 6,000 trees to the Andes Mountains in Argentina, Bolivia, Chile, Ecuador and Peru with Arbor Day Foundation. In Argentina, we planted 26 trees in partnership with Fundación Impactar.

4 In Brazil, over 5,000 trees were planted including 10 commemorating Tree Day.

5 In the United Kingdom, we planted 20,000 trees across 12 community forests in partnership with Arbor Day Foundation.

6 In Bulgaria, 25 colleagues planted 200 trees at the Monastery of St. Archangel Michael in Kostinbrod.

7 In Romania, we planted 62,000 trees with More Green and ProPark, a regional high for EMEA.

8 In Turkey, colleagues established the MetLife Employees Memorial Forest, where we planted 8,700 saplings, including 560 dedicated to each of our 366 colleagues and 194 business partners.

9 Throughout EMEA, MetLife businesses planted two trees in honor of every colleague in the region to reforestation projects in Kenya and Madagascar in collaboration with nonprofit Earthly, totaling 9,000 trees.

10 In India, PNB MetLife celebrated its 21st anniversary by planting 6,700 trees in 2022 as part of “Glow Green,” our initiative to plant 40,000 total trees by 2024 at various locations around the country.

11 In Nepal, we planted 5,000 trees in partnership with Arbor Day Foundation in Nawalparasi District to support Chitwan National Park, home to over 700 species of wildlife. Our efforts focused on helping improve local livelihoods and restore forests in areas of critical importance.

12 MetLife France planted 45,000 trees —one for every policy sold—on the Indonesian island of Java, in collaboration with nonprofit Planète Urgence.

13 MetLife Korea planted 3,400 trees in Gangwon Province to build a carbon-neutral forest in partnership with social venture Tree Planet. MetLife Korea Foundation also donated 5,241 trees to recognize students involved in the School Challenge program, a mobile-app-based competition to encourage children to take eco-friendly actions.

14 In Japan, 100 MetLife Japan colleagues, in partnership with Japan Environmental Education Forum, planted 1,000 trees in Miyagi prefecture to establish the MetLife Foundation Forest, and 22 colleagues with their families took part in a conservation activity in MetLife Forest in Hyogo prefecture.

15 In Australia, we planted 95 trees with the Royal Botanic Garden at their native plant garden at Mt. Annan.

Partnerships and Stakeholder Engagement

MetLife engages and supports a variety of advocacy and industry groups, such as the Climate Leadership Council, U.S. Green Building Council, the Geneva Association and Institute for International Finance Sustainable Finance Working Group. We seek to leverage our resources and network to drive impactful climate action around the world.

MetLife has partnered with the Haas School of Business at University of California, Berkeley, to support the 15-week [Cleantech to Market](#) accelerator program, which pairs interdisciplinary teams of Berkeley graduate students with entrepreneurs from across the country to help accelerate commercialization of the most promising climate tech innovations. Each student team spends nearly 1,000 hours of structured research and assessment to investigate market opportunities and pitch business ideas to help elevate participating entrepreneurs and their climate technologies. In addition to providing financial support for the program and the “**MetLife Climate Solution Awards**” presented at the program’s annual Climate Tech Summit, MetLife colleagues contributed professional expertise to students through a mentorship program comprised of over a dozen MetLife colleagues from across the world.

◀ MetLife provided financial support and mentorship for the Cleantech to Market accelerator program.

Promoting Supply Chain Sustainability

MetLife's Supply Chain Sustainability Program incorporates sustainability criteria in our procurement process, including requests for information and within supplier contracts, and incentivizes environmental stewardship to reduce GHG emissions.

We seek to increase the number of suppliers responding to the CDP Climate Change Questionnaire each year. In 2022, 181 suppliers disclosed climate risks, GHG emissions and other environmental data to us through this program, compared with 123 in 2021. We share a scorecard with these suppliers that identifies areas of strength and opportunities for improvement on climate change management and support them in setting targets to reduce emissions. We achieved our goal to have 100 suppliers set GHG emissions reduction targets by 2025 three years early, with 115 MetLife suppliers having public targets in 2022.

MetLife has a longstanding commitment to purchase products that have a lower environmental impact than others. We prioritize ENERGY STAR-certified IT equipment, sustainably sourced paper and green building materials, among other sustainable products and services.

MetLife Supplier CDP 2022 Scorecard Results

44.4M
metric tons in annual
CO₂e savings
reported by
suppliers

\$7B
in annual monetary
savings from
emissions reductions
reported by
suppliers

67%
of suppliers are
engaging their
own suppliers on
climate issues

69%
of suppliers in the
program reported
having their own
forward-looking
climate targets

For Our Communities

HIGHLIGHTS: METLIFE FOUNDATION >

OUR APPROACH >

GOVERNANCE >

PRIORITIES >

SUPPORT FOR UKRAINE >

VOLUNTEERING EFFORTS—
ENGAGING OUR COLLEAGUES >

VOLUNTEERING WITH PURPOSE >

GLOBAL SUPPORT FOR
ENVIRONMENTAL CAUSES >

< Regional President, U.S. Business,
participated in Vision To Learn's
Focus on the Future program.

Highlights: MetLife Foundation

**Launched
new strategy**

to drive inclusive economic mobility by addressing the needs of underserved and underrepresented communities around the world

\$37.9M¹

in total grants globally in 2022

**109K
hours of service**

across 37 markets in 2022, contributing to MetLife's DEI Commitment of 800,000 volunteer hours by 2030

**Contributed
\$3.5M**

in grants since 2020 as part of its 10-year, \$10 million commitment to environmental causes

\$60.9M²

to support underserved and underrepresented communities since 2021, reaching 41% of its \$150 million by 2030 Commitment

Recognized by

United Negro College Fund, Ballet Hispanico and YMCA of Greater New York for our commitment to our communities

1. This is inclusive of the \$35.7M in grants contributed to support underserved and underrepresented communities.

2. This includes a \$1 million commitment to the United Negro College Fund to help finance scholarships at Historically Black Colleges and Universities.

Our Approach

As one of the world's leading financial services companies, MetLife plays an important role in communities. All MetLife regions, lines of business and colleagues contribute to community engagement and outreach, including through volunteerism and pro bono work. Throughout the company, executives and senior leaders engage in and encourage community work via organizational volunteer goals. MetLife Foundation helps connect MetLife colleagues with nonprofits and opportunities to make a difference.

Governance

As a separate legal entity, MetLife Foundation has its own Board of Directors, chaired by MetLife, Inc.'s Head of Corporate Affairs. MetLife Foundation's President and Chief Executive Officer reports directly to the Foundation's Board Chair. As a fully integrated role, MetLife Foundation's President and CEO also serves as MetLife, Inc.'s Head of Corporate Giving and Employee Volunteerism, a function overseen by the Governance and Corporate Responsibility Committee of MetLife's Board of Directors.

› MetLife Foundation support for The Opportunity Network helped the nonprofit serve more than 1,000 students in its fellows program.



Priorities

MetLife’s 2030 [DEI Commitments](#) include pledges of 800,000 employee volunteer hours with a focus on supporting historically marginalized individuals and their families, and \$150 million from MetLife Foundation to support underserved and underrepresented communities. To advance these commitments, MetLife Foundation launched a multi-pronged strategy to drive inclusive economic mobility by addressing the needs of such communities around the world. MetLife Foundation grants align with the UN SDGs and across three strategic giving portfolios:

- 
ECONOMIC INCLUSION
- 
FINANCIAL HEALTH
- 
RESILIENT COMMUNITIES

SUPPORTING DEI IN OUR GRANTMAKING

MetLife’s commitment to DEI extends beyond our internal efforts (see [Global Diversity, Equity and Inclusion](#)) and aligns with MetLife Foundation’s strategic grantmaking. MetLife Foundation aims to help close income and wealth gaps among low-income and historically marginalized people through partnerships with nonprofit organizations such as:

- *Ascendus*, a nonprofit working to secure financial health and wealth for low- to moderate-income business owners through access to capital and support. The “Get Ready” Credit Program for Black and Latino small business owners is an innovative program designed to raise the credit scores and access to capital for 50 entrepreneurs across New York City.
- *The Baobá Fund*, an organization dedicated to the promotion of racial equity for the Black community in Brazil. The fund provides 50 Afro-Brazilian high school seniors with scholarships to a university entrance exam preparatory course, psychosocial support, mentoring and coaching support.
- *The National Disability Institute (NDI)* works to build better financial futures for people with disabilities and their families. NDI creates financial health and training tools that Black and Latino small business owners and entrepreneurs with disabilities can access for free. As a result, NDI is helping more than 1,500 people with disabilities launch businesses and achieve economic security.

- › Left: Neighborhood Trust creates solutions to better meet the financial needs of low-wage workers of color. MetLife Foundation support helps the organization upgrade its data infrastructure.
- › Right: MetLife Foundation’s support for the National Coalition for Asian Pacific American Community Development helps provide culturally reflective financial coaching and education to low- and moderate-income Asian-American and Pacific Islander households.



MetLife Foundation's Priorities in Action

Economic Inclusion

Invests in efforts that support upskilling and reskilling of young people and adults to be competitive in a digital and new economy and earn family-sustaining wages.


Financial Health

Supports efforts focused on building financial resiliency through the enablement of budget management, savings, access to credit and public/private benefits.

Resilient Communities


Invests in efforts that open up access to physical and mental well-being resources and help build a more resilient planet.


GLOBAL

 **Inclusive Fintech 50 (IF50)** is a global competition that identifies early-stage fintechs driving financial inclusion and resilience. Since 2019, the IF50 competition has attracted 1,343 eligible applicants, who are addressing limitations in financial services delivery for low-income and underserved customers. These emerging fintechs operate in over 237 countries, reach over 338 million customers, and have raised over \$3.4 billion.

 **Village Capital'—ADAPT: Social Innovation for a More Resilient Future** ADAPT identifies startups that help communities and individuals respond to global challenges impacted by climate change, healthcare, wellness and economic mobility and that provide solutions that fundamentally shape and strengthen social resilience.


ASIA

 **Generation: You Employed** MetLife Foundation is partnering with global employment nonprofit Generation to improve inclusion in entry-level tech sector roles through original research that will deepen our understanding of barriers to entry in tech hiring and provide practical steps that employers, policymakers and others can take to increase equity in the tech hiring process.

 **Women's World Banking (WWB)** brings gender intentionality to expand financial and economic inclusion in India through training and support for 5,000 women agents who will provide access to financial services to an estimated 2 million rural low-income women. It also opens access to affordable credit to nano- and micro-entrepreneur women.


1. An accelerator program supported by MetLife Foundation to identify early-stage innovative solutions for financial health. (U.S. and LATAM.)


LATAM

 **ASHOKA** Through promoting public awareness and institutional change, Ashoka aims to create a new narrative on aging populations focused on "new longevity"—a concept of becoming a lifelong contributor by leading healthy and purposeful lives as we age.

U.S.

 **Aspen Institute Financial Security Program's Benefits21** convenes experts from the public and private sectors to close benefit gaps and to reimagine benefits in the U.S. for the 21st-century workforce. The impact of the initiative produces tools and insights, convenes policymakers and financial security leaders, and promotes policy innovation toward modern benefits for all workers.

 **NPower** is a national nonprofit working to create pathways to economic prosperity by launching educational training and support programs leading to digital careers for military veterans and young adults from underserved communities. The organization provides tech skills training to 2,100+ young people and military veterans annually, and 81% of program graduates are placed in high-quality jobs or continue their education.

 **Vision To Learn** delivers mobile vision clinics to screen 800,000 K-12 students and will provide glasses to over 170,000 students over the next two school years. Glasses are custom made and fit for the students within about three weeks of the exam and warranted for one year.

Support for Ukraine

Caring for colleagues and customers during the most difficult of times

The war in Ukraine created a dire humanitarian crisis leading to unprecedented challenges for our colleagues, customers, agents, distribution partners and the people of Ukraine. MetLife and our colleagues around the world have remained committed to supporting those affected by the ongoing crisis, a collective response that has shown MetLife's purpose in action.

Throughout the worst of the invasion, we remained in daily contact with our team in Ukraine. With safety as our first priority, we closed our MetLife office in Kyiv at the beginning of the war (limited access only for

essential work). We separated the MetLife Ukraine IT network from the wider MetLife network early to reduce our cyber exposure. We have since created a dedicated secured network, opened our office to a limited number of critical colleagues and worked with our distribution partners to strengthen our support for our customers.

Two dedicated support hubs in Poland and Romania enabled us to relocate and establish displaced colleagues and their families, including providing financial support and new school arrangements for colleagues' children. For all Ukrainian colleagues—whether they left Ukraine or not—we have provided ongoing financial support.

Our support for our 250 agents in Ukraine comprised a lump sum relocation package paid in March 2022 and our service colleagues reassured Ukrainian customers that we would pay claims. Between the start of the war and December 31, 2022, 913 customer claims related to the war totaled approximately \$425,000.

MetLife Foundation and MetLife colleagues donated \$500,000 to relief efforts to support the people of Ukraine, which includes donations and matching dollars to the UNICEF USA, Ronald McDonald House Charities, the American Red Cross, Razom for Ukraine and Nova Ukraine to provide humanitarian war relief and recovery to address the most urgent needs as they evolve.

MIM has conducted market research to help investors around the world understand the impact of the war and the subsequent economic sanctions on Russia on the global economy.

MetLife will continue to support our Ukrainian colleagues and customers during these challenging times.

◀ Throughout the war in Ukraine, MetLife has continued to support employees, agents, customers and their families.



Volunteering Efforts— Engaging Our Colleagues

We encourage a culture of year-round volunteering in which MetLife colleagues live our purpose by lending their time, talent and passion for their communities to educational, environmental, mentoring, coaching, skills-based and pro-bono initiatives. These efforts support MetLife’s 2030 DEI commitment of 800,000 colleague volunteer hours with a focus on DEI/underserved communities by 2030.

2022 GLOBAL VOLUNTEERING BY THE NUMBERS

Nearly

110,000


volunteer hours

33,784

acts of volunteering

37

markets



Colleagues in Uruguay
joined DESEM Junior
Achievement in a volunteering
activity called “Nuestra Huerta”
 (“Our Garden”), a project to
develop a gardening workshop
for fifth- and sixth-grade
children from a public school
in Montevideo. Volunteer
time totaled over

30 hours.

Volunteering with Purpose

MetLife's "**Volunteering with Purpose**" campaign galvanizes the spirit of volunteerism and puts MetLife's purpose into action with departments and senior leaders leading colleagues in hundreds of virtual and in-person community engagement activities globally. Volunteering with Purpose is MetLife's global month of volunteering. In 2022, MetLife colleagues from 31 markets put MetLife's purpose into action by volunteering in communities where they live and work. Colleagues lent their time, talent and passion to benefit their communities, providing nearly 110,000 volunteering hours.



U.S.

MetLife colleagues volunteer with Operation Gratitude to build stuffed animals that were given to children of deployed military personnel.



LATAM

MetLife colleagues volunteer with Special Olympics to lead inclusive play for Young Athletes ages 2–7 and their families.



EMEA

MetLife colleagues plant trees in EMEA as part of a MetLife Foundation partnership with the Arbor Day Foundation.



ASIA

MetLife colleagues in Korea assemble and decorate colorful "Scandia Moss frames" for seniors.

SKILLS-BASED AND PRO BONO VOLUNTEERING

MetLife colleagues around the world drive social impact through skills-based and pro bono volunteering, sharing their expertise in technology, legal and human resources, among other areas.

Common Impact is a national nonprofit that connects corporate employees to nonprofit organizations with proven models to tackle the greatest challenges our communities face. MetLife Foundation partnered with Common Impact on two pro bono projects to leverage the time, talent and expertise of MetLife colleagues in support of nonprofit partners' most urgent needs.

2022 COMMON IMPACT PARTNERSHIP BY THE NUMBERS

19

nonprofits

147

volunteer hours (contributed by MetLife
colleagues across two workshops)

› MetLife colleagues volunteered 147 hours across two workshops with Common Impact, which connects corporate employees to nonprofits with proven models to tackle societal challenges.



Global Support for Environmental Causes

MetLife Foundation supports building environmental resiliency in communities around the world, including:



U.S.

Trust for Public Land (TPL)

TPL's Equitable Communities Fund, which addresses systemic equity barriers in local communities by providing grants to grassroots community partners led by Black, Indigenous and People of Color.



MEXICO

Planet Water's AquaTower

Projects in Mexico aim to transform the health, productivity and economic well-being of communities by providing access to clean, safe water, sanitation and education on water health and hygiene across Mexico. Over the next two years, 30 AquaTowers will be built with the help of MetLife colleagues.



EMEA

Arbor Day Foundation

MetLife Foundation will plant 100,000 trees in nine countries in EMEA over the next two years. From Italy and Turkey, to Portugal and the United Kingdom, our intent is to increase the resilience of the forests and communities where MetLife operates.



ASIA

Shakti Foundation

The Green Initiative Project will help green the urban roads of Dhaka City in Bangladesh through a focus on planting and maintaining plants and trees as a way to help mitigate the adverse effects of decreasing greenery.

Responsible Governance

HIGHLIGHTS >

OUR APPROACH >

GOVERNANCE >

RISK MANAGEMENT >

CODE OF BUSINESS ETHICS >

CYBERSECURITY AND DATA PRIVACY >

SUPPLIER MANAGEMENT >

STATEMENT ON HUMAN RIGHTS >

GOVERNMENT RELATIONS >

< MetLife's Cary, North Carolina, campus features outdoor spaces, including walking and biking trails, that help colleagues maintain holistic well-being.

Highlights

Women comprise
38%
of our Board of Directors
(five women) and
42%
of our managers

Seventh consecutive
year named to
**Dow Jones
Sustainability
Index¹**
for recognition of our
commitment to sustainable
business practices

Refreshed
**MetLife Code of
Business Ethics²**

Advocacy
in the U.S., Mexico and Chile to support
topics such as financial inclusion, DEI
and pension reform

1. The Index is a widely recognized standard for measuring corporate ESG progress across industries.

2. To align with changes to internal policies related to speaking up, treating customers fairly, protecting the privacy rights of our customers and employees, and personal trading.

Our Approach

Effective governance underpins MetLife's ability to fulfill our purpose—*Always with you, building a more confident future*. We are proud to have a culture in which each employee takes responsibility for their actions, adopts an ownership mindset and is empowered to speak up. Our colleagues are the heartbeat of what we do. Our team helps us maintain customer focus as one of our global key focus areas.

To maintain this culture, MetLife has focused on continuously improving governance practices and regularly adopts and updates trainings, policies and codes, and resources for all employees to uphold and promote in their day-to-day practices. These policies and statements include:

[Code of Business Ethics >](#)

(see [Code of Business Ethics](#))

[MetLife Equal Employment Opportunity and Anti-Harassment Policy >](#)

[MetLife Speak Up Tool >](#)

[MetLife Pay Equity Statement >](#)

[MetLife Environmental Policy >](#)

[Global Anti-Bribery and Corruption Policy >](#)

[Antitrust Guidelines >](#)

[Global Sales Practices Policy >](#)

[Global Privacy & Information Security Program \(internal\)](#)

[Supplier Code of Business Ethics >](#)

[MetLife Privacy Policies >](#)

Governance

BOARD OF DIRECTORS

MetLife's Board of Directors is responsible for overseeing the management of the company's business and advising the company's executive officers, who conduct the company's business and affairs. In performing their general oversight responsibility, Directors apply their business judgment to assure that the company's executive officers manage in the best long-term interests of the company and its shareholders. We maintain a Directors' Code of Business Ethics, which requires each Director to annually review and sign an acknowledgment of understanding and compliance.

Each of MetLife's Board Committees (with the exception of the Executive Committee) is chaired by an independent director with demonstrated expertise in the responsibilities of that Committee and strong leadership skills. The Board's Governance and Corporate Responsibility Committee meets at least three times each year and makes regular reports to the Board of Directors about its activities.

The Governance and Corporate Responsibility Committee is tasked with various responsibilities, including oversight of MetLife’s:

- Process for the Board to review proposed succession plan for the CEO and succession and development plans for other executive officers;
- Policies and disclosures regarding environmental and social matters of significance to MetLife, including sustainability, human rights, political and charitable contributions and other corporate responsibility issues;
- Compliance risk management-related activities and annual compliance plan approval;
- Impact investment program in which loans and other investments are made to support affordable housing, community, business and economic development, and healthcare services for low- and moderate-income communities;
- Efforts to manage MetLife’s reputation and culture; and
- Annual Board evaluation.

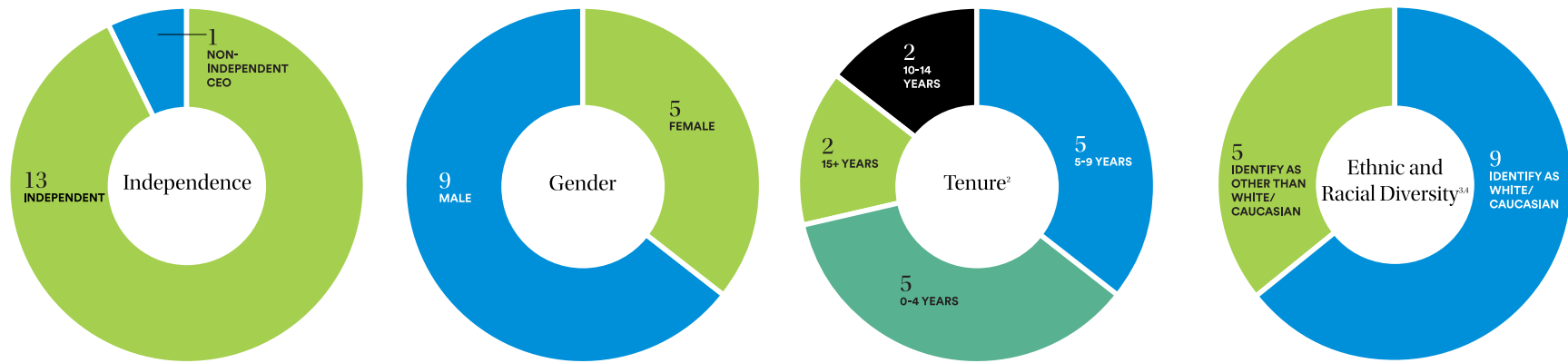
BOARD DIVERSITY OF SKILLS AND EXPERIENCE¹

(Includes only primary qualifications)



BOARD OF DIRECTORS DEMOGRAPHICS¹

The company has nominated 14 highly qualified independent leaders to serve on its Board of Directors.



1. As of April 28, 2023. Please see [MetLife's 2023 Proxy Statement](#) to learn more about Board of Directors' skills and experience.

2. Rounded to the nearest year.

3. Please see [MetLife's 2023 Proxy Statement](#) to learn more about Board of Directors' diversity data.

4. Ethnic and racial diversity is self-identified by each Director based on the following categories, used by institutional shareholder services: Asian (excluding Indian/South Asian); Black/African American; Caucasian/White; Hispanic/Latin American; Indian/South Asian; Middle Eastern/North African; Native American/Alaskan Native; Native Hawaiian/Other Pacific Islander; Other; and Prefer Not to Disclose.

GLOBAL SUSTAINABILITY GOVERNANCE

Recognizing the continued importance of sustainability matters to both MetLife's business and stakeholders, MetLife's sustainability efforts, including the monitoring and management of ESG risks and opportunities, are coordinated across the enterprise. MetLife's sustainability efforts are integrally tied to our business. MetLife considers a broad array of factors, including those related to sustainability, in evaluating business decisions.

Operationally, MetLife's Sustainability function is part of MetLife's Corporate Affairs department and is dedicated to sustainability strategy, management and reporting. The Sustainability function's efforts are led by the Chief Sustainability Officer and overseen by MetLife's Executive Vice President, Head of Corporate Affairs, who reports directly to the CEO.

Additionally, MetLife's leaders include sustainability in annual performance objectives as part of a shared goal for MetLife's executive leadership team. MetLife employees are responsible for driving

progress toward MetLife's Next Horizon Strategy, which includes making progress on sustainability commitments. Please see [For Our Colleagues](#) to learn more regarding DEI-specific governance.

The Chief Sustainability Officer coordinates with other senior executives to establish sustainability goals and advance progress across the organization.

MetLife's Sustainability function has responsibilities relating to, among other things:

- Directing and integrating MetLife's sustainability strategy, target-setting activities, commitments, policies and key performance indicators across the enterprise;
- Summarizing MetLife's sustainability performance and metrics in an annual report;
- Aligning disclosures to key reporting frameworks, including the Global Reporting Initiative (GRI), SASB and Task Force on Climate-related Financial Disclosures (TCFD); and

- Managing and monitoring ESG issues and opportunities relevant to MetLife.

In addition to day-to-day management of MetLife's sustainability efforts and overseeing the publication and data governance of MetLife's Sustainability Report, the Sustainability function regularly reports to MetLife's Board of Directors and its committees on relevant sustainability issues, the company's progress toward its goals and sustainability's impact on the business, and helps advance the Board's collective knowledge of sustainable development more generally. MetLife's CEO has final sign-off on the publication of the annual Sustainability Report, and the report is also shared with the Governance and Corporate Responsibility Committee of the Board of Directors annually.

In response to the relevance of sustainability topics and initiatives to MetLife, as well as the evolving regulatory and standard-setting environment, MetLife created an ESG Financial Reporting Controller role focused on guiding the company in accounting for our sustainability commitments and promoting compliance and transparency in regulatory reporting. The ESG Financial Reporting Controller seeks to develop and implement a framework to support regulated and voluntary reporting containing ESG information.

MetLife is a signatory to the UNGC, a voluntary framework for businesses to align their operations and strategies with Ten Principles covering human rights, labor, the environment and anti-corruption.

See [MetLife's Communication on Progress and UNGC profile](#) online.

Risk Management

MetLife is in the business of mitigating risk and protecting families and their futures. We manage risk so that individuals and communities can realize their full potential. MetLife has a well-established risk management framework that constantly evolves and is designed to address material financial and non-financial risks (including compliance risks) to our business. Our risk and control framework operates under a “Three Lines of Defense” model where each employee is responsible for risk management. The framework helps us identify, measure, monitor, manage and report on risks at the right level, allowing us to deliver on the promises we make to our customers, employees and shareholders. The program is led by an independent Global Risk Management organization headed by our Chief Risk Officer, who reports directly to MetLife’s CEO. The framework flows as follows:

First Line

Lines of business and corporate functions

identify, measure, monitor, manage and report risk.

Second Line

Global Risk Management

provides strategic advisory services and effective challenge and oversight to the first line of defense.

Third Line

Internal Audit

provides independent assurance and testing over the risk and control environment and related processes and controls.

The Finance and Risk Committee of the Board of Directors oversees the assessment, management and mitigation of material risks, as well as capital and liquidity management practices. Other Board of Directors committees also have significant risk management oversight responsibilities:

- **Audit** Internal controls, information security and cybersecurity, and relevant legal and regulatory compliance;
- **Governance and Corporate Responsibility** Compliance risk management activities, compliance plan, management succession and reputation, as well as strategies, activities and initiatives related to environmental and social matters;
- **Investment** Investment portfolio risks; and
- **Compensation** Compensation plan risks (e.g., avoiding incentives to take excessive risk).

The Board and its committees oversee sustainability matters, including the assessment and management of the relevant ESG risks and opportunities in MetLife’s business, operations and policies. MetLife’s management provides regular updates to the full Board and its committees on various sustainability matters. For more information on the Board’s committees and risk management oversight, please refer to [Board Committee Information](#) and [Board of Directors](#).

In addition to oversight by the Board and its committees, MetLife has a management-level risk oversight structure. Material risks, including ESG risks, as appropriate, are within the purview of multiple senior management committees. MetLife’s Enterprise Risk Committee, a senior management level committee, oversees the identification, measurement and management of material risks on an enterprise basis.



MANAGING CLIMATE RISKS

Climate risks, both physical and transition risks, could impact MetLife's business operations, investments, customers and supply chain. Climate change may increase the frequency and severity of near- or long-term weather-related disasters, public health incidents and pandemics, and their effects may increase over time. Climate change regulation may impact the value of investments we or our counterparties, including reinsurers, hold or increase our compliance costs. Our regulators may also increasingly focus their examinations on climate-related risks.

MetLife considers how it could be impacted by climate risks across the business, both assets and liabilities, by qualitatively evaluating how risks could manifest across risk types, including: credit, market, insurance, operational, legal and compliance risks.

MetLife continues to build assessment and scenario analysis capabilities to make progress on understanding climate risks and their potential impacts on our business, strategy and financial planning. MetLife also stays up to date on policy trends and evolving regulatory requirements globally, through internal and external resources, engagement and our global Climate Advisory Council.

GLOBAL CLIMATE ADVISORY COUNCIL

In 2022, MetLife launched a global Climate Advisory Council to enhance the governance of climate risk, which is chaired by MetLife's Chief Risk Officer and includes the Chief Financial Officer, Chief Investment Officer and General Counsel, among other executives.

◀ Colleague in Italy participates in EcoChallenge by spending time outside to connect with the local environment.

Code of Business Ethics

MetLife's [Code of Business Ethics](#) helps us live our purpose with every customer every day. It helps us navigate an always-changing external environment while meeting the highest professional standards. We regularly update the Code to reflect prevailing norms, updates to internal policies and market conditions, among other issues. In 2022, MetLife published an updated Code to align with changes to internal policies related to speaking up, treating customers fairly, protecting the privacy rights of our customers and employees, and personal trading.

The Code is the foundation for our Success Principles and represents our core values for conducting business. Our Success Principles

articulate the behaviors that MetLife employees are expected to exhibit, and those that help us deliver on our purpose and execute on our strategy. Our Code of Business Ethics is available in 18 languages and applies to all employees. Each year, employees pledge that they commit to and comply with the Code.

In the Code, we confirm our commitment to conducting business fairly, honestly and openly, and a zero-tolerance policy toward all forms of bribery and corruption that may be

committed by MetLife employees or a third party acting for or on behalf of MetLife. We also maintain supplemental codes, including the [Financial Management Code of Business Ethics](#) and the [Supplier Code of Business Ethics](#).

Code of Business Ethics training encourages employees to have an ownership mindset, speak up and escalate concerns when they arise. 98%¹ of employees completed the 2022 Code of Business Ethics training.

Mandatory Training in 2022

Mandatory training topics included anti-money laundering and sanctions, privacy and data protection, fraud prevention, gifts and entertainment, sales practices and ethical business conduct.

To learn more regarding our restructured mandatory training approach, see page 24.

22

mandatory courses

12

courses per employee on average

5

hours of learning per employee on average

98%¹

completion rate, an increase from 95% in 2021 and above our 90% target

1. Data includes completions as of March 13, 2023 for courses assigned on or after Saturday, January 1, 2022 and before Sunday, January 1, 2023.

RAISING CONCERNS AND SPEAKING UP—EMPLOYEES, CUSTOMERS AND SUPPLIERS

We understand the importance of an environment in which employees feel empowered to speak up. We encourage employees to lead by example, holding themselves and others accountable by raising issues and concerns. Employees can speak up using the channel that is most comfortable for them and can report anonymously, where permissible by law.

Reporting channels include:

- [Ethics & Fraud HelpLine](#), available globally;
- Speak Up Tool, a desktop icon available to all employees;
- Corporate Special Investigations Unit;
- Local or Regional Compliance Risk Management;
- Local or Regional Helpline or Whistleblowing Contact;
- Local or Regional HR or Employee Relations; and
- Direct supervisor, next-level supervisor and any other level of management.

MetLife takes all reported concerns seriously, and each one is reviewed, investigated and addressed, as appropriate. When warranted, MetLife takes appropriate disciplinary or corrective actions, including termination of employment or contracts with business partners. MetLife prohibits any form of retaliation against an employee for raising a concern in good faith or assisting with an investigation regarding a potential violation of our Code, our policies, laws or regulations.

Customer and external stakeholder concerns and grievances can be reported through MetLife customer service departments or the stakeholder's relationship manager. Anyone can report potential ethics, fraud or misconduct concerns through the Ethics & Fraud Helpline (available globally)—either online or by phone. Concerns are escalated, as appropriate, to Legal, Risk, Compliance, the Executive Leadership Team or to MetLife's Board of Directors.

◀ MetLife colleagues at our Cary, North Carolina, campus.

▶ Colleagues at MetLife Mexico.



Cybersecurity and Data Privacy

MetLife's customers, employees and business partners around the world provide us with their personal information and other confidential information every day. MetLife is committed to protecting, responsibly using and processing such information in compliance with applicable laws and regulations.

Our policies and procedures are designed to protect the confidentiality and security of personal information and create effective mechanisms to handle information appropriately worldwide, which includes key areas such as safeguards and risk management, monitoring, data incident response, cybersecurity and e-discovery investigation, and threat intelligence. Our Global Privacy & Information Security Program establishes enterprise-wide principles and global minimum standards, among other things, around the collection and use of personal information in compliance with applicable privacy laws and regulations. The objectives of the program are to:

- Protect the privacy and security of individuals' personal information and our customers' confidential information by adopting and implementing administrative, technical and physical safeguards;

- Protect against known and unknown threats or hazards to the availability, confidentiality and integrity of personal information and other confidential information; and
- Protect against loss or destruction or unauthorized access to personal information and other confidential information.

DATA PRIVACY COMPLIANCE RISK MANAGEMENT¹

MetLife's Privacy Compliance Group, headed by the Chief Privacy Officer, has oversight of MetLife's Privacy Compliance Risk Program and is responsible for establishing and maintaining the internal Global Privacy and Data Protection Policy (Global Privacy Policy), overseeing the implementation of and ongoing compliance with the Global Privacy Policy and advising business management on privacy risks.

The Global Privacy Policy establishes enterprise-wide principles and global minimum standards designated to facilitate compliance with applicable privacy laws and regulations in the countries in which MetLife operates.

Two internal committees, the Business Information Security Officers and the Policy Voting Board, which include members from Technology, Law, Internal Audit, HR, Compliance and other lines of business, oversee our IT security policies, emerging risks and compliance requirements.

1. Please see [MetLife's 2023 Proxy Statement](#) to learn more.

› Robust cybersecurity and data privacy practices help MetLife keep customer, colleague and business partner data and information safe.





CYBERSECURITY AND PRIVACY TRAINING

Every year, we conduct mandatory cybersecurity and privacy training for all employees to raise awareness about potential threats and provide clear, actionable guidelines to inform everyday tasks and decision making. Every MetLife employee is required to complete yearly privacy training and comply with applicable privacy laws and regulations when processing personal data held by the company.

MetLife raises awareness about the importance of cybersecurity and provides employees with resources to protect themselves, our customers and MetLife. We participate in industry cybersecurity groups and events, such as [Cybersecurity Awareness Month](#) each October, a national campaign sponsored by the Department of Homeland Security that was created to raise awareness about cybersecurity and staying safe. During the

◀ Mandatory cybersecurity and privacy training for every colleague raises awareness of the importance of cybersecurity.

2022 event, we launched our new Report Phishing recognition program to award Center Stage internal recognition badges to employees who report confirmed malicious emails.

We have established reporting processes and escalation pathways from our businesses and functions to identify, assess and manage potential personal data incidents in a timely manner—including reporting to senior management, as needed.

INFORMATION SECURITY

MetLife's Information Security (InfoSec) program has a mission to protect our information and technology assets, personal and confidential information, and technology-dependent business processes from known and unknown risks and security threats, and to provide enterprise-wide IT risk identification, prioritization, reporting and mitigation services.

Supplier Management

InfoSec pursues this mission through programs to protect against, monitor and/or report threats to MetLife's information and technology assets associated with risks of operational disruption and unauthorized or accidental access, modification, destruction, exposure and/or disclosure.

The authority and responsibility for managing the InfoSec program resides with MetLife's Enterprise Chief Information Security Officer (CISO). The Enterprise CISO is a senior-level executive responsible for establishing and maintaining the vision, strategy and program so that information and technology assets are protected among all MetLife affiliates and that IT risks are reported, remediated and managed.

MetLife's [Global Procurement](#) Policy and Procedures help secure the best value from our suppliers across the four major MetLife regions (U.S, EMEA, Asia and LATAM). [MetLife's Supplier Code of Business Ethics](#) articulates our intention to work with suppliers who model MetLife's principles and standards. This includes our commitment to conduct business ethically and lawfully in countries where we operate across our supply chain, and we expect the same of our suppliers.

We expect suppliers to operate in line with MetLife's principles, which prioritize respect for basic human rights within organizations, including rights to health and safety, life and liberty, and equality. Suppliers should also comply with all applicable federal, state and local employment, equal opportunity, labor, immigration, and wage and hour laws.

MetLife asks sustainability questions in requests for information and during onboarding. We encourage suppliers to participate in the MetLife Supply Chain Sustainability program through active engagement (see [Promoting Supply Chain Sustainability](#)).

› MetLife colleagues in Cary, North Carolina.



THIRD-PARTY RISK MANAGEMENT

The **Supplier Third-Party Risk Management (TPRM) program** protects sensitive MetLife and customer information. Third parties are required to comply with the MetLife TPRM program, including participation in a risk assessment prior to providing goods or services and in ongoing monitoring of our business relationship.

Through MetLife's TPRM program, we evaluate the risk of third-party engagements and suppliers before assigning them a risk rating and managing them accordingly.

FOSTERING SUPPLIER DIVERSITY

Through MetLife's **Supplier Inclusion and Development program**, we aim to develop partnerships with diverse suppliers¹ to promote their economic growth. Supplier Inclusion & Development is integrated within Global Procurement so we can interact with sourcing professionals and business stakeholders to support the inclusion of diverse suppliers in our supply chain.

As part of our 2030 DEI commitments, MetLife has committed to spending \$5 billion with diverse suppliers by 2030 and to annually report the economic impact of our diverse supply chain, which we do through our Economic Impact Report. Please see [2030 DEI Commitments](#) to learn more about our [Supplier Inclusion & Development program](#).

MetLife Supplier Inclusion and Development seeks to support and sponsor diverse suppliers' business development. Our 2022 partnerships included:

- National Minority Supplier Development Council;
- Disability:IN;
- National Veteran Business Development Council;
- National LGBT Chamber of Commerce; and
- Women's Business Enterprise National Council.

~\$3.7B

spent since the inception of MetLife Supplier Inclusion and Development program in 2003²

\$192.3M

in spend with diverse suppliers in 2022

1. For definition of Diverse Suppliers, please see page 95.
2. Due to the long history of the program, spend figures from 2003 through 2007 are approximated.



◀ MetLife Turkey established the MetLife Employee Memorial Forest, dedicating 566 saplings to each of our 366 colleagues and 194 business partners.

MetLife is a member of WEConnect International, which enables women business owners to compete in the global marketplace by creating opportunities for women-owned businesses to connect with qualified buyers around the world. As part of our membership, MetLife gains access to a global database of women-owned businesses, as well as resources to help develop a diverse and inclusive global supply chain.

STATEMENT REGARDING SUPPLIER CODE OF BUSINESS ETHICS

MetLife’s [Supplier Code of Business Ethics](#) expresses our desire to work with suppliers that comply with all applicable national, state and local employment, equal opportunity, labor, immigration, and wage and hour laws, including those relating to humane treatment, child labor, minimum wage, overtime compensation, mandated benefits and safe work environments.

Statement on Human Rights

As a UNGC signatory and participant, MetLife prioritizes human rights and upholds policies and regulations designed to prevent any abuses of human rights, such as human trafficking or slavery, forced labor and child labor.

Although we believe governments hold the primary responsibility for safeguarding and protecting human rights, we also believe that championing DEI and human rights within our businesses is core to our purpose and in alignment with the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work.

Read MetLife’s [Statement on Human Rights](#) and our [Slavery and Human Trafficking Statements](#).

Government Relations

Our Government Relations team engages with policymakers and relevant stakeholders at international, regional and individual market levels to support our business, customers and employees. Government Relations supports opportunities and activities to promote diversity, inclusion, financial health and well-being of customers and communities in the markets in which we operate. In addition to the team, MetLife’s CEO Michel Khalaf and the executive leadership team often meet with policymakers to raise questions and advocate for MetLife on legislation and regulations.

The Government Relations team also collaborates with MetLife’s Sustainability function by engaging with regulators and other stakeholders on shared sustainability goals. Please see [For the Environment](#) to learn more about our participation in the United Nations Climate Change Conference of Parties.

Stakeholder Engagement

METLIFE HOSTS MEMBERS OF THE CONGRESSIONAL BLACK CAUCUS

Twenty members of the Congressional Black Caucus (CBC), a non-partisan body made up of African-American members of Congress representing more than 82 million Americans, 25.3% of the total U.S. population and more than 17 million African Americans, joined MetLife at our headquarters during the CBC’s annual New York City retreat. The guests participated in a discussion of MetLife’s business, community impact and DEI efforts, among other topics, giving MetLife executives an opportunity to interact with several policymakers who currently lead or sit on key committees directly impacting MetLife’s domestic and international business interests.

PARTNERING FOR FINANCIAL HEALTH IN MEXICO

To enrich dialogue and partnership on the Mexican government’s National Financial Inclusion Policy, MetLife Mexico Government Relations, MetLife Foundation and Fundación MetLife Mexico hosted four Roundtables on Financial Health in 2022 with strategic partners that included the United Nations Capital Development Fund and non-governmental organizations. These roundtables focused on financial health measurement, the use of behavioral science and supporting financial health in indigenous communities and among small businesses.

THE TE ESCUCHAMOS A FONDO PROGRAM

Amidst the pension reforms being discussed in Chile, AFP ProVida, MetLife’s Chilean pension fund manager, and AFP PlanVital, Generali’s Chilean pension administrator, developed the Te Escuchamos a Fondo program to elicit stakeholder input and provide constructive and tangible contributions to the pension reform debate. The program began with in-person listening sessions and an online listening platform drawing 70,000 respondents. Partnering with the Center for Public Policies of the Catholic University, AFP ProVida and AFP PlanVital then convened work groups of experts and social leaders to develop principles and proposals for change.



Appendix

- GLOSSARY >
- STAKEHOLDER ENGAGEMENT >
- 2022 AWARDS AND RECOGNITIONS >
- UN SDGs >
- UNGC >
- SASB INDEX >
- TCFD INDEX >
- GRI STANDARD INDEX >
- ESG SCORECARD >
- FORWARD-LOOKING STATEMENTS >

< MetLife prioritizes ENERGY STAR, Fitwel, ISO 14001 and other sustainable building certification programs, including at our Cary, North Carolina, office.

Glossary

BeWell: A global physical, mental and emotional well-being program to convey a message of support and empathy for all of our employees through leadership engagement and outreach, virtual programs and the provision of relevant resources and tools.

Building Research Establishment

Environmental Assessment Method (BREEAM): Established in 1990, BREEAM is a global science-based suite of validation and certification systems for a sustainable built environment.

Carbon Neutrality: Carbon neutral, or carbon neutrality, means eliminating or offsetting all greenhouse gas (GHG) emissions across a company's operations. For MetLife, carbon neutrality efforts apply to global owned and leased offices, our global vehicle fleet (Scope 1 and 2 emissions) and employee business travel (Scope 3 Category 6).

Carbon Offset: A tool for claiming "rights" to carbon emissions reductions generated somewhere else in the world through the buying and selling of certificates representing a specific volume of emissions. To offset the GHG emissions that we cannot reduce in the short term, MetLife supports a diverse portfolio of third-party-certified emissions-reduction and renewable energy generation projects in certain countries where we operate. MetLife seeks out and supports projects that empower local economies and align with the United Nations Sustainable Development Goals (UN SDGs).

Diverse Business Partner: A business that is majority owned, operated and controlled by ethnic minorities, women, lesbian, gay, bisexual, transgender, queer-plus (LGBTQ+) individuals, people with disabilities or veterans, as well as federally recognized small businesses.

Diverse Business Partner Spend: Payments made to third-party suppliers that qualify as Diverse Business Partners, according to their diversity status at the respective year end, in exchange for goods and services that are commercially feasible for negotiation and are within Global Procurement's scope according to its policy.

Diverse Supplier: a business that is at least 51% owned, operated and financially controlled by one or more of the following:

- Ethnic Minority Business Enterprises (MBE) certified by the National Minority Supplier Development Council (NMSDC)
- Women Business Enterprises (WBE) certified by the Women's Business Enterprise National Council (WBENC)
- Veteran (VBE) and Service-Disabled Veteran Business Enterprises (SDVBE) certified by the National Veteran Business Development Council (NVBDC)
- Disability-Owned Business Enterprises (DOBE) certified by Disability:IN
- LGBT Business Enterprises certified by the National LGBT Chamber of Commerce (NGLCC)
- Small businesses as defined by the federal government (SBA)

Diversity: Leveraging our unique attributes and perspectives.

EMEA: Europe, Middle East and African countries.

Energy Savings Performance Contracts (ESPCs): Debt financings under which the U.S. government, military or a government agency contracts with a service provider to install equipment. The high-efficiency equipment is

comprised of lighting, windows, heating/cooling equipment, plumbing fixtures or similar capital improvements. Once installed, the equipment generates cost savings versus the equipment replaced. The service provider raises debt capital to fund the capital expenditures, and the debt service is paid for by the contracting government entity in the form of lower operating costs.

Environmental, Social and Governance (ESG): ESG is a common term used to describe factors of sustainability and corporate responsibility. For MetLife, sustainability is about managing business and responsibly delivering long-term value for our stakeholders, and achieving a positive societal impact while improving the long-term sustainability of the company.

Equity: Providing opportunities for everyone to progress in their careers at all levels, no matter their background.

EXCELERATE: MetLife's talent sponsorship program driven by the CEO and senior leaders.

Financial Wellness: Describes the health of one's personal monetary affairs. There are many dimensions to financial health, including the amount of savings put away for retirement and amount of income spent on fixed or non-discretionary expenses.

Fitwel: Created as a joint initiative led by the U.S. Centers for Disease Control and Prevention (CDC) together with the General Services Administration (GSA), Fitwel provides guidelines for designing, constructing and operating healthier buildings. The Center for Active Design (CfAD) is the operator of Fitwel and responsible for the third-party certification.

Funding Agreement-Backed Note

(or Funding-Backed Security): Securities that are backed by a funding agreement, which is a deposit-type contract, issued by life insurance companies, that promise a stream of predictable fixed payments over a specified period of time.

Gender Equality: The state in which access to rights or opportunities is unaffected by gender.

Global Real Estate Sustainability Benchmark

(GRESB): GRESB provides validated ESG performance data and peer benchmarks for investors and managers to improve business intelligence, industry engagement and decision-making.

Green Bonds: Fixed-income financial instruments used to fund projects that have positive environmental and/or climate benefits. Responsible investments include Bloomberg labeled green bonds.

Greenhouse Gas Emissions (or Carbon Emissions):

A GHG is any gas that has the property of absorbing infrared radiation (net heat energy) emitted from Earth's surface and reradiating it back to Earth's surface. Carbon dioxide (CO₂), methane and water vapor are examples of GHG gases. MetLife reports all GHG gases in CO₂ equivalents (CO₂e). This is why sometimes "carbon emissions" is used as shorthand for describing all GHG emissions.

Green Investments: MetLife Investment Management (MIM) currently defines green investments to include 1) Leadership in Energy and Environmental Design (LEED), ENERGY STAR, BREEAM, National Green Building Standard (NGBS), Fitwel certified real estate equity investments; 2) commercial mortgage loans secured by LEED and/or ENERGY STAR-certified real estate; 3) renewable energy projects, including wind and solar; 4) ESPCs; 5) public and private corporate green bonds; 6) Property Assessed Clean Energy (PACE) residential and commercial loans; and 7) sustainable agricultural loans.

Impact Investments: Investments made with the intention to generate positive, measurable social and environmental impact alongside a financial return (GIIN—Global Impact Investment Network—definition). This activity includes both MetLife's General Account and a smaller volume of MetLife Foundation assets.

Inclusion: Ensuring that through our interactions, everyone is fully respected, recognized and valued.

Infrastructure: Includes infrastructure investments supporting airports, ports, transportation (roads, rail, bridges), transmission, energy management systems, social infrastructure (stadiums, housing, courthouses), data centers, metering, telecom and water.

International Labour Organization's Declaration on Fundamental Principles and Rights at Work:

Adopted in 1998, the Declaration commits Member States to respect and promote principles and rights in four categories, whether or not they have ratified the relevant Conventions. These categories are: freedom of association and the effective recognition of the right to collective bargaining, the elimination of forced or compulsory labor, the abolition of child labor and the elimination of discrimination in respect of employment and occupation.

LATAM: A MetLife market acronym for Latin American countries.

Leadership in Energy and Environmental Design

(LEED): An internationally recognized green building certification system, providing third-party verification that a building or community was designed and built using strategies aimed at improving performance across energy savings, water efficiency, CO₂ emissions reduction, improved indoor environmental quality, stewardship of resources and sensitivity to their impacts.

MetLife Investment Management (MIM): MIM is the institutional asset management business of MetLife. Inc. MIM provides public fixed income, private capital and real estate investment solutions to institutional investors worldwide.

MetLife's Purpose Awards: An annual exclusive, selection-based award recognizing colleagues who went to extraordinary efforts to bring our purpose to life.

Municipal Bonds: A public security issued by or on behalf of a local authority. Responsible Investments include entire MIM-managed municipal bond portfolio.

MyVoice: MetLife's all-employee survey that gives employees the opportunity to be heard more frequently on topics that are relevant to our culture and business and measures the behaviors that drive our business strategy.

National Green Building Standard (NGBS):

An American National Standards Institute (ANSI)-approved, third-party, residential building standard that provides a flexible and affordable way to verify green construction practices in single-family, multifamily, remodeling and land development projects.

Net Zero: The balance between the amount of GHGs produced and the amount removed from the atmosphere.

While sometimes used synonymously with "carbon neutral," a growing consensus behind "net zero" is to reduce all identified emissions in value chains and economies to zero as quickly as possible through technical, policy and behavioral change. The transition to a net zero emissions future focuses on reducing all emissions as much as possible, without the purchase offsets (see "carbon offset") that balance GHGs emitted elsewhere in the world through activities such as burning fossil fuels.

Our Green Impact: MetLife's signature environmental employee engagement program that aims to promote environmental awareness across the global enterprise and empowers employees to reduce environmental impact at work, at home and in our communities.

Paris Agreement: A legally binding international treaty on climate change. The agreement's goal for participating countries is to limit global warming to well below 2, preferably to 1.5, degrees Celsius, compared to pre-industrial levels.

Pay Equity: Providing equal pay for equal work.

Portfolio Energy Intensity: The total amount of energy used across our investment portfolio per million dollars.

Principles of Responsible Investment (PRI): The six PRI are a voluntary and aspirational set of investment principles that offer a menu of possible actions for incorporating ESG issues into investment practice. The Principles were developed by investors, for investors. In implementing them, signatories contribute to developing a more sustainable global financial system.

Private Sector Alliance to Promote Financial Inclusion: An initiative to develop collaborative business models that help companies do well financially, and to expand inclusion and financial health for underserved customer segments.

Pro Bono Services: Professional work undertaken voluntarily and without payment.

Real Estate Equity: Includes LEED, ENERGY STAR, BREEAM, NGBS and Fitwel-certified real estate equity investments.

Renewable Energy: Includes solar, wind, hydropower, biomass, geothermal resources and hydrogen derived from renewable resources.

Responsible Investments: Investments that intend to achieve both a market financial return and promote social and/or environmental benefits. Responsible investments at MetLife include green investments, infrastructure, municipal bonds, affordable housing and impact investments.

Sustainable Agricultural Loans: Investments that enhance ecosystem protection or restoration including:

- Agriculture and fisheries assets with recognized third-party sustainability certifications such as USDA Organic, EU Organic, Marine Stewardship Council (MSC) or Rainforest Alliance;
- Forestry assets with recognized third-party sustainability certifications such as Forest Stewardship Council (FSC) or Programme for the Endorsement of Forest Certification (PEFC), and the Sustainable Forestry Initiative (SFI), which is affiliated with PEFC;
- Climate-smart farm inputs such as biological crop protection or drip irrigation;
- Preservation or restoration of natural landscapes.

Sustainable Finance Disclosure Regulation (SFDR): A European Union regulation introduced to improve transparency in the market for sustainable investment products, to prevent greenwashing and to increase transparency around sustainability claims made by financial market participants.

Sustainable Financing Framework: Guidance for future issuances of green, social and sustainable bonds, term loans, preferred stock, subordinated notes and funding agreements (each a "MetLife Sustainable Financing") by MetLife, Inc. and its subsidiaries, including Metropolitan Life Insurance Company and Metropolitan Tower Life Insurance Company.

United Nations Global Compact (UNGC): A voluntary initiative based on CEO commitments to implement universal sustainability principles to take steps to support UN goals.

UNGC Target Gender Equality: A gender equality accelerator program for participating companies of the UNGC.

UN Sustainable Development Goals (SDGs): The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 SDGs, which are an urgent call for action by all countries—developed and developing—in a global partnership.

UN Women's Empowerment Principles: A set of principles offering guidance to business on how to promote gender equality and women's empowerment in the workplace, marketplace and community.

Unit-Linked Insurance Plan: A multi-faceted product that offers both insurance coverage and investment exposure in equities or bonds.

U.S. Department of Energy's Better Building Challenge: An initiative to encourage institutions to improve building energy efficiency by at least 20% over 10 years and share their strategies and results.

Stakeholder Engagement

MetLife engages with a broad array of stakeholders on a regular basis. We deeply value the time and diverse input we receive from our stakeholders and the opportunities for two-way dialogue.

Stakeholder group	Nature of engagement	Frequency
Board of Directors	In-person meetings and other direct engagement.	In 2022, the Board held five meetings, and Board Committees held a total of 33 meetings. Additional interactions with Board members occur on an ongoing basis throughout the year.
Employees	MetLife engages with our employees on an ongoing basis, including through new-hire trainings, annual and other periodic surveys, internal communications, our intranet, social media and on-site events. We also host a multitude of open forums such as Town Halls with Senior Leaders, Coffee Hour check-ins and others.	Consistent, ongoing, daily information and dialogue throughout the year.
Customers and prospective customers	MetLife engages with customers throughout the year through a multitude of channels, including direct outreach and in-person and virtual conversations.	Ongoing with consistent and sustained open dialogue throughout the year.
Investors/shareholders	MetLife engages with investors and shareholders in multiple ways, including annual filings and reports, presentations, media and direct engagements throughout the year.	Ongoing with consistent and sustained open dialogue throughout the year.
Prospective employees	MetLife's primary channels of engagement with recruits are through social media, annual reports and our recruitment efforts.	Occurs regularly on an ongoing basis.
Non-governmental organizations (NGOs)	MetLife engages with NGOs on a regular basis in a variety of ways, including social media, in-person meetings and virtual sessions.	MetLife maintains ongoing dialogue with numerous NGOs.
Suppliers and business partners	MetLife engages our suppliers through annual scorecards, newsletters, events, training and year-round virtual correspondence.	Engagement occurs regularly—both through project work and other means.
Governments	MetLife's engagement with government occurs on a continual basis at international, national and local levels.	Occurs regularly on an ongoing basis.
Communities	MetLife engages with our communities through MetLife Foundation-led activities, volunteerism and social media, as well as events.	Occurs regularly on an ongoing basis.

2022 Awards and Recognitions

WORKFORCE

- Fortune magazine's 100 Best Companies To Work For
- Great Place to Work Certified™ [Brazil, Chile, China, Cyprus, India (MetLife's Global Operations Service Center), Mexico, United States and Uruguay]
- Ministry of Women and Gender Equality's IPG (Gender Parity Initiative) Signature (MetLife Chile and ProVida AFP)
- Pension & Investments' Best Place to Work in Money Management (MetLife Investment Management)
- LATINA Style's 50 Best Companies for Latinas to Work for in the U.S.
- Seramount's Global Inclusion Index, U.S. Inclusion Index, 100 Best Companies for Women, Best Companies for Dads, Top Company for Executive Women and Best Companies for Multicultural Women
- Military Friendly Employer and Military Friendly Spouse Employer
- Dave Thomas Foundation for Adoption—America's Best Adoption-Friendly Workplaces
- American Association of People with Disabilities and Disability:IN's Best Places to Work for Disability Inclusion
- Bloomberg's Gender Equality Index
- Hispanic Association of Corporate Responsibility (HACR) for Corporate Inclusion
- Received a perfect score on the Human Rights Campaign's Corporate Equality Index, making it a "Best Place to Work for LGBTQ Equality"
- The Forum for Expatriate Management's America's Expatriate Management and Mobility Awards' Best Employee Experience and Engagement (MetLife Worldwide Benefits)

CUSTOMERS

- J.D. Power—achieved Customer Service Excellence Certification for fourth year in a row (Retirement & Income Solutions—Customer Solutions Organization)
- Australasian Life Underwriting and Claims Association (ALUCA) Life Insurance Excellence Awards—Four awards; three finalists
- Weekly Diamond Magazine's Insurance Ranking—No. 1 in customer centricity among insurance companies for three consecutive years (MetLife Japan)
- HDI Japan—Top 3-star ranking for MetLife Japan's Customer Relations Center (sixth consecutive year) and its support portal
- Herald Insurance Awards—Market Innovation Award for inheritance solution (MetLife Korea)

GOVERNANCE

- Fortune magazine's World's Most Admired Companies List
- JUST Capital's America's 100 Most JUST Companies
- Newsweek's Most Responsible Companies

ENVIRONMENT

- One 5-star rating and four 4-star ratings from the Global Real Estate Sustainability Benchmark for five of MIM's real estate investment vehicles.
- ENERGY STAR Partner of the Year—Sustained Excellence Award

COMMUNITY

- Junior Achievement's U.S. President's Volunteer Service Gold Award
- United Negro College Fund Legacy Partner Award
- Ballet Hispanico's Civic Inspiration Award (MetLife Foundation)
- YMCA of Greater New York's Dodge Award (MetLife Foundation)
- Global Standard Management Awards for Corporate Social Responsibility: Hall of Fame (MetLife Korea)
- LatConexión—Distinguished for multicultural promotion of inclusion
- Institute of Economics and Culture and the Center for Consumer Protection—Top 10 Golden Brands in Vietnam

United Nations Sustainable Development Goals (UN SDGs)

MetLife’s sustainability efforts focus on prioritizing five of the 17 UN SDGs, given their relevance to MetLife’s business. We leverage our products and services, workforce, investments and community to drive progress of these five SDGs.

Goal	How we support the goals
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>MetLife is securing people’s health and well-being.</p> <p>MetLife was built to help people through stressful times, and as today’s society continues to grapple with growing financial, mental, social and physical concerns, we are a leader in providing benefits that address evolving needs and expectations.</p> <ul style="list-style-type: none"> Expanded 360Health value-added offerings available to customers in Australia, China, Korea and Bangladesh, helping them to prevent and manage serious illnesses, such as the Fitness & Recovery offering in Australia and diabetes risk management in Bangladesh. Leveraged the BeWell program to support employees in their transition back to the office through, for example, childcare and commuter benefits, and to promote employee financial well-being through practical advice and a conscious effort by the company to maintain the low cost of benefits without reductions in coverage. MetLife Foundation collaborated with Planet Water to support the construction of seven AquaTowers to provide access to clean, safe water, sanitation and education on water health and hygiene to 54,000 people daily in Mexico. MetLife Foundation’s support will enable 30 total AquaTowers to be built by 2024. Conducted in-depth research into employees’ views and sentiments regarding benefits through the annual Employee Benefit Trends Study.
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>MetLife is creating more economic stability and opportunity in the communities we serve.</p> <p>We pay out tens of billions of dollars in benefits every year to help create a more confident world for everyone, including enabling more resilient, economically thriving communities.</p> <ul style="list-style-type: none"> MetLife General Account¹ totals over \$400 billion and provides a vital source of capital for long-term economic growth and job creation. Nearly \$5 billion of privately originated infrastructure investments and more than \$3 billion of investments in public municipal bonds in 2022 create jobs, financial security, economic growth, prosperity and greater opportunity for our communities in which we live and work. Since its founding in 1976, MetLife Foundation has contributed nearly \$1 billion to strengthen communities. MetLife Mexico joined the UNGC, the world’s largest corporate sustainability initiative. MetLife Foundation launched a new strategy to target underserved and underrepresented communities using three giving portfolios: Economic Inclusion, Financial Health and Resilient Communities.

1. For a definition of General Account, please See Explanatory Note on page 149.

UN SDGs

Goal	How we support the goals
 <p>13 CLIMATE ACTION</p>	<p>MetLife is supporting a resilient and thriving environment.</p> <p>We are proud to be a carbon neutral company¹—a status we’ve maintained since 2016—and we have now taken this commitment further with our aspiration for Net Zero GHG emissions for our operations and General Account investment portfolio by 2050 or sooner.² We will make progress toward this long-term goal with interim climate targets, which include reducing GHG emissions across our operations and engaging suppliers and investee companies on the low-carbon transition.</p> <ul style="list-style-type: none"> Planted nearly 800,000 trees around the world since 2020. MetLife Foundation provided grants of more than \$3.5 million total since 2020 as part of MetLife Foundation’s commitment to contribute \$10 million by 2030. Originated more than \$5 billion of new MIM-managed green investments,³ bringing the total to more than \$15 billion since 2020. Provided approximately \$200 million in financing through MIM to phase out the last two coal-fired plants in New Jersey.
 <p>5 GENDER EQUALITY</p>	<p>MetLife is committed to building a more inclusive and equitable workforce and society.</p> <p>We are improving our leadership commitment and accountability, deepening our understanding of equity and equality, and enhancing our ability to lead inclusively in the future.</p> <ul style="list-style-type: none"> Achieved above-median results on officer gender diversity globally and top-quartile results on ethnic and racial diversity for officers (U.S. only). Women represented 38% of MetLife’s Board of Directors as of December 31, 2022.
 <p>10 REDUCED INEQUALITIES</p>	<ul style="list-style-type: none"> Spent approximately \$3.7 billion since the inception of our Supplier Inclusion and Development Program in 2003.⁴ MetLife Foundation committed to expanding opportunities for women and girls through partnerships that support financial health programs, careers in technology and entrepreneurship. BRAC (Asia) Ultra-Poor Graduation Initiative (UPGI) uses time-bound and sequenced integrated interventions to help more than 3,000 extremely poor women build resilience while placing them on an upward trajectory from poverty into sustainable livelihoods. BRAC UPGI provides holistic support, including access to financial inclusion, livelihood support and social empowerment.

1. MetLife’s goals for GHG emissions and carbon neutrality apply to all of its owned and leased offices across the world, its fleet of automobiles (Scope 1 and 2 emissions) and its employee business travel (Scope 3 emissions).
 2. The Net Zero commitment applies to GHG emissions from MetLife, Inc.’s global owned and leased offices and vehicle fleets, employee business travel, supply chain and assets in MetLife’s General Account investment portfolio, which includes the general accounts of MetLife, Inc.’s wholly owned insurance company subsidiaries, where reliable data and methodologies are available. While reliable methodologies and data sets pertaining to certain GHG emissions are not available at this time, MetLife is committed to identifying and measuring relevant climate data as methodologies and standards evolve. Emissions are tracked in accordance with the [GHG Protocol](#), unless otherwise directed by regulators. Additional information about MetLife’s General Account investment portfolio is [available here](#).
 3. For a definition and additional information regarding MetLife’s green investments, please see [page 96](#).
 4. Due to the long history of the program, spend figures from 2003 through 2007 are approximated.

MetLife's Commitment to the United Nations Global Compact (UNGC)

The UNGC is a voluntary framework for businesses to align their operations and strategies with [Ten Principles](#) covering human rights, labor, the environment and anti-corruption. MetLife has been a signatory of the UNGC since 2020 and is proud of the progress made in working toward its Ten Principles.

As a signatory to the UNGC, MetLife reconfirms its commitment to the Principles and submits a Communication on Progress (COP) to the UNGC on an annual basis. Our COP highlights how MetLife is bringing the UNGC Principles to life through our responsible business practices, initiatives and impact programs and can be found on our [UNGC public profile](#).

› Colleagues from MetLife Ukraine were still able to participate in the MetLife Extraordinary Litter Pickup, despite the challenges of the war.



Sustainability Accounting Standards Board (SASB) Index

MetLife is reporting to the SASB standards to bring industry-specific rigor to our sustainability disclosure. We are reporting to the two Financials Sector Standards most closely aligned with our business: Asset Management & Custody Activities and Insurance. All data is as of December 31, 2022.

SASB—Sustainability Accounting Standards Board

Transparent Information & Fair Advice for Customers

Code/Metric	Response/Reference
FN-AC-270a.1, (1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings	For MetLife's disclosure on required legal proceedings, other than ordinary routine litigation incidental to the business, see the Notes to the Consolidated Financial Statements of the 2022 Form 10-K .
FN-AC-270a.2, Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of financial product-related information to new and returning customers	For MetLife's disclosure on required legal proceedings, other than ordinary routine litigation incidental to the business, see the Notes to the Consolidated Financial Statements of the 2022 Form 10-K .
FN-AC-270a.3, Description of approach to informing customers about products and services	For summary information regarding our business overview and the major products we offer, see 2022 Form 10-K , Item 1. Business.

Employee Diversity & Inclusion

Code/Metric	Response/Reference
FN-AC-330a.1, Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	2022 Sustainability Report >> ESG Scorecard >> Workforce Data

SASB Index

SASB—Sustainability Accounting Standards Board

Incorporation of Environmental, Social & Governance Factors in Investment Management & Advisory

Code/Metric	Response/Reference
<p>FN-AC-410a.1, Amount of assets under management, by asset class, that employ: (1) integration of environmental, social, and governance (ESG) issues, (2) sustainability themed investing, and (3) screening</p>	<ol style="list-style-type: none"> 1. MIM is predominately a global fixed income and real estate investment manager. Approximately 3% of our Total Assets Under Management (AUM) is held in index equity funds and other limited equity investments. Our public equity investments are almost exclusively comprised of index strategies. MIM is a passive index investor. As of December 31, 2022, we estimate that approximately \$562.3 billion of Total AUM employ ESG integration efforts (See Creating Value as an Investor). 2. \$77.3 billion in responsible investments (see Creating Value as an Investor >> Responsible Investments for more). 3. MIM applies specific guidelines as requested by our clients and client-directed investment screens into our investment process, as applicable.
<p>FN-AC-410a.2, Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/or wealth management processes and strategies</p>	<p>ESG Investment Policy >> Our Approach to Environmental, Social and Governance (ESG) Considerations</p> <p>Creating Value as an Investor >> ESG Integration</p>

SASB Index

SASB—Sustainability Accounting Standards Board

Incorporation of Environmental, Social & Governance Factors in Investment Management & Advisory (continued)

Code/Metric	Response/Reference
FN-AC-410a.3, Description of proxy voting and investee engagement policies and procedures	<p>Proxy Voting</p> <p>MIM has implemented policies and procedures (the Proxy Policies) that govern how it votes proxies. The Proxy Policies have been designed to ensure that client securities are voted in the best interests of clients in accordance with applicable rules. The Proxy Policies are based on the guiding principle of maximization of economic value of client holdings. MIM does not permit voting decisions to be influenced in any manner that is contrary to, or dilutive of, this guiding principle. The Proxy Policies are designed to ensure that material conflicts of interest on the part of MIM or its affiliates do not affect voting decisions on behalf of clients.</p> <p>Based on the guiding principle that all votes made by MIM on behalf of its clients must be made in the best interest of the clients and with the intent to maximize the economic value of clients’ securities holdings, MIM has adopted proxy voting guidelines (the Guidelines) that set forth how it plans to vote on specific matters presented for shareholder vote. MIM has retained Institutional Shareholder Services (ISS) recommended proxy voting Guidelines to monitor and vote proxies. MIM, however, may deviate from the Guidelines with respect to a particular shareholder vote when such action is consistent with the guiding principle of seeking the maximum economic value to clients, taking into consideration all relevant facts and circumstances at the time of the vote. Prior to deviating from the Guidelines, MIM’s Proxy Committee, which is comprised of senior investment personnel, and legal and compliance personnel, must first determine whether there is any material conflict of interest between MIM (or any of its affiliates) and clients.</p> <p>ISS monitors client accounts and their holdings to be sure that all proxies are received and voted. Should a proxy arise that is not covered by the Guidelines, ISS will be directed to vote in a manner approved by MIM’s Proxy Committee. In addition, MIM’s Proxy Committee regularly monitors matters presented for shareholder vote and tracks the voting of the proxies.</p> <p>Engagement</p> <p>MIM ESG Engagement Policy</p>

SASB Index

SASB—Sustainability Accounting Standards Board

Business Ethics

Code/Metric	Response/Reference
FN-AC-510a.1, Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	For MetLife’s disclosure on required legal proceedings, other than ordinary routine litigation incidental to the business, see the Notes to the Consolidated Financial Statements of the 2022 Form 10-K .
FN-AC-510a.2, Description of whistleblower policies and procedures	MetLife has an Ethics and Fraud Helpline and local whistleblowing policies and procedures in certain countries. Anyone can raise a concern anonymously, to the extent permitted by law, through the Ethics and Fraud helpline, which is managed by a third party and made available in 19 languages.

Systemic Risk Management

Code/Metric	Response/Reference								
FN-IN-550a.1, Exposure to derivative instruments by category: (1) total potential exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	<p>As of December 31, 2022 (\$ in millions)</p> <p>General Account</p> <table border="1"> <thead> <tr> <th>As reported on the entity’s Schedule DB</th> <th>Amount¹</th> </tr> </thead> <tbody> <tr> <td>(1) Total potential exposure to non-centrally cleared derivatives</td> <td>\$ 5,164</td> </tr> <tr> <td>(2) Total fair value of acceptable collateral posted with the Central Clearinghouse</td> <td>\$ 20</td> </tr> <tr> <td>(3) Total potential exposure to centrally cleared derivatives</td> <td>\$ 4,918</td> </tr> </tbody> </table> <p>¹FN-IN-550a.1 specifically targets disclosures “as reported on the entity’s schedule DB.” As such, amounts include only our insurance companies that report Schedule DB for NAIC Statutory purposes.</p>	As reported on the entity’s Schedule DB	Amount ¹	(1) Total potential exposure to non-centrally cleared derivatives	\$ 5,164	(2) Total fair value of acceptable collateral posted with the Central Clearinghouse	\$ 20	(3) Total potential exposure to centrally cleared derivatives	\$ 4,918
As reported on the entity’s Schedule DB	Amount ¹								
(1) Total potential exposure to non-centrally cleared derivatives	\$ 5,164								
(2) Total fair value of acceptable collateral posted with the Central Clearinghouse	\$ 20								
(3) Total potential exposure to centrally cleared derivatives	\$ 4,918								

SASB Index

SASB—Sustainability Accounting Standards Board

Systemic Risk Management (continued)

Code/Metric	Response/Reference
FN-IN-550a.2, Total fair value of securities lending collateral assets	For information regarding Securities Lending Transactions and Repurchase Agreements, see the Notes to the Consolidated Financial Statements of the 2022 Form 10-K .
FN-IN-550a.3, Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities	For information regarding the company's liquidity, see Item 7 of 2022 Form 10-K >> Liquidity and Capital Resources, as well as Item 1A—Risk Factors for information about the company's risks. Responsible Governance >> Risk Management

Transparent Information & Fair Advice for Customers

Code/Metric	Response/Reference
FN-IN-270a.1, Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	For MetLife's disclosure on material legal proceedings, other than ordinary routine litigation incidental to the business, see the Notes to the Consolidated Financial Statements of the 2022 Form 10-K .
FN-IN-270a.2, Complaints-to-claims ratio	This item is not disclosed publicly.
FN-IN-270a.3, Customer retention rate	This item is not disclosed publicly.

SASB Index

SASB—Sustainability Accounting Standards Board

Transparent Information & Fair Advice for Customers (continued)

Code/Metric	Response/Reference
<p>FN-IN-270a.4, Description of approach to informing customers about products</p>	<p>Employer voluntary benefit insurance products MetLife’s employer voluntary benefit insurance products and services are available to businesses with two or more employees. We provide existing and potential customers with information about products, services and third-party relationships via web pages, webinars, presentations, conferences, videos, newsletters, thought leadership reports, articles and electronic or printed materials.</p> <p>The development and review of materials includes legal, product subject matter experts, and compliance, communications and marketing teams to ensure compliance, accuracy and clarity, and following of regulatory filing standards where appropriate and applicable, based upon various regulating agencies and bodies, such as state departments of insurance, and Financial Industry Regulatory Authority (FINRA) and Employee Retirement Income Security Act (ERISA) guidelines for marketing material and plan filings. Information may include specific product details, features, disclaimers, exclusions and other terms and conditions, as well as general information about MetLife’s brand, corporate functions and financial performance.</p> <p>Custom communication campaigns MetLife is committed to developing custom Group Benefits communications campaigns tailored for each employer, aimed to drive awareness, education and participation. We recommend an omnichannel communications strategy, increasing focus on digital delivery and using offline channels as an important secondary channel. Integrating messages across these channels creates a “surround-sound” effect that enhances the employee experience. We also have deep experience in building compelling communications for digital channels such as Twitter, LinkedIn, Facebook, microsites, online benefits fairs and emails—and we partner with each employer to craft a step-by-step plan to meet employees’ needs and habits.</p> <p>Communication tactics Product enrollment and service communications plans include:</p> <ul style="list-style-type: none"> ● Personalized enrollment kits: Mailed to employees’ homes, in addition to announcement and reminder email communications. ● Custom Microsite: Serves as an educational resource center that all employees can access. ● Employee video(s): Highlight the product details, the need for each benefit, plan benefits and enrollment instructions. ● Benefit Decision Guide: Helps employees evaluate benefit needs by highlighting the value of each benefit and what employees should consider when evaluating their individual and loved ones’ needs.

SASB Index

SASB—Sustainability Accounting Standards Board

Transparent Information & Fair Advice for Customers (continued)

Code/Metric	Response/Reference
FN-IN-270a.4, Description of approach to informing customers about products (cont.)	<p>In-person and/or virtual benefit support and trainings:</p> <ul style="list-style-type: none"> ● Benefit Fairs: Hosted by qualified benefit counselors available through either a platform hosted by the employer, through a Webex or teleconference that MetLife hosts, or in-person at the employer’s site(s). ● Webinars: Live product presentations to employees with options for Q&A, recording, camera, chat, polls and engagement activities. ● Brainshark Presentations: Customized presentations with “voice over” audio that highlight the benefits available. ● Human Resources (HR) Team Training Sessions: Product training to HR representatives, typically through webcast, focused on our products and highlights of the specific plan design as well as frequently asked questions from employees. <p>During annual enrollment, MetLife provides real-time support through virtual engagement such as chatting via a webinar, responding to questions submitted through a MetLife microsite or calling during set office hours. We also accommodate requests for print material and giveaways, if needed.</p> <ul style="list-style-type: none"> ● Social Media: Custom-designed specifically for employers to drive awareness of the plan, direct employees to educational resources and highlight the need for the plan. ● Coordinator Support: Custom training, brochures, FAQs, infographics and more. ● New-Hire Communications: With employers’ approval, MetLife mails all new hires at the time of employment a communication that congratulates them on their new position, provides them with details about each benefit, the plan, and gives them enrollment information and timeline. ● Call Center and Operations: Inbound calls for specific questions or support and/or confirmation of account changes, such as beneficiaries. <p>Frequency of communications depends on the product, employer’s enrollment period, audience and nature of communications.</p>

SASB Index

SASB—Sustainability Accounting Standards Board

Transparent Information & Fair Advice for Customers (continued)

Code/Metric	Response/Reference
FN-IN-270a.4, Description of approach to informing customers about products (cont.)	<p>Retirement & Income Solutions (RIS) Product and service communications occur through five primary channels:</p> <ul style="list-style-type: none"> ● In-person/Phone, e.g., Sales and Customer Support Teams: Sales enablement collateral that includes presentation decks and slip sheets. ● Web: A section for each RIS line of business (LOB) with specific details on products, services, market insights and support materials. ● Conferences/Events and Webinars: Topically focused and typically delivered via panel discussion, sponsored segment or hosted Webex. ● Digital: Email, social (primarily LinkedIn) and banner/display covering both direct outreach, such as with email, and targeted communications. ● Call Center and Operations: Inbound calls for specific questions or support and outbound communications that are primarily direct mail and take the form of regulatory notifications, benefit enrollment kits or confirmation of account changes such as beneficiaries. <p>The frequency of communication depends on the LOB, audience and the nature of communications. RIS is regulated due to the nature of its products and adheres to applicable ERISA requirements for specific product lines (e.g., with Institutional Income Annuities that are within a 401(k)). As such, all communications, regardless of channel or format, are legally reviewed following a defined internal process and strict adherence to regulatory requirements, including risk/legal disclosures and no investment advice. There is also ongoing training and monitoring of communications such as with FINRA registered agents. To the extent available, MetLife also provides real-time support for benefit administration through virtual engagement via a MetLife microsite.</p>

SASB Index

SASB—Sustainability Accounting Standards Board

Transparent Information & Fair Advice for Customers (continued)

Code/Metric	Response/Reference
FN-IN-270a.4, Description of approach to informing customers about products (cont.)	<p>MIM Product and service communications occur through five primary channels:</p> <ul style="list-style-type: none"> Face-to-face, e.g., Sales and Customer Support Teams: Sales enablement collateral includes presentation decks and slip sheets. There is usually one standard deck per investment capability. With sales taking anywhere from six months to three years on average, the number of meetings held depends on the prospect. However, usually at least three meetings with the sales team and investment team occur in addition to request-for-proposal reviews and final presentation to the investment committee where Sales, Investments, Compliance and Operations present processes and answer questions. These meetings are also forums to discuss potential investment, operational and compliance risks, and how they are monitored. Investment consultants play a big part by acting as intermediaries in 75% of the deals in the U.S. Therefore, MIM follows a path of informing investment consultants about our products, and they assign a buy, hold, sell rating to the products. Prospects who use an investment consultant usually only buy from us if our product is rated a “buy” by their investment consultant. MIM (through its appropriate legal entities) sells its investment capabilities in the U.S., Canada, EMEA, Japan, Korea, Hong Kong, Singapore, Malaysia and a few other Asian countries. Web (MIM): Separate sections for each MIM LOB provide details on the value proposition for each product, investment team members and support materials. We also have sections on thought leadership divided by LOB and a section on ESG. Conferences/Events and Webinars: Topically focused and typically delivered via panel discussion, sponsored keynote address or hosted via ON24 or, if sponsored, via the host’s platform. A key part of the in-person conferences is networking done by our sales team (we refer to them as the Institutional Client Group). At conferences, they learn about the prospect’s asset allocation and which asset classes they are currently looking at. Then, if we have an investment capability that matches their needs, the salesperson will set up a time to meet after the conference to continue the discussion. Digital: Email, social (LinkedIn only) and banner/display covers both direct outreach, such as email, and targeted communications. Advertising: In addition to the banner/display digital advertising, we also do some print advertising.

SASB Index

SASB—Sustainability Accounting Standards Board

Transparent Information & Fair Advice for Customers (continued)

Code/Metric	Response/Reference
FN-IN-270a.4, Description of approach to informing customers about products (cont.)	<p>The frequency of communication depends on the LOB, audience and nature of communications. During the sales process, if a client is actively looking to buy investment capabilities in a certain asset class, then the communication could be once every month, whereas if the prospect is just researching and taking their time, then the communication may be once per quarter. Once the prospect is a client, then there is significant communication as they are onboarded and then receive reporting approximately once per month. We are currently implementing a client portal where clients can access all their accounts in one place and have full transparency into their account.</p> <p>We understand that full transparency related to what is happening in the market, what is driving performance and what is occurring in the investment portfolio is key. These communications are typically conducted via reporting on a frequency demanded by the client (weekly, monthly, quarterly). We also work with clients on quarterly portfolio reviews. Additionally, MIM is regulated by the Securities and Exchange Commission (SEC) and FINRA in the U.S. and by the local regulator in each of the regions it operates. We must have all communications and marketing materials reviewed by the investment compliance team to ensure all information is transparent and not misleading in any way. These materials are reviewed following a defined internal process and strictly adhere to regulatory requirements, including risk/legal disclosures. MIM members undergo ongoing training and monitoring of communications such as with FINRA registered agents.</p>

SASB Index

SASB—Sustainability Accounting Standards Board

Incorporation of Environmental, Social & Governance Factors in Investment Management

Code/Metric	Response/Reference																																																
FN-IN-410a.1, Total invested assets, by industry and asset class	<p>As of December 31, 2022 (\$ in millions)</p> <p>Total Invested Assets and Cash¹</p> <p>Fixed maturity securities available for sale (AFS):</p> <table border="0"> <tr> <td>U.S. and foreign corporate</td> <td style="text-align: right;">\$ 132,602</td> </tr> <tr> <td>Foreign government</td> <td style="text-align: right;">46,747</td> </tr> <tr> <td>U.S. government and agency</td> <td style="text-align: right;">32,229</td> </tr> <tr> <td>Residential mortgage-backed securities (RMBS)</td> <td style="text-align: right;">26,165</td> </tr> <tr> <td>Asset-backed securities (ABS) and Collateralized loan obligations (CLO)</td> <td style="text-align: right;">16,822</td> </tr> <tr> <td>Municipal</td> <td style="text-align: right;">12,152</td> </tr> <tr> <td>Commercial mortgage-backed securities (CMBS)</td> <td style="text-align: right;">10,063</td> </tr> <tr> <td>Fixed maturity securities AFS</td> <td style="text-align: right;">276,780</td> </tr> </table> <p>Equity securities:</p> <table border="0"> <tr> <td>Common stock</td> <td style="text-align: right;">1,542</td> </tr> <tr> <td>Non-redeemable preferred stock</td> <td style="text-align: right;">142</td> </tr> <tr> <td>Equity securities</td> <td style="text-align: right;">1,684</td> </tr> </table> <p>Contractholder-directed equity securities and fair value option securities</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">9,668</td> </tr> </table> <p>Mortgage loans:</p> <table border="0"> <tr> <td>Commercial mortgage loans</td> <td style="text-align: right;">52,502</td> </tr> <tr> <td>Agricultural mortgage loans</td> <td style="text-align: right;">19,306</td> </tr> <tr> <td>Residential mortgage loans</td> <td style="text-align: right;">12,482</td> </tr> <tr> <td>Valuation allowances</td> <td style="text-align: right;">(527)</td> </tr> <tr> <td>Mortgage loans</td> <td style="text-align: right;">83,763</td> </tr> </table> <p>Policy loans</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">8,874</td> </tr> </table> <p>Real estate and real estate joint ventures</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">13,137</td> </tr> </table> <p>Other limited partnership interests</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">14,414</td> </tr> </table> <p>Short-term investments</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">4,935</td> </tr> </table> <p>Other invested assets</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">20,038</td> </tr> </table> <p>Cash and cash equivalents</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">20,195</td> </tr> </table> <p>Total Invested Assets & Cash²</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">\$ 453,488</td> </tr> </table>	U.S. and foreign corporate	\$ 132,602	Foreign government	46,747	U.S. government and agency	32,229	Residential mortgage-backed securities (RMBS)	26,165	Asset-backed securities (ABS) and Collateralized loan obligations (CLO)	16,822	Municipal	12,152	Commercial mortgage-backed securities (CMBS)	10,063	Fixed maturity securities AFS	276,780	Common stock	1,542	Non-redeemable preferred stock	142	Equity securities	1,684		9,668	Commercial mortgage loans	52,502	Agricultural mortgage loans	19,306	Residential mortgage loans	12,482	Valuation allowances	(527)	Mortgage loans	83,763		8,874		13,137		14,414		4,935		20,038		20,195		\$ 453,488
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	4,935																																																
	20,038																																																
	20,195																																																
	\$ 453,488																																																
	<p>1. Amounts presented are at carrying value. See the 2022 MetLife, Inc. 10-K for further information about sub-sectors of these asset classes.</p> <p>2. Represents Total Investments plus Cash and Cash Equivalents of MetLife, Inc. at carrying value.</p>																																																

SASB Index

SASB—Sustainability Accounting Standards Board

Incorporation of Environmental, Social & Governance Factors in Investment Management (continued)

Code/Metric	Response/Reference																																						
FN-IN-410a.1, Total invested assets, by industry and asset class (cont.)	<p>As of December 31, 2022 (\$ in millions)</p> <table border="1"> <tr> <td colspan="2">Institutional Client AUM¹</td> </tr> <tr> <td>Insurance/Financial</td> <td>\$ 77,005</td> </tr> <tr> <td>Sub-Advisory</td> <td>32,556</td> </tr> <tr> <td>Corporate</td> <td>24,918</td> </tr> <tr> <td>Public</td> <td>13,567</td> </tr> <tr> <td>Commingled Fund²</td> <td>11,934</td> </tr> <tr> <td>Other³</td> <td>2,921</td> </tr> <tr> <td>Institutional Client AUM</td> <td>\$ 162,902</td> </tr> </table> <table border="1"> <tr> <td colspan="2">Investment Grade and Below Investment Grade Information⁴</td> </tr> <tr> <td>Investment grade</td> <td>\$ 263,215 95.1%</td> </tr> <tr> <td>Below investment grade</td> <td>13,565 4.9%</td> </tr> <tr> <td>Total fixed maturity securities AFS</td> <td>\$ 276,780 100.0%</td> </tr> </table> <table border="1"> <tr> <td><i>U.S. and foreign corporate securities</i></td> <td><i>MD&A—Investments—Fixed Maturity Securities AFS and Equity Securities—U.S. and Foreign Corporate Fixed Maturity Securities AFS</i></td> </tr> <tr> <td><i>RMBS</i></td> <td><i>MD&A—Investments—Fixed Maturity Securities AFS and Equity Securities—Structured Products—RMBS</i></td> </tr> <tr> <td><i>ABS & CLO</i></td> <td><i>MD&A—Investments—Fixed Maturity Securities AFS and Equity Securities—Structured Products—ABS & CLO</i></td> </tr> <tr> <td><i>CMBS</i></td> <td><i>MD&A—Investments—Fixed Maturity Securities AFS and Equity Securities—Structured Products—CMBS</i></td> </tr> <tr> <td><i>Commercial mortgage loans</i></td> <td><i>MD&A—Investments—Mortgage Loans—Commercial Mortgage Loans by Geographic Region and Property Type</i></td> </tr> <tr> <td><i>Real estate and real estate joint ventures</i></td> <td><i>MD&A—Investments—Real Estate and Real Estate Joint Ventures</i></td> </tr> <tr> <td><i>Other invested assets</i></td> <td><i>MD&A—Investments—Other Invested Assets</i></td> </tr> </table> <p>1. At estimated fair value. 2. Includes limited partnerships, collective trusts, mutual funds registered under the Investment Company Act and other vehicles offered or available to qualifying investors, including third parties and affiliates. 3. Includes non-profit clients, Taft-Hartley pension fund clients and asset manager clients. 4. Based on nationally recognized statistical rating organization ratings where Investment grade is Aaa/Aa/A and Baa, and Below investment grade is Ba, B, Caa and lower, and In or near default.</p>	Institutional Client AUM ¹		Insurance/Financial	\$ 77,005	Sub-Advisory	32,556	Corporate	24,918	Public	13,567	Commingled Fund ²	11,934	Other ³	2,921	Institutional Client AUM	\$ 162,902	Investment Grade and Below Investment Grade Information ⁴		Investment grade	\$ 263,215 95.1%	Below investment grade	13,565 4.9%	Total fixed maturity securities AFS	\$ 276,780 100.0%	<i>U.S. and foreign corporate securities</i>	<i>MD&A—Investments—Fixed Maturity Securities AFS and Equity Securities—U.S. and Foreign Corporate Fixed Maturity Securities AFS</i>	<i>RMBS</i>	<i>MD&A—Investments—Fixed Maturity Securities AFS and Equity Securities—Structured Products—RMBS</i>	<i>ABS & CLO</i>	<i>MD&A—Investments—Fixed Maturity Securities AFS and Equity Securities—Structured Products—ABS & CLO</i>	<i>CMBS</i>	<i>MD&A—Investments—Fixed Maturity Securities AFS and Equity Securities—Structured Products—CMBS</i>	<i>Commercial mortgage loans</i>	<i>MD&A—Investments—Mortgage Loans—Commercial Mortgage Loans by Geographic Region and Property Type</i>	<i>Real estate and real estate joint ventures</i>	<i>MD&A—Investments—Real Estate and Real Estate Joint Ventures</i>	<i>Other invested assets</i>	<i>MD&A—Investments—Other Invested Assets</i>
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<i>Other invested assets</i>	<i>MD&A—Investments—Other Invested Assets</i>																																						
FN-IN-410a.2, Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	Environmental, Social and Governance Investor Policy																																						

SASB Index

SASB—Sustainability Accounting Standards Board

Policies Designed to Incentivize Responsible Behavior

Code/Metric	Response/Reference
FN-IN-410b.1, Net premiums written related to energy efficiency and low carbon technology	MetLife is unable to measure or disclose this metric at this time but will continue to evaluate in the future.
FN-IN-410b.2, Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/ or behaviors	<p>See report section: For Our Customers.</p> <p>Health & Well-Being Incentives</p> <p>MetLife believes it is important to provide our customers with tools and resources that benefit their overall health and well-being. Please see the references below for examples of the actions MetLife takes to incentivize healthy behaviors through our products. Examples include:</p> <ul style="list-style-type: none"> <p>360Health: 360Health is a combination of insurance and health services available across four markets in Asia. 360Health provides a unique perspective on helping customers with solutions that address their mental, physical, financial and social health, through a comprehensive focus on prevention, early diagnosis, access to treatment, ongoing care and financial protection. 360Health is designed to directly address customer concerns about serious illnesses and offers medically endorsed, end-to-end solutions to help people increase their “healthspan,” or the number of healthy years in their overall lifespan.</p> <p>Through 360Health, we incentivize healthy behavior in customers through services and capabilities provided on platforms such as mobile app, web and WeChat. The services offered include examples such as the “360Health App” in Korea, a mobile application that measures cardiovascular health risk and stress level with AI-powered technology. The app offers health and well-being tips for personal health management and enables agents to engage with customers. Additionally in Korea, we also provide value-added service (VAS) options specific to customer life stages. For example, seniors can access a senior concierge service and senior tele-counseling services. Tele-doctor services and online health assessments are popular with our customers in China. While services offered vary across markets, they include a breadth of health VAS options such as free virtual doctor consultations, special discounts on diagnostic tests, preferential access to specialists, and beauty and well-being benefits, to name a few.</p> <p>Japan Value-Added Services: In Japan we offer comprehensive health and well-being-oriented VAS free of charge to support customers’ continuum of care. For example, we offer a 24/7 health hotline, a medical second-opinion service, mental health support, support for returning to work post-cancer diagnosis and medical check-up consultations. We also offer services to support customers with childcare, nursing care, cancer, dementia, brain and heart disease prevention and more. Additionally, we offer a “club off” program for customers that provides them with exclusive discounts to gyms, restaurants, tutoring and other services.</p>

SASB Index

SASB—Sustainability Accounting Standards Board

Policies Designed to Incentivize Responsible Behavior (continued)

Code/Metric	Response/Reference
FN-IN-410b.2, Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors (cont.)	<ul style="list-style-type: none"> • Upwise™ (financial health): MetLife’s first-of-its-kind mobile app, Upwise™, is a free tool that helps consumers build positive financial habits through a guided digital and interactive experience. While financial health is at the forefront, educational content on the app also includes articles centered on mental health/well-being and encouraging environmentally-responsible behaviors such as how to “make your money work for the planet.” We have published over 270 articles, including more than 60 related to diversity, equity and inclusion (DEI) and seven related to climate change. <p>Please also see report section: For Our Customers >> Empowering Underserved Communities >> Product Offerings for Diverse Populations >> Enhancing offerings for women for information on programs and products designed specifically for women that incentivize healthy behavior.</p>

Activity Metrics

Code/Metric	Response/Reference ¹																				
FN-AC-000.A, (1) Total registered and (2) total unregistered assets under management (AUM)	<table border="1"> <thead> <tr> <th></th> <th>Registered AUM</th> <th>Unregistered AUM</th> <th>Total AUM</th> </tr> </thead> <tbody> <tr> <td>(\$ in millions)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>General Account AUM²</td> <td>\$ 3,188</td> <td>\$ 413,706</td> <td>\$ 416,894</td> </tr> <tr> <td>Institutional Client AUM</td> <td>51,626</td> <td>111,276</td> <td>162,902</td> </tr> <tr> <td>Total Registered Assets and Unregistered Assets</td> <td>\$54,814</td> <td>\$524,982</td> <td>\$579,796</td> </tr> </tbody> </table>		Registered AUM	Unregistered AUM	Total AUM	(\$ in millions)				General Account AUM ²	\$ 3,188	\$ 413,706	\$ 416,894	Institutional Client AUM	51,626	111,276	162,902	Total Registered Assets and Unregistered Assets	\$54,814	\$524,982	\$579,796
	Registered AUM	Unregistered AUM	Total AUM																		
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General Account AUM ²	\$ 3,188	\$ 413,706	\$ 416,894																		
Institutional Client AUM	51,626	111,276	162,902																		
Total Registered Assets and Unregistered Assets	\$54,814	\$524,982	\$579,796																		
FN-AC-000.B, Total assets under custody and supervision	Total assets under custody and supervision are \$616,390 million comprised of Total Invested Assets & Cash of \$453,488 million plus Institutional Client AUM of \$162,902 million.																				
FN-IN-000.A, Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	For information regarding insurance reserves and reinsurance in-force by insurance product, see Item 8 of 2022 Form 10-K , Financial Statements and Supplementary Data, Schedule IV.																				

1. At estimated fair value.
 2. Does not include loan interests held by third party investors.

Task Force on Climate-related Financial Disclosures (TCFD) Index

MetLife is issuing a TCFD Index to enable comparable, decision-useful information for investors and other stakeholders regarding how we approach and manage climate risks and opportunities. The following table indicates where readers can find disclosures within MetLife’s 2022 Sustainability Report and/or other publicly available documents that address TCFD recommendations.

TCFD—Task Force on Climate-related Financial Disclosures

Governance

Disclosure Focus Area	Recommended Disclosure	Response
Disclose the organization’s governance around climate-related risks and opportunities.	a) Describe the board’s oversight of climate-related risks and opportunities.	2022 Sustainability Report >> For the Environment >> Governance 2022 Sustainability Report >> Responsible Governance >> Governance 2023 Proxy Statement >> Information about Board Committees >> Sustainability Oversight CDP Climate Change 2022 C1.1b
	b) Describe management’s role in assessing and managing climate-related risks and opportunities.	2022 Sustainability Report >> For the Environment >> Governance 2022 Sustainability Report >> Creating Value as an Investor >> Governance 2022 Sustainability Report >> Responsible Governance >> Governance MetLife Investment Management Environmental, Social and Governance Investment Policy 2023 Proxy Statement >> Information about Board Committees; Risk Oversight CDP Climate Change 2022 C1.2, C1.2a

TCFD Index

TCFD—Task Force on Climate-related Financial Disclosures

Strategy

Disclosure Focus Area	Recommended Disclosure	Response
Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning.	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	CDP Climate Change 2022 C2.1, C2.1a, C2.1b, C2.2a, C-FS2.2b, C2.2c, C2.3a, C2.4a
	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	2022 Sustainability Report >> Creating Value as an Investor 2022 Sustainability Report >> For the Environment CDP Climate Change 2022 C2.5, C2.6
	c) Describe the potential impact of different scenarios, including a 2°C scenario, on the organization's businesses, strategy, and financial planning.	2022 Sustainability Report >> Responsible Governance >> Risk Management >> Managing Climate Risks CDP Climate Change 2022 C3.1a, C3.1c

TCFD Index

TCFD—Task Force on Climate-related Financial Disclosures

Risk Management

Disclosure Focus Area	Recommended Disclosure	Response
Disclose how the organization identifies, assesses and manages climate-related risks.	a) Describe the organization's processes for identifying and assessing climate-related risks.	<p>2022 Sustainability Report >> For the Environment >> Our Approach</p> <p>2022 Sustainability Report >> Creating Value as an Investor >> Governance, MetLife General Account Investment Portfolio</p> <p>2022 Sustainability Report >> Responsible Governance >> Our Approach, Governance, Risk Management</p> <p>MIM ESG Investment Policy</p> <p>CDP Climate Change 2022 C2.2, C2.2a, C2.2b</p>
	b) Describe the organization's processes for managing climate-related risks.	<p>2022 Sustainability Report >> For the Environment</p> <p>2022 Sustainability Report >> Creating Value as an Investor</p> <p>2022 Sustainability Report >> Responsible Governance >> Our Approach, Governance, Risk Management</p> <p>CDP Climate Change 2022 C2.2, C2.2d</p>
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	<p>2022 Sustainability Report >> For the Environment >> Our Approach</p> <p>2022 Sustainability Report >> Responsible Governance >> Risk Management</p> <p>MIM ESG Investment Policy</p> <p>CDP Climate Change 2022 C2.2, C3.1c</p>

TCFD Index

TCFD—Task Force on Climate-related Financial Disclosures

Metrics and Targets

Disclosure Focus Area	Recommended Disclosure	Response
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data CDP Climate Change 2022 C6.1, C6.2, C6.3, C6.5, C9.1
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data CDP Climate Change 2022 C6.1, C6.2, C6.3, C6.5
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	2022 Sustainability Report >> Sustainability at MetLife >> Net Zero Commitment 2022 Sustainability Report >> For Our Communities >> MetLife Foundation's Priorities in Action CDP Climate Change 2022 C4.1, C4.1a, C4.2

Global Reporting Initiative (GRI) Standard Index

MetLife's 2022 GRI Index has been prepared according to the GRI Standards Core option and represents performance data from calendar year 2022.

Disclosure Number	Disclosure Title	Response/Reference
General Disclosures		
GRI 2: General Disclosures 2022		
The Organization and Its Reporting		
2-1	Organizational details	MetLife, Inc., New York, NY
2-2	Entities included in the organization's sustainability reporting	Reference: 2022 Form 10-K
2-3	Reporting period, frequency and contact point	This content and data in this report primarily covers the period January 1, 2022, to December 31, 2022. MetLife reports on an annual basis. We invite your comments, questions and feedback on this report by contacting us at gogreen@metlife.com .
2-4	Restatements of information	No restatements have occurred during this period.
2-5	External assurance	Our global Scope 1, Scope 2 and Scope 3 business travel GHG emissions have been assured to ISO-14064-3 standards.
Activities and Workers		
2-6	Activities, value chain and other business relationships	MetLife, Inc. (NYSE: MET), through its subsidiaries and affiliates ("MetLife"), is one of the world's leading financial services companies, providing insurance, annuities, employee benefits and asset management to help individual and institutional customers build a more confident future. Founded in 1868, MetLife has operations in more than 40 markets globally and holds leading positions in the United States, Japan, Latin America, Asia, Europe and the Middle East. Reference: 2022 Form 10-K business overview and strategy, MetLife Global Procurement
2-7	Employees	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Workforce Data

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
Governance		
2-9	Governance structure and composition	MetLife, Inc. Corporate Governance Guidelines 2023 Proxy Statement >> Information About the Board of Directors
2-10	Nomination and selection of the highest governance body	2023 Proxy Statement >> Information About the Board of Directors >> Board Composition >> Director Nomination Process
2-11	Chair of the highest governance body	2023 Proxy Statement >> Information About the Board of Directors >> Board Composition >> Board Leadership Structure
2-12	Role of the highest governance body in overseeing the management of impacts	2023 Proxy Statement >> Information About the Board of Directors >> Sustainability Oversight
2-13	Delegation of responsibility for managing impacts	2023 Proxy Statement >> Information About the Board of Directors >> Sustainability Oversight 2022 Sustainability Report >> Responsible Governance >> Governance
2-14	Role of the highest governance body in sustainability reporting	2022 Sustainability Report >> Sustainability at MetLife; Responsible Governance
2-15	Conflicts of interest	Directors' Code of Business Ethics
2-16	Communication of critical concerns	Corporate Conduct 2022 Sustainability Report >> Responsible Governance >> Governance
2-17	Collective knowledge of the highest governance body	2023 Proxy Statement >> Proxy Statement Summary >> Experienced and Diverse Board
2-18	Evaluation of the performance of the highest governance body	2023 Proxy Statement >> Information About the Board of Directors >> Information about Board Committees >> Governance and Corporate Responsibility Committee
2-19	Remuneration policies	2023 Proxy Statement >> Information About the Board of Directors >> Director Compensation in 2022 2023 Proxy Statement >> Compensation Discussion and Analysis

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
2-20	Process to determine remuneration	2023 Proxy Statement >> Compensation Discussion and Analysis
2-21	Annual total compensation ratio	2023 Proxy Statement >> Pay Ratio
Strategy, Policies and Practices		
2-22	Statement on sustainable development strategy	Letter from Our CEO
2-23	Policy commitments	MetLife Code of Business Ethics MetLife Statement on Human Rights MetLife Equal Employment Opportunity and Anti-Harassment Policy MetLife Supplier Code of Conduct Global Anti-Bribery and Corruption Policy Global Anti-Money Laundering Policy
2-24	Embedding policy commitments	2022 Sustainability Report >> Responsible Governance >> Governance 2022 Sustainability Report >> Responsible Governance >> Code of Business Ethics 2022 Sustainability Report >> Responsible Governance >> Mandatory Training in 2022 2022 Sustainability Report >> Responsible Governance >> Cybersecurity and Data Privacy 2022 Sustainability Report >> Responsible Governance >> Risk Management 2022 Sustainability Report >> Responsible Governance >> Supplier Management 2022 Sustainability Report >> Responsible Governance >> Statement on Human Rights 2022 Sustainability Report >> Responsible Governance >> Government Relations
2-25	Processes to remediate negative impacts	2022 Sustainability Report >> Responsible Governance >> Code of Business Ethics Code of Business Ethics
2-26	Mechanisms for seeking advice and raising concerns	2022 Sustainability Report >> Responsible Governance >> Code of Business Ethics Code of Business Ethics

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
2-27	Compliance with laws and regulations	See the Consolidated Financial Statements and Notes to the Consolidated Financial Statements of the 2022 Form 10-K
2-28	Membership associations	<p>Some of the policy, research and trade associations with whom we engage include:</p> <ul style="list-style-type: none"> ● American Council of Life Insurers ● Atlantic Council ● Business Council for International Understanding ● Business Roundtable ● Coalition of Service Industries ● Council of the Americas ● Geneva Association ● Institute of International Finance ● Japan Society ● Korea Society ● National Minority Supplier Development Council ● U.S. Chamber of Commerce ● Washington International Trade Association ● Women’s Business Enterprise National Council <p>Some of the sustainability associations with whom we engage include:</p> <ul style="list-style-type: none"> ● CDP ● Center for Active Design ● Climate Leadership Council ● United Nations Global Compact ● United Nations Principles for Responsible Investment ● United Nations Women Global Innovation Coalition for Change ● United Nations Women’s Empowerment Principles ● United States Department of Energy ● United States Environmental Protection Agency ● United States Green Building Council
Stakeholder Engagement		
2-29	Approach to stakeholder engagement	2022 Sustainability Report >> Appendix >> Stakeholder Engagement
2-30	Collective bargaining agreements	We do not closely track this metric due to differing definitions of collective bargaining across locations. Some of our non-U.S. (non-agency) employees are covered. In the U.S. we do not have a collective bargaining agreement covering employees.

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference																						
Material Topics																								
GRI 3: Material Topics 2022																								
3-1	Process to determine material topics	<p>In order to ensure that MetLife is aware of and appropriately addressing issues relevant to our business and stakeholders, we performed a traditional sustainability materiality analysis in 2020 using a comprehensive data-driven process. The sustainability materiality analysis was based on real-time analytics on strategic, regulatory and reputational risks and opportunities. Implementing the analysis has strengthened our understanding of ESG-related issues and enhanced our in-house capabilities to assess their evolution.</p> <p>In addition, this data-driven process, along with feedback from various key stakeholders and sources (e.g., ESG ratings/rankings, investors, MetLife senior executives, external perspectives, peer benchmarking, etc.), allows us to develop a forward-looking sustainability strategy that helps ensure we can continue to be a force for good in the world, sustaining customers, family and the planet.</p> <p>See also 2022 Sustainability Report >> Sustainability at MetLife >> Net Zero Commitment and 2030 DEI Commitments for a summary of MetLife’s strategic approach to ESG issues.</p>																						
3-2	List of material topics	<table border="0"> <tr> <td>Economic Performance</td> <td>Diversity and Equal Opportunity</td> </tr> <tr> <td>Market Presence</td> <td>Non-Discrimination</td> </tr> <tr> <td>Indirect Economic Impacts</td> <td>Supplier Social Assessment</td> </tr> <tr> <td>Anti-Corruption</td> <td>Public Policy</td> </tr> <tr> <td>Anti-Competitive Behavior</td> <td>Marketing and Labeling</td> </tr> <tr> <td>Energy</td> <td>Customer Privacy</td> </tr> <tr> <td>Emissions</td> <td>Socioeconomic Compliance</td> </tr> <tr> <td>Waste</td> <td>Product Portfolio</td> </tr> <tr> <td>Supplier Environmental Assessment</td> <td>Active Ownership</td> </tr> <tr> <td>Employment</td> <td>Local Communities</td> </tr> <tr> <td>Training and Education</td> <td></td> </tr> </table>	Economic Performance	Diversity and Equal Opportunity	Market Presence	Non-Discrimination	Indirect Economic Impacts	Supplier Social Assessment	Anti-Corruption	Public Policy	Anti-Competitive Behavior	Marketing and Labeling	Energy	Customer Privacy	Emissions	Socioeconomic Compliance	Waste	Product Portfolio	Supplier Environmental Assessment	Active Ownership	Employment	Local Communities	Training and Education	
Economic Performance	Diversity and Equal Opportunity																							
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Anti-Competitive Behavior	Marketing and Labeling																							
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Waste	Product Portfolio																							
Supplier Environmental Assessment	Active Ownership																							
Employment	Local Communities																							
Training and Education																								
3-3	Management of material topics	<p>2022 Sustainability Report >> Sustainability at MetLife >> Net Zero Commitment</p> <p>2022 Sustainability Report >> Sustainability at MetLife >> 2030 DEI Commitments</p>																						

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
GRI 200: Economic		
GRI 201: Economic Performance		
3-3	Management of material topics	See 2022 Form 10-K 2022 Sustainability Report >> Responsible Governance >> Risk Management 2022 Sustainability Report >> Creating Value as an Investor
201-1	Direct economic value generated and distributed	See the Consolidated Financial Statements and Notes to the Consolidated Financial Statements of the 2022 Form 10-K
201-2	Financial implications and other risks and opportunities due to climate change	2022 Sustainability Report >> For Our Customers >> Our Approach 2022 Sustainability Report >> Creating Value as an Investor 2022 Sustainability Report >> For the Environment 2022 Sustainability Report >> Responsible Governance >> Risk Management CDP Climate Change Report
201-3	Defined benefit plan obligations and other retirement plans	See the Consolidated Financial Statements and Notes to the Consolidated Financial Statements of the 2022 Form 10-K
GRI 203: Indirect Economic Impacts		
3-3	Management of material topics	2022 Sustainability Report >> For Our Customers 2022 Sustainability Report >> For Our Colleagues 2022 Sustainability Report >> Creating Value as an Investor 2022 Sustainability Report >> For Our Communities

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
203-1	Infrastructure investments and services supported	<p>2022 Sustainability Report >> For Our Customers</p> <p>2022 Sustainability Report >> For Our Colleagues</p> <p>2022 Sustainability Report >> Creating Value as an Investor</p> <p>2022 Sustainability Report >> For Our Communities</p>
203-2	Significant indirect economic impacts	<p>2022 Sustainability Report >> For Our Customers</p> <p>2022 Sustainability Report >> For Our Colleagues</p> <p>2022 Sustainability Report >> Creating Value as an Investor</p> <p>2022 Sustainability Report >> For Our Communities</p>
GRI 205: Anti-corruption		
3-3	Management of material topics	<p>Anti-Bribery and Corruption Program</p> <p>Code of Business Ethics</p>
205-1	Operations assessed for risks related to corruption	<p>All MetLife operations globally are regularly assessed for bribery and corruption risk, in accordance with each operation’s bribery and corruption risk profile and local regulatory requirements, while ongoing, risk-based monitoring and testing activities provide assurance that key anti-corruption controls effectively mitigate corruption risk.</p> <p>We also became the first U.S.-based insurer in 2020 to join the UNGC, the world’s largest corporate sustainability initiative, which calls for companies to align their operations and strategies with Ten Principles in the areas of human rights, labor, the environment and anti-corruption. Moving forward, we will partner with the UNGC to not only elevate our efforts but also use the Principles as important guides to prioritize and focus our work.</p>
205-2	Communication and training about anti-corruption policies and procedures	<p>The MetLife Global Anti-Corruption Policy has been communicated in local languages to all MetLife employees globally. The policy is also available on MetLife’s global intranet sites for all employees to access. Third parties are also trained on MetLife’s policy through a brochure that is provided to all third parties we engage globally. In 2022, MetLife provided mandatory anti-bribery and corruption training to all employees.</p>

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
GRI 206: Anti-competitive Behavior		
3-3	Management of material topics	Code of Business Ethics
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	None at the corporate level.
GRI 300: Environmental		
GRI 302: Energy		
3-3	Management of material topics	2022 Sustainability Report >> For the Environment
302-1	Energy consumption within the organization	2022 Sustainability Report >> For the Environment >> Offices and Operations 2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
302-2	Energy consumption outside of the organization	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
302-3	Energy intensity	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
302-4	Reduction of energy consumption	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
302-5	Reductions in energy requirements of products and services	MetLife is committed to reducing our footprint in our operations wherever possible.
GRI 305: Emissions		
3-3	Management of material topics	2022 Sustainability Report >> For the Environment
305-1	Direct (Scope 1) GHG emissions	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
305-2	Energy indirect (Scope 2) GHG emissions	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
305-3	Other indirect (Scope 3) GHG emissions	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
305-4	GHG emissions intensity	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
305-5	Reduction of GHG emissions	2022 Sustainability Report >> For the Environment >> Offices and Operations

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
GRI 306: Effluents and Waste		
3-3	Management of material topics	2022 Sustainability Report >> For the Environment
306-1	Waste generation and significant waste-related impacts	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
306-2	Management of significant waste-related impacts	2022 Sustainability Report >> For the Environment
306-3	Waste generated	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
306-4	Waste diverted from disposal	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
306-5	Waste directed to disposal	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
GRI 400: Social		
GRI 401: Employment		
3-3	Management of material topics	2022 Sustainability Report >> For Our Colleagues
401-1	New employee hires and employee turnover	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Workforce Data
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<p>MetLife provides benefits to all U.S. full-time employees, and these plans/programs are generally available to part-time employees working 20 hours per week or more. These benefits include:</p> <ul style="list-style-type: none"> • Medical coverage, includes prescription drug and vision coverage • Dental coverage • Short-term and long-term disability coverage • Company-paid life insurance • 401(k) plan • Cash balance defined benefit retirement plan • Healthcare and dependent day care flexible spending accounts • Commuter program • Back-up child-care, elder-care and college advising program • Tuition assistance program • Travel benefits: emergency services, travel accident and international medical coverage • Opportunity to earn wellness dividend credited toward employee contributions for medical coverage • Optional employee-paid life insurance [group term life, group variable universal life (GVUL), dependent life, voluntary accidental death and dismemberment (VAD&D) insurance] • Legal services plan • Critical illness insurance • Adoption and surrogacy financial assistance • Employee assistance program • Financial wellness program (Upwise™) • Virtual physical therapy, fitness programs, weight loss programs, mindfulness training and condition management programs • Personalized caregiver support program • Educational support program for caregivers of neurodiverse children • Hospital indemnity insurance • Cybersecurity protection • Expert medical second-opinion service
401-3	Parental leave	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Employee Benefits (Available for full-time and part-time employees other than variable part-time employees)

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
GRI 404: Training and Education		
3-3	Management of material topics	2022 Sustainability Report >> For Our Colleagues >> Global Diversity, Equity and Inclusion; Talent and Skill Development
404-1	Average hours of training per year per employee	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Workforce Data
404-2	Programs for upgrading employee skills and transition assistance programs	2022 Sustainability Report >> For Our Colleagues >> Global Diversity, Equity and Inclusion; Talent and Skill Development
404-3	Percentage of employees receiving regular performance and career development reviews	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Workforce Data
GRI 405: Diversity and Equal Opportunity		
3-3	Management of material topics	2022 Sustainability Report >> For Our Colleagues >> Global Diversity, Equity and Inclusion
405-1	Diversity of governance bodies and employees	2022 Sustainability Report >> Appendix >> ESG Scorecard >> Workforce Data
GRI 406: Non-discrimination		
3-3	Management of material topics	2022 Sustainability Report >> For Our Colleagues >> Global Diversity, Equity and Inclusion Code of Business Ethics
406-1	Incidents of discrimination and corrective actions taken	MetLife is strongly committed to equal employment opportunity and to administering all terms, conditions and privileges of employment fairly. We have policies broadly prohibiting discrimination and harassment, provide employees with several avenues to submit complaints and have robust procedures for investigating those complaints and taking appropriate action if warranted. As a Fortune 50 employer with tens of thousands of employees, MetLife receives complaints from time to time, which are investigated. If warranted, corrective action is taken.

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
GRI 415: Public Policy		
3-3	Management of material topics	2022 Sustainability Report >> Responsible Governance >> Government Relations
415-1	Political contributions	<p>MetLife forbids political contributions outside the United States without the express approval of the Head of Global Government Relations.</p> <p>We made no political contributions outside the United States in 2022.</p> <p>Political Activity Report</p>
GRI 417: Marketing and Labeling		
3-3	Management of material topics	2022 Sustainability Report >> For Our Customers >> Governance See 2022 Form 10-K
417-1	Requirements for product and service information and labeling	Code of Business Ethics
417-2	Incidents of non-compliance concerning product and service information and labeling	Material legal proceedings and significant fines are disclosed in 2022 Form 10-K , Note 21.
417-3	Incidents of non-compliance concerning marketing communications	Material legal proceedings and significant fines are disclosed in 2022 Form 10-K , Note 21.

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
GRI 418: Customer Privacy		
3-3	Management of material topics	2022 Sustainability Report >> Responsible Governance >> Cybersecurity and Data Privacy Customer Privacy Policy
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	MetLife has a long-standing commitment to protect the security, confidentiality and integrity of personal information, and to comply with all applicable privacy and data protection laws and regulations. To this end, MetLife has a Global Privacy and Data Protection Policy that establishes enterprise-wide minimum standards on the collection, use and protection of personal information. Like other organizations, MetLife occasionally experiences data incidents, which may be described generally as the unauthorized access, loss, disclosure or misdirection of personal information. Should one of these incidents occur, MetLife has an incident response team that takes immediate steps to minimize any impact on the data subject, follow applicable legal requirements, and investigate and correct the root cause, if needed, to help prevent future incidents. The team includes privacy compliance and information security professionals, lawyers and associates in our lines of business.

GRI G4 Sector Disclosures: Financial Services

Product Portfolio		
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	2022 Sustainability Report >> For Our Customers >> Empowering Underserved Communities; Enhancing offerings for women; Supporting Our Customers' Wellness 2022 Sustainability Report >> Creating Value as an Investor >> Responsible Investments; ESG Integration MetLife Investment Management
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	2022 Sustainability Report >> For Our Customers >> Protecting the Environment Through Our Products, Services and Offerings 2022 Sustainability Report >> Creating Value as an Investor >> Responsible Investments; ESG Integration SASB Index, code FN-IN-410b.2

GRI Standard Index

Disclosure Number	Disclosure Title	Response/Reference
Active Ownership		
FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues	<p>2022 Sustainability Report >> Creating Value as an Investor</p> <p>MIM's investment analysts regularly interact and engage in discussions with a firm's senior management throughout the initial due diligence process and as part of the portfolio monitoring process.</p> <p>Our engagement conversations are guided by the SASB materiality mapping framework, which identifies relevant industry-specific ESG risks and opportunities for discussion with our investment partners.</p> <p>Examples of MIM's core asset sectors' active engagement processes, including tracking and reporting of engagement activities, can be found within MIM's Engagement Policy.</p> <p>MIM Engagement Policy</p>
FS11	Percentage of assets subject to positive and negative environmental or social screening	<p>MetLife GA's Investment Screens Policy—100% of the General Account is subject to screening. Additionally, MIM applies specific guidelines as requested by our clients, and client-directed investment screens are incorporated into our investment process, as applicable.</p>
Local Communities		
FS13	Access points in low-populated or economically disadvantaged areas by type	<p>2022 Sustainability Report >> For Our Communities</p> <p>2022 Sustainability Report >> For Our Customers</p> <p>ESG Products</p> <p>In many of our markets, we distribute insurance through partnerships with organizations such as banks, retailers, mobile phone operators and affinity groups. This is one example of our drive to grow in emerging markets.</p>
FS14	Initiatives to improve access to financial services for disadvantaged people	<p>2022 Sustainability Report >> For Our Communities</p> <p>2022 Sustainability Report >> For Our Customers</p> <p>ESG Products</p> <p>MetLife strives to improve access to our products and services for disadvantaged people. In several countries around the world, we work with partners from other industries to reach wider segments of the population. For example, in Colombia we work with a utility company, selling Personal Accident policies door-to-door and by phone for premiums as low as \$1.50 per month.</p>

ESG Scorecard

MetLife's primary performance data across ESG indicators.

2022 Financial Data		
Total AUM ¹	\$ Billions	Percentage
Mortgage Loans	107.5	18.5%
Public Corporates	101.9	17.6%
Structured Products	61.2	10.6%
Private Corporates	54.9	9.5%
U.S. Government and Agency	48.2	8.3%
Foreign Government	42.3	7.3%
Private Infrastructure	29.4	5.1%
Real Estate Equity	28.6	4.9%
Cash and Short-Term Investments	27.5	4.8%
Common and Preferred Equity	17.5	3.0%
Alternatives	15.7	2.7%
Municipals	14.4	2.5%
Emerging Market Debt	12.9	2.2%
Bank Loans	6.0	1.0%
High Yield	5.2	0.9%
Private Structured Credit	5.2	0.9%
Middle Market Private Capital	1.4	0.2%
Total	579.8	100.0%

1. As of December 31, 2022. At estimated fair value. Dollars in billions. See Explanatory Note.

ESG Scorecard

Financial Data					
Responsible Investments ¹ (Estimated Fair Value—\$ in millions)	2022	2021	2020	2019	2018
Impact Investments ²	\$ 266	\$ 282	\$ 243	\$ 240	\$ 230
Affordable Housing Investments	\$ 2,306	\$ 2,914	\$ 3,111	\$ 2,972	\$ 2,356
Green Investments ³	\$ 35,790	\$ 34,319	\$ 28,672	\$ 18,329	\$ 16,616
Infrastructure	\$ 24,576	\$ 28,171	\$ 27,249	\$ 23,318	\$ 17,109
Municipal Bonds ⁴	\$ 14,400	\$ 17,200	\$ 15,221	\$ 13,586	\$ 16,248
Total	\$ 77,338	\$ 82,886	\$ 74,496	\$ 58,445	\$ 52,559

Annual Responsible Investments (\$ in millions)	2022	2021	2020	2019	2018
Impact Investments	\$ 24	\$ 65	\$ 12	\$ 13	\$ 46
Affordable Housing Investments	\$ 416	\$ 227	\$ 200	\$ 333	\$ 640
Green Investments ³	\$ 5,600	\$ 6,085	\$ 3,883	\$ 1,031	\$ 1,082
Infrastructure	\$ 4,704	\$ 2,993	\$ 2,574	\$ 6,247	\$ 4,177
Municipal Bonds ⁴	\$ 3,544	\$ 4,343	\$ 3,945	\$ 2,291	\$ 1,386
Total	\$ 14,288	\$ 13,713	\$ 10,614	\$ 9,915	\$ 7,331

1. MIM may periodically refine or otherwise modify its definition of responsible investments and the components thereof based on data availability or other factors.
 2. Impact Investments are investments made with the intention to generate positive, measurable social and environmental impact alongside a financial return (GIIN—Global Impact Investment Network—definition). This activity includes MetLife’s General Account and a smaller volume of MetLife Foundation assets.
 3. MIM currently defines green investments to include 1) LEED, ENERGY STAR, BREEAM, NGBS, Fitwel-certified real estate equity investments; 2) commercial mortgage loans secured by LEED and/or ENERGY STAR-certified real estate; 3) renewable energy projects, including wind and solar; 4) ESPCs; 5) public and private corporate green bonds; 6) Property Assessed Clean Energy (PACE) residential and commercial loans; and 7) sustainable agricultural loans.
 4. Municipal Bonds include taxable and tax-exempt revenue bonds and, to a much lesser extent, general obligations of states, municipalities and political subdivisions.

ESG Scorecard

Workforce Data (at December 31, 2022)			
Global Workforce Data (#s)	Total ^{1,2}	Female	Male
Employment Contract			
Regular	41,749	21,806	19,943
Temporary	1,260	822	438
Employment Type			
Full-time	42,706	22,390	20,316
Part-time	303	238	65
Workforce Breakdown			
Employees	43,009	22,628	20,381
Workforce by Region			
United States/Canada	14,596	8,920	5,676
Latin America	8,312	5,378	2,934
Asia	16,452	6,219	10,233
EMEA	3,649	2,111	1,538

1. Totals do not include employees whose gender is not recorded.

2. Metrics do not include PNB MetLife India, AmMetLife (Malaysia JV), MetLife Legal Plans (Hyatt Legal), Maxis, Versant or Ecuador.

ESG Scorecard

Workforce Data (at December 31, 2022)

Diversity Data

Employee and Board Diversity (%)	Sales	Non-Sales	Executive Leadership Team	Board of Directors
Gender ¹				
Female	42%	57%	25%	38%
Male	58%	43%	75%	62%
Age ¹				
< 30 Years	13%	15%	0%	0%
30-50 Years	62%	61%	25%	0%
> 50 Years	25%	24%	75%	100%
Ethnicity and Race ²				
White	86%	64%	80%	77%
Black or African American	4%	14%	10%	15%
Hispanic or Latino	6%	8%	10%	8%
Asian	1%	11%	0%	0%
American Indian or Alaska Native	0%	0%	0%	0%
Not Specified	0%	1%	0%	0%
Two or More Races	2%	2%	0%	0%
Native Hawaiian or Pacific Islander	0%	0%	0%	0%

1. Gender, ethnicity/race and age do not include unidentified personnel in our system. Metrics do not include PNB MetLife India, AmMetLife (Malaysia JV), MetLife Legal Plans (Hyatt Legal), Maxis, Versant or Ecuador.

2. U.S. only. Due to rounding, figures may not add up to 100%.

ESG Scorecard

Workforce Data (at December 31, 2022)

Diversity Data

Employee Diversity by Region ¹ (%)	US/Canada	Latin America	Asia	EMEA
Gender ²				
Female	61%	65%	38%	58%
Male	39%	35%	62%	42%
Age ²				
< 30 Years	11%	14%	17%	14%
30-50 Years	54%	70%	62%	71%
> 50 Years	35%	16%	21%	15%
Ethnicity and Race				
White	64%			
Black or African American	13%			
Hispanic or Latino	8%			
Asian	11%			
American Indian or Alaska Native	0%			
Not Specified	1%			
Two or More Races	2%			
Native Hawaiian or Pacific Islander	0%			

1. Due to rounding, figures may not add up to 100%.

2. Gender, ethnicity/race and age do not include unidentified personnel in our system. Metrics do not include PNB MetLife India, AmMetLife (Malaysia JV), MetLife Legal Plans (Hyatt Legal), Maxis, Versant or Ecuador.

ESG Scorecard

Workforce Data (at December 31, 2022)

Diversity Data

Industry-Leading Gender and Racial Diversity¹

	2022	2021
Global Female Management ² %	42.3%	41.2%
Global Female Nonmanagement ³ %	54.3%	54.2%
U.S. Ethnically and Racially Diverse Management ² %	26.6%	25.2%
U.S. Ethnically and Racially Diverse Nonmanagement ³ %	36.4%	35.0%
Gender Diversity for Officers ⁴ (VP+)—Global	29.4%	29.1%
Ethnic and Racial Diversity for Officers ⁴ (VP+)—U.S.	26.1%	26.7%

2022 Training Data

Employee Training and Performance Reviews

Average Hours of Training per Year⁵ (# of hours)

	Female	Male
Non-sales	14	15
Sales	15	7

Employees Receiving Regular Performance Reviews⁶ (% of employees)

	Female	Male
Non-sales	100%	99.9%
Sales	100%	100%

1. Metrics do not include PNB MetLife India, AmMetLife (Malaysia JV), MetLife Legal Plans (Hyatt Legal), Maxis, Versant or Ecuador.

2. Management population is defined as any active employee who has at least one direct report.

3. Nonmanagement population is defined as any active employee who does not have any direct reports.

4. The Officer population is a subset of Overall Management that is a reflection of the leadership of the organization. It is comprised of all MetLife employees at the Vice President level or above.

5. Employee training figures include only training activity captured in our Learning Management System, including skill-based training and compliance training. Data includes training courses taken online (virtual courses) and instructor-led courses.

6. Performance review figures reflect only employees who were in scope and active during the year-end assessment process and had ratings entered into the company's ePerformance system. Performance feedback may be discussed separately from the online system. Data does not include India PNB, non-standard grades (SLS grades), employees on extended leave or employees hired/re-hired on/after October 1, 2022.

ESG Scorecard

2022 New Hires and Terminations Data

New Hires^{1,2,3}	Female	Male
Total by Age Group (# of hires)	6,403	4,902
< 30 Years	2,059	1,960
30-50 Years	3,790	2,597
> 50 Years	552	345
Percentage by Age Group (% of hires)	57%	43%
< 30 Years	32%	40%
30-50 Years	59%	53%
> 50 Years	9%	7%
U.S. Ethnic and Racial Diversity⁴ (% of hires)		2022
Female		50%
Male		46%
Total		49%

1. Metrics do not include PNB MetLife India, AmMetLife (Malaysia JV), MetLife Legal Plans (Hyatt Legal), Maxis, Versant or Ecuador.

2. Gender, ethnicity/race and age do not include unidentified personnel in our system.

3. Employee hires and terminations exclude impacts due to acquisitions and dispositions, as applicable.

4. Ethnic and Racial Diversity is the percentage of employees in the United States who identify as American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander and Two or More Races.

ESG Scorecard

2022 New Hires and Terminations Data

Terminations ^{1,2,3}	Female	Male
Total by Age Group (# of terminations)	4,994	3,980
< 30 Years	1,255	1,159
30-50 Years	3,045	2,242
> 50 Years	691	579
Percentage by Age Group (% of terminations)	56%	44%
< 30 Years	25%	29%
30-50 Years	61%	56%
> 50 Years	14%	15%
U.S. Ethnic and Racial Diversity⁴ (% of terminations)		2022
Female		47%
Male		41%
Total		45%

Employee Benefits

Parental Leave Benefits (# of weeks fully paid for birth or adoptive mothers and fathers)	8 weeks for “primary caregivers” 2 weeks for “secondary caregivers” Additional 6-8 weeks short-term disability leave provided for childbirth and recovery
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Employee Satisfaction

	2022	2021	2020	2019
Percentage of Employees Participating in Annual MyVoice Survey	85%	83%	84%	82%
Percentage of Employees Indicating a Favorable Response to “How happy are you working at MetLife?”	78%	78%	78%	75%

1. Metrics do not include PNB MetLife India, AmMetLife (Malaysia JV), MetLife Legal Plans (Hyatt Legal), Maxis, Versant or Ecuador.
 2. Gender, ethnicity/race and age do not include unidentified personnel in our system.
 3. Employee hires and terminations exclude impacts due to acquisitions and dispositions, as applicable.
 4. Ethnic and Racial Diversity is the percentage of employees in the United States that identify as American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander and Two or More Races.

ESG Scorecard

Environmental Data

Built Environment	2022	2021	2020	2019	2018
Global Property (million sq. ft.) ¹	13.1	13.5	14.1	14.6	15.4
MetLife Occupiable Area (million sq. ft.) ¹	11.1	11.3	12.1	12.2	7.6
EPA ENERGY STAR (no. labeled buildings) ²	10	12	12	9	12
EPA ENERGY STAR (million sq. ft.) ^{2,6}	1.9	3.4	3.3	2.5	3.1
LEED (no. certified buildings)	41	26	22	22	21
LEED (million sq. ft.) ⁶	3.7	4.7	4.2	4.3	4.0
Fitwel Buildings (no. certified buildings)	3	3	3	3	—
Fitwel Buildings (million sq. ft.) ⁶	1.1	1.3	1.3	1.3	—
Other Green Buildings (no. certified buildings)	4	—	—	—	—
Other Green Buildings (million sq. ft.)	0.4	—	—	—	—
Carbon Neutrality & GHG Emissions (metric tons CO ₂ e) ^{3,7}	2022	2021	2020	2019	2018
Scope 1 Emissions	12,464	12,052	14,515	19,684	25,617
Scope 2 (location-based) Emissions	47,108	51,893	66,332	87,026	96,503
Scope 3 Emissions (global business travel) ⁴	7,079	2,151	3,224	25,183	26,381
Total Operational Emissions (Scope 1+2 and business travel) ⁴	66,651	66,096	84,071	131,893	148,540
Gross Market-based Scope 2 Emissions ⁵	7,667	9,231	23,191	30,776	31,285
Carbon Offsets	27,211	23,434	44,020	79,834	87,992
Emissions Intensity (metric tons CO ₂ e per FTE)	0.72	0.73	0.84	1.24	1.28
Emissions Intensity (metric tons CO ₂ e per sq. ft.)	0.005	0.006	0.007	0.009	0.009

1. Property figures represent the year-end square footage of our real estate portfolio.

2. U.S. managed office portfolio.

3. The inventory of GHG emissions from Scope 1, Scope 2 and Scope 3 business travel in 2022 for MetLife has been verified by Quantis according to ISO 14064-3. Please see [the full statement](#) for more information.

4. Converted to Global Business Travel, extrapolated historically where necessary due to limited data.

5. Includes Renewable Energy Certificates, and market-based global emissions were calculated historically.

6. Beginning in 2022, all green building metrics will be based on year-end MetLife occupiable area. Previous years data represents global property figures.

7. Starting with the 2022 report year and going forward, MetLife's estimation methodology will be based on reporting-year average intensity actual values for electricity and natural gas. In previous years, the estimation factors used were static year to year and were developed based on actual values from 2015. The new factors more accurately reflect energy efficiency efforts as well as hybrid work schedule for many office occupants.

ESG Scorecard

Environmental Data					
Energy (MWh)	2022	2021	2020	2019	2018
Total Energy (includes electricity, fuel oil, natural gas and fleet gasoline)	174,132	184,020	202,457	246,788	301,374
Total Electricity Consumption	126,732	133,995	146,105	180,213	205,704
Renewable Energy Certificates	111,692	134,003	144,030	164,048	174,985
Energy Intensity (MWh per FTE)	2.11	2.09	2.09	2.87	3.31
Energy Intensity (MWh per sq. ft.)	0.016	0.016	0.017	0.020	0.023
Waste (lbs.) ¹	2022	2021	2020	2019	2018
Total Waste Generated	3,222,142	2,548,451	3,467,779	5,103,348	5,875,468
Total Waste to Landfill	1,478,615	1,033,121	1,339,314	2,182,607	2,460,497
Total Waste Recycled	1,743,527	1,515,331	2,128,466	2,920,740	3,414,971
Waste Diversion (% recycled)	54%	59%	61%	57%	58%
Enterprise-wide Food Donations to Local Communities (diversion from landfill)	3,320	78	451	2,092	—
Enterprise-wide E-waste	163,983	108,218	89,732	36,944	152,989
Water (kgals) ¹	2022	2021	2020	2019	2018
Total Water Consumption	34,547	28,153	38,087	54,288	61,666
Water Intensity (kgals per FTE)	4.78	3.05	3.60	4.73	4.78
Water Intensity (kgals per sq. ft.)	0.01	0.01	0.01	0.01	0.0144

1. Due to metrics availability, waste diversion includes the following offices: Aurora, Bridgewater, Convent Station, Dayton, Johnstown, New York, Oriskany, Scranton, Tampa, Troy, Warwick and Whippany. Total weight recycled, reused and resold for sites listed above, and enterprise-wide includes other sites (where data is available).

2. Due to metrics availability, water data includes the following offices: Aurora, Bridgewater, Convent Station, Cary, Dayton, Johnstown, New York, Oriskany, Scranton, St. Louis, Tampa, Troy, Warwick and Whippany.

ESG Scorecard

Environmental Data			
2022 Scope 1 Emissions (Metric Tons CO ₂ e)	Fuel Oil	Natural Gas	Transport Fuel
CO₂			
Domestic	108	4,396	468
International	367	1,157	2,867
Total	475	5,554	3,335
CH₄			
Domestic	0.109	2.071	0.150
International	0.369	0.545	2.543
Total	0.478	2.617	2.693
N₂O			
Domestic	0.252	2.469	0.525
International	0.858	0.650	26.848
Total	1.110	3.119	27.373
Energy Consumption by Type (MWh)			2022
Electricity			126,732
Fuel (fuel oil, natural gas, transport fuel, district heat and cooling)			47,400
Total Energy Consumption			174,132

ESG Scorecard

Community Data

MetLife Foundation Grants (\$ in millions)	2022
Economic Inclusion	\$ 9.59
Financial Health	\$ 16.30
Resilient Communities	\$ 9.16
Employee Engagement	\$ 2.87
Total	\$ 37.92

MetLife Contributions by Source (\$ in millions)	2022	2021	2020	2019	2018
MetLife Foundation	\$ 37.92	\$ 30.34	\$ 39.50	\$ 39.94	\$ 37.90
Mexico and Korea Foundations	\$ 0.82	\$ 1.43	\$ 4.15	\$ 2.02	\$ 1.90
Corporate	\$ 2.03	\$ 2.03	\$ 2.86	\$ 3.37	\$ 4.58
Total	\$ 40.77	\$ 33.80	\$ 46.51	\$ 45.33	\$ 44.38

2022 Employee Volunteering	Volunteers Acts	Total Hours
Volunteering by Region		
United States/Canada	9,616	34,124
Latin America	7,507	16,153
Asia	14,467	51,916
EMEA	2,194	7,601
Total	33,784	109,794

ESG Scorecard

Supply Chain Management	2022	2021	2020	2019
Total Diverse Business Partner Spend (\$ in millions)	\$192	\$188	\$203	\$352
Percentage of Suppliers Covered by a Supply Chain Code of Conduct ¹	100%	100%	100%	N/A

Privacy Protection/Information Security

Number of Complaints Concerning Breaches of Customer Privacy Received from Outside Parties and Substantiated by MetLife

MetLife has a long-standing commitment to protect the security, confidentiality and integrity of personal information, and to comply with all applicable privacy and data protection laws and regulations. To this end, MetLife has a Global Privacy and Data Protection Policy that establishes enterprise-wide minimum standards on the collection, use and protection of personal information. Like other organizations, MetLife occasionally experiences data incidents, which may be described generally as the unauthorized access, loss, disclosure or misdirection of personal information. Should one of these incidents occur, MetLife has an incident response team that takes immediate steps to minimize any impact on the data subject, follow applicable legal requirements, and investigate and correct the root cause, if needed, to help prevent future incidents. The team includes privacy and security professionals, lawyers and associates in our lines of business.

Risk Management	2022 ²	2021	2020	2019
Percent of Employees Participating in Code of Business Ethics Training	98%	98%	99%	98%

1. MetLife's Supplier Code of Business Conduct was published in 2020 and is available on the external MetLife Global Procurement website. The code refers to any third party and its personnel, including subcontractors providing goods, services and/or deliverables to MetLife. MetLife does not require suppliers to perform attestation.

2. Data includes completions as of March 13, 2023 for courses assigned on or after Saturday, January 1, 2022 and before Sunday, January 1, 2023.

Forward-Looking Statements

This report may contain or incorporate by reference information that includes or is based upon forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements give expectations or forecasts of future events and do not relate strictly to historical or current facts. They use words and terms such as “anticipate,” “are confident,” “assume,” “believe,” “continue,” “could,” “estimate,” “expect,” “if,” “intend,” “likely,” “may,” “plan,” “potential,” “project,” “should,” “will,” “would” and other words and terms of similar meaning or that are otherwise tied to future periods or future performance, in each case in all derivative forms. They include statements relating to future actions, prospective services or products, future performance or results of current and anticipated services or products, future sales efforts, future expenses, the outcome of contingencies such as legal proceedings, and future trends in operations and financial results.

Many factors determine company results, and they involve unpredictable risks and uncertainties. Our forward-looking statements depend on our assumptions, our expectations and our understanding of the economic environment, but they may be inaccurate and may change. We do not guarantee any future performance. Our results could differ materially from those we express or imply in forward-looking statements. The risks, uncertainties and other factors, including those relating to the COVID-19 pandemic, identified in MetLife, Inc.’s filings with the U.S. Securities and Exchange Commission, and others, may cause such differences.

These factors include:

- (1) economic condition difficulties, including risks relating to public health, interest rates, credit spreads, equity, real estate, obligors and counterparties, government default, currency exchange rates, derivatives, climate change, and terrorism and security;
- (2) global capital and credit market adversity;
- (3) credit facility inaccessibility;
- (4) financial strength or credit ratings downgrades;
- (5) unavailability, unaffordability, or inadequate reinsurance, including reinsurance risks that arise from reinsurers’ credit risk, and the potential shortfall or failure of risk mitigants to protect against such risks;
- (6) statutory life insurance reserve financing costs or limited market capacity;
- (7) legal, regulatory, and supervisory and enforcement policy changes;
- (8) changes in tax rates, tax laws or interpretations;
- (9) litigation and regulatory investigations;
- (10) London Interbank Offered Rate discontinuation and transition to alternative reference rates;
- (11) unsuccessful efforts to meet all environmental, social and governance standards or to enhance our sustainability;
- (12) MetLife, Inc.’s inability to pay dividends and repurchase common stock;
- (13) MetLife, Inc.’s subsidiaries’ inability to pay dividends to MetLife, Inc.;
- (14) investment defaults, downgrades or volatility;
- (15) investment sales or lending difficulties;
- (16) collateral or derivative-related payments;
- (17) investment valuations, allowances or impairments changes;
- (18) claims or other results that differ from our estimates, assumptions or models;
- (19) global political, legal or operational risks;
- (20) business competition;
- (21) technological changes;
- (22) catastrophes;
- (23) climate changes or responses to it;
- (24) deficiencies in our closed block;
- (25) goodwill or other asset impairment, or deferred income tax asset allowance;
- (26) impairment of value of business acquired, value of distribution agreements acquired or value of customer relationships acquired;
- (27) product guarantee volatility, costs and counterparty risks;
- (28) risk management failures;
- (29) insufficient protection from operational risks;
- (30) failure to protect confidentiality and integrity of data or other cybersecurity or disaster recovery failures;

- (31) accounting standards changes;
- (32) excessive risk-taking;
- (33) marketing and distribution difficulties;
- (34) pension and other postretirement benefit assumption changes;
- (35) inability to protect our intellectual property or avoid infringement claims;
- (36) acquisition, integration, growth disposition or reorganization difficulties;
- (37) Brighthouse Financial, Inc. separation risks;
- (38) MetLife, Inc.'s Board of Directors influence over the outcome of stockholder votes through the voting provisions of the MetLife Policyholder Trust; and
- (39) legal- and corporate governance-related effects on business combinations.

MetLife, Inc. does not undertake any obligation to publicly correct or update any forward-looking statement if MetLife, Inc. later becomes aware that such statement is not likely to be achieved. Please consult any further disclosures MetLife, Inc. makes on related subjects in subsequent reports to the U.S. Securities and Exchange Commission.

Additional information about MetLife's General Account investment portfolio is available in MetLife, Inc.'s quarterly financial materials, which may be accessed through MetLife's Investor Relations web page at <https://investor.metlife.com>.

Explanatory Note

The following information is relevant to an understanding of our assets under management (AUM). Our definitions may differ from those used by other companies.

Total Assets Under Management

Total AUM is comprised of general account (GA) AUM plus Institutional Client AUM (each, as defined below).

General Account AUM (GA AUM) is used by MetLife to describe assets in its GA investment portfolio which are actively managed and stated at estimated fair value. GA AUM is comprised of GA total investments, the portion of the GA investment portfolio classified within assets held-for-sale, and cash and cash equivalents, excluding policy loans, contract-holder-directed equity securities, fair value option securities and certain other invested assets, as substantially all of these assets are not actively managed in MetLife's GA investment portfolio. Mortgage loans (including commercial, agricultural and residential) and real estate equity (including real estate and real estate joint ventures) included in GA AUM (at net asset value, net of deduction for encumbering debt) have been adjusted from carrying value to estimated fair value. Classification of GA AUM by sector is based on the nature and characteristics of the underlying investments, which can vary from how they are classified under GAAP.

Accordingly, the underlying investments within certain real estate and real estate joint ventures that are primarily commercial mortgage loans (at net asset value, net of deduction for encumbering debt) have been reclassified to exclude them from real estate equity and include them as commercial mortgage loans.

Institutional Client AUM is comprised of separate account (SA) AUM plus third-party (TP) AUM (each, as defined below). MetLife Investment Management manages Institutional Client AUM in accordance with client guidelines contained in each investment contract (Mandates).

Separate Account AUM (SA AUM) is comprised of separate account investment portfolios of MetLife insurance companies, which are managed by MetLife and included in MetLife, Inc.'s consolidated financial statements at estimated fair value.

Third-Party AUM (TP AUM) is comprised of non-proprietary assets managed by MetLife on behalf of unaffiliated/third-party clients, which are stated at estimated fair value. Such non-proprietary assets are owned by unaffiliated/third-party clients and, accordingly, are not included in MetLife, Inc.'s consolidated financial statements.



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