

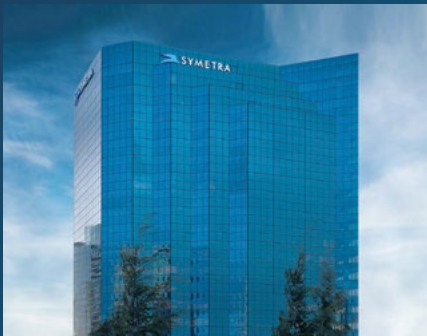
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# Symetra Social Impact



## 2023 Report

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# A message from our CEO

Symetra's connection to our communities and our impact on the world is constantly growing and changing. Being a good corporate citizen means that we conduct our business, exercise our rights and meet our obligations in a fair and ethical manner. It means that we value and are intentional about our responsibilities to our customers, employees and communities, and we're focused on our vision to "create a world where more people have access to financial freedom."

Launched in March 2022, Symetra Social Impact acknowledges those responsibilities and challenges us to live up to our aspiration to be the most inclusive insurance carrier. Diversity, equity and inclusion is foundational to our first corporate social responsibility initiative, which is focused on impact-driven and transformational programming and partnerships.

## Symetra Social Impact is built on three pillars:

**People Matter** provides an important platform for our internal and external people-centered initiatives, including the great work of our Employee Resource Groups and our Empowers Communities programs, including employee engagement, giving and volunteerism.

**Our Planet Matters** drives an intentional focus on our environmental footprint. We are working to continually assess and reduce our carbon emissions, to ensure our supply chain is sustainably and ethically informed, and we are partnering with organizations that provide access to outdoor and environmental education to underserved youth.

**Commitment Matters** provides opportunities to align governance priorities like our Value, Transparency, Sustainability (VTS) principles and Symetra Empowers strategic vision, while highlighting new commitments focused on customer empowerment and investing with purpose.

When we introduced Symetra Social Impact, we outlined eight goals and committed to a three-year (2022-24) timeframe to achieve them. This report catalogues our progress on those goals, and I am pleased to note that midway through our timeline, we have already made significant progress towards each of them.

Giving back is one of the constants of our organizational culture. Through my decades with Symetra, our sense of service and commitment to our communities has never wavered. Instead, I have seen it evolve as we have grown and as our presence has expanded into more communities across the country. Today, as I hope this report helps illustrate, Symetra Social Impact is one of the best defined and widest-reaching approaches to empowering communities that we have ever undertaken.

*Margaret*



Margaret Meister

# About this report

Our 2023 Symetra Social Impact Report highlights our efforts to drive transformation across three priority areas—social commitments, sustainability and governance—through eight goals that are aligned with the United Nations Sustainable Development Goals. Launched in 2021, our goal period is January 2022 through December 2024.

Organized under People Matter, Our Planet Matters and Commitment Matters, this report outlines our core initiatives for advancing positive social change, supporting a healthier environment, and making a better world for the communities we serve. It includes financial and nonfinancial information from Symetra about activities, data, goals and awards related to governance, workplace culture, DEI, philanthropy and environmental sustainability for the 2023 calendar year.

This report refers collectively to all Symetra companies, which include Symetra Financial Corporation and its subsidiaries (“Symetra”). It does not include Sumitomo Life Insurance Company.

**For questions about this report, contact [community@symetra.com](mailto:community@symetra.com).**





# About Symetra and Sumitomo

Symetra provides annuities, life insurance and employee benefits products to people and businesses nationwide. We're a company with strong roots and a bold vision for the future: *Creating a world where more people have access to financial freedom.* That vision is grounded in our diversity, equity and inclusion values and informs the work we do. We're building a place where every employee feels valued, respected, and has opportunities to reach their highest potential. We're committed to supporting a healthy planet, strengthening our communities, and advancing positive social change. We aspire to be the most inclusive insurance company in the country.

### Symetra Empowers

*Symetra Empowers* is the strategic framework that guides our vision to help our customers, partners, employees and communities thrive in a changing, challenging world.



### Symetra Empowers Customers

by putting them first, finding ways to meet them where they are, offering valuable solutions and delighting them at every opportunity.



### Symetra Empowers Partners

by working together to strategically address the evolving needs of existing and future customers.



### Symetra Empowers Employees

by respecting every person, embracing their unique point of view and providing opportunities to contribute, thrive and grow.



### Symetra Empowers Communities

by working with partner organizations to build strong and resilient support systems through deployment of resources and advocacy.



### Symetra Empowers the Future

by transforming our business to fuel growth and reach our full potential in a changing world.



### Symetra Empowers Inclusion

by valuing all people and recognizing that their diverse backgrounds and perspectives add to our collective experience and success.

[Continued >](#)

# Customer empowerment

**Symetra's life insurance, annuities and employee benefits products are designed to help fulfill our vision of a world more people have access to financial freedom.**

We believe that by putting customers first, communicating clearly and openly about how our products work, and by offering benefits and services that create opportunities for growth and protection, we can expand access to health and financial wellness.



Whether they're new employees enrolling in benefits for the first time, parents wanting to protect their families financially from the loss of an income earner, or near-retirees wanting to protect their savings and ensure their retirement income will last, our goal is to provide equitable opportunities for financial peace of mind. Through our diverse product lines, in 2023 Symetra paid:

- **\$483 million** in life insurance claims to support the financial security of beneficiaries after the death of a loved one.
- **More than \$1 billion** in credited interest to annuity accounts to help customers retire with confidence.
- **\$972 million** in benefits claims to help protect the health and financial well-being of employees and their families.

In addition to these payouts, we continued to add benefits and services in 2023 that empower customers to have more control over their health and financial futures.

- Our Accelerated Death Benefit for Chronic Care Advantage Rider, an option on select Symetra life insurance policies, allows customers to access all or a portion of their death benefit to help pay for unexpected health care costs and improve the quality of life of insureds diagnosed with chronic illnesses.
- Through our partnership with Nayya, we offer employers an online benefits decision platform that helps employees better understand their benefit options at enrollment and make decisions that maximize the value for their families.
- We continue to prioritize financial education on our website and through social media with articles that help explain how products like life insurance, annuities and benefits work, as well as general financial topics such as budgeting, credit, inflation and interest rates.

Whether through our own products or through outreach and education, we hope to empower our customers and other consumers to access the financial tools and services that can help create a more secure future for themselves and their families.

# Symetra at-a-glance

Symetra Financial Corporation is a diversified financial services company based in Bellevue, Washington. Through its subsidiaries, Symetra offers products and services to customers in the retirement, employment-based benefits and life insurance markets. These products and services are marketed through financial institutions, broker-dealers, financial professionals, independent agents and benefits consultants in all 50 states and the District of Columbia.

Symetra Financial Corporation is a wholly owned subsidiary of Sumitomo Life Insurance Company, a mutual insurer based in Japan.

## Our vision

**Creating a world where more people have access to financial freedom.**

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## Products and services

### Diverse product offerings

We provide products and services that help people and businesses achieve their financial goals.

#### Retirement Division

Annuity solutions providing asset protection, growth and guaranteed income in retirement.

- Fixed indexed annuities (FIAs)
  - Includes products with a Guaranteed Lifetime Withdrawal Benefit (GLWB)
- Registered index-linked annuities (RILAs)
- Fixed deferred annuities
- Income annuities
  - Includes single-premium immediate annuities (SPIAs) and deferred income annuities (DIAs)

#### Benefits Division

Products that help businesses stay competitive while providing valuable coverage to employees and their families.

- Stop loss
- Workforce Benefits
  - Group life and accidental death and dismemberment (AD&D) insurance
  - Group disability insurance and absence management programs
  - Group supplemental health insurance
    - Accident
    - Critical illness
    - Hospital indemnity
    - GapAssist: Accident, critical illness and hospital indemnity benefits package
    - Symetra Health

#### Individual Life Division

Products that help provide families and businesses with financial protection and stability.

- Term life insurance
- Universal life insurance
- Indexed universal life insurance
- Variable universal life insurance

[Continued >](#)

# Symetra at-a-glance

## Facts about Symetra

### Employees

Over 2,500 employees

### People leaders

Led by President and CEO Margaret Meister and a 12-member, gender-balanced leadership team.

### Financials (at Dec. 31, 2023<sup>1</sup>)

- \$3.9 billion in annual revenue
- \$63.7 billion in assets under management and administration

### Governance

Among our six independent board directors and 14 directors in total, 43% are female.

### Customers<sup>2</sup>

2.1 million nationwide

Symetra Life Insurance Company, a subsidiary of Symetra Financial Corporation, was established in 1957.

## Sumitomo Life

Founded in 1907 and headquartered in Tokyo and Osaka, Japan, Sumitomo Life is a leading life insurer in Japan with multi-channel, multi-product life insurance businesses.

Sumitomo Life provides traditional mortality life insurance, nursing care, medical care and retirement plans through sales representatives and bank channels.

As of March 31, 2024, Sumitomo Life had \$318 billion in assets (consolidated basis, including Symetra), approximately 14.62 million customers (non-consolidated basis, Sumitomo + Medicare Life, not including Symetra) and 44,049 employees (non-consolidated basis). Sumitomo Life recently announced that Singapore Life Holdings Pte. Ltd. became a wholly owned subsidiary of Sumitomo Life.

## Our guiding principles



Our success as a business is guided by the principles of Value, Transparency and Sustainability, or **VTS**.

### Value

We provide products and solutions people need at a competitive price—backed by dedication to excellent customer service.

### Transparency

We communicate clearly and openly so people can understand what they are buying.

### Sustainability

Our products stand the test of time. We're financially disciplined, so we'll be here when customers need us.



# Symetra Social Impact 2025 Goals

In 2022, we launched eight initial goals underscoring our commitment to advancing positive social change, supporting a healthier environment, and making a better world for the communities we serve.<sup>3</sup>

✓ Goal completed. Information to follow in report.



## 25

Historically Black colleges and universities (HBCU) scholarships by 2025



## Financial literacy

community program created by 2025



## 65%

employee participation in community programs by 2025



## Carbon neutral

across our business operations by 2023



## Supplier guidelines

by 2023



## 40%

paper reduction by 2025



## \$150k

to environmental programs for underserved youth by 2025



## New platform

for employee engagement in 2022



*Continued >*

# United Nations Sustainable Development Goals (SDGs)

Our corporate social responsibility strategy most closely aligns with the following United Nations Sustainable Development Goals—a blueprint for countries and organizations to follow in creating a more sustainable, healthy and equitable world.



### Symetra Human Rights Statement

Symetra respects human rights, and we strive to protect those rights through our practices and policies, as well as through our long-term commitments to our people and our communities, to our customers and to our planet, and how we influence and drive positive social change.

Our commitments are described in our Human Rights Statement:

[See statement](#)

# Diversity, equity, inclusion, culture, and core values

We're committed to authentically living up to our diversity, equity and inclusion values. Achieving our goal to be the most inclusive insurance carrier requires us to walk the talk.

## DEI commitments

*“Advancing diversity, equity and inclusion at Symetra is not a sprint. It will take time and very deliberate efforts to see success, but we are making exceptional progress. In the spring of 2023, we launched our internal DEI Roadmap, which outlines our priorities for enhancing our employee experience and for growing and shaping our business, social and community engagement. The priorities all sit squarely within the Symetra Empowers vision of ‘creating a world where more people have access to financial freedom.’”*

*– Solynn McCurdy, Chief Diversity, Equity and Inclusion Officer*



[Continued >](#)



**In 2020, we outlined our DEI focus and introduced a set of commitments to promote racial equity and support social justice. In 2023, we made progress across multiple commitments, including:**

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✓ **COMMITMENT**

**Direct funding to community-based organizations working to address racial equity and social justice issues.**

Over \$765,000 directed to racial equity and social justice organizations, bringing our 2020-2023 total to over \$2.4 million and exceeding our 2025 goal of \$500K.

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✓ **COMMITMENT**

**Build long-lasting relationships with historically Black colleges and industry associations to provide better access to Symetra jobs.**

Expanded our engagement with our national HBCU partner, Morgan State University, through opportunities like job training, internships and mentorship. Symetra will provide multiyear, wraparound support for 25 MSU scholars by 2025 to fund tuition and barrier reduction for students. In 2023, we donated funding for a 15-scholar cohort for the 2023-24 school year.

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✓ **COMMITMENT**

**Provide unconscious bias training and ongoing opportunities for conversations and education about race and equity.**

Invited employees to complete DEI training in 2023 covering microaggressions, financial freedom, Symetra's commitment to DEI and ways to engage. Seventy-six percent of employees participated in one or more of these trainings.



# Reaching underserved customers

Critical to achieving our vision of “creating a world where more people have access to financial freedom” is expanding how we think about meeting the needs of more diverse customer segments through more inclusive product and experience designs, distribution and marketing approaches. That thinking was behind the development and launch of Symetra SwiftTerm®, our award-winning, fully digital term life insurance product targeting younger, more diverse customer segments.



## DEI Marketplace Strategy

In partnership with our divisional executives and with the support of the full Symetra board of directors, we have developed an initial approach and focus for inclusive marketplace efforts to give more people access to financial freedom. They will be centered around three critical aspects of our business:

- Delivering inclusive **product and capability solutions** that are attractive and appropriate for diverse populations.
- Leveraging **marketing strategies** that reflect and represent the changing demographics, needs, and diversity of our consumers.
- Identifying and nurturing **distribution relationships** that will provide access, engagement, and trust to more diverse consumer groups.

As we look ahead to 2024 and 2025, we will finalize our success measures and lean into critical programs and partnerships, such as:

- **Association of Wholesaling Diversity (AWD):** Facilitates the exponential growth, mentoring, recruitment, and accomplishments of Black financial services industry external wholesalers.
- **Symetra Women’s Action Group (SWAG):** A new coalition that promotes collaboration and allyship among women leaders in financial services.
- **Naaya:** Using machine learning and hyper-personalization to tailor benefits to the unique needs and diverse backgrounds of consumers across the nation, and a key partner in our ability to provide a benefit-decision support tool to consumers.
- **First Financial Security (FFS):** A national brokerage agency that works to equip, train, and support licensed insurance representatives to deliver innovative financial products to households across America, and a critical partner in growing sales and engagement of the domestic multicultural market.



# Building an inclusive culture and diverse team

Led by CEO Margaret Meister and a gender-balanced senior leadership team, we're striving to build a company that's every bit as diverse as the customers we serve. We're dedicated to equitable hiring and opportunities for advancement, career development and personal growth.

Our culture of inclusion welcomes a diverse range of perspectives and experience, where all employees have opportunities to reach their highest potential—whether they choose to work from home, in our offices, or a mix of both. In 2023, we employed 61 paid summer interns in job functions across the company.

## Our focuses in this area include:

### Expanded training and upskilling

As one of Symetra's top priorities for 2023, we continued our commitment to our Future of Work program and introduced the Talent Intelligence Platform (TIP)—a new tool that's helping us modernize how we hire, develop and retain a diverse workforce. With this platform, employees can access potential paths to future opportunities, identify skill gaps, and receive development suggestions to help close those gaps. We also launched SwiftLearn Academy to help employees discover, connect and grow by identifying the skills and knowledge needed for their current roles and for future career development. The resources are grouped by:

- **Personal Capabilities:** Decision Making, Project Management
- **Professional Capabilities:** Leadership Development, Industry Acumen
- **Organizational Capabilities:** Business Insights, Data Analytics



[Continued >](#)

# Building an inclusive culture and diverse team

At Symetra, we believe in building an environment and culture where all employees have a sense of belonging—being seen, heard, supported, and valued for their contributions, identities and humanity.

We aspire to ensure this is the lived experience of our employees. We have focused on:

- Inclusive and equitable behaviors
- Learning and development and capacity building
- Hiring, retention and promotion
- Communications and employee experience

We hosted our first Equity Summit in 2023, which expanded our former “Diversity Week” into a month-long program of employee and external engagement. It focused on building community, upskilling our employees, and recognizing DEI leaders at Symetra and in our communities so we can deliver on Symetra’s vision. During the month, employees participated in events hosted by our employee resource groups (ERGs), attended a benefits workshop, heard from guest speakers, and completed activities to build their financial literacy and DEI knowledge.

Throughout 2023, we offered live, instructor-led microaggression training for all Symetra employees—with special sessions tailored for our managers—and we developed our executives’ intercultural competence through voluntary individual assessments and coaching. We piloted a voluntary racial-equity workshop with a focus group of ERG members and human resources employees.

## Building a sense of belonging

In 2021, we set a goal for at least 85% of our employees to report a sense of belonging at Symetra. In 2023, 92% of survey respondents reported a sense of belonging.

## Employee resource groups

More than 916 employees belong to one or more of our eight ERGs. These voluntary groups engage members and allies to foster a diverse, inclusive workplace and a sense of belonging. In 2023, we continued to fund and support our ERGs through leader onboarding, improved tools and strategic planning.



## Pay equity

Pay is an important tool for empowering employees at Symetra. Our compensation philosophy helps ensure our pay practices are both market-competitive and equitable. We annually engage an external partner to help with our analysis of employee compensation. Our analysis focuses on the adjusted pay equity gap, which is the pay disparity between different groups, such as men and women or majority and minority racial groups, who are performing substantially similar work.

In 2020, we stated a goal of achieving gender balance in all positions earning \$100K or more, while increasing our racial diversity to reflect the communities in which we operate and serve, by 2025.



**Achieve gender balance in all positions earning \$100K or more by 2025.**

	Jan 2020	Jan 2021	Jan 2022	Jan 2023	Jan 2024
Female earning \$100+	41.6%	43.4%	43.2%	45.3%	45.6%



**Increase racial diversity to reflect the communities in which we operate and serve by 2025.**

	Jan 2020	Jan 2021	Jan 2022	Jan 2023	Jan 2024
White	73.1%	72.0%	71.1%	70.2%	68.8%
Black/African American	5.5%	5.7%	6.0%	7.8%	9.5%
American Indian/Alaska Native	0.5%	0.5%	0.5%	0.4%	0.4%
Asian	13.9%	13.5%	12.9%	12.2%	12.3%
Native Hawaiian/other Pacific Islander	0.5%	0.4%	0.4%	0.4%	0.3%
Two+ races	2.5%	2.6%	2.5%	2.6%	3.0%
Hispanic/Latino	3.6%	3.9%	4.8%	5.7%	6.5%
Not specified	0.5%	1.5%	1.7%	0.8%	1.3%

Information represents employee-reported data for Symetra, and is valid as of January 1 of 2020, 2021, 2022, 2023, and 2024.





# People Matter

We're committed to making a difference by showing up for our communities, lifting up our employees, and standing up for DEI.

## Our goals



# 25

Historically Black colleges and universities (HBCU) scholarships by 2025



# Financial literacy

community program created by 2025



# 65%

employee participation in community programs by 2025



## Funding communities

### **Twenty-five HBCU scholarships by 2025**

In 2022, Symetra announced its partnership with Morgan State University (MSU), among the nation's most diverse historically Black colleges and universities (HBCUs), and committed to providing multiyear support for 25 MSU scholars by 2025.

Our HBCU scholarship program provides assistance to selected Morgan State students so they can graduate, and invests in barrier-reduction programming to prepare students with the career and life skills needed to obtain post-secondary credentials.

The program provides two types of funding: direct support and wraparound services. Direct support is given through scholarships for tuition and books. Support for wraparound services is given through awards for critical student needs such as housing, food, clothing, transportation and other emergency funding that might be a barrier to degree completion.

Over the past two years, our MSU relationship has deepened and expanded. We hosted the MSU Actuarial Science program director for a 2023 summer internship with our fixed indexed annuities valuation team, and reached dozens of students through multiple employee-led professional development seminars, career fairs and other programming.

Symetra also participates in MSU's Summer Academy of Actuarial and Mathematical Sciences, which offers high school juniors and seniors an opportunity to explore careers in science, technology, engineering and mathematics. Symetra employees have engaged as coaches and judges for case competitions and as speakers for the program's professional development session.

### **Community Financial Literacy Program created by 2025**

We believe financial literacy is essential to creating long-term, generational financial health and security. We're creating a Community Financial Literacy program that will launch in 2025 as part of our commitment to help empower underserved populations. In addition to this program development, we continue to promote financial literacy and awareness through ongoing nonprofit partnerships and advocacy.

### **Achieve 65% employee annual participation in community programs by 2025**

In 2023, we once again surpassed our 2025 goal with 71% employee participation due to the outstanding efforts of employees in our community programs. This is consistent with our Great Place to Work survey scores, where 95% of surveyed employees "feel good about the ways we contribute to the community." We will work towards maintaining this high rate of engagement through our employee engagement programming in 2024.



## MSU moments of impact

"Since Symetra spoke at the Summer Academy of Actuarial and Mathematical Science in 2022, my understanding of actuarial science has grown tremendously. My internship during my freshmen year put me ahead of the curve by improving my ability to apply actuarial concepts and gave me the imperative experience to pursue opportunities in the future."

—Tyler (sophomore)

"I am writing to extend my gratitude for the scholarship provided by Symetra to support students in the actuarial science department at Morgan State University. Your support not only alleviates the financial burden associated with tuition, but also serves as a source of encouragement and motivation for me to excel in my studies.

I will make the most of this opportunity by dedicating myself to my studies and actively participating in opportunities that enhance my knowledge and skills in actuarial science. Your generosity has made a positive difference in my life, and I am truly grateful for the opportunity to pursue my academic and professional goals with your support."

—Chara (junior)

[Continued >](#)



## Funding communities

Our Symetra Empowers Communities program combines corporate giving, employee engagement and advocacy to support our communities with a focus on underserved women, youth and students of color. We work alongside our nonprofit partners to address root causes and create systemic change in areas of educational and career opportunities, housing stability, childcare, leadership and life skills, basic support and financial education.

### Advocacy

Symetra monitors and engages on issues that fall under the umbrella of our Symetra Social Impact focus areas and that strengthen our communities by increasing affordable housing, transit and transportation options, creating access to opportunity and addressing homelessness. In 2023, Symetra collaborated with others in the business community to support the City of Seattle's housing levy, which is a crucial factor in creating and preserving affordable housing options in our region. Additionally, we were proud to actively support light rail service to Bellevue through Sound Transit's Eastlink Line 2, which opened in 2024.

While we're proud to focus much of our recent advocacy efforts on issues impacting our communities, Symetra also continues to prioritize issues affecting our business and related industries. Some examples of our successful engagement in 2023 include the passage and signing into law of legislation in Washington state that requires a best-interest standard for annuity transactions, providing added protections for customers. In that same vein, Symetra regularly advocates at the federal level for policies that seek to preserve access to financial products that promote financial well-being and generational security for low- to middle-income and BIPOC savers.

### Partner grants

Partner grants (up to \$25,000) are awarded to nonprofits with whom we have long-standing relationships based on employee engagement or areas of focus that match our impact goals. In 2023, we awarded Partner grants totaling over \$537,400 to nonprofits nationally, focusing on communities where we have a Symetra office.



## 2023 total giving at-a-glance

Total giving: **\$2.8M**

Nonprofits supported: **1,969**

I CARE employee giving campaign pledges: **\$690,700**

Funding directed to racial equity and social justice issues: **\$765,000**

Empowers grants (\$20K+) awarded: **15**

Partner grants (up to \$25K) awarded: **113**

Employee volunteer hours: **7,318**

Civic and community organization leadership positions held by employees: **39**



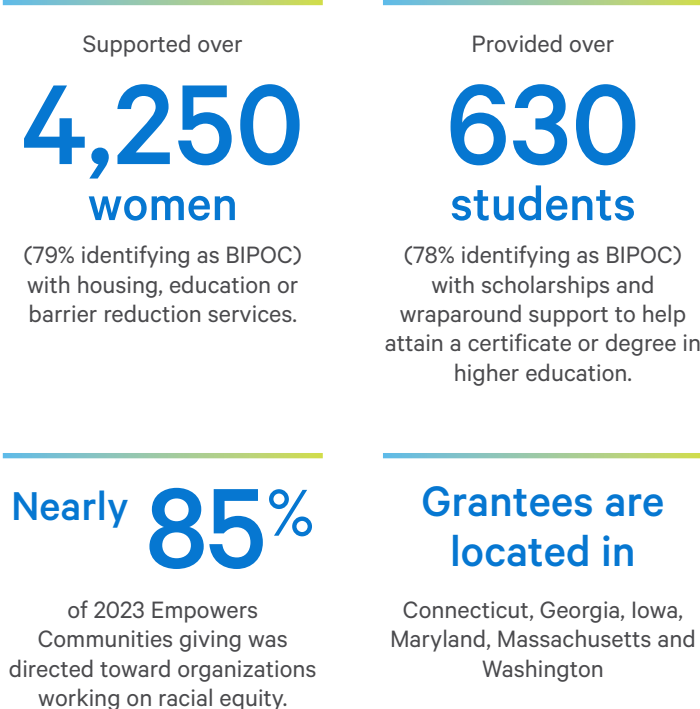
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# Empowers Communities Grant Summary

Symetra Empowers Communities grants invest in nonprofit organizations committed to improving outcomes for underserved women and youth through barrier reduction, educational support and scholarships, expanding affordable housing and addressing homelessness.

## 2023 Empowers Communities Program highlights

In 2023, Symetra invested \$505,000 in 15 Symetra Empowers Communities partners:



# 2023 Moments of Impact

## Underserved women, students and housing



### YouthCare and Junior Achievement

2023 marked the conclusion of a three-year pilot between YouthCare and financial literacy provider Junior Achievement. Funded by Symetra, the youth-centered financial literacy curriculum was developed for YouthCare’s education programs for students experiencing homelessness. The new job-readiness training curriculum has already provided over 100 underserved youth with skills related to budgets, managing paychecks, exploring careers, basic computer skills and customer service. Because of its unique youth-centered and inclusive approach, the program received national recognition from the youth development profession.

*“Thanks to a Symetra grant and to partnering with Junior Achievement, we were able to develop a job readiness and financial literacy curriculum adapted to specifically address the lived experience of the young people we serve, informed by their input and feedback. This curriculum has been deployed to 148 students in YouthCare workforce development programs in 2023 and will be an ongoing component of the program. It will have a meaningful and lasting impact on the lives of young people who are working towards a thriving adulthood.”*

— Emma York-Jones  
Chief Program & Impact Officer, YouthCare



### National Coalition of 100 Black Women, Inc.

*“The National Coalition of 100 Black Women, Inc. (NCBW) expresses profound appreciation to Symetra for your generous grant, which serves as the driving force behind our mission at NCBW. With your steadfast support, we were able to empower more than 1,500 women and girls through impactful initiatives spanning education, economic empowerment, and public policies.*

*Your contribution facilitated the planning of workshops, online leadership certification, and the development of webinars, ensuring the thriving and leadership of our members, and the communities that we serve. Together, we are cultivating organizational change, sustainability, and growth. Thank you for leaving a lasting impact on our community.”*

— Virginia W. Harris, MPA, CIA, CGFM  
National President, National Coalition of 100 Black Women, Inc.



### The Sophia Way

*“Symetra’s commitment to empowering housing is critical for ending homelessness for women in our community. Through our partnership, we were able to provide over 400 women with shelter in **Bellevue and Kirkland (Wash.)** and place over 140 women in permanent housing in 2023. Our shared commitment to dignity and investing in resilience is having a significant impact on reducing long-term homelessness.”*

— Dietra Clayton  
Executive Director, The Sophia Way

[Continued >](#)

# 2023 Moments of Impact

## Underserved women, students and housing



### Aurora Foundation for Women and Girls

*“Our Symetra Empowers grant created educational and economic opportunities for women in **Greater Hartford**. Now hundreds of women have received the support they need to pursue their college degrees and are a crucial step closer to careers that will provide economic security for them and their families.*

- *Alondra learned that being a recent immigrant didn’t have to keep her from attending college—and getting a 3.85 GPA!*
- *Jhunel got help to make sure that the entrance exam wouldn’t keep her out of the nursing program that was her dream.*
- *Cam found a network of peer support that is helping her use her voice and succeed as a first-generation college student.*

*Thanks to Symetra, these young women are pursuing their dreams and succeeding—and your employees provided even more support, serving on fundraising committees and interacting with students to share their advice and offer encouragement. We are so grateful to partner with an organization focused on equity and opportunity.”*

— Jenny Steadman

Executive Director, Aurora Foundation for Women and Girls



### GSBA Scholarship & Education Fund

Brenda Pham (she/her), a first-generation LGBTQ+ student, was a GSBA Symetra Empowers scholarship recipient for 2021-23. She graduated from the University of Washington with a bachelor’s degree in 2023.

*“GSBA gave me hope. I was living in a house with 13 relatives, sleeping on the living room floor. I was overwhelmed with family burdens, lack of privacy, and I didn’t know how to get out of my predicament. It was thanks to the GSBA program that I was able to afford to move out for college. But besides the financial stability GSBA gave me to achieve my higher education, it was the people I met throughout the GSBA program that allowed me to have someone to talk to in times of stress, anxiety, and search for support.”*

— Brenda Pham



### Project Hope

*“I immigrated to **Boston** from Haiti in 2021 with my husband and daughter, determined to create a better life. With support from staff at Project HOPE and funding from Symetra, my family found employment and an affordable apartment.*

*Soon after moving in, there was a fire and our family lost everything. We turned to Project HOPE and worked with a family partner to secure transitional housing, food and clothing. The original apartment was eventually renovated, our family was able to move back in, and I returned to work and continued my journey toward economic mobility and housing stability.”*

— Oldine

Project Hope Client

[Continued >](#)



# 2023 Moments of Impact

## Underserved women, students and housing



### Reach Beyond Domestic Violence

*“Latinas Know Your Rights is one of our most powerful outreach programs. It has had such a tangible and visible impact on individual survivors, on **Waltham’s** Latinas, and on immigrant communities across Massachusetts.*

*Latinas Know Your Rights gives participants the opportunity to impact their neighbors directly and positively by holding public information sessions on topics of common interest, advocating at the State House for laws and policies that affect immigrants, and holding private conversations where they share their experiences and let people know what REACH offers. The sessions that Symetra has helped underwrite are just the beginning. The larger impact appears in the months and years after the cohort graduates and the participants use their voices to make real change in the daily lives of their communities.*

*Our long-term goal is to engage more domestic abuse survivors, immigrants, BIPOC, and others who have traditionally had less voice in our culture. With Symetra’s support, they use their personal history, strength, knowledge, and energy to improve their own lives and lives across their communities.”*

— Amarely Gutiérrez Oliver  
Executive Director, REACH



### Treehouse

*“Thanks to Symetra’s generous support since 2018, Treehouse has been able to grow Launch Success from a pilot to an evolving program that demonstrates what is possible when young people transitioning from foster care have adequate support, connections to community, and thoughtful interventions that are co-designed with the young people themselves. The interventions supported by Symetra helped meet the basic needs of young people and supported them in pursuing their educational goals.”*

— Dawn Rains  
CEO, Treehouse



### My Sisters' Place

*“At My Sisters’ Place, we believe everyone deserves a safe place to call home. Everyone. We focus our work in **North Hartford** on providing our region’s most vulnerable residents with permanent supportive housing and support services.*

*We are grateful to Symetra for not only sharing our commitment to ensuring residents who have experienced generations of inequitable practices like redlining and disinvestment can access high-quality programming that embraces proven effective strategies such as housing first, but also providing the investment necessary for these vulnerable residents to accomplish their goals.”*

— Kara A. Capone  
CEO, My Sisters’ Place

[Continued >](#)



# 2023 Moments of Impact

## Underserved women, students and housing



### United Way of King County

*“Education is a proven gateway out of poverty, but odds are often stacked against students—especially students of color, women, and parenting students—from the start. By providing wraparound basic needs support for housing, food, transportation and more on community colleges across our region, United Way of King County’s Bridge to Finish program reduces barriers for students seeking a credential and helps them onto a path of financial freedom. Symetra’s investment in this vital work ensures that, together, we can uplift students and create long-term positive change in our community.”*

— Gordon McHenry, Jr.,  
President and CEO, United Way of King County



### Central Iowa Shelter and Services

*“Every day, we see miracles. Our front-line staff works tirelessly to build relationships with individuals experiencing homelessness, food scarcity, and rough patches in their lives. Day in and day out, we are working to provide a ‘full service’ approach to the needs of our community members. We couldn’t provide that quality of care without generous donors like Symetra. As we continue to look to the future, to find innovative ways to serve, to bring in funding streams, and to be great neighbors to those in need, we appreciate all the support we receive.”*

— Melissa O’Neil  
Executive Director, Central Iowa Shelter and Services



### YWCA Seattle-King-Snohomish

*“YWCA is so grateful to count on Symetra’s support of our CareerWork\$ Ready program. Together, we are preparing low-income, primarily BIPOC women to gain the job readiness skills that will help them not just survive, but thrive in the workforce, putting them and their families on a path toward financial stability.”*

— Mike Schwartz  
Regional Director, YWCA Economic Advancement

## Community partnerships

Our community partnerships with major sports teams the Seattle Storm and Seattle Kraken provide unique, inspiring and potentially life-changing experiences to underserved youth in our community. Our programming focuses on empowerment, teamwork, self-esteem and leadership.



### Kraken/Storm LETS Play Program

Focused on building Leadership, Equity and Teamwork skills through Sports, LETS Play by Symetra engages students during PE class. In 2023, we brought LETS Play to 62 fourth graders attending Renton Park Elementary School, part of the Renton School District in King County, Washington.

The five-week program included sessions on teambuilding and leadership, as well as hockey and basketball clinics hosted by the Kraken and the Storm. The program closed with a special trip to Seattle's Climate Pledge Arena. Accompanied by teachers and 17 Symetra volunteers, the kids got a memorable behind-the-scenes tour of the world's first net-zero carbon certified arena.<sup>4</sup>

Symetra also pledged a \$1,000 donation to the Renton Schools Foundation for every home win by the Kraken and Storm during their regular seasons.

Since 2022, Symetra has donated \$63,000 to local schools through the LETS Play program.

### Moments of Impact

For many students, LETS Play's Climate Pledge Arena visit was full of firsts: first time to the arena, first time lacing up skates and stepping out onto the ice, first time having an opportunity to meet players and leadership from both the Seattle Kraken and Seattle Storm.

*"This is a once in a lifetime opportunity for many of our students," said Pamela Washington, principal of Renton Park Elementary. "I felt really honored that my students were selected."*





### Storm/RAVE Foundation

We're partnering with the Seattle Storm and the RAVE Foundation on RAVE's "26 x 26" initiative to build 26 sports fields by 2026 in historically marginalized communities throughout Washington. The campaign's name is a nod to the FIFA World Cup tournament being held in the U.S. in 2026.

The partnership celebrated the opening of the first field in Seattle's New Holly neighborhood in May. Work continues on current projects, with another field due to open in 2024.



### Storm Academy

Symetra partnered with the Seattle Storm to provide a behind-the-scenes experience of a Storm game at Climate Pledge Arena to 24 girls from Boys & Girls Club of King County and YMCA of Seattle.

The group took a tour of the arena and learned about different areas of the sports business, including broadcasting, event operations and marketing. They wrapped up their evening by taking in the game from a suite.





## Employee engagement

Symetra employees are strongly committed to giving back to our communities. Through our matching gift and volunteer programs, we empower them to be generous with both their time and resources to foster inclusive, healthy places in which to live and work.

### Employee giving

Symetra's employee matching program offers employees an annual allowance of \$1,500 that may be used to match eligible donations or volunteer time (\$10 per hour). Since 2014 through year-end 2023, they have contributed over \$8 million (including company match) through donations and volunteer time.

In 2023, our employees donated \$1,214,300 (including company match) to support 1,969 nonprofits nationwide and provided over 7,300 volunteer hours in our communities. Our annual employee giving events included:

- **I CARE Employee Giving Campaign:** I CARE helps employees identify and support nonprofits that mean the most to them—and amplifies their contributions with a company match. “One Good Thing” was the theme of our 12th annual I CARE campaign, during which employees pledged over \$690,700 (including company match) and supported 817 nonprofits across the country.
- **Holiday Giving:** Our 2023 Holiday Giving campaign kicked off on Giving Tuesday with \$23 in seed funds going to every employee-giving account. Almost 64% of employees gave to nonprofits in November and December, donating over \$186,000 (including company match).

In 2023, we once again surpassed our 2025 engagement goal with 71% participation in our community programs through opportunities like:

- **Summer of Service:** We celebrated the 15th anniversary of the Symetra Summer of Service program in 2023. During this annual, companywide volunteering event, employees take time during their workday to volunteer with colleagues, managers and senior leaders. This year's program offered 84 in-person and virtual projects, from building houses to making meals and everything in between. 615 employees donated over 1,900 volunteer hours to 67 nonprofits in 18 states.
- **BOLD Program:** Our BOLD (Board Orientation Leadership Development) program encourages employees to provide leadership and support to organizations in their communities by offering nonprofit leadership training and then matching program participants to nonprofit boards that align with their talents and interests. Nationally, employees currently serve on 27 traditional nonprofit boards and hold 12 leadership roles with six civic organizations such as chambers of commerce and financial industry affiliated organizations, with four new board members taking up roles in the last year.



[Continued >](#)



# Diversity, equity and inclusion

## ERG engagement

At Symetra, we believe that every employee has the power to advance diversity, equity and inclusion. It is a foundational element in our work. Our goal is to empower our 2,500+ employees by respecting every person, embracing their unique points of view, and providing opportunities to contribute, thrive and grow. Two ways that our employees are empowered to act is through our Inclusive Diversity Council (IDC) and employee resource groups (ERGs).

## Inclusive Diversity Council

The IDC is made up of 108 Symetra employees from all locations, functions and levels who promote and support an inclusive and respectful workplace where every voice is heard. Their role is to help ensure we are walking the talk on DEI and making consistent, forward progress. The team is a community of lifelong learners who advocate for inclusion and belonging throughout their daily activities, participate in DEI related projects, develop DEI skills, and create community.

The IDC partnered with Symetra's DEI Office on multiple projects in 2023, including:

- Event planning
- Community volunteering
- Leading learning discussions
- Socializing DEI trainings and communications



[Continued >](#)

## Employee resource groups

Our employee resource groups are voluntary groups that foster a diverse, inclusive workplace and a sense of belonging by engaging members and allies and advancing Symetra's DEI goals. ERGs and their events are open to ALL employees, regardless of identity. More than 900 employees—nearly a third of our total population— are engaged with one or more of our eight ERGs.

In addition to regular small-group meetings and weekly forums, our ERGs hosted 30 unique events that advanced a climate of inclusion and created supportive spaces. ERG members logged over 460 hours of volunteer time and raised over \$7,800 (including company match) for nonprofits.

**VEA**  
VEMOS. ESCUCHAMOS. APOYAMOS.

**PC**  
PARENTS CONNECT

**WIN**  
WOMEN IN NUMBERS

**MERGe**  
VETERANS AND MILITARY EMPLOYEE RESOURCE GROUP

**FOS**  
FRIENDS OF SWIFTY

**APIN**  
ASIAN PACIFIC ISLANDER NETWORK

**AAAC**  
AFRICAN AMERICAN/AFRO CARIBBEAN NETWORK

**ONE-DMC**  
DISABILITY, MENTAL HEALTH AND CAREGIVERS UNITED



[Continued >](#)



## ERG Moments of Impact

### Ting Ting Jones

#### Asian Pacific Islander Network (APIN)

*“My time on the board for APIN gave me so many opportunities to learn outside my scope of work in my position as an executive assistant. I had the opportunity to play the role of a project manager for all APIN events, which challenged my communications skills and took my organizational skills to another level.”*

### Ravi Pydi

#### Parents Connect

*“Through my involvement with ERGs like Parents Connect, I learned the power of community and the importance of creating a space where people with shared experiences and challenges can come together to support each other. As a parent of two kids, being involved with Parents Connect has provided me with a valuable network of colleagues who understand the unique demands and rewards of balancing work and family. I have gained a deeper appreciation for the diverse experiences and perspectives of working parents, and I have developed a stronger sense of empathy and inclusivity as a result. Overall, my involvement with Parents Connect and other ERGs at Symetra has been a rewarding and enriching experience, providing me with opportunities for personal and professional growth through networking, leadership development, and skill-building.”*

### Gina Brown

#### African American/Afro Caribbean Network (AAAC)

*“Participating in our ERGs at Symetra has enriched me in many ways. I’ve learned so much new information by attending different ERG-sponsored events. I’ve found a sense of community full of beautiful souls within the ERG space. Our intentional efforts that we put behind DEI is literally my favorite thing about Symetra, although there are many things I love about it. I knew when I joined the ERGs that I finally found my community at work.”*



[Continued >](#)

## Corporate giving guidelines

Symetra's corporate giving priorities are assisting underserved women, youth and students, and addressing housing affordability and homelessness.

Symetra makes grants that align with our giving priorities, and primarily to organizations that are tax-exempt under section 501c(3) of the U.S. Internal Revenue Code (limited exceptions require special approval). We do not make grants in support of capital campaigns to build or purchase buildings for nonprofit organizations. Symetra does not currently accept unsolicited grant requests.

### The following are not eligible for corporate giving:

- Organizations that discriminate based on race, color, ethnicity, gender, religion, age, national origin, sexual orientation, or based on any other protected class
- Individuals, GoFundMe accounts, individuals' medical expenses, individuals' legal funds, employee sports teams, raffles or auctions, golf tournament sponsorships or similar sponsorships or fundraising for special events
- Private foundations
- University-level athletic or alumni associations, memberships or funds
- Churches, religious organizations, seminaries, or Bible colleges focused primarily on religious studies
- Fraternal, social, labor, trade or political organizations
- Organizations with addresses outside the United States
- Federal candidates
- Federal political action committees

## Giving priorities

We support organizations that share our DEI values and commitment to strengthening our communities. Our efforts focus on underserved women, youth, and students, and on programs that address homelessness and housing affordability for these populations.





# Planet Matters

Sustainability is our goal in business and for the world.

## Our goals



**Carbon neutral**

across our business operations by 2023



**Supplier guidelines**

by 2023



**40%**

paper reduction by 2025



**\$150k**

to environmental programs for underserved youth by 2025



**New platform**

for employee engagement in 2022



## Carbon neutrality

### Carbon offsets

We see carbon offsets as a critical element of our 2025 carbon-neutral strategy goal. We purchase credits to offset our business operations' carbon footprint—a practice we began in 2021 at the height of the COVID-19 pandemic. Our offset vendor, Pachama, offers high-quality reforestation and conservation projects while focusing on both saving and expanding forests across the world and using artificial intelligence to verify carbon credits.

- For the year 2023, we continued to refine our measurement process. We saw an increase in our direct greenhouse gas emissions from a few key areas, including business travel and work-from-home energy consumption. Overall, we saw a decrease from our 2022 direct emissions footprint from 7,406 MT CO<sub>2</sub>e<sup>5</sup> to 7,129 MT CO<sub>2</sub>e in 2023. We will purchase carbon offsets following our third-party validation to match our 2023 footprint in furtherance of our desire to pursue and achieve carbon neutrality across business operations.
- As we continue to grow, we are also tracking our corporate greenhouse gas footprint per employee. Since 2019, we have increased our employee population by 34%, and in that same timeframe, we have reduced our MTCO<sub>2</sub>e per employee by approximately 43%. This reduction is largely attributed to reduced commuting emissions as a result of moving to a work-from-home environment.

- We will continue to assess our carbon footprint and consider ways to reduce our emissions while committing to purchasing offsets annually going forward.

### Sustainability measures

In addition to purchasing carbon offsets, we're taking action to address and reduce our carbon footprint. These include:

- **Commuter trip reduction strategy:** In 2019, we introduced a new commuter trip reduction policy by giving employees the option to work remotely up to three days a week. In 2020, at the beginning of the pandemic, we allowed employees to work from home full-time as a means of protecting their health. Since then, we have kept the full-time option in place, which has helped to significantly reduce the greenhouse gas emissions generated by employee commuting.
- **Looking beyond our operations:** We're also working to understand the carbon impacts of our business that are outside of our own physical footprint (for example, our investment portfolio and supply chain) and seeking ways to reduce these impacts as well.



### Sustainable Sourcing

We work continually with suppliers to communicate and evaluate our partnerships. We will also be striving to focus on diversifying our supplier base.

*“Symetra is strongly committed to conducting business in a lawful and ethical manner. That includes engaging with suppliers that are committed to the same principles.”*

*Our sustainable sourcing statement describes the expectations we have for suppliers and their suppliers and subcontractors that provide goods or services to Symetra.*

*Embracing sustainable sourcing can help ensure a long-term, sustainable and successful relationship for all parties.”*

[Continued >](#)



## New supplier portal

In 2023, we leaned into our supplier priorities with the creation of a new supplier self-registration/communication portal on Symetra.com, which will allow more efficient collaboration with existing suppliers.

## Paper reduction

In 2022, we committed to reducing our outgoing paper consumption by 40% by 2025 compared to 2019 levels. The importance of reducing our paper usage goes beyond a sustainability goal. In 2023, we finalized our approach to a digital communications ecosystem, enabling building to start in 2024.

We also piloted eDelivery of annuity contracts with select customers. As a result of this pilot, we gained insights for improving the experience for distributors and customers and learned what is needed to make these digital services available more broadly.

## Employee Sustainability program

Missions is a voluntary program that gives employees the opportunity to track their personal impacts on the environment and their engagement with social issues. Its implementation in 2023 met our goal commitment. Our employee resource groups used the platform to challenge employees to complete activities such as learning about Latinx artists, understanding what financial freedom means for different communities, and visiting museums across the country. Missions also engages employees in small, everyday actions that add up to a big environmental impact. In 2023, through our monthly environmentally focused Missions, employees saved 37,846 lbs. of CO2 and kept 626 lbs. of waste out of landfills. (Note: The associated employee self-reported carbon reductions are not counted in Symetra's emissions calculations).





## National environmental partnership

### Buddy Bison Program



Just before Earth Day 2022, in support of one of our Social Impact goals, we announced the National Park Trust as our first national environmental partner. Dedicated to preserving the country's national parks and to environmental education, National Park Trust is working to create a pipeline of future park stewards by connecting kids to parks.

National Park Trust's Buddy Bison™ School Program helps more than 20,000 students in 40 states connect with parks around the country each year. More than 80% of participating students qualify for free or reduced-priced lunch, the federal indicator of low income.

Symetra focuses its support on Title I<sup>6</sup> schools in Connecticut, Iowa and Washington state, where we have a major employee presence, giving our team the opportunity to engage with the program as Buddy Bison volunteers.

#### Moments of impact

*"I love the outdoors and anything I can do to get these kids out. Because these kids are city kids. Once we get them out there, it is just remarkable what they do. Hearing their voices, watching them just look at things, seeing their reaction, it melts my heart. Just seeing them see what's out there."*

— Kelli Elder, 4th grade teacher, Martin Luther King Elementary School, Seattle, Wash.

*"Once the students see these places, they understand how important it is to save them."*

— Grace Lee, Executive Director, National Park Trust



[Continued >](#)





*“We believe that all students deserve the opportunity to experience the beauty and wonder of nature. We are proud to partner with National Park Trust to support inclusive programming that creates connectivity and increases access to the outdoors for underserved youth. Our hope is that by exposing more students from diverse backgrounds to the outdoors, we will help them develop a love of nature and a passion for preserving the environment.”*

— **Sharmila Swenson**

VP, Public Affairs & Social Impact

### Connecticut

A visit to Dinosaur State Park helped introduce 120 students from Enfield’s Eli Whitney Elementary School to a range of prehistoric activities, including educator-led discussions of the fossilized tracks that are preserved indoors in the museum and an exploration of the exhibits. A nature trail hike with National Park Trust staff wrapped up the day’s program.

### Iowa

Seventy-five third graders from Clive Learning Academy visited Jester Park for a day of learning and exploration that aligned with their school’s curriculum. Students learned about lake ecology and native species, and participated in an owl pellet dissection. They also participated in indoor rock-climbing and finished the day with a guided nature walk. In November, the students took a virtual field trip to Shenandoah National Park to learn about the park ecosystem.

### Washington

In June 2023, Symetra volunteers joined National Park Trust and school staff to host 40 third and fourth graders from Martin Luther King, Jr. Elementary in Seattle on a three-day visit to Olympic National Park. Based at the Nature Bridge campus on the shores of Lake Crescent, the Seattle students got a hands-on demonstration of how a watershed operates and how forest ecosystems function. The kids hiked to see 90-foot Marymeer Falls and canoed on Lake Crescent.



# Commitment Matters

Our products and investment portfolio reflect our goal of providing value to customers while stewarding their money in a sustainable, transparent and ethical manner.

As part of our corporate social responsibility strategy, we're continually looking for opportunities to make investments in our portfolio that have a positive social impact.

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## Impact investing

Impact investing seeks to generate returns while also creating positive environmental and social impacts. Our impact investing is currently focused on the areas of clean energy and affordable housing. Through this initiative, we'll seek to expand investment opportunities in these areas:

### Renewable energy focused investments

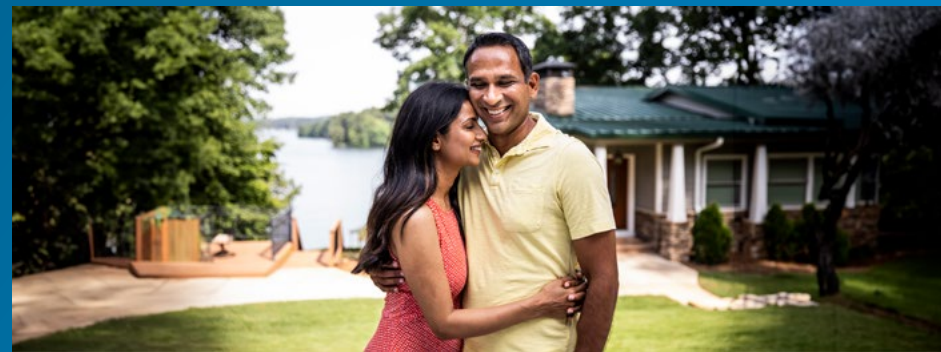
**\$196M**

invested as of Dec. 31, 2023

### Affordable housing tax credits

**\$411M**

invested as of Dec. 31, 2023





## Investing with purpose

### Impact investing

We're working to create strong returns along with positive environmental and social change. Our impact investing strategy, managed by Symetra's affiliated investment advisor, Symetra Investment Management, is currently focused on two key areas—clean energy and affordable housing—and we'll continue to expand investment opportunities in these areas.

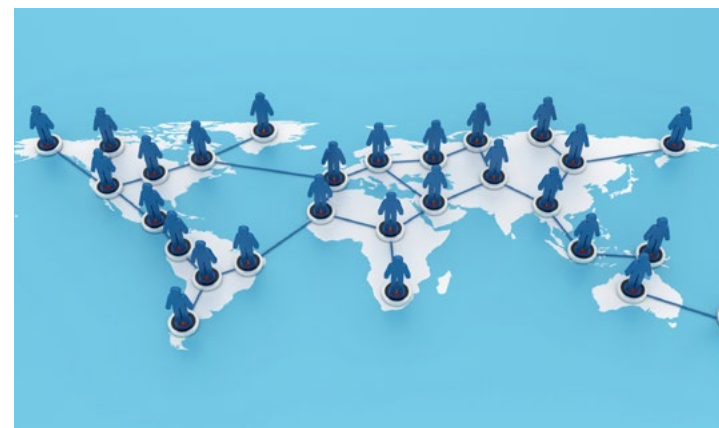
Our impact investing to date includes:

- **Renewable energy-focused investments:** Symetra has invested over \$196 million to support renewable energy projects and infrastructure as of Dec. 31, 2023. Examples of these projects include solar power facilities in California, Colorado, Georgia, Nevada, Canada and Uruguay, and wind power generation facilities in Colorado, Nebraska, Oklahoma, Texas, Mexico and Uruguay.
- **Affordable housing tax credits:** We believe everyone should have access to safe, affordable housing. Symetra has invested over \$411 million in low-income housing tax credit funds as of Dec. 31, 2023. Based on current development costs, Symetra's equity contributions (in addition to typical levels of associated project debt) have supported the development or rehabilitation of approximately 2,800 affordable homes in communities across the U.S. Our work here will continue, as we have existing fund holdings dedicated to affordable housing that we have not yet fully funded.

### Purpose-driven investments

In addition to our focus on renewable energy and affordable housing, several investments across Symetra's core portfolio are generating positive social and environmental impacts, including:

- **Pharmaceutical and medical device companies:** In addition to providing numerous lifesaving and life-sustaining drugs and devices, some of these companies are at the forefront of critical research, trials and development of treatments that address cancer and other acute and chronic diseases that affect people across every community.
- **Energy and electric utility companies:** Many major companies in these industries have been essential in the transition away from fossil fuels by driving significant increases in their current and planned use of renewable energy, energy storage, hydrogen production, carbon capture and storage, and electric vehicle (EV) charging infrastructure.
- **Automobile manufacturers:** Several major automobile manufacturers have made significant investments in electric vehicles, with plans for substantial increases over the next decade. These investments will help to decrease carbon emissions globally. In addition, many manufacturers are repositioning their supply chains with partners committed to sourcing materials for batteries in a socially responsible and environmentally sustainable manner.



[Continued >](#)

## Investing with purpose

### Investment guidelines

We continually evaluate our investment portfolio against a range of environmental, social and governance guidelines, and we avoid certain investment types based on these guidelines. These guidelines are already in effect in the following areas:

- **Tobacco:** We do not invest in assets engaged in producing traditional tobacco products or similar new products and technologies such as vape pens.
- **Banned weapons:** We do not invest in assets engaged in manufacturing controversial weapons banned by several international treaties.

### Fossil fuels

In addition to avoiding investments such as those described above, we also consider the current products and services of companies we invest in, along with their future commitments regarding issues like the environment. For example, several companies we invest in that produce fossil fuels have outlined plans and dedicated resources to reduce their carbon footprints. We actively encourage these companies to dedicate additional resources to this effort, and we will continually monitor their progress.

### United Nations Principles for Responsible Investment

Symetra Investment Management recently became a signatory to the United Nations Principles for Responsible Investment (PRI). The six principles encourage investment managers to incorporate Environmental, Social and Governance (ESG) principles into their investment decision-making process, and encourage disclosure, collaboration and improvements relating to ESG considerations and the implementation of these principles.

As a signatory to the PRI, Symetra Investment Management will disclose our policies and practices supporting the six principles to the PRI organization. While we have considered ESG factors an important part of our investment process for many years, Symetra Investment Management becoming a PRI signatory provides additional formality, disclosure and transparency to our investment processes relating to ESG factors.

*“Symetra Investment Management partners with the Symetra product lines to deliver consistently attractive investment results that meet each product’s needs. Strong long-term investment returns support competitive pricing for our policyholders.”*

— Mark Hunt, President,  
CEO & CIO, Symetra Investment  
Management



### Managing climate risk

Symetra has an enterprise risk management (ERM) policy and accompanying framework that establishes how risks are identified, evaluated, managed, monitored and reported. Risk-management processes reside in different parts of the organizational structure based on subject matter expertise. Risk-identification, assessment, and prioritization is a continuous process of identifying risk exposures and is a shared responsibility. The dedicated ERM team, together with business units, management committees, and other second-line functional risk management areas, rely on collective observation, collaboration, and insight in identifying new and emerging risks, including those related to climate change. Additional inputs are received from industry groups, consultants, and other networks. The Symetra board is informed of risks identified through this collective process.

ERM conducts an enterprise-wide risk assessment at least annually, which includes an evaluation of impact, likelihood, and control effectiveness of each of our risk categories, of which climate risk is one. The results of this process help us identify our top risks based on an evaluation of residual risk. Climate risk is specifically defined as the “risk of loss due to climate change and subsequent impact to both natural and human ecosystems, including both physical and transition risk.” Symetra believes that potential climate risk impacts can span strategic, operational, market and insurance risk exposures.

The ERM team reviews Symetra’s climate risk assessment annually to identify potential climate-related events that could affect the company. The likelihood and potential impact of each risk is considered in order to prioritize the risks that require more immediate attention. To lessen the effects of these risks, the company can take action such as the development of Symetra’s Corporate Social Responsibility program that includes climate-related commitments, limiting geographic concentration via our investment management strategy, and business continuity planning to ensure continued operations during climate-related events.



# Recognition

In 2023, Symetra was honored with several awards that reflect our commitment to our communities, our employees and to diversity, equity and inclusion.



### Fortune “Best Workplaces in Financial Services & Insurance” 2023

“The best companies create great work experiences not just for full-time managers, but also for their part-time employees on the front lines, for those who’ve just joined and those who’ve spent their whole career there, for every race and ethnicity, gender, neurotype, or other demographic in the organization—they look at it all.”



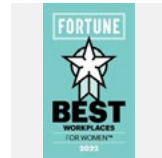
### Corporate Citizenship List-Maker 2023, Puget Sound Business Journal

The Puget Sound Business Journal’s annual list of corporate philanthropists ranks the top 75 companies for their contributions to communities.



### Great Place to Work Culture Survey

According to Great Place to Work Culture™ Survey results, 95% of our employees “feel good about the ways we contribute to the community.”



### Fortune “Best Workplaces for Women” 2023

The Best Workplaces for Women list is the only company culture award in that selects winners based on how fairly women say they’re treated in the workplace. Honorees were selected based on their ability to offer positive outcomes for women, regardless of job role, race, sexual orientation, work status or other demographic identifier.



### Forbes “America’s Best Midsize Employers” 2023

Based entirely on employee satisfaction and willingness to recommend their employer to others, Symetra was ranked 58 among the top 500 midsize employers nationwide.



### 2023 Distinguished Economic Empowerment Leadership Advocate Award

Awarded by the National Coalition of 100 Black Women.



treehouse™

### 2023 Corporate Partner Award

Awarded by Treehouse.

## Internal recognition

### Symetra Empowers Awards

Every year, the Symetra Empowers Awards honor six remarkable individuals from across our organization who are making a big difference at Symetra by empowering customers, partners, employees, communities, inclusion and the future.



In 2023, **Melissa Bamford** was recognized as our Symetra Empowers Communities honoree for her commitment to volunteerism, employee resource group leadership and coordinating community service events for her team. One of her nominators cited Melissa’s “ingrained sense of what it means to be part of her community and the responsibility of being someone in a position to give back.”



**Melissa Miga** was our 2023 Symetra Empowers Inclusion recipient, nominated for empowering inclusion through her work designing supplemental health plans and her leadership of the Benefits Division DEI Council. “She’s dedicated to researching existing products, identifying gaps in service for underrepresented communities, and constructing plans to help achieve Symetra’s mission.”

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Life insurance and annuities are issued and employee benefits are insured by Symetra Life Insurance Company, (est. 1957) 777 108th Avenue NE, Suite 1200, Bellevue, WA 98004, and are not available in all U.S. states or any U.S. territory.

In New York, life insurance and annuities are issued and employee benefits are insured by First Symetra National Life Insurance Company of New York, New York, NY (est. 1990). Mailing address is P.O. Box 34690, Seattle, WA 98124.

Sumitomo Life products are not available in the U.S. or any U.S. territory.

Nayya is not affiliated with Symetra Life Insurance Company or any of its affiliates.

<sup>1</sup> All financial figures for Symetra Financial Corporation are reported on a generally accepted accounting principles (GAAP) basis.

<sup>2</sup> As of Dec. 31, 2023.

<sup>3</sup> All Symetra goals are aspirational in nature. There is no guarantee that they will be met.

<sup>4</sup> In October 2023, Climate Pledge Arena became the first arena in the world to receive International Living Future Institute's Zero Carbon certification. More information on Climate Pledge Arena can be found at [www.ClimatePledgeArena.com](http://www.ClimatePledgeArena.com).

<sup>5</sup> After an adjustment to the GHG emissions total for 2022, we will purchase an additional 27 offsets to match our updated total of 7,406 MT CO<sub>2</sub>e.

<sup>6</sup> Title I, part A provides supplemental financial assistance to school districts for children from low-income families. Its purpose is to provide all children significant opportunity to receive a fair, equitable, and high-quality education, and to close educational achievement gaps by allocating federal funds for education programs and services. National Center for Education Statistics



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