

# MetLife Associates — a global workforce and a force for good.

A company is its products, its history, its values. But most of all, a company is its people. MetLife's global workforce volunteers thousands of hours in the local communities where they live and work. Whether building homes, mentoring children, providing professional experience or otherwise volunteering their time and talent in other ways—MetLife volunteers all over the world are the face of the company at its best.

*The smiles on  
their faces and the  
happiness of our  
young athletes is our  
best reward.*

MetLife France volunteer  
with Special Olympics

## Volunteering by the numbers

# >90k hours

From MetLife volunteers

# USD 3.8 Million

In grants for MetLife volunteer activities



## Community Service

To take full advantage of MetLife associates' energy and commitment, MetLife Foundation launched regional and national volunteer programs. MetLife's Europe, Middle East and Africa region implemented its first Community Service Week with 752 MetLife associates—15 percent of the regional total—volunteering almost 4,200 hours to Special Olympics and Habitat for Humanity.

October 2016 was declared Corporate Social Responsibility Month for MetLife Japan: 4,500 associates – half the MetLife staff – participated in volunteer activities in public parks or children's nursing homes.

*After all, we were not only restoring old walls, but lives and hope. We are building bridges!*

MetLife Lebanon volunteer with Habitat for Humanity

## Taproot Foundation

Taproot matches nonprofits that need particular professional services with corporations that can provide those services pro bono. Our long partnership with Taproot has given MetLife associates the chance to volunteer their professional skills—in management consulting, marketing, I/T, accounting, and other areas—for the public good.

In 2016, MetLife deepened the engagement with Taproot to provide management consulting to Grameen America, a leader in financial inclusion for low-income women entrepreneurs. A volunteer team from MetLife's Center of Excellence (COE) helped Grameen apply lean management principles to one of its core organizational challenges: increasing productivity while maintaining the quality of customer service. The COE volunteers discovered that improved routing and scheduling of member meetings could free up almost seven hours of staff time per branch. Taproot Foundation is developing a case study highlighting MetLife's work with Grameen to illustrate the impact that pro bono expertise in lean management can bring to the nonprofit sector.

MetLife teams in Asia also volunteered their time to deliver intensive professional consulting services to three Vietnamese NGOs: the Center for Creative Initiatives in Health and Population; the Fund for Poor Women; and the Center for Sustainable Rural Development.

## Habitat for Humanity

MetLife associates from every region once again volunteered time and energy to building projects initiated by longtime partner Habitat for Humanity. In Poland, MetLife associates helped Habitat create supportive housing for boys leaving foster care. In Hong Kong, where one in five people live in poverty and 40 percent of the population lives in subsidized public housing, MetLife associates partnered with Habitat to renovate and clean low-income units to house more of the estimated 100,000 people who live on rooftops or other unsafe environments. In the United States, almost 600 MetLife volunteers built a Habitat house in Raleigh, North Carolina for an immigrant from Republic of Congo. The affordable mortgage will help her provide decent housing for her family while also saving for education and retirement. 2016 was the second consecutive year that the office mobilized more than 500 volunteers to build an entire Habitat home.

## Junior Achievement

Junior Achievement brings together young people with community leaders who act as role models and mentors in entrepreneurship and business. It has been one of the most popular volunteer opportunities among MetLife associates for many years, and 2016 was no exception: associates from every region engaged with JA. MetLife won a Gold US President's Volunteer Service Award for providing more than 15,000 volunteer hours to JA Worldwide during the 2015-2016 school year. This is the highest honor an institution can receive from Junior Achievement.