



**CALIFORNIA DEPARTMENT OF INSURANCE
2015 INSURER SUPPLIER DIVERSITY SURVEY**

Report Type: **Group**

Group / NAIC Code:

241

Group / Company Name: **Metropolitan Life Insurance Company**

Our company / group enters into contracts to procure goods or services in California.

1. Does your company / group have a supplier diversity policy statement?

YES

A supplier diversity policy statement is any language that refers to the company's / group's policies in regards to supplier diversity, with the goal of procuring goods and services from diverse businesses

If yes, provide the supplier diversity policy statement below:

Vision Statement: To implement and cultivate a world-class diverse supplier development program that promotes the inclusion of qualified diverse suppliers in the strategic sourcing process thereby promoting their long term economic growth and impacting the communities in which they live and work. Policy Statement: MetLife's supplier diversity initiative is a business imperative in achieving the company's strategic objectives to positively impact the communities of the people who depend on us. The initiative creates procurement opportunities for qualified diverse suppliers to bring innovation and a competitive advantage to MetLife, which is accomplished through a defined supplier engagement, development and mentorship process.

- Provide a list of all documents in which the statement can be found (i.e. website, co. / group report, board charter, etc.):

Internal company websites for Global Procurement, Diversity & Inclusion, National Account and Public Sector Proposal Information Database; MetLife Corporate Social Responsibility Report.

- If the state is available online, provide link here:

If no, but will be creating one within the next 12 months, provide a timeline for when your co. / group expects the policy statement to be completed and any other details available at this time (i.e. policy language, policy creation team, etc.):

If no, please explain why:

2. Does your company / group have a supplier diversity program?

YES

A supplier diversity program is any formal plan and / or structure that has been setup specifically for the company / group to implement its supplier diversity policy statements.

If yes, provide an overview of the program:

Diverse business participation within MetLife's supply chain is a major focus of our Supplier Diversity business strategy. MetLife's commitment to working with diverse business enterprises is fueled by the realization that we can

benefit from the innovation and creativity of diverse business partners in many of the same ways that we benefit from the diversity of our own workforce. The program strives to introduce partnerships and sustain relationships with diverse business partners promoting their long-term economic growth. Through the program, MetLife implements aggressive sourcing initiatives that provide diverse businesses with equal opportunity to become trusted suppliers of MetLife. The MetLife Supplier Diversity Program is an enterprise initiative focused on percent of spend with diverse business partners over procurable spend. MetLife tracks and reports spend with diverse suppliers every quarter to monitor growth. Supplier Diversity partners with Global Procurement Leaders to source certified diverse businesses for inclusion in RFPs. Valid third-party certification is required of all diverse businesses who participate in MetLife's RFPs.

If no, but will be creating one within the next 12 months, provide a timeline for when your company / group expects the program to begin and any other details available at this time (i.e. program plan, program director, etc.):

If no, please explain why:

3. Does your company / group conduct outreach specifically to diverse businesses? **YES**

If yes, respond to parts a, b, c, d, and e below.

a. Share all company / group outreach and communication strategies and practices that are conducted specifically to diverse businesses. Specify what outreach is conducted specifically to California diverse businesses:

MetLife's Supplier Diversity Program drives the growth of diverse businesses. We are committed to face-to-face, ground-level involvement that fosters a direct connection with diverse suppliers supported by our membership in US and Global organizations including WBENC, NMSDC, NGLCC, USBLN, WeConnect International and MSDUK. To drive that commitment, MetLife is involved in the following:

- Exhibiting at national and regional business opportunity fairs to cultivate relationships with diverse businesses and understand how their value proposition benefits MetLife.
- Benchmarking Supplier Diversity best practices and leverage referral opportunities with world class organizations as members of financial services industry groups.
- Providing annual scholarships for diverse business owners to attend executive education programs at major universities designed to broaden their capabilities that can lead to high-performing businesses.
- Designing and delivering workshops and seminars for diverse business owners to benefit from our position and industry knowledge as the leader in financial services and insurance.
- Partnering with MetLife National Accounts in private and public sector markets to strengthen our supplier diversity leadership position

b. Share any outreach and communication strategies and practices about supplier diversity conducted internally to company / group employees:

MetLife Supplier Diversity meets monthly with Global Procurement Leaders, as well as the CPO, to report on progress toward meeting commodity/service specific supplier diversity goals, stay up to date on upcoming sourcing opportunities and strategic direction of each sourcing team. Introduction of new suppliers is of key importance and monthly meetings allows us to facilitate and track the supplier/sourcing professional connection.

c. Check below all outreach and communication practices in which your company / group engages:

EVENT – seminars, meet-and-greets, summits, etc.

- Host matchmaking
- Host supplier diversity events
- Internal Awards Program
- Participate in matchmaking
- Participate in supplier diversity events
- Sponsor matchmaking
- Sponsor supplier diversity events

Share the name of an event you attended / hosted that has best guided and / or influenced growth of your Supplier Diversity efforts:

All 2013 and 2014 NMSDC and WBENC Matchmaking Events. Most notable hosted events are NMSDC Leadership Network and WPEO Build Insurance and Financial Business Savvy.

MEDIA – advertising, announcements, interviews, webinars, etc.

- Traditional media (newspaper, television commercial, etc.)
- Ethnic media outlets
- Social media; please specify: _____
- Trade publications

Share the name of a media group or outlet that has best guided and / or influenced growth of your Supplier Diversity efforts:

NMSDC and WBENC conference publications.

ORGANIZATIONS – membership, affiliation, sponsorship, etc.

- Member of a certification agency
- Member of ethnic chamber of commerce
- Member/affiliate of other organization, please specify:

NMSDC, WBENC, NGLCC, USBLN; The Conference Board

Share the name of an organization that has best guided and / or influenced growth of your Supplier Diversity efforts:

NMSDC and WBENC

PROGRAMS – mentorship, training, locator, etc.

- Diverse supplier registration portal
- Manage and run a supplier diversity mentorship program (in-house)
- Participate in a supplier diversity mentorship program
- Subscriber to a supplier locator program (or 3rd party service that identifies diverse suppliers)
- Operate a website dedicated to a Supplier Diversity Program

- Technical assistance / training program for diverse suppliers

Share the name of a program that has best guided and / or influenced growth of your Supplier Diversity efforts:

NMSDC Centers of Excellence influenced MetLife Mentors. Their Best Practices are a constant benchmark for our program.

d. Explain how, and to what extent, these strategies and practices have been successful in establishing relationships with diverse businesses:

Each matchmaking, networking and outreach opportunity offers the possibility of building a relationship with the suppliers we meet. MetLife's supplier diversity associates are aware of sourcing opportunities through monthly updates with sourcing teams so

4. Does your co. / group require and/or encourage its primary suppliers to subcontract with diverse businesses? **YES**

If yes:

a. Do you track procurement spend with Tier 2 diverse suppliers? **YES**

b. Please explain:

MetLife's Tier II Program is focused on our top prime suppliers, specifically those who are colleagues in our commitment to supplier diversity. We managed a third party relationship to support diverse supplier registration as well as support our Tier II

5. Does your co. / group set internal targets or goals in regards to its supplier diversity statement and / or program? **YES**

If yes, please explain:

Supplier Diversity engages with each Global Procurement Leader to establish annual supplier diversity goals targeted to their specific commodity/service area taking into account historical performance, industry goals, and sourcing plans that map opportuni

6. Describe in detail any updates, progress, and / or best practices established by your company / group in the two years since the 2013 Insurer Supplier Diversity Survey was administered; include any awards or recognition received for Supplier Diversity work:

1. MetLife Mentors - mentorship program targeted to development of diverse suppliers
 2. Expanded supplier diversity team to four associates
 3. Implemented expanded supplier diversity report analysis easily accessible by sourcing teams
 4. Introduced monthly Global Procurement Leader meetings for progress reports and insight on upcoming opportunities
 5. Significant growth in Tier II Program participation on the part of prime suppliers.
 Summary of Awards:- Human Rights Campaign - Best Places to Work for LGBT Equality- HispanicBusiness.com - Best Companies for Diversity - LATINASTYLE magazine - Best Companies for Latinas - DiversityInc. - Top 50 Companies for Diversity - DiversityInc. - 25 Noteworthy Companies) - Hispanic Association on Corporate Responsibility - Corporate Inclusion Index - DiversityBusiness.com - America's Top 50 Organizations for Multicultural Business Opportunities

7. Additional Comments:

8. Points of contact for the company's / group's supplier diversity operations for diverse business enterprises:

PRIMARY CONTACT

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SECONDARY CONTACT

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GENERAL CONTACT

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 Title: **Head of Supplier Diversity**
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LIST OF COMPANIES INCLUDED IN THIS REPORT

Company Name	Company NAIC Number
Metropolitan Life Insurance Company	65978
Metropolitan Direct Property and Casualty Insurance Company	25321

Metropolitan Investors USA Insurance Company	61050
MetLife Insurance Company USA	87726