

SUPPLIER PARTICIPATION IN METLIFE CORPORATE PROGRAMS

MetLife Supplier Third-Party Risk Management (TPRM) Program

Updated: December 2017

Third parties are required to comply with all elements of the MetLife TPRM Program including participation in a risk assessment prior to provision of goods or services and participation of ongoing monitoring of the business relationship between the parties.

Risk Assessment

1. Complete risk assessment questionnaires and agree to use commercially reasonable efforts to incorporate any risk remediation language as identified by the TPRM Program Office into contracts.
2. Provide relevant documentation, as requested, in support of responses to the risk assessment questionnaires, which include but are not limited to code of conduct and copies of policies and/or procedures which demonstrate strength of internal controls, management of IT risk, demonstration of business continuity plan, coverage over regulatory requirements, and monitoring of sub-contractors.

Ongoing Monitoring

1. Provide enterprise-wide, globally relevant, operational and performance data demonstrating a holistic view of third-party performance.
2. Participate in customer satisfaction surveys and periodic performance review discussions to drive continuous improvement and innovation. If the survey results fall below agreed upon target metrics, the third party is required to provide a root cause analysis and develop a corrective action plan within ten (10) days of notification from MetLife.
3. Resolve corrective action plans, as developed in collaboration with MetLife stakeholders in a timely manner.
4. Document and share, when applicable, significant changes in third-party business plans, personnel, or capabilities demonstrating impact to MetLife's book of business.

MetLife Supplier Inclusion and Development Program

Updated: December 2017

Supplier agrees to participate in MetLife's Supplier Inclusion & Development Program with a suggested goal of 10% utilization of Diverse Businesses on an annual basis ("Diverse Businesses").

Supplier shall report Direct and Indirect Second Tier Spend with Diverse Businesses via the MetLife Supplier Diversity Portal at <https://app.suppliergateway.com/metlife/Login.aspx>.

Training on how to access and report spend through the portal will be made available by MetLife at Supplier's request; request for training should be emailed to MetLifeSupplierDiversity@metlife.com.

Indirect and/or Direct Second Tier Spend shall be submitted by supplier on a quarterly basis according to the schedule below:

Reporting Period	Due the Last Week of:
1 st Qtr (Jan – March)	April
2 nd Qtr (April – June)	July
3 rd Qtr (July – September)	October
4 th Qtr (October – December)	January

MetLife Supplier Inclusion & Development Program does not recognize self-certification; reportable Diverse Businesses must possess valid third-party certification to qualify as a Diverse Business. A diverse supplier is defined as a business which is at least 51% owned, operated and financially controlled by one or more of the following:

- Minority Business Enterprises (MBE) certified by NMSDC (National Minority Supplier Development Council)
- Women Business Enterprises (WBE) certified by WBENC (Women's Business Enterprise National Council)
- Veteran and Service-Disabled Veteran-Owned Business (SD/VOB) certified by NVBDC (National Veteran Business Development Council)
- Disability-Owned Business Enterprise (DOBE) certified by USBLN (United States Business Leadership Network)
- Lesbian, Gay, Bi-sexual and Transgender Business Enterprise (LGBTBE) certified by NGLCC (National LGBT Chamber of Commerce)
- For purposes of supporting Government Contracts and the reporting requirements, MetLife also accepts the Small Business classifications recognized by Small Business Administration (SBA) when vendors are providing services in support of a Government Contract.

Direct Second Tier Spend means materials and service acquisitions from Diverse Businesses directly related to a MetLife contract. For example, Supplier provides general construction services to MetLife and subcontracts painting and demolition services to Diverse Businesses. In this example, 100% of the painting and demolition spend subcontracted to Diverse Businesses should be reported to MetLife. Another example, supplier provides MetLife office supplies under a blanket purchase order and purchases paper, pens and paper clips from Diverse Businesses. Spending activity for the Diverse Businesses should be reported at 100% through access to the MetLife Supplier Diversity Portal.

Indirect Second Tier Spend means materials and service acquisitions from Diverse Businesses that cannot be identified for or apportioned to a specific customer. For example, “overhead” items such as paper, computing expenses or office maintenance incurred by supplier. Also included would be any materials and services purchased from Diverse Businesses that are used in the direct production of supplier’s product or service. These “indirect expenditures” should be proportionately allocated and reported through the MetLife Supplier Diversity Portal.

MetLife Supply Chain Sustainability Program

Updated: October 2019

MetLife is committed to driving sustainable practices throughout our operations in collaboration with our suppliers as outlined in *Our Environmental Priorities* at <https://www.metlife.com/corporate-responsibility/environment/our-environmental-priorities/>.

If requested by MetLife, and if reasonably relevant to Supplier's Goods, Services, and/or Deliverables, Supplier agrees to disclose, to the best of its knowledge, the following information regarding its sustainability activities:

1. **Emissions.** Annual disclosure of Greenhouse Gas (GHG) emissions, emission reduction targets, and climate change risks via a CDP questionnaire or equivalent due July 31st of each year.
2. **Sustainability Report.** Bi-Annual disclosure detailing environmental impact (e.g., Energy Star, EPEAT, Green Seal, Safer Choice) of purchased Goods, Services, and/or Deliverables due each year on January 31st and July 31st.

For questions related to either disclosure request from MetLife, please reach out to gogreen@metlife.com.