

An aerial photograph showing a dense green forest on the right side, with a rocky riverbank and clear blue water on the left. The text is overlaid on the blue water area.

ESG Data Sheet

2020



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This ESG data sheet provides an overview of Manulife's performance across key environmental, social, and governance (ESG) indicators. To learn more about our sustainability strategy and management approach, please refer to our complete [2020 Sustainability Report and Public Accountability Statement](#).

Boundaries

Data is in the respect of the financial year ended December 31, 2020. All facts and figures are as of December 31, 2020, unless stated otherwise. Data includes information from our operations across Canada, Asia, and Europe, and John Hancock in the United States. The information is consolidated unless stated otherwise.

This data is published by, and in respect of, Manulife Financial Corporation, The Manufacturers Life Insurance Company, and the following prescribed affiliates:

- First North American Insurance Company
- Manulife Investment Management Limited
- Manulife Securities Incorporated
- Manulife Securities Investment Services Inc.
- Manulife Investment Management (North America) Limited
- Manulife Securities Insurance Inc.
- Manulife Investment Management Distributors Inc.
- Manulife Assurance Company of Canada

All dollar amounts are in Canadian funds, unless stated otherwise. Manulife Financial Corporation and its subsidiaries, including The Manufacturers Life Insurance Company, are referred to herein as “we,” “our,” “Manulife,” and “the company.”

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All facts and figures are as of December 31, 2020, unless stated otherwise. All dollar values are in \$CAD unless otherwise stated.

Indicator	Metric	2020	2019	2018
Governance				
Board membership				
	Total Board members (#)	14 ¹	13 ²	13 ³
	Independent Board members (#)	13 ¹	12 ²	12 ³
	Female Board members (#)	6 ¹	6 ²	6 ³
	Racially/ethnically diverse members (#)	1 ¹	- ⁴	-
	Board committee chairs occupied by women (%)	50% ¹	50% ²	50% ³
	Average tenure of independent Board members (years)	8.4 ¹	8.3 ²	7.2 ³
Economic performance and impact				
GRI 102-7	Assets Under Management (AUM) (C\$ trillions)	\$1.3	\$1.2	\$1.1
GRI 201-1	Dividends paid (C\$ billions) ⁵	\$2.3	\$2.1	\$2.0
	Goods and services purchased from suppliers (C\$ millions)	\$2.6	\$3.3	\$3.2
GRI 201-1, 207-4	Total income and capital taxes paid (C\$ billions) ⁶	2.5	2.1	2.3
	Taxes paid in Canada (C\$ thousands)	350,022	662,385	621,713
	Federal	280,174	432,645	-
	Provincial and territorial	66,032	229,740	-
	British Columbia	2,587	32,330	-
	Alberta	4,438	21,460	-
	Saskatchewan	411	4,274	-
	Manitoba	461	6,683	-
	Ontario	46,557	131,437	-
	Quebec	10,324	6,349	-
	New Brunswick	340	6,662	-
	Nova Scotia	4,377	14,633	-
	Prince Edward Island	51	836	-
	Newfoundland and Labrador	255	4,512	-
	Yukon	9	108	-

1 Data is as of February 28, 2021.

2 Data is as of May 7, 2020.

3 Data is as of February 28, 2019.

4 Board members began voluntarily self-identifying in 2020.

5 Includes both combined and preferred shares.

6 Variation in taxes year over year is primarily due to changes in profitability on a country-by-country basis. Changes in local tax laws in the countries and regions in which we operate are also a factor.



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Indicator	Metric	2020	2019	2018
	Nunavut	3	39	-
	Northwest Territories	35	417	-
	Taxes paid in U.S. (C\$ thousands)	994,694	168,099	352,132
	Taxes paid in Asia (C\$ thousands)	248,156	222,125	294,980
	Hong Kong	74,071	-	-
	Japan	73,908	-	-
	Rest of Asia	100,177	-	-
	Other taxes (C\$ thousands) ⁷	992,648	1,078,259	-
	Public policy			
GRI 415-1	Amount spent on political donations (US\$)	\$0	\$0	\$25,000 ⁸

⁷ Other taxes include property taxes, business taxes, payroll taxes, premium taxes, investment income taxes, and commodity taxes.

⁸ Please see Public Policy section to learn about our policies on political contributions. In 2018, John Hancock contributed to Freedom for All Massachusetts, which was working to uphold a non-discrimination law as part of a statewide ballot measure to protect transgender people from discrimination in public places.





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Indicator	Metric	2020	2019	2018
Customers				
	Total Manulife customers (millions)	30	30	28
GRI 201-1	Claims and other benefits paid to customers (C\$ billions)	31.6	29.7	29
GRI 201-1	Debt financing authorized (C\$ billions)	7.5	8.3	10.2
Customer experience				
	Global customer rNet Promoter Score (rNPS)	12 ⁹	8	9
Complaint resolution¹⁰				
	Cases investigated by Manulife's Ombuds Office (#)	307	292	319
	Cases investigated by an independent complaint resolution body or regulator (#) ¹¹	76	65	28
	Cases investigated that resulted in a recommendation different from Manulife's position (#)	0	0	0

9 Please see Customer Centricity section to learn what we are doing to improve our rNPS.

10 Represents cases investigated in Canada segment insurance products and services and Manulife Investment guaranteed products.

11 Represents cases investigated by OmbudService for Life and Health Insurance, Ombudsman for Banking Services and Investments, or Autorité des marchés financiers.





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Amount of debt financing for business authorized in 2020 (C\$ thousands)

	\$0 – \$24,999	\$25,000 – \$99,999	\$100,000 – \$249,999	\$250,000 – \$499,999	\$500,000 – \$999,999	\$1,000,000 – \$4,999,999	\$5,000,000 and greater	Grand total
British Columbia	\$ 162	\$ 2,547	\$ 5,204	\$ 9,050	\$ 14,863	\$ 53,151	\$ 613,495	\$ 698,472
Alberta	22	665	2,306	4,422	5,340	12,609	182,250	207,614
Saskatchewan	15	144	748	500	694	4,731	8,320	15,152
Manitoba	0	151	736	1,254	1,298	10,599	6,770	20,808
Ontario	201	4,049	8,567	14,769	28,711	102,716	1,058,020	1,217,033
Quebec	111	3,227	8,593	9,135	10,717	33,382	330,290	395,455
New Brunswick	16	0	636	1,122	727	3,586	7,551	13,638
Nova Scotia	10	199	836	2,059	2,241	7,918	148,919	162,182
Prince Edward Island	12	27	0	0	0	0	42,614	42,653
Newfoundland	22	0	100	0	500	0	116,431	117,053
Yukon	0	0	0	0	0	0	0	0
Nunavut	0	0	0	0	0	0	0	0
Northwest Territories	0	0	100	0	0	0	0	100
Total Canada	\$ 571	\$ 11,009	\$ 27,826	\$ 42,311	\$ 65,091	\$ 228,692	\$ 2,514,660	\$ 2,890,160
Total U.S.	0	0	0	0	0	34,059	4,449,939	4,483,998
Total Europe	0	0	0	0	0	0	105,210	105,210
Total Asia	0	0	0	0	0	0	41,336	41,336
Total	\$ 571	\$ 11,009	\$ 27,826	\$ 42,311	\$ 65,091	\$ 262,751	\$ 7,111,145	\$ 7,520,704



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Indicator	Metric	2020	2019	2018
Sustainable Investing				
Green investments made by Manulife¹²				
	Total private green investments (C\$ billions)	\$39.8	\$27.6	–
	Renewable energy ¹³	\$9.8	\$14.0	–
	Energy efficiency	\$3.9	– ¹⁴	–
	Green buildings ¹⁵	\$16.9	\$10.2	–
	Clean transportation ¹⁶	\$2.7	–	–
	Sustainable water management ¹⁷	\$0.6	–	–
	Green bond investments	\$0.7	– ¹⁸	–
	Sustainably managed timberlands ¹⁹	\$4.0	\$3.4	–
	Sustainably managed farmlands ²⁰	\$1.3	\$0	–
Environmental and social assessments of Manulife's financed projects²¹				
	Projects screened as Equator Principles Category A (#) ²²	0	0	0
	Projects screened as Equator Principles Category B ²³	3	0	2
	Projects screened as Equator Principles Category C ²⁴	12	20	16
	Green bond issuance (C\$ billions)	\$1.1	\$1.1	\$0.6

12 Manulife General Account assets only, no third-party investments. Private debt and equity investments.

13 Includes sources such as wind, solar, geothermal, hydro, and biomass. In 2019, renewable energy also included energy efficiency and green bonds investments.

14 Reported in the renewable energy category.

15 Includes green buildings certified to Leadership in Energy and Environmental Design (LEED®), Building Owners and Managers Association (BOMA BEST®), and ENERGY STAR® and green commercial mortgages. Commercial mortgages of \$6.1 billion are a new category in 2020.

16 Includes projects such as electrified and mass public transit. New category for 2020.

17 Includes projects such as water recycling and purification. New category for 2020.

18 Reported in the renewable energy category.

19 Includes sustainably managed timberland certified to Forest Stewardship Council (FSC) and Programme for the Endorsement of Forest Certification (PEFC). \$0.4 billion private placements are a new category and included this year.

20 Includes sustainably managed farmland certified to the Leading Harvest Standard. This is a new category for this year.

21 Manulife General Account assets only, no third-party investments. Private debt and equity investments.

22 Project finance transactions screened as having potential significant adverse social or environmental impacts that are diverse, irreversible, or unprecedented.

23 Project finance transactions screened as having potential limited adverse social or environmental impacts that are few in number, generally site-specific, largely reversible, and readily addressed through mitigation measures.

24 Project finance transactions screened as having minimal or no adverse social or environmental impacts.



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Indicator	Metric	2020	2019	2018
Environment and Climate Change				
GRI 302-1, 3	Energy use²⁵			
	Total energy use (ekWh) ²⁶	2,530,784,387	2,598,795,398	2,668,777,852
	Corporate	89,457,726	149,509,086	146,972,174
	Real Estate	563,737,348	611,532,975	624,256,225
	Green power (%)	7%	5%	–
	NAL Resources	1,720,638,365	1,638,164,195	1,789,350,624
	Hancock Natural Resources Group	156,950,948	199,589,142	108,198,829
	Energy intensity			
	Corporate (ekWh/sq. ft.)	18.7	21.1	16.9
	Real Estate (ekWh/sq. ft.) ²⁷	17.5	20.8	20.5
	NAL Resources (ekWh/BOE/d)	63,727	46,242	45,684
GRI 305	Greenhouse gas emissions²⁸			
GRI 305-1	Total Scope 1 emissions (tCO ₂ e)	555,933	714,636	705,994
	Corporate	1,612	–	–
	Real Estate	28,196	–	–
	NAL Resources ^{29, 30}	489,407	–	–
	Hancock Natural Resources Group	36,715	–	–
GRI 305-2	Total Scope 2 emissions (tCO ₂ e), location-based	253,387	331,677	338,196
	Corporate	41,855	–	–
	Real Estate	99,306	–	–
	NAL Resources ^{29, 30}	101,124	–	–
	Hancock Natural Resources Group	11,102	–	–
GRI 305-2	Total Scope 2 emissions (tCO ₂ e), market-based	241,505	320,941	324,046
GRI 305-3	Total Scope 3 emissions (tCO ₂ e)	479,087	464,091	370,277
	Business travels ³¹	8,959	25,835	27,386
	Paper	5,427	7,360	9,434

25 Some leased spaces use estimated data when actual consumption is not available. Additional detail can be found in our Letter of Assurance.

26 Updated emissions methodologies in 2020 resulted in updated quantification of energy from steam, contributing to the overall increase in 2020.

27 COVID-19 pandemic policies for remote work contributed to reduced building energy consumption in 2020.

28 Emissions are calculated in accordance with the GHG Accounting Protocol and include activities under operational control. Some leased spaces use estimated data when actual consumption is not available. Additional detail can be found in our Letter of Assurance.

29 Oil and gas company NAL Resources, representing the majority of emissions and energy use, was one of Manulife's wholly owned subsidiaries until it was divested in January 2021.

30 Increasing accuracy in emissions measurement and reporting, and purchase and sale of assets throughout the year contributed to a decrease in emissions in 2020.

31 COVID-19 pandemic policies for remote work contributed to reduced business travel in 2020.



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	Indicator	Metric	2020	2019	2018
Governance					
		Waste ³²	1,365	2,782	2,479
Customers		Data centres	985	3,456	4,029
		Leased properties ³³	225,981	239,093	176,920
		Contractor fuel use ³³	236,370	185,565	150,029
Sustainable Investing	GRI 305-4	Emissions intensity (Scope 1 & 2) ³⁴	-	-	-
		Corporate (kgCO ₂ e/sq. ft.)	9.1	7.5	6.0
		Real Estate (kgCO ₂ e/sq. ft.) ³⁵	4.0	4.9	5.3
		NAL Resources (tCO ₂ /BOE/d)	22	21	20
		Removals from owned forests and farms (mtCO ₂ e)	2.24 ³⁶	3.14	5.96
Employees	GRI 306-4, 5	Waste ³⁷			
		Waste recycled (tonnes) ³⁸	4,843	6,912	7,030
		Diversion rate (%)	52%	50%	52%
		Paper use			
	GRI 301-1	Paper consumption (tonnes) ^{38, 39}	2,137	2,898	3,713
		Use of paper with recycled fibre content (%)	10%	13%	24%
		Water use ⁴⁰			
	GRI 303-5	Water consumption (million m ³)	1.46	2.0	2.3
		Water use intensity (m ³ /sq. ft.)	0.039	0.055	-
		Biodiversity			
		Acres of forest and farmland managed by Natural Resources (millions)	5.812	5.884	5.928
	GRI 304-3	Acres of land protected by HNRG Sensitive Lands Program (millions)	0.472	0.471	0.47
		Trees planted by Natural Resources since 1985 (billions)	1.19	1.16	1.11
		Green buildings			
		Real Estate certified under a sustainable building certification program (million sq. ft.)	48	48	48
		Real Estate certified under a sustainable building certification program (%)	81%	81%	80%

32 COVID-19 pandemic policies for remote work contributed to reduced waste consumption in 2020.

33 Emissions are attributed to HNRG operations.

34 Based on Scope 1 and Scope 2 location-based emissions.

35 COVID-19 pandemic policies for remote work contributed to reduced building energy consumption in 2020.

36 Total 2020 Carbon Removals from Agriculture and Timberland have been restated from 2.87 MtCO₂e to 2.24 MtCO₂e as of June 2021. Manulife conducted an additional GHG inventory review process following report publication and surfaced two calculation errors related to: (1) addition of fixed volume references in the data sheet of one Australian entity and (2) an inaccurate reporting of weighted average age of some plantations in the United States. The revised values reflect these corrections.

37 Includes all Manulife owned and operated buildings, including corporate offices. The majority of waste is reported as actual, with estimation of waste for additional square footage where actual values were not available.

38 COVID-19 pandemic policies for remote work contributed to reduced waste consumption in 2020.

39 Data includes actual values for North America (excluding NAL Resources, HNRG, Barbados, and Bermuda) and estimated values for other countries.

40 Includes all Manulife owned and operated buildings, including corporate offices.



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Indicator	Metric	2020	2019	2018
Employees				
GRI 102-8	Global Manulife employees (#)⁴¹	39,322	–	–
	Regular	37,198	–	–
	Temporary	269	–	–
	Contractor	1,855	–	–
Retention and advancement				
GRI 401-1	Voluntary turnover rate (%) ⁴²	7%	11%	11%
	Average employee tenure (years) ⁴³	7	7	7
	Open positions filled by internal candidates (%)	26%	26%	23%
Employee engagement				
	Employee engagement score (on a five-point scale)	4.27	4.04	–
	Employees participating in engagement survey	95%	91%	–
Employee training				
	Use of training tool Percipio (# of employees)	12,740	–	–
	Time spent in training (# of hours)	32,602	–	–
Workforce diversity⁴⁴				
GRI 405-1	Manulife			
	Male (%)	45%	45%	44%
	Female (%)	55%	55%	56%
	Visible minorities and Indigenous peoples ⁴⁵	17%	–	–
GRI 405-1	Asia ⁴⁶			
	Male (%)	43%	42%	42%
	Female (%)	57%	58%	58%
	Insurance agents (%)	68%	–	–
	Top performers (%)	70%	–	–

41 Includes regular, temporary, and contractor employees, and those on paid leave.

42 Includes active regular employees and employees on paid leave. Excludes exits due to retirement and involuntary departures.

43 Includes active regular employees and employees on paid leave.

44 Workday data as of December 31, 2020. Includes active regular employees and employees on paid leave

45 Includes United States and Canada only.

46 Includes Cambodia, mainland China, Hong Kong, India, Indonesia, Japan, Macau, Malaysia, Myanmar, Philippines, Singapore, Taiwan, Thailand, and Vietnam.



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Indicator	Metric	2020	2019	2018
GRI 405-1	Canada			
	Male (%)	43%	43%	42%
	Female (%)	57%	57%	58%
GRI 405-1	United States			
	Male (%)	56%	56%	57%
	Female (%)	44%	44%	43%
GRI 405-1	Other regions ⁴⁷			
	Male (%)	63%	65%	67%
	Female (%)	35%	35%	33%
	Did not self-identify (%)	2%	–	–
GRI 405-1	Diversity in leadership			
	Vice President and above (%)			
	Male	73%	77%	76%
	Female	27%	23%	24%
	Visible minorities and Indigenous peoples ⁴⁸	10%	–	–
	Manager, Director, and Assistant Vice President (%)			
	Male	57%	57%	57%
	Female	43%	43%	43%
	Visible minorities and Indigenous peoples ⁴⁸	17%	–	–
	Diversity in hiring			
	BIPOC new grad hiring rate ⁴⁹			
	Canada	38%	–	–
	United States	34%	–	–
GRI 405-2	Gender pay ratio	99%	98%	
	Country/territory Manulife employees (#)⁵⁰	–	–	–

47 Includes Australia, Caribbean, Europe, New Zealand, and South America.

48 Includes North America (United States and Canada) only.

49 Includes people who are Black, Indigenous, and people of colour, for North America only.

50 Includes regular, temporary, and contractor employees, and those on paid leave.



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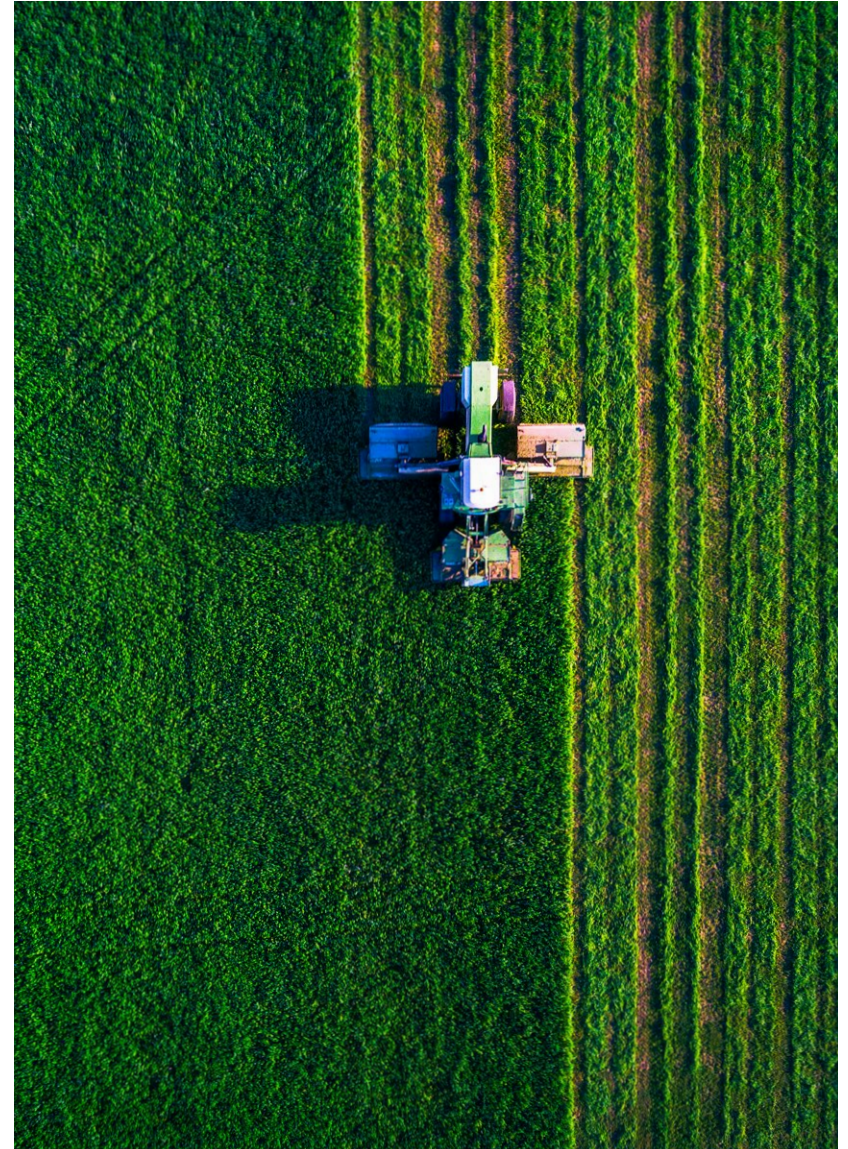
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Geographic breakdown of employees, by employment type

Country/Territory	Employment type ⁵¹			Total
	Regular	Temporary	Contractor	
Argentina	–	–	–	0
Australia	73	4	–	77
Barbados	18	–	–	18
Belgium	29	–	1	30
Bermuda	10	–	–	10
Brazil	2	–	–	2
Cambodia	643	–	15	658
Canada	11,849	11	982	12,842
Chile	28	–	–	28
Mainland China	2,691	14	184	2,889
Hong Kong	2,448	43	113	2,604
India	1	–	64	65
Indonesia	1,274	24	4	1,302
Ireland	6	–	–	6
Japan	1,388	127	46	1,561
Macao	25	–	–	25
Malaysia	487	7	51	545
Mexico	–	–	–	0
Myanmar	98	–	–	98
New Zealand	99	–	5	104
Philippines	8,494	–	30	8,524
Singapore	766	7	73	846
Switzerland	2	–	–	2
Taiwan	61	3	–	64
Thailand	97	–	6	103
United Kingdom	69	–	2	71
United States of America	5,542	–	258	5,800
Vietnam	998	29	21	1,048
Total	37,198	269	1,855	39,322

⁵¹ Includes active regular/temporary employees, contractors, and employees on paid leave. As at December 31, 2020.





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Indicator	Metric	2020	2019	2018
Communities				
GRI 201-1	Direct community investment ⁵²	\$25.2	\$27.1	\$25.0
	Manulife corporate (C\$ millions)	\$21.0	\$22.7	\$22.6
	Manulife employees (C\$ millions)	\$4.2	\$4.4	\$2.4
	Employee and agent volunteerism ^{53, 54}			
	Volunteer hours (#)	31,795	65,978	66,848
	Employees	22,567	–	–
	Volunteerism during work hours	9,854	–	–
	Volunteerism outside of work hours	12,713	–	–
	Agents	9,228	–	–

52 Direct community investments were reclassified in 2020 to exclude externally leveraged funds. As a result, 2019 and 2018 totals have been updated.

53 Includes regular employees and additional hours (9,228) contributed by Manulife agents.

54 The ongoing COVID-19 pandemic and constraints associated with in-person activities contributed to lower hours volunteered in 2020.