

# 2021 Environmental, Social and Governance Performance Highlights

## Environmental



**\$67.4 billion**  
in **sustainable investments**  
at Manulife company-wide



**61%** of Manulife Investment Management managed farms use **regenerative practices**



**82%** of Manulife Investment Management's real estate investment portfolio is certified to a **green building** certification



**1.25 billion trees**  
**planted** by Manulife Investment Management since 1985



**1.51 million**  
metric tons of carbon dioxide was **removed** by Manulife-owned forests and farms (5-year rolling average)



**3,000,000** bees are sheltered in 78 **urban beehives** on 51 Manulife Investment Management properties, and produce over 900 kilograms of honey



**479,000 acres**  
of land **protected** by our Sensitive Lands program



**100%** of Manulife Bank ATMs are powered by **green energy** provided by Bullfrog Power



For more information, visit [Manulife.com/Sustainability](https://www.manulife.com/sustainability)

# Social



**31%** of Manulife's VP-level roles and above are held by **women**, achieving our 2022 goal ahead of schedule



**2.7 million** customers globally have access to our **behavioural insurance** platforms



**\$31.8 million** invested in **employee training and development**



Global customer rNet Promoter Score (NPS) **+21 pts** a **9-point improvement** over 2020



**\$21.7 million** directly invested in **local communities** around the world



**39%** of open positions at Manulife were filled by **internal candidates**



Providing financial services to **over 6 million** customers in emerging markets



**17,704 hours** volunteered by Manulife employees



**4.34** Manulife's employee **engagement score** on a 5-point scale  
(86<sup>th</sup> percentile against Gallup's financial and insurance company benchmark)

# Governance



**\$1.4 trillion** in **Assets Under Management and Administration**



**23%** of the independent directors on Manulife's Board are **racially/ethnically diverse**



**336,129** **phishing simulation tests** conducted globally with Manulife employees and contractors



**\$2.5 billion** in dividends **paid to shareholders**



**99.4%** of eligible employees completed **privacy and information security training**



**\$2.4 billion** in **goods and services purchased** from suppliers



**54%** of independent directors on Manulife's Board are **women**, exceeding our goal of 30% since 2013