



Growth with Responsibility

Manulife Financial Corporation
2013 Public Accountability Statement



“

We believe that our greatest contribution to society comes from our products and services, which help people with their big financial decisions, provide more certainty in highly uncertain times and help them plan for the future.

”

Message from the President and CEO

On behalf of all of my colleagues at Manulife and John Hancock, we are proud to present our organization's 2013 Public Accountability Statement. Manulife's 2013 Annual Report conveys our financial operating results. This statement provides a broader context to our operations.

We believe that our greatest contribution to society comes from our products and services, which help people with their big financial decisions, provide more certainty in highly uncertain times and help them plan for the future.

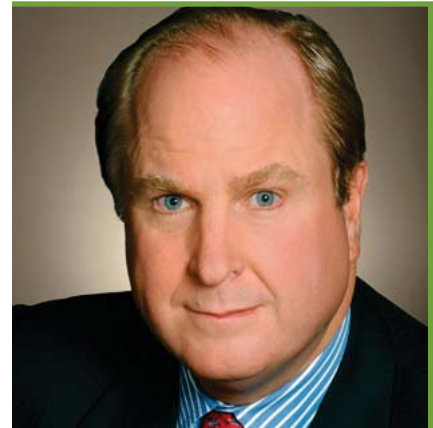
How we conduct ourselves as a business is equally important. This Public Accountability Statement highlights some of the ways Manulife and John Hancock support the economic, environmental and social well-being of our customers, employees and communities where we operate. We are vital members of the community by creating jobs, and paying taxes. We invest in renewable energy, and look to minimize the environmental footprint of our business. We strongly support workplace safety and employee health and wellness. We invest in diversity and workplace mobility as well as in corporate giving and volunteerism.

We believe the best way for Manulife and John Hancock to be among the most trusted and forward thinking brands in financial services is to behave that way. I would like to thank our employees and distribution partners, whose dedication to our customers and to our communities has made an enormous contribution to our reputation.

We hope you enjoy reading this report, and see our genuine commitment to making a difference today and in the future.



Donald A. Guloien
President and Chief Executive Officer





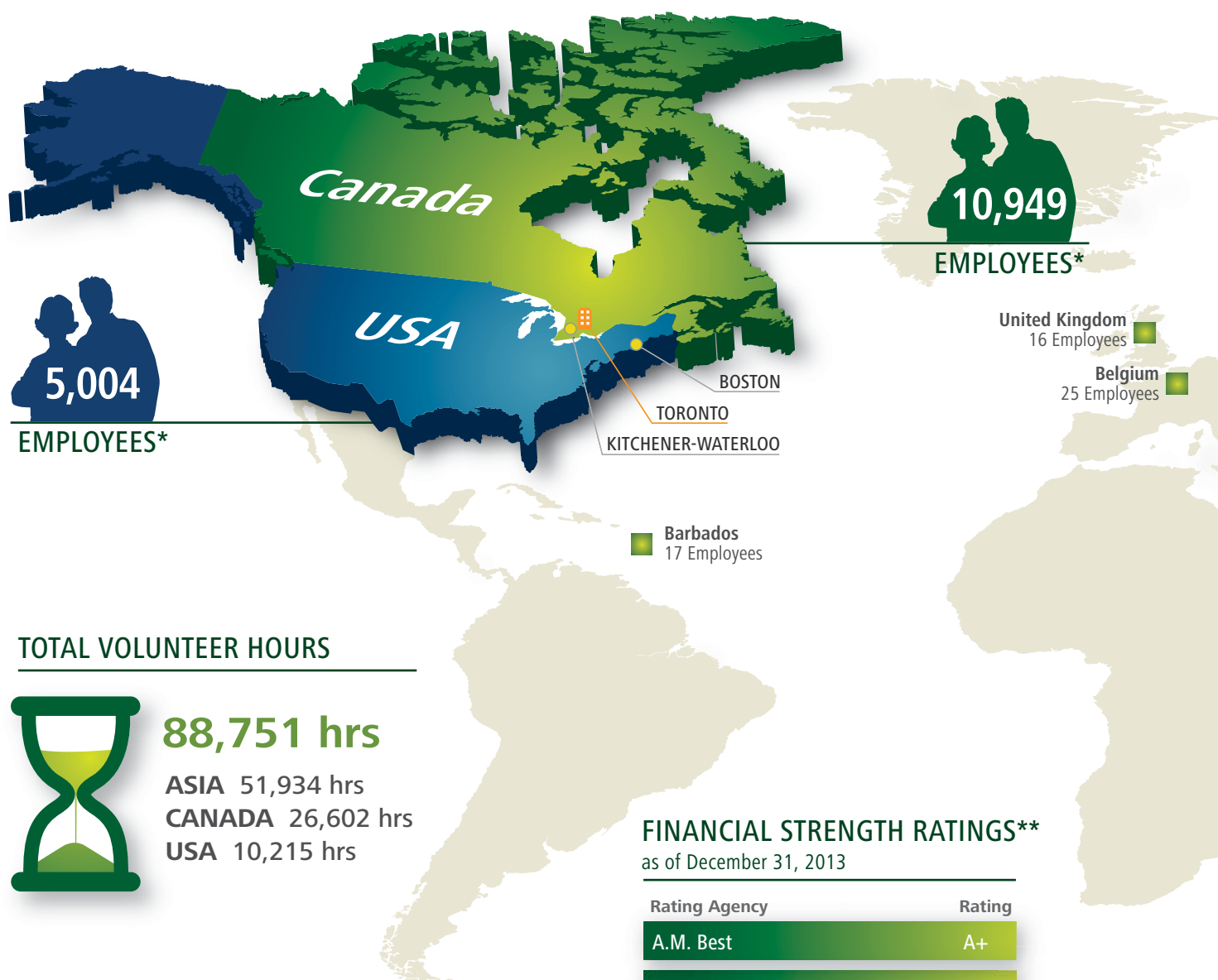
(Top) Manulife Japan President and Chief Executive Officer Gavin Robinson at the opening of a Manulife Waku Waku Room. The rooms provide recreational space within hospitals for children receiving medical care. **(Left)** An Energy Star-rated and LEED-EB Gold Manulife property located in Chicago's West Loop area. **(Right)** Manulife sponsors Tremblant 24h of Skiing at the Mont-Tremblant Ski Resort north of Montreal, Canada. In 2013, the 24-hour ski and snowboard challenge raised more than \$2 million for children's charities.

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Manulife's 2013 International Operational Footprint



Manulife Financial Corporation global headquarters
Regional operations headquarters

* Total workforce by region as of December 31, 2013 – includes active workforce (regular/temporary/contract) and employees on paid leave.

* Map shows only those locations where we have more than 10 employees. See page 41 for complete list.

** Financial Strength Ratings apply to the main life operating companies of Manulife Financial Corporation including The Manufacturers Life Insurance Company, John Hancock Life Insurance Co. (U.S.A.), John Hancock Life & Health Insurance Co., and John Hancock Life Insurance Co. of New York. DBRS does not rate the U.S. insurance subsidiaries separately. All ratings current as of December 31, 2013.

OUR STOCK EXCHANGE LISTINGS



Toronto Stock Exchange

Symbol: MFC

Listed: Sept. 24, 1999



New York Stock Exchange

Symbol: MFC

Listed: Sept. 24, 1999



The Stock Exchange of Hong Kong

Symbol: 945

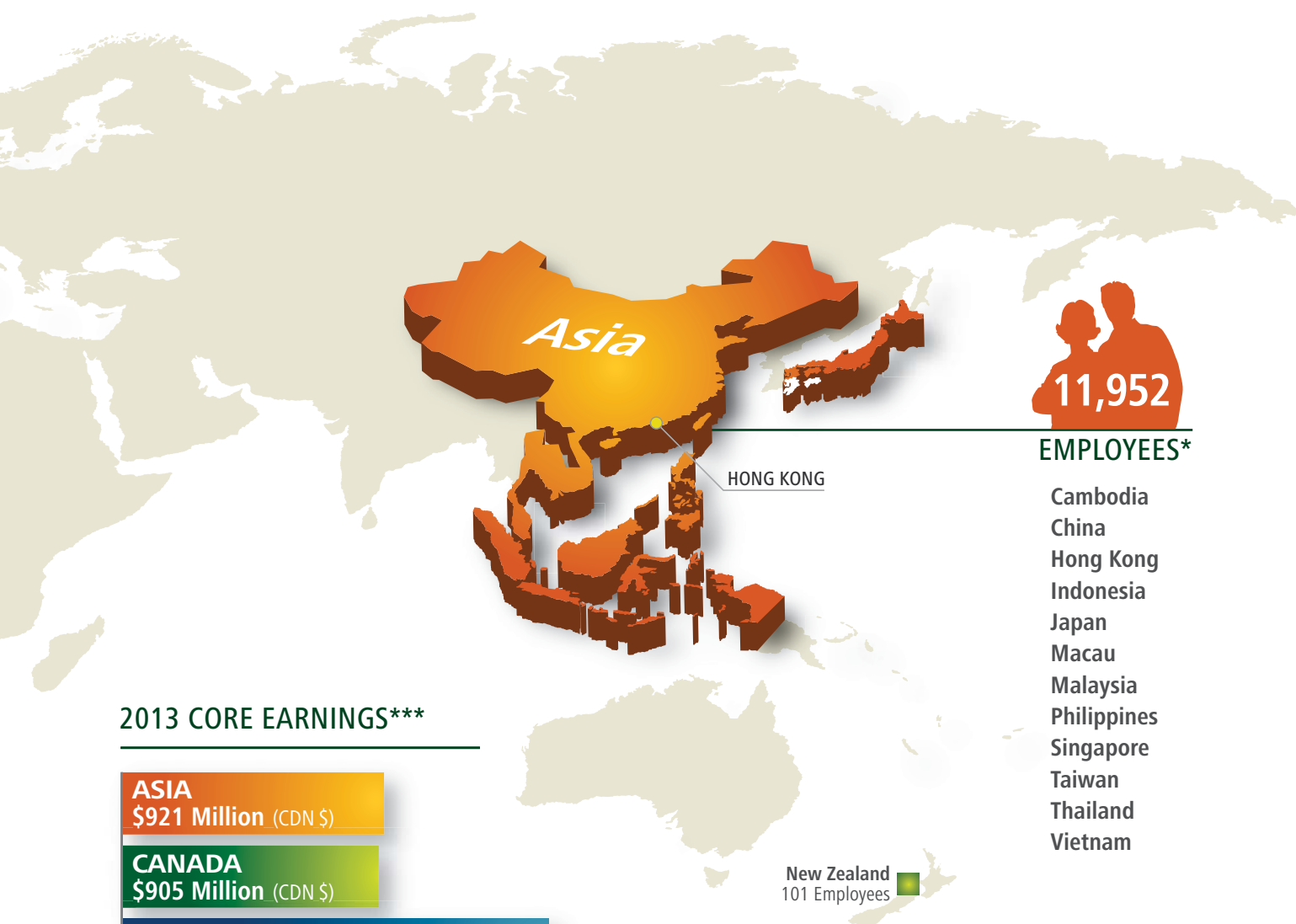
Listed: Sept. 27, 1999



Philippine Stock Exchange

Symbol: MFC

Listed: Sept. 27, 1999



2013 CORE EARNINGS***

ASIA
\$921 Million (CDN \$)

CANADA
\$905 Million (CDN \$)

USA
\$1,510 Million (CDN \$)

*** Core earnings excludes the Corporate and Division loss of \$719 million. Core earnings (losses) is a non-GAAP measure which we use to better understand the long-term earnings capacity and valuation of the business. Core earnings excludes the direct impact of equity markets and interest rates as well as a number of other items that are considered material and exceptional in nature. While this metric is relevant to how we manage our business and offers a consistent methodology, it is not insulated from macro-economic factors which can have a significant impact. See "Performance and Non-GAAP Measures" in Manulife's 2013 Annual Report for more details.



248%

Capital ratio, well above the supervisory target of 150 per cent*



\$19 billion

Returned to policyholders in the form of claims and other benefits



20 million

Customers worldwide



\$599 billion

In funds under management** on behalf of clients, supporting life insurance products, retirement plans and other financial needs

Who We Are: Company Profile

Manulife is a leading financial services company whose aim is to prepare our clients for the future by providing some of the very best financial protection and wealth accumulation products, backed by the financial strength and security of a global leader.

Our vision is to be the most professional financial services organization in the world, providing strong, reliable, trustworthy and forward-thinking solutions for our clients' most significant financial decisions.

In Canada and Asia, we operate under the brand Manulife and in the United States, primarily as John Hancock.



Our Divisions

Asia, Canada, U.S.

With market-leading positions across North America and Asia, we leverage a diverse business platform that offers a range of financial products in both developed and developing markets around the world.

Investments

As the asset management arm of the Company, Manulife Asset Management offers a comprehensive array of investment products and solutions to meet the needs of affiliated and non-affiliated fund companies, pension plans, foundations, endowments and financial institutions.

Products and Services

Our products and services not only help people plan for the future, they also give people peace of mind knowing we will be there for them when they are most in need.

Life and Health

- Individual life insurance
- Hospital coverage
- Group life, health, disability & retirement
- Living benefits insurance
- Travel insurance
- Creditor insurance
- Long-term care insurance
- International employee benefits management

Wealth

- Mutual funds
- Group defined contribution pension plans
- 401(k) Retirement Savings plans
- 529 College Savings plans
- Variable & fixed annuities
- Private wealth management
- High interest savings accounts
- Mortgages & investment loans
- Guaranteed interest contracts

Asset Management

- Public equity
- Public fixed income
- Private placement debt
- Commercial mortgages
- Timberland
- Real estate equity
- Private equity & mezzanine
- Farmland
- Oil & gas

* Minimum Continuing Capital and Surplus Requirement ratio for The Manufacturers Life Insurance Company as at December 31, 2013.

** As at December 31, 2013. A non-GAAP measure, see "Performance and Non-GAAP Measures" in Manulife's 2013 Annual Report for more details.

Prudent Risk Management

Sound risk management has always been a cornerstone of Manulife's business. We have a rigorous risk management framework that is applied globally and which requires that products in every market meet strict enterprise-wide risk management criteria.

In May 2013, Standard & Poor's reaffirmed Manulife's 'strong' enterprise risk management rating, based on our risk management culture and controls, and our successful continuing efforts to reduce our risk profile.

A High-Quality Investment Portfolio

The quality of a company's investment portfolio is an indicator of financial strength. Manulife's investment philosophy employs a bottom-up approach that combines our strong asset management skills with an in-depth understanding of the characteristics of each investment. We invest in a diversified blend of assets and take a disciplined approach across all asset classes. This philosophy has resulted in a well-diversified, high-quality investment portfolio. As at December 31, 2013, our General Fund invested assets totalled \$232.7 billion¹.

Our Commitment to People

Manulife has a long-standing reputation as a financially sound and reliable company. Reliability means always being there for our employees, our customers, their families and their futures. Around the world, millions of families trust Manulife to be there for their financial futures. Our products help to provide peace of mind, and our customers and their families can continue to count on us to deliver on our promises in the future. In 2013, Manulife returned \$19 billion to policyholders in the form of claims and other benefits.

Sound Corporate Governance

At Manulife, we believe that good corporate conduct and governance are integral to our long-term success and the continued security of our customers, employees, investors and other stakeholders. Manulife has earned a reputation as an organization that does business with fairness and integrity, while providing real value. In every country in which we operate, we insist that our directors, officers and employees follow our Code of Business Conduct and Ethics (the Code).

All employees and directors of the Company review the Code annually, complete an online training course, certify compliance with the Code and disclose any potential conflicts of interest. The Board annually reviews the Code and compliance with the Code.

The Code is available online at manulife.com/ethicalculture.

Integrity at Work

The Code affirms the Company's commitment to ethical conduct and its practice of complying with all applicable laws and avoiding potential or actual conflicts of interest. All employees must be thoroughly familiar with its provisions and conduct themselves according to both the letter and the spirit of the Code.

Employees are also required to comply with a range of laws and regulations, as well as internal policies, standards and guidelines including, but not limited to:

- The Anti-Fraud Policy (and related guidelines, which include information regarding anti-bribery and anti-corruption),
- The Anti-Money Laundering and Anti-Terrorist Financing Policy,
- The Global Privacy Risk Management Policy, and
- Information protection policies and guidelines designed to keep corporate, employee and customer data safeguarded.

Manulife provides a range of compulsory and supplemental training, including yearly Code training. The Company also has specialized employee communications campaigns, such as Fraud Awareness Week and Data Privacy Day, to reinforce our strong culture of compliance.

Manulife employees have access to the Global Ethics Hotline, a telephone and web-based tool that can be used to report suspected unethical, unprofessional, illegal or fraudulent activity conducted by others associated with the Company. This hotline is maintained by a third-party service provider.

Manulife Wins Governance Award

Manulife received the Best Overall Corporate Governance Award in the International category at the 2013 Corporate Governance Awards, presented by *Corporate Secretary*, a leading North American governance and compliance publication.

Learn more about Manulife's approach to corporate governance at manulife.com/governance.

¹ See Manulife's 2013 Annual Report for more details.

Volunteerism at Manulife

Let's create a better future, one hour at a time. This is the idea at the heart of Manulife's approach to volunteerism. The way we see it, every volunteer, every volunteer act and every hour given back helps to build stronger, more resilient communities and a better future for everyone.

INVESTING TIME MANULIFE VOLUNTEERS

get[↻]volunteering

	Asia	Canada	U.S.
Employee Volunteer Hours	51,934	26,602	10,215
Employee Volunteers	18,918*	2,287	1,447

* Includes employees and agents.

It's been four years since Manulife embraced volunteerism as a key way to engage both employees and community partners. Investing time is an important complement to the charitable dollars we contribute, and it amplifies the engagement and social impact we can have in the communities where we operate.

In 2013, Manulife employees around the world took volunteerism to new heights, giving 88,751 hours of their time to support a wide array of local charities through Company-led initiatives and programs designed to encourage volunteerism. We're happy to report that our approach is paying off, and that 66 per cent of U.S. and 57 per cent of Canadian employees we surveyed on the topic told us that they volunteered because of Manulife's involvement.

In Asia, volunteerism is central to our way of working and this is reflected in the number of hours our employees and agents donated to local charities in 2013. We operate a significant

proprietary distribution network in parts of Asia where we invite our agents to join employees in our volunteer activities.

We also continued to promote volunteerism to Canadians. Building on the success of our GetVolunteering.ca website, which matches Canadians with suitable volunteer opportunities, we have grown our English and French 'Get Volunteering' Facebook following to 64,000 fans, a 60 per cent increase in 2013. This offers a new way to interact and engage with current and potential volunteers.

As part of our strategy to deepen the scope and impact of our efforts around volunteerism, Manulife continues to seek opportunities to effect change at a more systemic level. One such example is the establishment of a unique Healthcare Volunteerism Council, which brings together four renowned hospitals to explore ways to create best-practice volunteer programs that positively impact patient experience and outcomes. As the healthcare system

faces unprecedented challenges, the need for volunteers is greater than ever and understanding how to best support and engage them is vital.

We look forward to continuing our support of volunteerism – within Manulife and throughout the greater community – in 2014 and beyond.

Here are just a few of the many ways our employees contributed to communities over the past year:

Honouring the Military in Massachusetts

On Memorial Day 2013, thousands came to view a garden of 33,000 American flags planted at the Sailors and Soldiers Monument in Boston. Each flag represented a Massachusetts service member who lost their life defending their country since the Civil War. In addition to a corporate donation, 52 John Hancock employees helped create the garden, which is organized by the Massachusetts Military Heroes Fund. And on September 11, 2013, 50 John Hancock



John Hancock volunteers helped city officials and members of the Massachusetts Military Heroes Fund with the planting of 33,000 flags on Memorial Day weekend, a tradition in Boston since 2011.



Manulife sponsors Capacity Waterloo workshops that help non-profits develop expertise related to governance and board strategy.

employees volunteered to assemble care packages for local military personnel serving overseas.

“As a company and as a community, it is important to demonstrate our support to all those who have served our country so bravely, not just in words, but also in deeds,” said Tom Crohan, AVP and Counsel, Corporate Responsibility and Government Relations at John Hancock and Vice President and a founding director of the Fund.

Investing in Volunteers at Luminato

Each year, top artists from around the world gather in Toronto for Luminato, a festival of music, theatre, dance, visual arts, literature and film that sprawls across the city. In 2013, 800,000 patrons experienced works by 1,293 artists in 23 locations throughout Toronto.

It takes hundreds of volunteers to make an event of this size a success. As the sponsor of the festival's volunteer program, Manulife took the celebration of the volunteer experience to new heights in 2013 by creating a special Volunteer Lounge where workers could rejuvenate, and by operating a bike

squad that provided support to the event's 424 volunteers.

Manulife also used this opportunity to recruit new volunteers, encouraging festival-goers to visit GetVolunteering.ca.

Raising Funds for Young Burn Victims and Their Families

Thousands of people raised funds for young burn victims and their families as part of Manulife-Sinochem's tenth annual Social Commitment Day campaign, during which staff, agents, clients and members of the community are encouraged to volunteer their time to help those in need.

Burn injuries are among the most common accidents affecting children in China, and the treatment for burn injuries is expensive and time-consuming. “Our employees volunteered their time to provide hope for children with burn injuries and to alleviate some of the financial and emotional stress endured by the families of the victims,” said Guy Mills, President of Manulife-Sinochem.

In addition to volunteering their time, employees raised RMB 520,000 or approximately \$94,000 for the Angel Mom Charity Fund.

Supporting Our Employees' Volunteering Efforts

Manulife provides employees with access to the tools and resources they need to help make a positive difference to the organizations and causes that are near and dear to them.

In Canada, we continued many of our popular volunteer and fundraising programs this past year, including:

- **Helping Hands:** Manulife donated \$93,000 through grants of \$500 to charities where employees volunteered 25 hours or more over a 12-month period.
- **Community Spirit Days:** 563 employees took advantage of a paid day to volunteer for the cause of their choice.
- **Powermatch:** Manulife matches donations up to \$150 for employee charity fundraising efforts and in 2013, donated \$57,295 to organizations that employees supported through various events.



Visit us
on Facebook

www.facebook.com/GetVolunteering

Economic Impact



The 601 Congress Street building in Boston is the headquarters of Manulife's U.S. division, John Hancock. The LEED-EB Platinum building was integral to the revitalization of the Boston waterfront neighbourhood where it is located.

Economic Impact



CREDIT EXTENDED

\$5.9 billion

in loans and investments made to business



TAXES PAID

\$1.8 billion

paid in income and other taxes



GOODS AND SERVICES PURCHASED

\$1.3 billion

in procurement spending

Manulife is proud to be a long-term investor in the countries in which we do business around the world. Our ongoing investments in these economies help support their long-term growth and development.

With more than 28,000 employees located across Asia, Canada and the United States, Manulife purchases millions of dollars worth of products and services each month from thousands of vendors around the world. Manulife also pays millions of dollars in taxes each year, contributing to the economies of the countries where we do business.

Manulife plays a vital role by providing businesses of all sizes with access to capital to help fund their plans for growth. Through its core business offerings, Manulife assists families and individuals through the provision of insurance and other related products to help them safeguard their livelihoods, accumulate wealth and protect themselves from life's unexpected events.

In addition to our operational activities, Manulife also engages in initiatives

aimed at generating positive social and economic benefits, such as sponsorship programs, micro-insurance and affordable housing projects.

Financing Business

Manulife offers a range of financing services to help companies fuel their growth at various stages of development. In 2013, we extended \$5.9 billion in credit to businesses through:

- private equity and mezzanine debt financing
- commercial loans and mortgages
- private placement debt.

In keeping with our commitment to prudent risk management, all investments are made in accordance with Manulife's Investment Guidelines and are approved by the appropriate credit committee or under authority delegated to senior management.

Economic Value Meets Social Impact

Our products and services not only help people plan for the future, they also give people peace of mind knowing we will be there for them when they are most in need. Last year, we returned \$19 billion to our customers in the form of paid-out claims, cash surrender values, annuity payments and other benefits.

Table 1: Debt Financing for Businesses

Amount of debt financing authorized in 2013 (\$ 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	\$ 37	\$ 319	\$ 610	\$ 1,432	\$ 1,905	\$ 45,133	\$ 133,176	\$ 182,612
Alberta	–	145	108	2,256	1,863	3,000	277,328	284,700
Saskatchewan	–	119	–	819	500	7,818	50,302	59,558
Manitoba	–	33	–	275	–	–	123,500	123,808
Ontario	148	500	3,245	4,881	2,067	54,893	1,431,986	1,497,720
Quebec	106	565	1,354	2,843	5,720	5,497	213,696	229,781
New Brunswick	–	–	–	–	–	3,291	87,550	90,841
Nova Scotia	10	151	140	–	–	16,183	61,388	77,872
Prince Edward Island	35	–	–	–	–	–	–	35
Newfoundland and Labrador	–	–	352	494	650	–	10,000	11,496
Yukon	–	–	–	–	–	–	–	–
Nunavut	–	–	–	–	–	–	–	–
Northwest Territories	–	–	–	–	–	–	–	–
Total Canada	\$ 336	\$ 1,832	\$ 5,809	\$ 13,000	\$ 12,705	\$ 135,815	\$ 2,388,926	\$ 2,558,423
Total U.S.	–	–	–	–	–	48,819	3,334,304	3,383,123
Total Asia	–	–	–	–	–	–	–	–
Grand Total	\$ 336	\$ 1,832	\$ 5,809	\$ 13,000	\$ 12,705	\$ 184,634	\$ 5,723,230	\$ 5,941,546

Number of customers for whom debt financing was authorized in 2013

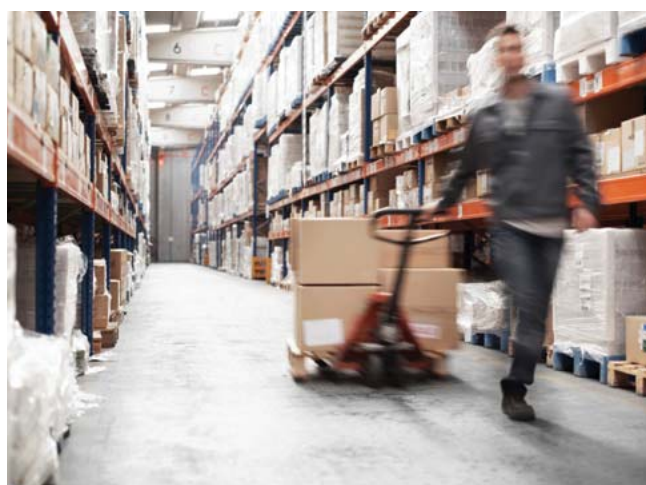
	\$0 – \$24,999	\$25,000 – \$99,999	\$100,000 – \$249,999	\$250,000 – \$499,999	\$500,000 – \$999,999	\$1,000,000 – \$4,999,999	\$5,000,000 and greater	Grand Total
British Columbia	3	6	5	3	2	15	5	39
Alberta	–	3	1	6	2	1	10	23
Saskatchewan	–	3	–	2	1	2	2	10
Manitoba	–	1	–	1	–	–	2	4
Ontario	9	10	17	14	3	23	48	124
Quebec	7	10	7	9	8	2	8	51
New Brunswick	–	–	–	–	–	1	6	7
Nova Scotia	1	4	1	–	–	7	3	16
Prince Edward Island	2	–	–	–	–	–	–	2
Newfoundland and Labrador	–	–	2	1	1	–	1	5
Yukon	–	–	–	–	–	–	–	–
Nunavut	–	–	–	–	–	–	–	–
Northwest Territories	–	–	–	–	–	–	–	–
Total Canada	22	37	33	36	17	51	85	281
Total U.S.	–	–	–	–	–	6	121	127
Total Asia	–	–	–	–	–	–	–	–
Grand Total	22	37	33	36	17	57	206	408

Taxation

Taxes, levies and assessments are a significant component of Manulife's expenses. In addition to income and capital-based taxes, the Company is subject to other taxes reported as part of our operating expenses, including property and business taxes, premium taxes, employer payroll taxes, commodity and consumption taxes, and investment income taxes.

For 2013, Manulife incurred nearly \$1.8 billion of income and other taxes paid or payable to all levels of government around the world. These taxes consisted of nearly \$1.2 billion in income and capital taxes, and \$597 million in other taxes.

Table 2 presents the income and capital taxes paid or payable in Asia, Canada and the United States for 2013.



Manulife purchased goods and services worth \$1.3 billion for its worldwide operations in 2013.

Table 2: Income and Capital Taxes

For the year ended December 31, 2013

(\$ thousands)	Income Taxes	Capital Taxes	Total Income and Capital Taxes
Federal	\$ 124,443	\$ —	\$ 124,443
Provincial and territorial:			
British Columbia	12,782	—	12,782
Alberta	12,064	—	12,064
Saskatchewan	1,582	1	1,583
Manitoba	1,958	—	1,958
Ontario	27,308	—	27,308
Quebec	3,592	19	3,611
New Brunswick	1,287	—	1,287
Nova Scotia	3,445	2,625	6,070
Prince Edward Island	490	—	490
Newfoundland and Labrador	954	—	954
Yukon	32	—	32
Nunavut	2	—	2
Northwest Territories	48	—	48
Total provincial and territorial	\$ 65,544	\$ 2,645	\$ 68,189
Total Canada			\$ 192,632
Total U.S.			879,100
Total Asia			113,700
Total Income and Capital Taxes			\$ 1,185,432

Note: Tax amounts are estimates based on information available for the year as at December 31, 2013.

Investments in Affordable, Sustainable Housing for the Future

Through its Tax Credit and Community Investment Group, John Hancock provided equity to help finance affordable housing projects and similar community-based investments throughout the United States.



Cabrillo Plaza is part of the Villages at Cabrillo's permanent housing options for veterans and their families. Housing is complemented by support services, ensuring that individuals, families and children have access to the resources they need.

The Villages at Cabrillo, a residential community established in Long Beach, California, to help break the cycle of homelessness among military veterans, is an excellent example of John Hancock's tax credit investments in action. The Company's purchase of low-income housing credits provided US \$41 million in capital to help fund the construction of 481 residential units. The Villages at Cabrillo provides transitional housing and support services, including meals, medical supervision and employment and life skills training, to formerly homeless veterans and their families. Today, the 26-acre community is nearly fully occupied, providing veterans and their families with much-needed accommodations and vital services as part of an integrated 'continuum of care' model.

John Hancock's private equity real estate investments have also focused on socially responsible investing. The Company's US \$15 million investment in the Urban Strategy America Fund facilitated the recent launch of the Fund's US \$21.5 million investment in the One Greenway project in Boston. The project is aimed at reclaiming a neighbourhood taken over for highway construction in the 1960s and returning it to the community. Home to more than 300 residents before it was expropriated in 1962, the new One Greenway project will consist of 362 residential units in two buildings located on either side of a newly constructed park. The project exemplifies the 'triple bottom line' approach, seeking investments that will have a positive impact on people through affordable housing, on the planet through sustainable initiatives, and on profit by generating a return for investors.



An artist's rendition of One Greenway, due to be completed in the summer of 2015.

“

Since its inception in 1995, John Hancock's Tax Credit and Community Investment Group invested US \$850 million to create more than 20,000 units of affordable housing across 32 U.S. states and Puerto Rico.

”

Protecting Poor Women and Their Families with Micro-Insurance

Manulife's innovative micro-insurance program allows thousands of low-income women in Vietnam to provide their families with the protection associated with life insurance, which in the past has been beyond their financial reach.

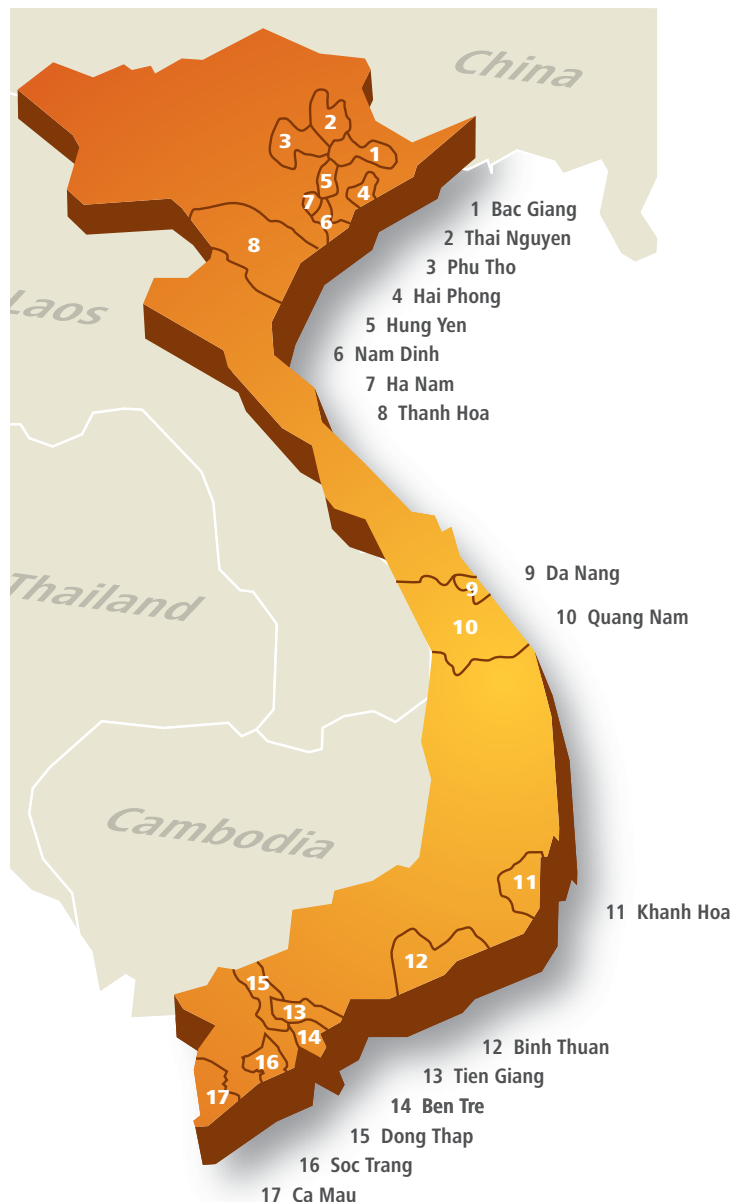
With premiums of roughly \$1 per month, these policies help rural women (most of whom are farmers) who want to protect themselves and their families from the risks associated with accidents, disease and natural disasters.

In 2013, Manulife Vietnam donated 114 micro-insurance policies to underprivileged women in celebration of Vietnamese Family Year. Manulife also donated two new homes to poor families to mark its expansion into another two Vietnamese provinces.

Since launching its micro-insurance program in 2009, Manulife has worked with the Vietnam Women's Union to protect more than 130,000 women, with claims payments having been made to nearly 1,400 families to date. Manulife is currently the only micro-insurance provider in the country.



Micro-Insurance Now Offered in 17 Vietnamese Municipalities



Boosting Local Economies by Promoting Healthy Lifestyles

Manulife and John Hancock share a long history of seeking out opportunities to simultaneously boost local economies while promoting health and wellness.

Manulife Financial LPGA Classic

We're proud of the significant economic benefits Manulife is able to help deliver through its sponsorship of events such as the Manulife Financial LPGA Classic. In addition to attracting approximately 61,000 spectators, this annual golf tournament features 144 professional golfers from around the world and is broadcast to a global viewing audience.



The first 1,000 visitors to the Manulife Financial LPGA Classic on Red Day were given pedometers as an incentive to keep active and take their first steps toward cardiac health.

The Manulife Financial LPGA Classic is a powerful economic engine for the region of Waterloo, Canada, generating millions of dollars each year for the local economy.

Raising Awareness for Women's Heart Health

Heart disease is the leading cause of death among women in Canada. Yet many women underestimate the pervasiveness of this menacing disease and the risk factors associated with it.

In 2013, the Manulife Financial LPGA Classic 'went red' to raise awareness about the danger heart disease poses to women and the importance of heart-healthy living.

"We knew we'd have an international platform and access to some of the top female athletes in the world," said Peter Sweeney, President of St. Mary's General Hospital Foundation, the tournament's official charity partner. "The idea was to 'red out' the entire course. We encouraged golfers, caddies, spectators and volunteers alike to wear red on one day of the tournament as a tie-in to heart health and to help us create a bold visual statement that would raise awareness of cardiac disease."

In the end, Red Day was a tremendous success. The vast majority of the golfers in the tournament donned red to support the cause, as did more than half of the spectators on hand. The caddies all sported red bibs and even the 18 pin flags were changed to red for the day. Organizers reached out to the golfers months in advance to let them know about the colourful campaign, both through the LPGA tour and on social media.

On September 10, 2013, the Manulife Financial LPGA Classic presented St. Mary's General Hospital Foundation with a cheque for \$309,000. The funds will support the hospital's innovative volunteer programs, its arrhythmia program and campaigns to raise awareness of women's heart health.

"Manulife has been an instrumental partner for our cardiac program since 2001," said Sweeney. "This year's event was a great example of Manulife stepping up to be more than just a corporate partner, to be a partner that really understands the value of the charity component of an event like this."

Supporting the City of Boston in a Time of Need

At a press conference one day after the tragic events that unfolded at the Boston Marathon on April 15, 2013, Massachusetts Governor Deval Patrick and Boston Mayor Thomas Menino announced the formation of the 'One Fund Boston'.



“

Within 90 days, more than US \$61 million in donations had been collected. By June 2013, 100 per cent of those funds were distributed to individuals impacted by the bombing.

”

The fund, created in the hours following the tragedy, was formed as a single destination for the public's generosity to raise money to help those most affected. "Within an hour, I had calls from business leaders and local philanthropists who, like me, were heartbroken by the impact this tragedy had on individuals, their families and friends. The love and generosity of the world came flooding in and it was truly amazing," said Mayor Menino.

The outpouring of support from people in Boston and beyond was immediate and overwhelming. Within 90 days

of the creation of One Fund Boston, more than US \$61 million in donations had been collected. In June 2013, 100 per cent of those funds were distributed to more than 230 individuals impacted by the bombing. Since that time, One Fund Boston has collected an additional US \$12 million in donations from the public. Plans are currently underway for a second disbursement.

John Hancock, a 28-year partner of the Boston Marathon and a member of the Boston business community for more than 150 years, provided a cornerstone donation of US \$1 million to help launch the fund.

John Hancock Named Boston's Legal Department of the Year

The National Law Journal named John Hancock Boston's Legal Department of the Year in the category of community service and pro bono work. The award was related in part to the pro bono work John Hancock did in helping to set up and administer One Fund Boston.

"The severity of the injuries suffered by so many last April is almost too much to comprehend and we understand money alone cannot replace all that was lost," said James Gallagher, Executive Vice President of John Hancock and President of the Board of Directors of One Fund Boston. "But the outpouring of love and the overwhelming generosity and support from thousands of individuals, businesses and non-profit organizations from all over the world help offer hope for a brighter future."

Disaster Relief: Helping Communities to Recover and Rebuild

2013 brought unimaginable hardship and tragedy to thousands of families around the world. In addition to providing funds to bolster relief efforts, Manulife and its employees continued the tradition of contributing in other ways as well, including collecting and distributing emergency supplies, helping to rebuild homes and more.

Helping the Philippines Recover in the Wake of Typhoon Haiyan

In the wake of the devastation left by Typhoon Haiyan, Manulife employees in the Philippines worked around the clock to assist customers and colleagues, packing and distributing food, water and clothing, providing temporary shelter and transport out of the city of Tacloban, collecting donations and processing customers' insurance claims. Manulife and its employees around the world also donated more than \$260,000 to the relief effort and the Company continues to support the ongoing work of rebuilding in the Philippines.

"Manulife has had a presence in the Philippines for more than 100 years," said Robert Cook, Senior Executive Vice President and General Manager, Asia. "And we remain steadfastly committed to helping the country and its people recover and rebuild in the wake of this terrible tragedy."

Supporting Recovery Efforts in Lac-Mégantic

On July 6, 2013, an unmanned freight train carrying crude oil derailed in Lac-Mégantic, Quebec, killing 47 people and causing catastrophic damage to the town. In response, Manulife directed \$50,000 to the Canadian Red Cross – \$25,000 for immediate relief efforts and \$25,000

for continued support of those affected by the disaster and for rebuilding initiatives. The Company also matched employee donations.

Rebuilding Homes After Hurricane Sandy

In October 2013, the first anniversary of Hurricane Sandy, one of the deadliest and most costly natural disasters in U.S. history, John Hancock employees rallied together to help support rebuilding and restoration efforts.

As part of its work with Habitat for Humanity, the Company invested US \$30,000 and sent teams of employees from New York and Boston to Breezy Point in Queens, one of the areas hit hardest by the storm.

Many of the Breezy Point families affected by the storm had lived in the area for generations. The John Hancock Habitat for Humanity build focused on those families that did not have insurance. Over a two-day period, our teams pitched in to help rebuild homes damaged by the storm, laying floors, painting and installing drywall, siding and insulation.

Upon arrival, one group donated an additional US \$25,000 toward the rebuilding efforts. And several employees returned to Breezy Point to volunteer on their own time.

"Having a chance to be part of the rebuilding effort in this region, which was so badly damaged by Hurricane

Sandy, was a truly rewarding experience for all of us," said Greg Mack, Senior Vice President of John Hancock Insurance Sales and Distribution.

"It was an honour to be able to play a small role in helping these families rebuild their homes and their lives."

Aiding Flood Recovery Efforts in Alberta

When massive flooding displaced tens of thousands of people and caused extensive damage throughout southern Alberta, Manulife responded. In addition to contributing \$100,000 to the Canadian Red Cross to support relief efforts and match employee donations, many Manulife employees also got directly involved in the cleanup effort.

Case managers in the group disability offices in Winnipeg and Vancouver worked around the clock to support the Calgary office in their efforts to ensure that claims were managed and clients had access to the money they needed. Manulife Bank gave mortgage holders affected by the flooding the option to defer payments. A number of Calgary employees also volunteered their time to help clear out debris from homes affected by the flood waters.

Environmental Impact



(Left) Long Lake Generating Station is a 31 MW hydroelectric project located on Cascade Creek near Stewart, British Columbia. Regional Power, a Manulife subsidiary, developed and managed the construction of the project. **(Right)** Manulife employees and family members in Hong Kong participate in a gardening day for the Heep Hong Society and the Conservancy Association.

Environmental Impact



At the core of Manulife’s commitment to the environment is the recognition that a healthy environment is vital to the long-term well-being of our Company, our employees, and the millions of people we serve around the world.

The adoption of Manulife’s first Environmental Policy in 1995 was the catalyst for many of the initiatives we undertake today. We make a number of efforts to minimize our environmental footprint, including targeting a two per cent per year reduction in energy consumption. We also look at the environmental impact of the activities within our investment portfolio – we actively manage environmental risk in our investing activities in a variety of ways, including by adhering to voluntary commitments such as the Equator Principles.

In addition, we have made significant investments in the transition to a more sustainable economy, either by financing renewable energy projects or by developing and owning them directly ourselves.

Our work on the environment also extends to our employees and into communities. In 2013, we supported a number of new and ongoing environmental stewardship causes, many of which included volunteer opportunities for our employees.

Manulife was once again listed in the Dow Jones Sustainability North America Index in 2013, and we continued to participate in the Carbon Disclosure Project. These are just a few of the global initiatives through which Manulife demonstrates its commitment to sustainable business practices and the protection of our natural environment.

MEMBER OF
Dow Jones Sustainability Indices
In Collaboration with RobecoSAM

Manulife’s Environmental Policy

We are committed to conducting business in a manner that recognizes the need to preserve the quality of our environment by:

- Promoting environmental responsibility and conservation to all employees
- Distributing the policy and all relevant procedures to employees with applicable job accountabilities for their guidance and implementation into business practices
- Ensuring the Company’s risk analysis and risk management procedures include consideration of environmental matters
- Complying with all applicable environmental laws and regulations and, where possible, participating in an ongoing dialogue with government and industry to establish and promote practical environmental goals
- Maintaining procedures to ensure the effective implementation of the policy

A Leader in Renewable Energy Financing

Manulife is an active financial supporter of a wide range of renewable energy projects throughout North America. The Company has more than 11 years of experience facilitating projects spanning the spectrum of renewable power technologies, including wind, geothermal, photovoltaic solar, hydroelectric, landfill gas and biomass waste-to-energy. In addition to financing the production of clean energy, Manulife is also a leader in financing energy efficiency systems.

This past year, John Hancock provided financing for an ambitious US \$57 million project to install energy efficiency upgrades across 4 million square feet of U.S. Department of Energy (DOE) facilities. The upgrades included energy-efficient lighting, steam distribution system enhancements and improvements to compressed air manufacturing systems. In all, these measures will generate more

than US \$5 million in annual energy savings for the DOE and will also enhance occupant comfort, improve equipment reliability and lower overall maintenance costs.

In addition to helping the DOE achieve its goal of reducing energy use by 30 per cent from 2008 to 2015, the project will also benefit the environment by helping to cut emissions of carbon

dioxide, a greenhouse gas, by more than 46,000 metric tons per year.

In 2013, Manulife's investments in renewable energy and energy efficiency projects totalled \$970 million. Since establishing our dedicated renewable energy teams in 2002, Manulife's aggregate investment in renewable power and energy efficiency projects has exceeded \$6.4 billion.

Equator Principles

The Equator Principles are a set of voluntary guidelines that help financial institutions address the environmental and social risks associated with project finance. Manulife adopted the Equator Principles in 2005.

The principles apply to all new project financings with total capital costs of US \$10 million or more, in any sector and in any country around the world.

Signatories commit to reporting at least once per year on the Equator Principles

implementation process. In 2013, Manulife revised its Equator Principles reporting cycle to align with the publication of its annual Public Accountability Statement. Table 3 presents Manulife's data for both 2012 and 2013.

Table 3: Manulife's 2012 and 2013 Equator Principles Reporting

Category	Aggregate		By Region				By Sector							
	Projects Reviewed		North America		Other		Agriculture		Forestry		Infrastructure		Power & Utilities	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
A Projects with potential significant adverse social or environmental impacts that are diverse, irreversible or unprecedented	—	—	—	—	—	—	—	—	—	—	—	—	—	—
B Projects with potential limited adverse social or environmental impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures	16	12	14	11	2	1	—	—	—	—	1	2	15	10
C Projects with minimal or no adverse social or environmental impacts	56	17	53	17	3	—	28	6	2	—	19	1	7	10
Total	72	29	67	28	5	1	28	6	2	—	20	3	22	20

For more information about the Equator Principles, visit www.equator-principles.com.

Championing Sustainable Commuting

Manulife continues to actively identify and support environmentally friendly and cost-effective ways for employees to get to and from the workplace.

The Smarter Way

In Canada, Manulife employees in Toronto, Oakville and Kitchener-Waterloo participate in the Smart Commute Program, which has eliminated 727 vehicle trips and prevented an estimated 13,393 kilograms of carbon dioxide from entering the atmosphere since 2009. According to Smart Commute, that's equivalent to an estimated reduction of 63,620 kilometres travelled and cost savings of \$41,059 for Manulife employees.

"More staff at Manulife have taken up walking, cycling and carpooling instead of driving alone to work, contributing to a greener and healthier environment," said Jim Baxter, Director, Environment and Energy Division at the City of Toronto. In addition to programs like Smart Commute, Manulife hosted employee information sessions focused on sustainable ways of commuting and also introduced a discounted transit pass program for employees taking public transit in Toronto.

Mass Commuting

In the United States, John Hancock remains active in its efforts to introduce and support programs to reduce traffic, promote healthy lifestyles and benefit the environment. For

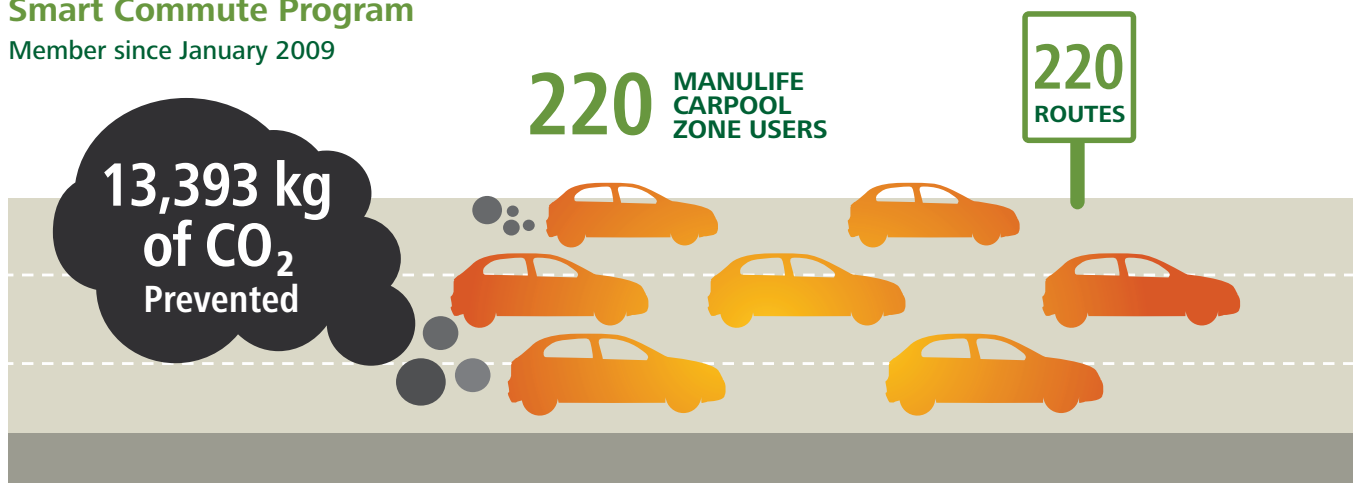
the third consecutive year, John Hancock received the Massachusetts Excellence in Commuter Options (ECO) Award for promoting sustainable transportation options. John Hancock employees can purchase transit and parking passes as a deduction from their paycheques. This is allowed by the federal government on a pre-tax basis, so employees enjoy a savings when they purchase a pass this way, rather than on their own.

John Hancock received the 2013 Silver Level Boston Bike Friendly Business Award for providing facilities, services and benefits to employees who bike to work. John Hancock's team placed third in the MassCommute Bicycle Challenge, a friendly competition among businesses and other organizations, by cycling more than 2,500 kilometres. We're also proud to mention that a John Hancock employee received the 2013 Employee Transportation Champion Award from the Association of Commuter Transportation for promoting commuting alternatives in the workplace.

More than 700 employees in Boston participate in programs that support more sustainable commuting options. According to A Better City Transportation Management Association, this has resulted in the elimination of 688,000 kilometres of travel, preventing an estimated 620,000 kilograms of greenhouse gas emissions.

Smart Commute Program

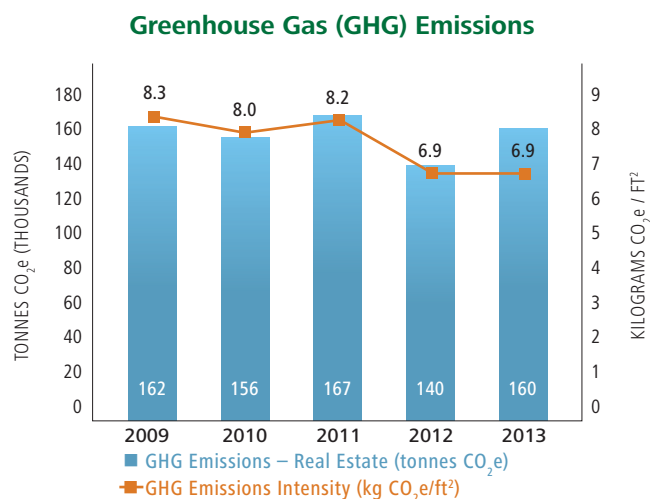
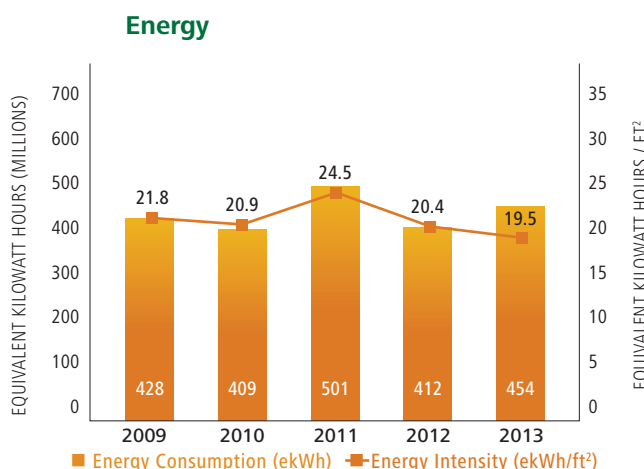
Member since January 2009



Based on 2013 activity, Manulife attained a Silver Smart Commute Workplace Designation.

Minimizing Our Operational Footprint

Manulife has a range of policies, programs and initiatives in place to increase the efficiency of our business operations and minimize our impact on the environment.



Our Approach

We manage the environmental performance of our real estate operations through the use of a proprietary, web-based utility consumption reporting system. This system is used primarily in the commercial office properties we manage, where we have operational control over the premises. As we do not have operational control over energy use and financial control over utility bills for the majority of our industrial, retail and residential properties, we cannot include these properties in our reporting.

In 2013, we reported on 63 per cent of our total real estate portfolio, representing 23 million square feet. This is an increase of 15 per cent, or 3.1 million square feet, from the area on which we reported in 2012. The absolute gross increases in all data reflect the increase in total reported area. Internally, Manulife uses data related to intensity of emissions or consumption per square foot to monitor and manage environmental performance at the individual property and portfolio levels.

Energy and GHG Emissions

Manulife pursues a minimum energy consumption reduction target of two per cent per year in its corporate and investment real estate operations. We set annual targets for performance improvement for individual properties, and provide incentives to our property directors to achieve them.

As a result of our energy conservation efforts, the intensity of our energy consumption has decreased from 21.8 ekWh/ft² in 2009 to 19.5 ekWh/ft² in 2013, a reduction of more than 10 per cent. The intensity of our greenhouse gas emissions has declined by 17 per cent since 2009, from 8.3 kilograms of CO₂e/ft² to 6.9 kilograms of CO₂e/ft².

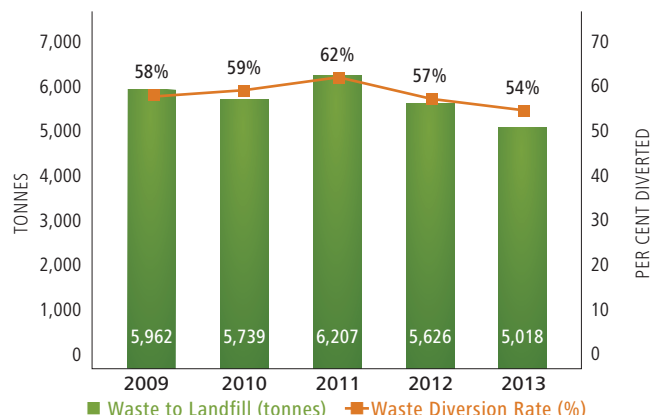
We continue to increase our purchases of renewable energy credits. In 2013, we purchased 58,264 MWh of renewable energy, enough to power 11 per cent of our real estate portfolio.

Waste

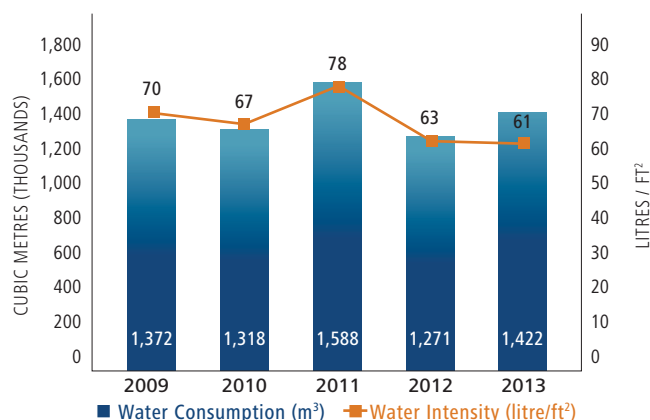
Manulife has consistently reduced the amount of waste generated annually by our operations over the past three years. While this is a positive outcome, our performance in diverting waste from landfill has declined from a rate of 58 per cent of total waste diverted in 2009 to 54 per cent in 2013. In 2014, we plan to conduct waste audits at anomalous properties with the aim of identifying opportunities to improve waste diversion performance.

Note 1: Energy consumption and energy intensity data has been adjusted for weather and extraordinary use in order to measure the relative performance of our properties. Greenhouse gas emissions, water and waste reporting is based on gross, unadjusted data.

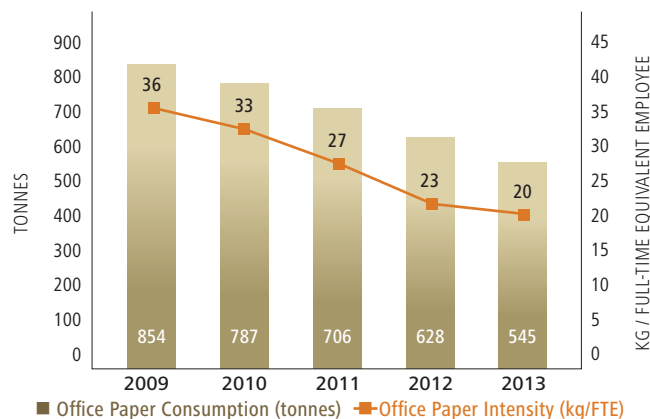
Waste



Water



Office Paper



Water

Manulife is also achieving reductions in water use, with consumption per square foot down from 70 litres in 2009 to 61 litres in 2013, representing a decrease of 13 per cent. We continue to implement cost-effective measures to reduce water consumption across our portfolio to reduce operating costs and environmental impacts.

Paper

We continue to search for ways to reduce our total annual paper consumption and increase our use of sustainably sourced paper. We are migrating our customers to the use of paperless statements, and we encourage our employees to reduce the amount of office paper they use. As a result of our efforts, office paper consumption per employee has decreased by 44 per cent since 2009, while the average recycled content in all purchased paper has remained relatively unchanged at 45 per cent in 2013 compared to 46 per cent in 2009.



Hiking to Support the Environment in Hong Kong

Once again in 2013, Manulife staff and agents in Hong Kong came out in force to participate in the Green Power Hike, an annual event to raise funds and awareness for environmental education and protection programs.

Organized by Green Power, the hike is held along the scenic 50-kilometre Hong Kong Trail. Every year, more than 3,000 participants take part in the hike, representing more than 100 different organizations.

Over the past 20 years, more than 51,000 people have taken part in the Green Power Hike, raising more than HK \$67 million to help build a greener future. Donations raised by the event support environmental education in schools and throughout the community.

Manulife staff and agents volunteered at the event and contributed HK \$72,000 in 2013 to this worthy cause.

A Responsible Manager and Developer of Real Estate

Manulife continues to pursue opportunities to increase the energy efficiency of its real estate portfolio and to minimize its overall impact on the environment through the use of sustainable property management and development strategies.

Building Green

With a global real estate portfolio of more than 38 million square feet, Manulife is acutely aware of the environmental and economic benefits that can be realized through maximizing operational efficiencies. Manulife has implemented a minimum energy consumption reduction target of two per cent per year in our real estate portfolio. This is just one example of Manulife's commitment to continuous improvement, which has helped us achieve either Energy Star or BOMABest certifications for all of our buildings in North America.

Manulife currently has 14 properties certified to the Leadership in Energy and Environmental Design (LEED) standard, and we plan to pursue LEED certification for more of our buildings as our portfolio of properties continues to grow.

In addition to developing buildings using LEED standards and processes, Manulife uses a number of energy-saving measures and technologies in its real estate portfolio, including:

- Harvesting daylight to reduce the need for perimeter lighting
 - Using chilled water from cooling towers to cool the air in interior spaces
 - Occupancy sensors for lighting systems in stairwells, garages and meeting and equipment rooms
 - Energy-efficient LED lighting in situations where 24/7 lighting is required
 - Using grey water and installing trickle irrigation for landscaping
 - Installing low-flow toilets and automatic faucets.
- Continuous Commissioning**
- To help realize the energy efficiency and operational potential of its real estate portfolio, Manulife is also committed to the introduction of continuous commissioning. This approach entails the implementation of systems to help ensure our high-performance and LEED-certified buildings achieve high levels of efficiency, not only at the point of design but on an ongoing basis. Fault detection diagnostics and building automation systems help us to measure, monitor and manage performance in our buildings and to make the appropriate repairs, replacements or adjustments required to ensure equipment is functioning as planned.



Volunteers participating in a tree planting event organized by Evergreen.

Evergreen

Evergreen is a Canadian non-profit organization that works to restore the natural health of communities and encourage sustainable development by reconnecting people in urban environments to nature. Volunteers are at the core of everything Evergreen does – from greening urban neighbourhoods to enabling Canadians to eat healthy, local food.

In 2013, Manulife was proud to announce a three-year partnership with Evergreen to expand its national volunteer program across 11 cities in Canada.



Putting Stewardship at the Core of Timberland Investments

People are often surprised to learn that Manulife, a company associated primarily with insurance and investment products, is also the largest timberland investment management organization in the world.

Through its subsidiary, Hancock Timber Resource Group, the Company manages more than six million acres of timberland in the United States, Canada, Australia, New Zealand and Brazil. Hancock Timber invests on behalf of institutional clients looking for portfolio diversification through exposure to timberland.

The Company has a long-standing and successful track record of responsible forest stewardship practices. Hancock Timber has third-party auditors certify its forests in North America, Australia and New Zealand to the Sustainable Forestry Initiative, Forest Stewardship Council or Australian Forestry Standard programs. In addition, the Company has helped to conserve more than 435,000 acres of sensitive lands around the world since its founding in 1985 – lands that are now protected in perpetuity.

Helping to Complete the Pinhoti Trail

With three million people hiking a portion of it each year, the Appalachian Trail is one of America's favourite destinations to experience the great outdoors. At its southern tip, a second trail begins, winding through national forests and private lands for another 335 miles. Because parts of the Pinhoti Trail are privately owned, however, there are areas where hikers have to leave the trail and walk along roads for



The Pinhoti Trail stretches more than 300 miles through Alabama and Georgia, where it connects to the Appalachian Trail.

miles at a stretch. In 2013, Hancock Timber helped fill a critical gap in the Pinhoti Trail with the sale of a 77-acre parcel of land to The Conservation Fund and the Pinhoti Trail Association. The transaction enables the association to build additional off-road woodland trails and helps eliminate road walks as part of the hiking experience.

Managing a Vital Resource in a Responsible Manner

The Pinhoti Trail transaction is an example of a comparatively small sale that will have a significant impact for generations to come. "For about 40 years, there has been a local grassroots effort to extend the Appalachian Trail into Alabama by way of the Pinhoti Trail. If this effort succeeds, our clients will have played a unique role in helping to establish several sections of the trail through northwest Georgia," said David Kimbrough, Manager of Dispositions for Hancock Timber. "And while this may have been a relatively small sale of land from an acreage perspective, it is extremely important to the scores of people who will be able to enjoy

the natural beauty of this trail in the future."

"High-quality timberlands are an excellent long-term investment. They can generate sound financial performance while helping to reduce portfolio risk," said Mike Wolf, Director of North American Operations. "In addition, when properly managed, timberlands provide social value to users, while at the same time supporting the planet's ecology."



As part of its stewardship commitment, Hancock Timber Resource Group has third-party auditors certify its forests as being sustainably managed.



**Hancock
Timber
Resource
Group®**

A Manulife Asset Management Company

Developing Sustainable Energy

Through its subsidiary, Regional Power, Manulife develops, refurbishes and operates hydroelectric power plants in the Canadian marketplace. Manulife, a major shareholder since 1996, acquired the remaining portion of Regional Power in December 2013.



The Sechelt Creek development includes a 400-metre salmon spawning channel, the first of its kind to be established in British Columbia in connection with a small hydroelectric generating facility.

Manulife's investment in Regional Power reflects the Company's commitment to high-quality, long-duration assets with predictable cash flows. Regional Power owns or manages nine facilities in British Columbia and Ontario with a total generating capacity of 88 megawatts of clean, renewable energy, enough to power approximately 88,000 homes.

A Track Record of Responsible Operations

Regional Power's management team has established a sound track record of working collaboratively with stakeholders, including local First Nations, to bring its projects online in a manner that is accountable to the environment and neighbouring communities. For example, we collaborated with the First Nations Employment Society in Vancouver and the Sechelt First Nation to help train operators at the Sechelt Creek generating station in British Columbia.

With some projects, local First Nations communities also become part owners of the hydroelectric facilities along with Regional Power, helping to provide their communities with a new and dependable revenue stream. This type of investment can serve as a cornerstone for economic and social development in these communities.

As part of the Sechelt Creek development, Regional Power rehabilitated a migratory salmon spawning area in cooperation with Canadian Forest Limited, the Department of Fisheries and Oceans and the Sechelt First Nation. The 400-metre spawning channel is the first of its kind established in connection with a small hydroelectric generating facility in British Columbia and is helping to increase the province's salmon stocks. The project was awarded the 2005 Blue Planet Prize by the International Hydropower Association, and in 2013, the project was awarded the Clean Energy BC award for environmental stewardship and community improvement.

Regional Power's current operating facilities offset 453,000 tonnes of carbon dioxide emissions each year, when compared to coal-fired plants. We have nine projects in various stages of development, including two projects currently under construction. Upon completion of all projects, Regional Power will operate an estimated total generating capacity of 393 megawatts of clean, renewable energy.

Greening the Urban Environment

Manulife supports a number of initiatives aimed at preserving and enhancing parks, green spaces and bodies of water close to the communities where we operate. In addition to serving as habitat for numerous species of animals, these areas help to improve air quality, reduce noise levels and encourage active living.

Paddling to Protect Canada's Most Populous Watershed

On a picturesque morning in May 2013, a record number of paddlers, walkers and volunteers came out to 'Paddle the Don'. This was the 20th anniversary of the event, which raises funds toward the regeneration and conservation of the Don River watershed in Toronto. Home to 1.2 million residents, the watershed is at the heart of Canada's largest urban region.

The effects of early industrialization and subsequent urbanization in the Don Valley have presented many environmental challenges. With our corporate head offices a mere stone's throw away, helping to rehabilitate the Don River watershed is a cause that is near and dear to Manulife. We were delighted to mark our third year as the title sponsor and official volunteer sponsor of Manulife Paddle the Don in 2013.

More than 700 paddlers in 275 boats travelled the scenic 10.5-kilometre route along Toronto's urban river, buoyed by the efforts of more than 200 volunteers and special guests, including Premier of Ontario Kathleen Wynne and Manulife President and Chief Executive Officer Donald Guloien. In all, \$100,000 was raised through pledges, registration fees and Manulife's sponsorship.

"Manulife has been a perfect partner for this event," said Arlen Leeming of the Toronto and Region Conservation Authority. "They've been wonderful



The annual Manulife Paddle the Don event supports the regeneration of the Don River while providing people with the unique opportunity to paddle a canoe or kayak in the heart of Toronto.

in helping us promote the event and engage the public to take action and ownership of the river and help ensure it is a resource for generations to come."

Providing Children with a Place to Play in Boston's South End

A donation by John Hancock to the City of Boston is ensuring children in that city's South End will have a safe, scenic place to play for decades to come.

The playground and green space was officially dedicated in honour of Frieda Garcia, an influential community leader who has been a driving force behind countless civic movements in Boston since the mid-1960s.

Formerly the site of a parking lot, the 12,000-square-foot park now serves as an attractive community meeting place in the midst of a densely populated

urban area, with newly planted trees, murals, benches and state-of-the-art children's play equipment.

John Hancock donated the land for Frieda Garcia Park to the City of Boston and also covered the park's design and construction costs.

"This park is about our kids. It's about providing them with an outdoor play place to be active," said Craig Bromley, President of John Hancock. "We are delighted to be able to play a role in helping provide safe, happy places for the people in our community to gather."

About 200 people attended the park's dedication, including Craig Bromley, Frieda Garcia, Boston Mayor Thomas Menino, Massachusetts House Speaker Robert Deleo, and Richard Davey, Secretary and CEO of the Massachusetts Department of Transportation.

Social Impact



Since 2004, John Hancock employees have been participating in the Pan-Mass Challenge by volunteering, riding or fundraising. Founded in 1980, the Pan-Mass Challenge raises money for life-saving cancer treatment and research at the Dana-Farber Cancer Institute.

Social Impact



COMMUNITY INVESTMENT

\$25.2 million

in donations, sponsorships and other types of community investments



VOLUNTEER HOURS

88,751

hours volunteered with local charities by employees and agents



NUMBER OF PARTNERSHIPS

1,000+

non-profit organizations around the world we partnered with

In each of the markets where Manulife operates, we strive to achieve a range of positive social impacts, in areas from workplace safety, diversity and flexibility to employee health and wellness, corporate giving and employee volunteerism.

This past year, Manulife maintained its long-standing support for a wide range of charities, programs and not-for-profit organizations dedicated to improving the lives of people of all ages and walks of life. Through these programs and activities, Manulife was able to play a part in achieving significant positive impacts in the communities where our employees live and work around the world.

We take great pride in maintaining the Manulife tradition of giving back to our communities. In 2013, our employees and programs contributed \$25.2 million to more than 1,000 community organizations around the world. We are also an active and

engaged supporter of many of the most respected and well-managed charitable organizations in the world.

We give back not only through our financial contributions, but also through the time and expertise that our people give in their capacity as volunteers.

Whether it's through strategic funding, employee volunteering or other forms of support, Manulife remains committed to building strong, resilient communities and better futures.

Canadian Health and Safety Policy

It is the policy of Manulife to provide a safe and healthy workplace. The protection of employees from injury and occupational disease, as well as the promotion of wellness and the prevention of violence and harassment, is a significant ongoing commitment on the part of the Company.

Canadian Hours of Work and Break Policies

Employees are paid to work 37.5 to 40 hours per week depending on the business needs of the work area. Employees can consult with supervisors to arrange flexible arrival and departure times, subject to work requirements.

Manulife's Approach to Charitable Giving

As part of Manulife's desire to maximize the positive impact and momentum of our corporate giving initiatives, we focused our efforts on three areas in 2013.

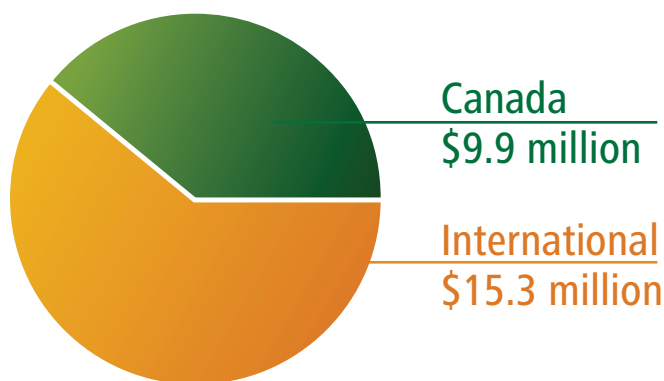
Harnessing the power of volunteering – Manulife continues to demonstrate leadership through the time, attention and expertise our people donate as volunteers. Volunteerism helps magnify and expand the scope of our corporate giving programs and has positive, lasting effects at the community level.

Promoting health and wellness – As one of the world's largest life insurance companies, we believe strongly in the importance of promoting health and wellness and supporting the prevention of disease through active, healthy living.

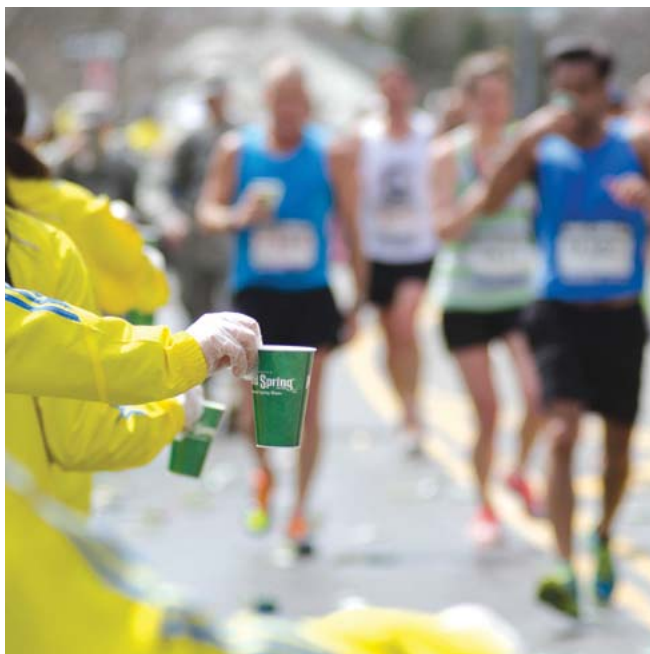
Empowering communities – We are committed to the health and vitality of the communities where we operate. Manulife supports a wide range of social, educational and employment programs aimed at empowering children, young people and families, building social inclusion for all, and fostering economic and environmental sustainability.

In Canada, Manulife, its employees and programs contributed \$9.9 million to community organizations in 2013, of which \$8.1 million was contributed directly by the Company.

Manulife, its employees and programs contributed a total of \$25.2 million to more than 1,000 non-profit organizations around the world.



Manulife is officially designated as a Caring Company by Imagine Canada. As a Caring Company, Manulife agrees to commit a minimum of one per cent of pre-tax domestic profit each year to support charitable and non-profit organizations, measured on a five-year rolling average.



More than a Race

John Hancock has been the principal sponsor of the Boston Marathon since 1986, a commitment that goes far beyond Race Day. We have developed expansive, year-round programming that includes recruiting and hosting the John Hancock Elite Athlete Team made up of the world's top distance runners, providing the annual prize purse, serving as principal sponsor of the John Hancock Sports & Fitness Expo, placing hundreds of employee volunteers along the Marathon route, and supporting educational and athletic programs for schoolchildren in Boston and the surrounding area.

Over the past 28 years, the Boston Athletic Association and the John Hancock Non-Profit Program have raised more than US \$170 million for local non-profit organizations. In 2013, over a thousand runners in John Hancock's Non-Profit Program raised US \$7.9 million for more than 100 local organizations.

Protecting the Lives of Schoolchildren in Cambodia

In 2013, more than 2,400 people, including many children, were killed in traffic accidents in Cambodia. According to the World Health Organization, motorcycles were involved in 70 per cent of all traffic fatalities, in large part because so few riders wear helmets.

While helmet use is mandatory for motorcycle drivers in Cambodia, passengers are exempt from the law – a reality that poses serious risks to the many children who travel to and from school each day as passengers on their parents' motorcycles or bicycles. Recognizing this serious hazard for children, Manulife embarked on an ambitious program this past year to educate families about road safety and to encourage helmet use by children.

The 'Helmets for Families' program was rolled out at the Sampov Meas Primary School in the capital city of Phnom Penh from January to August 2013. This particular school was selected because more than 80 per cent of its students commute by motorbike and bicycle and only a small percentage were wearing helmets.

The program, which was launched at a press conference chaired by the Minister of Public Works and Transport, consisted of a wide variety of educational elements, including the creation of educational murals depicting proper road safety practices, in-class training about traffic safety and correct helmet use, having parents sign letters committing to safe road behaviour, and donating helmets to students, teachers and parents.

"Our vision as a company is to help provide a better future for families. This project offers us the opportunity to help ensure the safety of Cambodian children and families by educating them on road safety and on the importance of using protective gear, like helmets, when driving," said Robert



A teacher helps a student put on a helmet during a Helmet Handover ceremony at a school in Phnom Penh, Cambodia.

Elliott, Chief Executive Officer and General Manager of Manulife Cambodia.

In all, Manulife Cambodia, in collaboration with the Asia Injury Prevention Foundation, donated 424 helmets for students, teachers and parents as part of the program. The results of the program were outstanding. Prior to Helmets for Families, less than five per cent of the students wore helmets to and from school. At the completion of the campaign, 84 per cent of the students were wearing their donated helmets as they rode on the back of their parents' motorbikes. The program also received extensive coverage in Cambodian media.

"This project represents an important milestone for our school," said Sy Sotha, principal of Sampov Meas Primary School. "Children are our most precious asset, as well as our

most vulnerable. We are committed to working with our students, parents and other relevant stakeholders to make helmets a permanent part of the school uniform."

Manulife Cambodia plans to expand the program to other communities in 2014.



Schoolchildren and Manulife Cambodia staff paint murals depicting road safety practices such as how to cross the road safely and how to wear a helmet properly.

Bloomberg Manulife Prize

Dr. Walter C. Willett, Fredrick John Stare Professor of Epidemiology and Nutrition and Chair of the Department of Nutrition at the Harvard School of Public Health, is the winner of the 2013 Bloomberg Manulife Prize for the Promotion of Active Health.



Dr. Willett is the single most cited nutritionist in the world, and a sought-out expert on the topic of health and nutrition. Known for his criticism of policies and guidelines that fail to reflect the best scientific evidence, Dr. Willett has dedicated himself to pursuing long-term research that can inform the public about how proper nutrition contributes to better health, and ultimately, a longer life.

Dr. Willett is the author of more than 1,000 scientific articles on diet and disease, and is perhaps best known for his bestseller, *Eat, Drink, and Be Healthy*, which presents nutritional recommendations based on data

from both epidemiologic and clinical studies. In this book, he presents his 'Healthy Eating Pyramid', supplanting the USDA Pyramid as a healthy eating guideline. He argues that diseases such as cardiovascular disease, diabetes and some cancers are largely preventable through well-informed nutritional and lifestyle choices.

The \$50,000 Bloomberg Manulife Prize, launched in 2011, is awarded annually to a researcher anywhere in the world whose work promises to broaden our understanding of how physical activity, nutrition or psychosocial factors influence personal health and well-being. Applications for the Prize are assessed by a jury of distinguished academics from universities and research institutions across North America.

To better educate Canadians on issues of health and lifestyle, and to promote

positive shifts in everyday behaviour, philanthropist and business leader Lawrence Bloomberg joined forces with Manulife and each pledged \$1 million to set up this 10-year initiative. Since its inauguration, the Prize has gained the endorsement of prominent health organizations, including the Canadian Cancer Society, the Canadian Heart and Stroke Foundation, ParticipACTION Canada, the Canadian Diabetes Association and YMCA Canada.

Learn more about the Bloomberg Manulife Prize and ideas that move you at mcgill.ca/bloomberg-manulife.



(From left to right) Marc Weinstein, Vice-Principal of Development and Alumni Relations at McGill University; Dr. David Eidelman, Vice-Principal, Health Affairs, and Dean of the Faculty of Medicine at McGill; Frances Bloomberg; philanthropist and business leader Lawrence Bloomberg; Donald Guloien, Manulife President and Chief Executive Officer; winner of the 2013 Bloomberg Manulife Prize, Dr. Walter C. Willett; and Dr. Dilon Rassier, Interim Dean of the Faculty of Education at McGill.

Promoting Healthy Lifestyles Through Active Living

As one of the world's largest life insurance companies, Manulife believes in the importance of promoting health and wellness and supporting the prevention of disease through active, healthy living. This past year, the Company continued its long-term relationships with both the Manulife Dragon Boat Festival, which helps to fund amateur sports, and the Best Buddies Challenge, a bike-riding event in Massachusetts that raises funds for people with intellectual and developmental disabilities. These are just two of the many programs Manulife supported in 2013.



The Manulife Dragon Boat Festival in Nova Scotia has raised more than \$1.2 million for the Nova Scotia Amateur Sport Fund. As a direct result of the valuable efforts of festival participants, over 1,000 grants have been made to amateur athletes, coaches, officials and sporting organizations across the province.

Supporting Amateur Sport with the Manulife Dragon Boat Festival

Hundreds of participants and spectators lined the shores of beautiful Lake Banook in Dartmouth, Nova Scotia, on a sunny day in July 2013 to take part in the annual Manulife Dragon Boat Festival. In all, 38 teams raised \$107,000 for the Nova Scotia Amateur Sport Fund, which supports community-based sport programs across the province and helps ensure children of all ages and socioeconomic backgrounds have a chance to get healthy and active.

Manulife, the title sponsor of the event for the past nine years, sent five of the event's top 10 fundraising teams. In total, Manulife's teams, comprised of employees from Kitchener, Toronto and Halifax, raised a record \$36,000.

"We can't express how important Manulife's partnership is to the success of this event each year," said Jeff LeDrew, Director of Marketing and Events for Sport Nova Scotia. "The fund exists to promote active lifestyles and to increase participation in sport through the support of community-based programs. Manulife continues to be a tremendous partner through its involvement in the festival, helping us to support amateur sport in the province."

Best Buddies Challenge

On a picture-perfect day last May, a group of John Hancock employees took a scenic bike ride along the South Shore of Massachusetts, had the opportunity to meet New England Patriots quarterback Tom Brady and raised funds for a worthwhile charity in the process. It was all part of the

Best Buddies Challenge – an annual bike-riding event founded in 1989 by Anthony Kennedy Shriver to raise funds for people with intellectual and developmental disabilities.

John Hancock has been an active supporter of the Best Buddies Challenge since 2009. In addition to serving as a corporate sponsor of the ride, 65 John Hancock employees rode the picturesque Hyannis Port route, while another 45 employees volunteered at the registration desks and water stations to support fellow participants.

Tom Brady, who served as the chairman of this year's event, cycled alongside the other riders and threw autographed footballs to audience members at the post-event party.

Joining the ride once again this year was Manulife President and Chief Executive Officer Donald Gulioien, who cycled to help support the cause. John Hancock was named the top corporate sponsor of the 2013 edition of the event.

“
Since 2009, John Hancock
riders, runners and
walkers have raised more
than US \$625,000 for
Best Buddies.”
”

Investing in Better Financial Futures for Families

A person's quality of life can be influenced significantly by their level of financial literacy. By providing people with the knowledge and practical skills needed for household budgeting and basic investing and financial planning, Manulife is helping to empower individuals to keep expenses and debts under control and to create better financial futures for themselves and their families.

Promoting Financial Literacy for People of All Ages

Despite the fact that Singapore is home to one of the world's most rapidly aging populations, the Manulife Investor Sentiment Index survey revealed that a majority of its residents felt they were not prepared for retirement. In fact, only 10 per cent of respondents said they were confident they would be able to maintain their current lifestyle after retirement.

"Our survey revealed a significant knowledge gap when it comes to financial literacy in Singapore, particularly around retirement planning," said Annette King, President and Chief Executive Officer, Manulife Singapore. "So this past year, Manulife embarked on an ambitious campaign to educate the public about the importance of planning for retirement and to provide people with useful, relevant tips to help get them on the right path toward a more secure financial future."

The multi-faceted educational campaign included a series of retirement-themed editorials in local newspapers, show-and-tell videos on retirement planning topics, seminars for secondary school students and more. Financial experts from Manulife also appeared in the *MoneyMind* series on Channel NewsAsia to provide viewers with simple retirement planning tips.



Manulife Hong Kong launched a series of micro-films entitled '80.80 Seeing the World' that feature people born in the 1980s and people heading toward their eighties in conversation about life goals and plans. The films are part of a broader campaign to engage people on the topic of financial planning.

A microsite focused on retirement provides visitors with access to a handy checklist, calculator, self-help tool and other resources to underscore the importance of financial literacy for a secure retirement.

Encouraging a New Generation of Actuaries

Manulife Indonesia has entered into a unique partnership with a local university to help inspire promising young students to enter the actuarial

profession. The Company signed an agreement with the Faculty of Mathematics and Science at Gajah Mada University in Yogyakarta to help encourage talented students to pursue actuarial studies. This initiative demonstrates Manulife Indonesia's ongoing support for government objectives associated with the creation of a more skilled workforce, as well as the continued advancement of the insurance industry.



As part of the MLK Summer Scholars program, John Hancock provides US \$1 million in funding each year to community-based non-profit organizations so they can offer meaningful summer employment opportunities for Boston youth. The program is the largest, most comprehensive corporate summer jobs program in the U.S.

Teaching Financial Literacy Skills to Youth in Boston

For the past six years, John Hancock's MLK Summer Scholars program has helped address a critical need in Boston – providing summer jobs for the city's young people. Each year, the program offers meaningful job experiences and personal development workshops for 650 young people, helping to create a skilled workforce for the future while adding value to the community.

This past summer, the program featured a component focused on

teaching financial literacy skills to youth. The seven-week course was comprised of 10 distinct modules on topics such as saving, credit scores, renting versus owning, taxes and insurance, investing, consumer fraud and more.

The program was delivered in partnership with EverFi, a leading education technology platform. Students used the latest technology, including video, animations, 3-D gaming, avatars and social networking, to bring complex financial concepts to life. Participants also had the chance to test drive their new financial literacy skills in virtual learning

environments. They were asked to make financial decisions in a series of hypothetical scenarios and were then able to witness the consequences of those decisions in a risk-free learning environment.

The 'personal finance' workshop had the highest overall satisfaction rating of the workshop series, with 85 per cent of participants saying it was useful and relevant.



Promoting Healthy Eyesight for Children in Taiwan

More than 250 staff and agents from Manulife Taiwan volunteered to help raise funds for school screenings with the Vision for the Future charity eye care campaign. Funds raised through the campaign support eye care-related programs at 2,700 elementary schools and make eye care

screenings possible in remote areas where medical resources are limited.

The campaign was sponsored by Manulife Taiwan in partnership with ORBIS International, a non-profit organization dedicated to preventing and treating blindness by providing quality eye care.

By the end of 2013, the campaign had raised more than \$164,000.

Commitment to Our Employees

At Manulife, we recognize that our people are key to our long-term success. We believe strongly in supporting our employees and empowering them to achieve their full potential.



Supporting Career Development

Our employees have the opportunity to build a career with Manulife. We support and recognize career progression in a number of ways, including innovative learning and development opportunities, continuous learning subsidies, competitive total rewards programs, global employment opportunities, recognition programs, and formal talent and succession processes that promote career advancement and leadership development.

We also actively invest in young people through student programs that provide a holistic combination of work experience, financial and study support for professional designations, mentorship, networking and social activities.

Building an Engaged Workforce

We are better positioned to achieve our business goals when our employees are engaged in the work they do and feel that their needs and aspirations are being considered. Manulife has designed a number of programs to support its employees in this manner, recognizing the different needs of its multi-generational and global workforce. These include promoting health and wellness (physical and mental) in the workplace, creating workspaces that reflect the different ways people work, and providing the tools and resources to support remote working and global collaboration. We also provide a wide range of training, mentoring and leadership programs to help people grow in their careers, as well as community involvement opportunities, some of which are highlighted throughout this document.



Canada's Top 100 Employers 2013

Our Company-wide engagement surveys give us a greater understanding of how well we are doing in meeting the needs of our employees and, more importantly, how we, as an employer, can better meet those needs.

Providing Employees with Competitive Benefit Programs

Manulife employees have access to pension and benefit programs that are competitive with market norms and are also reflective of local practices in the country in which they work.

Employees in Canada and the United States can participate in a wide array of plans and programs, many of which can be tailored to suit their individual needs, including health, dental, vision, short-term disability, long-term disability, life and accident insurance plans, wellness programs, employee assistance plans, and retirement savings and share purchase programs.

Outside of North America, local practices vary from country to country. Accordingly, benefit programs for employees vary but can typically include life and accident, health, dental and disability plans, along with retirement and other savings programs.

Promoting Workplace Policies and Practices Around the Globe

Our workplace policies and practices recognize that attracting and retaining talent is critical to our success as a global enterprise. We proactively offer employees the following:

- Opportunities to demonstrate initiative and participate in projects and activities that have a direct impact on the Company's future performance
- The chance to take on new and exciting career development challenges of a global nature through participation in global projects and international assignments, in line with our commitment to supporting internal mobility – within and across markets
- A dedication to bias-free employment practices and to the attraction and retention of employees with diverse backgrounds, thoughts and experiences
- Safe and accessible workplaces for all our employees worldwide.

Recognizing Excellence throughout Manulife

The STARs of Excellence Awards recognize employees who best exemplify Manulife's values – those who demonstrate 'above and beyond' attitudes in all they do, serving customers, colleagues and communities in a variety of dynamic environments and vibrant cultures.

Specifically, this program aims to profile employees who regularly demonstrate the attributes and behaviours that contribute to Manulife's success, and to acknowledge those individuals who consistently exceed expectations. It also spotlights employees who have embraced Manulife's global nature and work collaboratively across the Company, and recognizes individuals who demonstrate leadership by serving as role models and inspiring their colleagues.

Fifty-two Manulife employees from around the world were recognized in 2013 for what they achieved, as well as how they have achieved it. Manulife's Board of Directors and Executive Officers gathered to acknowledge each of these individuals with a celebratory dinner and awards ceremony, and all winners were given the opportunity to direct a \$1,000 donation to the registered charity of their choice.



One STARs of Excellence Award, the Community Award, is given to recognize someone who has made a positive difference in his or her community through outstanding volunteer service, leadership and dedication. In 2013, the Community Award was presented to Timmy Lee, District Director, Agency Sales, Hong Kong for his tireless efforts promoting and running youth development programs. As part of the award, Lee directed a \$5,000 donation from Manulife to the Zhong Shan-Hong Kong-Macau-Taiwan Youth Exchange Promotion Association.



Canada's Top Employers for Young People 2013

For the past two years, Manulife has been recognized as a Top Employer for Young People in Canada for our:

- Leadership Development Program to accelerate the development of high-performance MBA graduates
- Recruitment programs for co-op and internship students and new graduates in a variety of functions such as Finance, Actuarial, Investments, Operations, Information Systems and Human Resources
- Paid internships and a variety of co-op programs that give students 'real work' experience.

Women at Manulife

Manulife proactively promotes the advancement of women in the workplace through a range of programs and initiatives.



Leymah Gbowee is a Nobel Peace Laureate, peace activist, social worker and women's rights advocate. Gbowee was a keynote speaker at the 2013 Massachusetts Conference for Women.

Manulife supports a number of internal networking and professional development groups across Asia, Canada and the United States. One group, Women@Manulife, is an employee resource group intended specifically for women working in Manulife's Investment Division or in investment-related roles. The group has an ongoing speaker series, convenes a number of networking sessions, and encourages outreach and community involvement by its members. Manulife also supports a range of external professional women's groups that employees can join to network with peers both within and outside of the financial services sector.

John Hancock has been a sponsor and active supporter of the Massachusetts Conference for Women since its inception in 2005. In 2013, 255 women from John Hancock took part in this one-day networking, motivational and professional development event. The Company also sponsors high school students as part of the conference's development track and looks to this annual event as an opportunity to identify and attract potential high-calibre employees.

In partnership with the Niagara Institute, Manulife offers a program called Influencing Skills for Women. The program is for women who want to practice and develop their skills in effectively influencing others in order to achieve exceptional results. Approximately 100 women have participated in the program.

As a member of Catalyst, a global organization with the mission of expanding opportunities for women in business, Manulife actively advocates on behalf of women in the broader community. Manulife has joined the Catalyst Accord, an initiative aimed at boosting the overall proportion of women on the boards of Canada's largest companies to 25 per cent by 2017. We're pleased to say that we have already surpassed the target and that 31 per cent of the independent members of Manulife's Board of Directors are women. While we are encouraged by this progress, we will endeavour to do more.

Table 4: Employee Gender Mix by Region

Data as at December 31, 2013

Region	Female	Male
Canada	64%	36%
United States	46%	54%
Asia*	59%	41%
Other**	35%	65%
TOTAL	59%	41%

* Asia: Cambodia, China, Hong Kong, Indonesia, Japan, Macau, Malaysia, Philippines, Singapore, Taiwan, Thailand and Vietnam

** Other: Europe, Latin America, Australia, New Zealand and India

Note: Includes regular employees only.

Table 5: Workforce Data by Employment Type and Country*Data as at December 31, 2013*

Country	Employment Type			Total
	Regular	Temporary	Contractor	
Australia	8	—	—	8
Barbados	17	—	—	17
Belgium	25	—	—	25
Bermuda	2	—	—	2
Brazil	3	—	—	3
Cambodia	97	1	1	99
Canada	10,194	89	666	10,949
China	1,659	64	7	1,730
Hong Kong	1,489	36	—	1,525
India	1	—	1	2
Indonesia	1,700	—	—	1,700
Japan	1,336	—	27	1,363
Macau	14	—	—	14
Malaysia	535	10	—	545
New Zealand	96	—	5	101
Philippines	3,701	4	9	3,714
Singapore	290	5	7	302
Taiwan	313	14	5	332
Thailand	127	—	—	127
United Kingdom	16	—	—	16
United States	4,774	1	229	5,004
Uruguay	1	—	—	1
Vietnam	483	18	—	501
TOTAL	26,881	242	957	28,080

Note: Includes active regular/temporary employees, contractors and employees on paid leave.

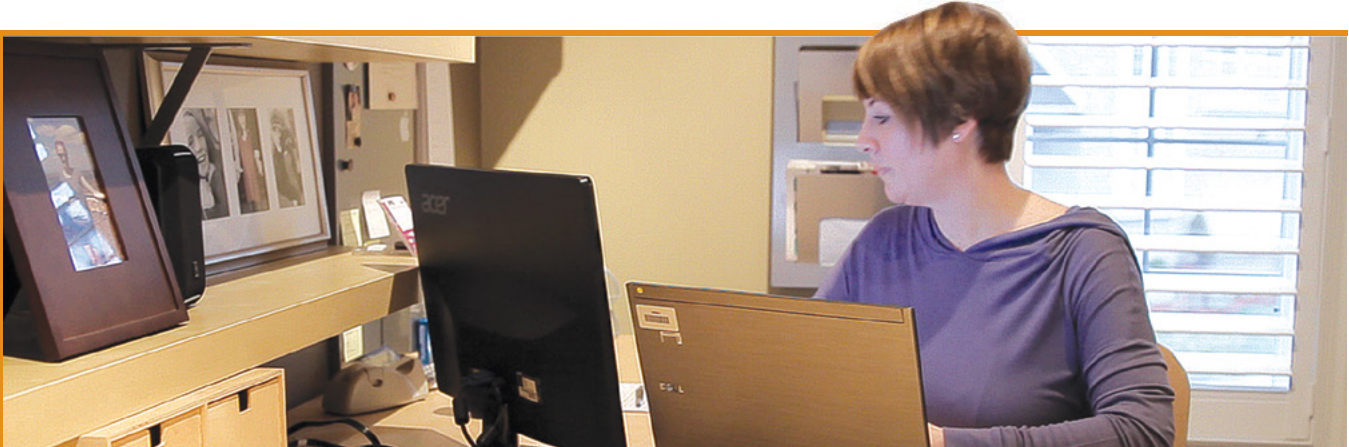
Table 6: Workforce Data in Canada by Employment Type and Province*Data as at December 31, 2013*

Province	Employment Type		Total
	Full-time	Part-time	
British Columbia	168	4	172
Alberta	318	13	331
Saskatchewan	66	2	68
Manitoba	49	1	50
Ontario	8,471	262	8,733
Quebec	755	51	806
New Brunswick	5	1	6
Nova Scotia	752	30	782
Newfoundland and Labrador	1	—	1
TOTAL	10,585	364	10,949

Note: Includes active regular/temporary employees, contractors and employees on paid leave.

Reinventing Our Work Environment

Manulife is transforming its work environment to foster a more engaged, collaborative and productive workforce. As part of the ambitious Workplace Transformation initiative, Manulife is redesigning its physical office spaces, upgrading its technology infrastructure and even rethinking the structure of the traditional workday.



Workplace Transformation is an important initiative that Manulife is rolling out around the world. It represents an exciting opportunity to strengthen Manulife's competitiveness by improving the workplace experience for employees.

In addition to providing employees with more opportunities to increase productivity, work-life balance and innovation, Workplace Transformation is about making Manulife more agile in a competitive business environment.

Workplace Transformation consists of three main elements:

1. Embracing flexibility and mobility

In workplace surveys, our employees told us that work-life balance is a top priority for them. We're addressing this need through a North America-wide Workplace Flexibility Program, which builds on traditional arrangements such as job sharing and compressed work weeks to provide employees with more options for part-time and full-time mobility. Employees can choose to work wherever it makes the most sense, whether that means using a mobility workstation in one of our offices or from their own home office.

2. Transforming our physical space

Manulife has started on an ambitious program of redesigning many of its corporate workspaces. In North America, offices are being redesigned to facilitate a more open approach to communications and teamwork, with layouts that encourage greater collaboration and use space more efficiently. Renovated offices feature more

natural light, the latest in ergonomics, including sit-stand workstations, new and consistent furniture arrangements, and more mobility workstations and collaborative spaces.

3. Introducing tools and technology to help us work smarter

We are introducing technological enhancements that support greater collaboration and mobility among Manulife's employees to help them become even more productive. These enhancements support the ability to work wirelessly anywhere, extending our voice and data networks securely into employees' homes and making it easier for them to be productive and engaged while working remotely. Improved electronic storage systems also mean less reliance on paper and physical storage space.

These initiatives are putting in place the foundations of a more global, mobile and agile workforce at Manulife. By giving our employees the ability to work, communicate and collaborate anywhere, anytime, we're enabling improvements in employee engagement and work-life balance while at the same time strengthening the Company's agility and competitiveness.

Supporting the Health and Wellness of Our Employees

We recognize that the healthier our employees are, the happier, more engaged and more productive they will be. Fostering a healthier workforce can also help to decrease individuals' stress levels, strengthen their immune systems and potentially lower their risk factors for certain types of disease, while at the same time reducing the Company's benefit costs. The following are just a few of the health and wellness programs and initiatives Manulife delivered during 2013.

Asia

Employees in Manulife's Asia operations continued to participate in a wide range of programs, initiatives and fundraisers in support of healthy lifestyles in 2013, including:

- **Manulife Waku Waku Charity Run:** More than 100 Manulife employees participated in this charity run in Japan in May, with another 102 employees, family members and friends serving as volunteers.
- **Terry Fox Run in Ho Chi Minh City:** Manulife Vietnam has an excellent turnout for this run every year and 2013 was no exception, with more than 1,000 agents and employees participating to raise funds for cancer research.

United States

John Hancock reinforced its commitment to fostering a healthier workforce in 2013, providing employees with access to a broad range of programs centred on fitness, nutrition, stress management and more. Here are just a few of the programs John Hancock employees had access to this past year:

- **Healthy Returns:** These quarterly sessions helped 1,374 employees set realistic goals with respect to blood pressure, cholesterol levels, smoking cessation and more.
- **Work Your Way to a 5K:** 40 employees took part in this program, which prepares non-runners to enter and complete their first five-kilometre road race.
- **Boston Heart Walk:** 68 employees took part in this event in 2013, participating in walks of one, two or six miles to raise funds for the American Heart Association.

Canada

With an emphasis on prevention, Manulife's Wellness Matters program provides employees with services, activities and tips to help them identify and achieve their wellness goals. Here are just a few of the many activities employees took part in this year:

- **Winning@Losing Challenge:** This 10-week challenge, aimed at helping participants achieve their weight loss goals, saw 311 employees lose a total of 405 kilograms.
- **Tri Fit Challenge:** 629 employees took part in this month-long challenge focused on increasing their physical activity on a regular basis.
- **Every Day in May:** This team-based challenge awarded points to employees for activities such as healthy eating, water intake and stress reduction. In all, 239 employees on 31 teams worked together to encourage each other to adopt healthier habits.



More than 1,000 agents and employees from Manulife Vietnam supported the 2013 Terry Fox Run in Ho Chi Minh City to raise funds for cancer research.

Manulife Bank Public Accountability Statement

In 1993, Manulife Bank of Canada (Manulife Bank) became the first chartered bank in Canada to distribute its products and services solely through independent financial advisors. In doing so, Manulife Bank pioneered the concept of advisor-based banking. After more than two decades, we hold firm to the belief that debt and cash flow management is an integral part of an effective financial plan. By working with independent financial advisors, we seek to help Canadians improve their financial health by bringing efficient, flexible banking solutions to the core of every financial plan.



Efficient, Integrated Banking Solutions

Manulife Bank encourages Canadians to simplify their banking and make their money work harder, so they can become debt-free sooner. In addition to offering competitive rates on all of its products, Manulife Bank helps Canadians bank more efficiently with two innovative, integrated banking solutions – Manulife One and Manulife Bank Select:

- Manulife One allows clients to combine nearly all of their banking needs within a single, efficient account, which can result in significant savings compared to traditional banking.
- Manulife Bank Select combines a traditional mortgage with a high interest chequing account to simplify the banking experience for Canadians.

With both products, clients can customize the structure of their debt and mitigate the risk of rising interest rates by dividing their debt among a variety of fixed and variable-rate options.

To help ensure our products are affordable for those who may have retired, we offer a discounted monthly fee for seniors on both Manulife One and Manulife Bank Select.

Personalized, Local Access

Manulife Bank leverages a referral network of more than 16,000 independent financial advisors across Canada to refer or distribute its mortgages, loans and deposit products. This approach allows our customers to access objective, customized advice in their community and at their convenience. The integration of customized advice with innovative, flexible banking solutions helps empower them to build effective financial plans with confidence and achieve their financial goals.

Manulife Bank supports clients and distributors through a nationwide team of Banking Consultants. More than 200 mobile Banking Consultants are available to meet with clients at their convenience, often in their homes.

Manulife Bank now has two branches that offer select services to Private Banking clients, by appointment only. The branches are located in Toronto and Vancouver:

- 250 Bloor Street East, Main Floor, Toronto, Ontario
- 550 Burrard Street, Suite 728, Vancouver, British Columbia.

Online and Telephone Access

Manulife Bank provides easy access to daily finances through online and telephone banking. Manulife Bank's websites are designed to make it easy for visitors to find relevant information and, if needed, get in touch with an independent financial advisor or Banking Consultant in their community.

Manulife Bank also leverages online application systems for independent financial advisors and mobile Banking Consultants. These systems allow clients to get up and running with many of Manulife Bank's deposit and loan products quickly and efficiently.

Table 7: Income and Capital Taxes – Paid or Payable for 2013

Provinces and Territories	Manulife Bank			Manulife Trust		
	Capital Taxes	Income Taxes	Total Taxes	Capital Taxes	Income Taxes	Total Taxes
British Columbia	\$ –	\$ –	\$ –	\$ –	\$ –	\$ –
Alberta	–	–	–	–	–	–
Saskatchewan	–	–	–	–	–	–
Manitoba	–	–	–	–	–	–
Ontario	–	10,590,983	10,590,983	–	106,580	106,580
Quebec	–	–	–	–	–	–
New Brunswick	–	–	–	–	–	–
Nova Scotia	2,478,830	820,199	3,299,029	146,028	–	146,028
Prince Edward Island	–	–	–	–	–	–
Newfoundland and Labrador	–	–	–	–	–	–
Yukon	–	–	–	–	–	–
Nunavut	–	–	–	–	–	–
Northwest Territories	–	–	–	–	–	–
Federal	\$ –	\$ 14,583,262	\$ 14,583,262	\$ –	\$ –	\$ –
Total Taxes	\$ 2,478,830	\$ 25,994,444	\$ 28,473,274	\$ 146,028	\$ 106,580	\$ 252,608

The Bank is continuing to build on its two client service centres in the cities of Waterloo, Ontario, and Halifax, Nova Scotia. This dual centre model helps us provide seamless operations in the event of a business disruption. The Customer Service Centre's hours allow clients in Canada to speak with a bank service representative from 8:00 a.m. to 8:00 p.m. local time, Monday to Friday and on Saturday from 8:00 a.m. to 5:00 p.m. Eastern time. In addition, an interactive voice recognition system provides 24-hour access to account information and transactions such as bill payments and fund transfers. This combination of self-serve and assisted banking in English and French provides optimal accessibility throughout Canada.

ABM Access

Manulife Bank is a member of THE EXCHANGE® Network¹, which has thousands of automated banking machines across Canada, allowing clients to make deposits and withdrawals without being charged a convenience fee.

The combination of Manulife Bank's network of independent financial advisors, its team of Banking Consultants and its use of technology provides clients with access to their financial products virtually anywhere, anytime.

Manulife Bank added one ABM to its network in 2013, located in the ground floor lobby at 1122 Fourth Street SW, Calgary, Alberta.

Corporate Giving

Manulife Bank shares Manulife's commitment to volunteerism, community development and corporate giving as described in Manulife's 2013 Public Accountability Statement, and its data is fully integrated into the information provided for those initiatives. While most of Manulife Bank's charitable activities are integrated with those of Manulife, Manulife Bank also made direct contributions in 2013, providing financial support to organizations such as the Southlake Regional Health Care Foundation in Newmarket, Ontario, and the ErinoakKids Centre for Treatment and Development in Mississauga, Ontario.

Manulife Bank employees are frequent and strong supporters of Manulife's philanthropic initiatives.

¹ Fiserv EFT is the owner of THE EXCHANGE® trademark and its associated rights. Fiserv EFT has granted FICANEX® the exclusive right to use, market and sublicense THE EXCHANGE® trademark and the intellectual property rights associated with the operation of THE EXCHANGE® Network throughout Canada. Manulife Bank is an authorized user of the mark.

In 2013, employees played a prominent role in activities such as a Habitat for Humanity build in the Kitchener-Waterloo area, the Halifax Dragon Boat Festival in support of amateur sport in Nova Scotia, and the Manulife Financial LPGA Classic in Waterloo in support of St. Mary's General Hospital Foundation.

Our Corporate Structure

Manulife Bank of Canada is a Schedule I federally chartered bank and a wholly owned subsidiary of The Manufacturers Life Insurance Company, which is a wholly owned subsidiary of Manulife Financial Corporation. Manulife Trust Company (Manulife Trust), a subsidiary of Manulife Bank, is a federally incorporated trust company licensed to operate as a trust company in Canada.

Manulife Trust Company

Manulife Trust leverages the Bank's brand, technology, operational and customer service platforms and processes, products, distribution network and management expertise.

Manulife Trust offers simple deposit products that are available electronically, as well as fixed-term residential mortgages, available through Manulife Bank's nationwide network of Banking Consultants. Data provided for Manulife Bank includes Manulife Trust data.

Complaint Handling

At Manulife Bank and its subsidiaries, including Manulife Trust, we place a high value on complaint resolution and are committed to responding to

complaints promptly, accurately and with the utmost courtesy. The Manulife Bank Ombudsman Office provides our customers with accessible means with which to communicate their complaint and we employ our best efforts to respond to and resolve the complaint. All complaints and personal information collected by the Manulife Bank Ombudsman Office, whether written or verbal, are handled in a fair, timely, professional and confidential manner.

In 2013, Manulife Bank's Ombudsman received and addressed nine complaints. Of those, seven were resolved to the complainant's satisfaction and one remains outstanding. The average time to resolve these complaints was 52 days.

Table 8: Manulife Bank Employees in Canada by Employment Type and Province

Data as at December 31, 2013

	Full-time	Part-time	Total
British Columbia	38	—	38
Alberta	24	—	24
Saskatchewan	7	—	7
Manitoba	6	—	6
Ontario	441	10	451
Quebec	66	—	66
New Brunswick	6	—	6
Nova Scotia	141	12	153
Prince Edward Island	1	—	1
Newfoundland and Labrador	3	—	3
Yukon	—	—	—
Nunavut	—	—	—
Northwest Territories	—	—	—
TOTAL	733	22	755

Note: Manulife Bank has principal offices in Ontario and Nova Scotia. Due to the large number of Manulife Bank employees working from home, this data is based on an employee's province of residence rather than office location.

Table 9: Debt Financing for Business Provided by Manulife Bank

Amount of debt financing authorized in 2013 (\$ 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	\$ 37	\$ 319	\$ 610	\$ 1,432	\$ 1,150	\$ –	\$ –	\$ 3,548
Alberta	–	145	108	2,256	979	–	–	3,487
Saskatchewan	–	119	–	819	500	–	–	1,438
Ontario	148	500	3,245	4,594	500	7,464	–	16,451
Quebec	106	565	1,354	2,843	5,720	1,269	–	11,856
Nova Scotia	10	151	140	–	–	1,170	–	1,471
Manitoba, Prince Edward Island, Newfoundland*	35	33	109	769	650	–	–	1,596
Total Canada	\$ 336	\$ 1,831	\$ 5,566	\$ 12,713	\$ 9,498	\$ 9,903	\$ –	\$ 39,847
Total U.S.	–	–	–	–	–	–	–	–
Total Asia	–	–	–	–	–	–	–	–
Grand Total	\$ 336	\$ 1,831	\$ 5,566	\$ 12,713	\$ 9,498	\$ 9,903	\$ –	\$ 39,847

Number of customers for whom debt financing was authorized in 2013

	\$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	3	6	5	3	1	–	–	18
Alberta	–	3	1	6	1	–	–	11
Saskatchewan	–	3	–	2	1	–	–	6
Ontario	9	10	17	13	1	4	–	54
Quebec	7	10	7	9	8	1	–	42
Nova Scotia	1	4	1	–	–	1	–	7
Manitoba, Prince Edward Island, Newfoundland*	2	1	1	2	1	–	–	7
Total Canada	22	37	32	35	13	6	–	145
Total U.S.	–	–	–	–	–	–	–	–
Total Asia	–	–	–	–	–	–	–	–
Grand Total	22	37	32	35	13	6	–	145

*Data for Manitoba, Prince Edward Island and Newfoundland has been consolidated to protect the privacy of individual borrowers who might otherwise be identifiable.

Note: New Brunswick, Yukon, Northwest Territories and Nunavut have been excluded from the table above as the amount of debt financing authorized in 2013 was nil.

Note: The data presented in this table is a subset of the data provided on page 12.

External Awards and Recognition

The following are just some of the awards presented to Manulife in 2013 in recognition of its achievements in business and its community contributions. A complete list of awards can be found at manulife.com/awards.

Manulife Financial recognized for Best Overall Corporate Governance

Manulife Financial was recognized as having the Best Overall Corporate Governance in the International category at the annual Corporate Governance Awards. The Awards, organized by leading North American governance and compliance publication *Corporate Secretary*, celebrate leading companies and professionals in the corporate governance, compliance and legal community for demonstrating innovation and best practices in the field of governance.

Manulife's career development program wins HR Best Practice Award Hong Kong

Manulife's career development program My Career – My Choice was declared the winner in the Employee Engagement category at the HR Best Practice Awards 2012 organized by the Best Practice Management Group. The award recognizes the Company's effective approach to identifying and fulfilling employees' career aspirations.

Manulife earns seventh consecutive Sing Tao Excellent Services Brand Award Hong Kong

Manulife was honoured at the prestigious Sing Tao Excellent Services Brand Awards for the seventh consecutive year, winning in the Mandatory Provident Fund (MPF) Services Provider category for the fourth year running. Manulife was recognized for strength, service excellence and quality in the MPF business. The Company previously won three annual awards in the Insurance sector.

Manulife Vietnam wins the 2012 Golden Dragon Award for Best Life Insurance Service Vietnam

Manulife Vietnam was awarded the 2012 Golden Dragon Award for Best Life Insurance Service by the *Vietnam Economic Times*, the country's leading business magazine. The Golden Dragon Award is one of the industry's most prestigious awards, designed to recognize foreign-invested companies that have achieved outstanding business performance and made significant contributions to the development of the economy in Vietnam.

John Hancock wins Corporate Citizenship Summit Award John Hancock

The *Boston Business Journal* presented John Hancock with the Corporate Citizenship Summit Award for being the 13th Top Charitable Contributor. The Corporate Citizenship Summit convenes business leaders on the topics of corporate philanthropy and social responsibility.

Manulife Vietnam received the certificate of Sustainable Development Business Vietnam

The certificate was conferred by the Vietnam Enterprises Institute in accordance with the Global Trade Alliance criteria, under the monitoring and certification of InterConformity (Germany). To be certified under the program, enterprises must follow a strict reporting process and comply with all of the provisions of the Sustainable Development Business Quality Management System, as well as the Trusted Brand index.

Manulife Asset Management Indonesia wins Fund House of the Year award Indonesia

Manulife Asset Management Indonesia received the Fund House of the Year award for the Indonesian market, at the AsianInvestor's Investment Performance Awards 2013.

Four Manulife Asset Management funds recognized in Top 100 Performing Funds by Benchmark

Benchmark ranked four Manulife Asset Management funds as Top 100 Performing Funds in its annual Fund of the Year Awards 2013:

- Manulife Global Fund - Asian Small Cap Equity AA named 'Best-in-class' in the Mutual Fund category: Equity - Asia ex Japan Equity
- Manulife Global Fund - US Special Opportunities AA named 'Outstanding Achiever' in the Mutual Fund category: Fixed Income - USD High Yield Bond
- Manulife Global Select - MPF Japan Equity named 'Best-in-class' in the MPF category: Japanese Equity
- Manulife Global Select - MPF Healthcare named 'Best-in-class' in the MPF category: Sector.

This 2013 Public Accountability Statement 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 Asset Management Limited
- Manulife Securities Incorporated
- Manulife Securities Investment Services Inc.
- Manulife Asset Management (North America) Limited

The Manulife Bank Public Accountability Statement is published by, and in respect of, Manulife Bank and its prescribed affiliate, Manulife Trust Company.

All dollar amounts in this statement are in Canadian dollars unless stated otherwise. Manulife Financial Corporation and its subsidiaries, including The Manufacturers Life Insurance Company, are referred to herein as “Manulife”, “Manulife Financial” or “the Company”. This Public Accountability Statement is published for the financial year ended December 31, 2013.

Donations and Sponsorships

All requests for charitable donations or sponsorships should be submitted using our online application process at manulife.com/community. Here, you will find information about Manulife’s philanthropic partners and initiatives, as well as guidelines and criteria for receiving corporate support.

Electronic Documents

A number of shareholder documents are available electronically. For details about electronic document delivery or more information about other e-services, please contact our local stock transfer agents, listed in the Annual Report.

Manulife’s Annual Report is available online at manulife.com.

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Manulife’s 2013 Public Accountability Statement is also available to view and download from our website at manulife.com/governance.

To find this document online visit manulife.com/governance.



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