



# 2020 Sustainability Highlights

The world has changed significantly in the 150+ years since we were founded. As the needs of our customers, communities, and our environment have evolved, so have we.

Our mission, **Decisions made easier. Lives made better**, acts as a guide for everything we do. As we move forward together, we seek to make our world a better, healthier, more equitable place to be.



## Our environment

We scaled up efforts to reduce the impact of our operations on the physical environment and invest in the transition to a low carbon economy.

### Sustainable investing

- **\$39.8 billion** in green investments
- **2 new sustainable investing strategies** developed (Sustainable Asia Bond Strategy and Global Climate Pooled Strategy<sup>1</sup>), offering sustainable investment options to our customers
- **81%** of our \$14.3 billion real estate portfolio certified to sustainable building standards such as LEED, BOMA, and ENERGY STAR

### Environment and climate change

- **Removed 1.38 megatonnes of CO2** from the atmosphere through Manulife forests and farms, achieving net zero operations<sup>2</sup>
- Developed our Climate Action Plan which details our commitment to addressing climate change across our operations, investments, and products and services
- Protected **472,000 acres** of owned forests through our Sensitive Lands Program



## Our customers and shareholders

We continued our focus on ESG risks and opportunities and lived [our values](#).

### Customer centricity

- Achieved an **rNPS score of 12**, a 11-point improvement from the 2017 baseline
- Served over **30 million customers** worldwide

### Good governance

- Refreshed and released [Global Human Rights Statement](#) and [Vendor Code of Conduct](#)
- **5 of 7 new directors** appointed to the Board in the last four years have been women
- Manulife's [Climate Action Plan](#) launched and embedded in executive compensation goals 2021 and onward



## Our people

We invested in the health and wellbeing of our employees and deepened our commitment to a more diverse and inclusive workplace.

### Employee engagement and development

- **4.27** employee engagement score (5-point scale), a 0.23 point improvement since 2019
- **32,600 hours** spent in our new digital learning tool

### Diversity, equity, and inclusion (DEI)

- Committed more than **\$3.5 million** over the next two years to promote DEI in the workplace and our communities
- Exceeded our 2020 BIPOC new grad hiring target of **25%** by 12% in the U.S., and 20% in Canada



## Our communities






We worked to create measurable social impact by investing in the health and wellbeing of our communities.

### Community investment

- **#ManulifeActofKindness** initiative gave every one of our **37,000 employees** globally a contribution to perform an act of kindness in their community

- Almost **10,000 hours** of employee time spend during work hours on charitable causes
- **\$21 million** directly donated to reputable organizations

## 2020 ESG scores and rankings<sup>1</sup>

Rating	2020
 MEMBER OF Dow Jones Sustainability Indices In collaboration with 	55 73rd percentile
 MSCI ESG RATINGS AA	AA
 CDP DISCLOSURE INSIGHT ACTION	B-
 SUSTAINALYTICS a Morningstar company	ESG Risk Level: Low



Want to learn more?

Read our [2020 Sustainability Report and Public Accountability Statement](#).

<sup>1</sup> The use by Manulife Financial Corporation of any ESG ranking agency research or affiliate data, and the use of logos, trademarks, service marks, or index names herein, do not constitute a sponsorship, endorsement, recommendation, or promotion of Manulife Financial Corporation by the above rating agencies and indices. Services and data are the property of the above rating agencies and indices or its information providers, and are provided 'as-is' and without warranty. Names and logos are trademarks or service marks of the above rating agencies and indices.

## Part of the climate solution: Spotlight on our forests and farms

Did you know Manulife Investment Management's Agriculture and Timber businesses is at the forefront of climate mitigation efforts? Their core activities — sustainably managing forests and farms — offer natural climate solutions.

Forests and farms are natural sinks that can biologically remove carbon dioxide from the atmosphere, which have the potential to provide an estimated 37% of the CO<sub>2</sub> mitigation<sup>3</sup> required over the next decade to stabilize global warming to below 2°C.

In fact, in 2020, 2.24 megatons of CO<sub>2</sub> were removed from the atmosphere by forests and farms managed by our Agriculture and Timber business for Manulife as well as third-parties.

Because our Agriculture and Timber businesses also impact nature, they pursue third-party sustainability certifications and implement programs to promote the long-term health of our assets and protect biodiversity.

Learn more about our natural resources and management practices on [our website](#).

