

**Better *business*  
to better the *world***







# Decisions made *easier*. Lives made *better*.

At Manulife, this is our reason for being. It is core to who we are and the journey we're on.

As a health and wealth company, staying true to our Mission through our Impact Agenda is how we create long-term value for our business, our communities, and the planet. It's how we all win.

We've committed ourselves and our resources to continue making lives better through three interconnected areas of focus, each with goals, commitments, and actions:

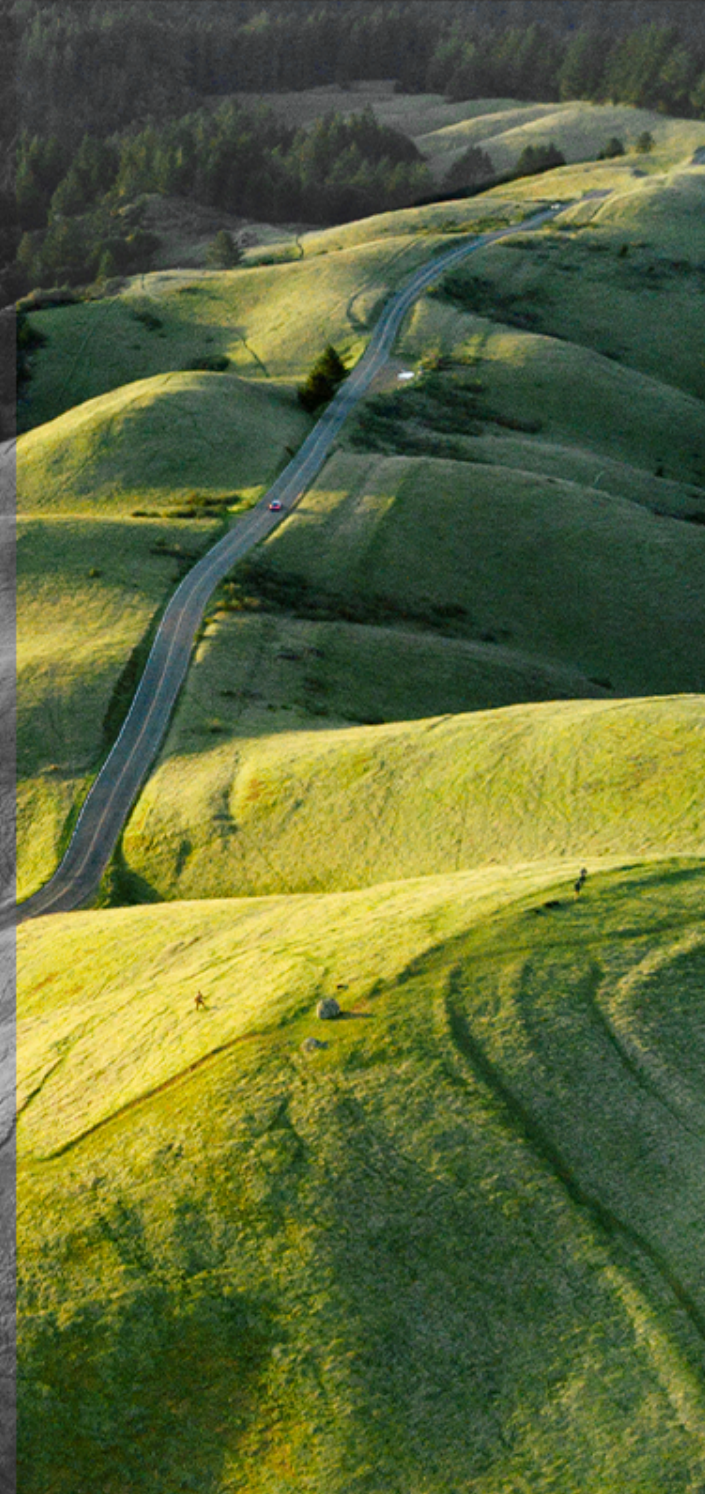
- Empowering **sustained health and well-being** to support the journey towards a better life.
- Driving **inclusive economic opportunities** to create a more even playing field for all.
- Accelerating **a sustainable future** to preserve the planet we all share.

The Impact Agenda outlines our key social and environmental commitments, in areas where we have the greatest ability to affect change. It serves as a lens we use to guide our efforts and our decisions about the future of our business and is rooted in the belief that our collective actions drive meaningful change.

**We're building a better business to better the world.**



How we'll  
make *progress*







# Empower Sustained Health & Well-being

As a health and wealth company, empowering physical and financial well-being creates business value while achieving strong societal benefits. That's why we're making it easy for anyone to choose healthier behaviours and smarter financial solutions. We will continue to innovate and scale our behavioural insurance, elevate the mental health and well-being of our people, and drive financial security to help lay the essential foundation of a good life for all.

## Commitments:

### 01

Innovate and scale our behavioural insurance via Vitality and MOVE

### 02

Do our part towards the global Vitality goal of getting 100 million people 20% more active by 2025

### 03

Continue to elevate the well-being of our people through initiatives like our family-friendly and mental health benefits programs

### 04

Expand Healthy Building Certifications for key Manulife Investment Management managed real estate properties





# Drive Inclusive Economic Opportunity

In business and in life, we are stronger when we have a diversity of perspectives. To help open up opportunities for all, we're accelerating the upward mobility of underrepresented groups and making financial solutions more accessible. By increasing representation of women and communities of colour, we can help even the playing field and give everyone a fair shot at success.

## Commitments:

### 01

Increase representation of women at the AVP level to 40% and at the VP+ level to 32% by 2022

### 02

Increase representation of Black, Indigenous and People of Colour (BIPOC) in leadership roles by 30% by 2025 and ensure at least 30% BIPOC representation in annual graduate hiring processes

### 03

Increase spend with diverse suppliers by at least 4% by 2025

### 04

Increase focus on financial inclusion and accessibility of products and services





# Accelerate a Sustainable Future

As a health and wealth company, it's natural that we are working to protect and restore our environment. We understand people can't be healthy if they live on an unhealthy planet. Climate change is impacting our ability to breathe clean air, access safe drinking water, and safeguard against natural disasters. That's why we're doing our part to support the transition to a net zero economy, reducing our emissions, and providing nature-based solutions to help preserve the planet we all share.

## Commitments:

### 01

Net zero financed emissions by 2050

### 02

Reduce absolute scope 1 and 2 emissions 35% by 2035

### 03

Certify 100% of eligible Manulife Investment Management managed farmland as sustainable by 2023

### 04

Reduce paper volume by 35% by 2025 and ensure remaining paper is from sustainable sources



**“Our Impact Agenda will create long-term value for our business, our communities, and the planet. It’s how we’re building a better business to better the world.”**

– **Roy Gori**, President & CEO, Manulife







# **Manulife IMPACT AGENDA**