

COMPANY NAME : SUN LIFE OF CANADA (PHILIPPINES), INC. (SLOCPI)
 COMPANY STRUCTURE : CLASS 1
 FINANCIAL YEAR END : 2019
 SECTOR : INSURANCE (Life)

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
C.1	The rights of the stakeholders that are established by law or through mutual agreements are to be respected		
	<i>Does the company disclose a policy that :</i>		
C.1.1	<p>Stipulates the existence and scope of the company's efforts to address customers' welfare?</p> <p>OECD Principle IV (A): The rights of stakeholders that are established by law or through mutual agreements are to be respected. In all OECD countries, the rights of stakeholders are established by law (e.g. labour, business, commercial and insolvency laws) or by contractual relations. Even in areas where stakeholder interests are not legislated, many firms make additional commitments to stakeholders, and concern over corporate reputation and corporate performance often requires the recognition of broader interests.</p> <p>Global Reporting Initiative: Sustainability Report (C1.1 - C.15) International Accounting Standards 1: Presentation of Financial Statements</p>	Y	<p>1) The 2019 Sustainability Report contains and manifests Sun Life's commitment to serving and protecting its customer's welfare.</p> <p>"OUR CLIENT FOCUS STRATEGY <i>We put Clients at the centre of everything we do. Our caring approach, optimistic outlook and relevant advice help to shape every Client interaction. We continue to modernize and humanize our business, emphasizing three themes that reflect our Client focus:</i></p> <p>1) Easy to do business with <i>We are committed to making it easy for Clients to do business with us. We're making our products more accessible. We're creating more opportunities to help Clients make informed decisions. And we're improving the way we communicate with Clients. Plain language is our priority because we want Clients to easily understand our materials, plans and products. We want to help empower them to make the right choices by offering the clear, concise information they need.</i></p> <p>2) Proactive contact <i>We are both increasing and personalizing our outreach so that we interact with our Clients more often. We do that in ways that make the most sense to each Client. That could be through an advisor, in person, or by phone, video-conference, email, digital apps, text or social media.</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>3) Problem resolution <i>We view any issues that Clients may have as opportunities to create positive experiences. Across Sun Life, we have processes to handle concerns and complaints. For example, in Canada we have a four-step problem resolution process. Our goal is to resolve Client problems in the first step. However, when this isn't possible, Clients can contact our internal Ombudsman's Office, an independent complaint resolution body or regulator. Our social media team also tracks online comments and complaints. This team engages the proper Client Services representatives to respond directly to Clients within one business day. We have processes in place to ensure we also learn and improve when Clients raise concerns through these channels.</i></p> <p><i>Measuring the Client Experience</i> <i>We measure our success in delivering a great Client experience through a combination of metrics:</i> Our Client Experience Index – <i>This index measures our service delivery performance, based on Client ratings on various service channels.</i></p> <p>Business performance outcomes <i>Each business is responsible for improving the Client experience.</i></p> <p><i>These two factors make up 25% of our annual incentive compensation. We also continue to track Net Promoter Score^{®.1} This globally recognized methodology measures the likelihood that Clients will continue doing business with us.</i></p> <p><i>1Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of NICE Systems, Inc., Bain & Company, Inc., and Fred Reichheld.</i></p> <p>Sustainability Report/ Client Focus (Page 30) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><u>Pillars of our Sustainability Plan</u></p> <p><i>Our sustainability plan is focused on three core pillars:</i></p> <p><u>Financial security:</u> <i>We provide our Clients and employees with innovative products and services to help increase their lifetime financial security. We're committed to improving financial resiliency in society by advocating for and expanding access to products and services to close insurance coverage gaps and build long-term wealth.</i></p> <p><u>Healthier lives:</u> <i>We're focused on improving health and wellness in society. We offer our Clients and employees products and tools to help them live healthier lives. And we invest in community health and improving access to health and disability insurance.</i></p> <p><u>Sustainable investing:</u> <i>We manage capital with sustainability embedded in our investment processes. We offer our Clients and employees sustainable investing opportunities. And we invest our assets to encourage a low-carbon and more inclusive economy.</i></p> <p><u>Refreshing Our Sustainability Strategy</u></p> <p><i>Sustainability is a priority for Sun Life and is essential to our business success. We want to contribute to a healthier, more financially resilient, environmentally secure and economically prosperous world. There are also growing expectations for companies from Clients, investors and other stakeholders to provide transparent and reliable insights into their environmental, social and governance impacts. To achieve our ambition and respond to these evolving expectations, in 2019 we refreshed our sustainability strategy.</i></p> <p><i>To shape our new sustainability plan, we conducted an extensive development process. This process culminated in the approval of the new plan by the Governance, Nomination & Investment Committee of our Board of Directors.</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>The plan builds on the work we've done in recent years to integrate sustainability into our organization and focuses our efforts on what we know best. We're in the business of helping our Clients achieve lifetime financial security and live healthier lives. Our sustainability plan supports us in achieving our Purpose.</i></p> <p><u>2019 Sustainability Report (Page 6-7)</u> https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p>Data Privacy and Security</p> <p>Sun Life's business is dependent on maintaining a secure, confidential environment for Clients, Employees and other partners' information. Data Security and privacy are becoming more increasingly important as Sun Life depends more and more on mobile technologies to conduct business and bring solutions to Clients who entrust their data.</p> <p>Sun Life Online Privacy Statement https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Online+privacy+statement?vgnLocale=en_CA</p> <p>Client Complaint and Feedback</p> <p>As a policy, crucial to the very foundation of SLOCPI's relationship with its stakeholders i.e., - TRUST, the Company puts its CLIENTS FIRST. Sun Life takes seriously its commitment to fair dealing, honesty, and integrity in the conduct of its business with its CLIENTS. This is why it has established a Customer Complaints Handling Process because complaints are viewed as integral input to enhancing the Sun Life customer experience, to strengthening customer loyalty, and to improving operational efficiency. Under said process, the interest of the CLIENTS, insofar as attending to its complaints or feedback, is given importance through the observance of turn-around-time and resolution of their issues.</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><u>24/7 Ability to Connect to Sun Life via Web or SMS</u> https://www.sunlife.com.ph/PH/About+us/Contact+us?vgnLocale=en_CA</p> <p>https://www.sunlife.com.ph/PH/About+us/Contact+us/SMS+Services?vgnLocale=en_CA</p> <p><u>Complaints Handling Manual</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Complaints%20Handling%202020.pdf</p> <p><u>Financial Security</u></p> <p>PROACTIVE EDUCATION AND ENGAGEMENT</p> <ul style="list-style-type: none"> • <i>Enhanced our sales and planning tools for Sun Life advisors worldwide. These enhancements help advisors better identify and meet Clients' insurance and savings needs. In many of our Asian markets, we continued to expand our sales engagement digital platform to enable our advisors to do a financial needs analysis and E-applications for coverage.</i> • <i>Hosted the SINAG Students and Teachers Summit in the Philippines. The event focused on financial literacy, with interactive games, financial tools and talks on how to achieve financial freedom. We also sponsored the #LetsSaveTogether campaign by GCash. The program encouraged Filipinos to improve their saving habits.</i> <p>2019 Sustainability Report (Page 11) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>Sun Life Foundation Taps 125,000 Public School Teachers for Financial Management Program</p> <p>Sun Life Financial-Philippines Foundation, Inc. will endeavor to help 125,000 Filipino public school teachers level up in their financial journey through a financial management program called Sun Pera-Aralan. This initiative employs an intuitive and straightforward budgeting system that will help teachers properly allocate their monthly salary into weekly funds. As such, they may stretch their earnings to last until the next pay day, possibly with savings to spare.</p> <p>This endeavor aims to impact the lives of 125,000 public school teachers nationwide, as inspired by Sun Life’s 125th anniversary in the Philippines in 2020.Sun Life Foundation has joined forces with the Department of Education to launch the program in more than 4,000 schools in the National Capital Region, and Regions 3, 4A, 7, and 9.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+Foundation+Public+School+Teachers+for+Financial+Management+Program?vgnLocale=en_CA</p> <p><u>Healthier Lives</u></p> <p><i>We believe that by actively supporting the communities in which we live and work, we can help to build a positive environment for our Clients, employees, advisors and Governance and Risk Management.”</i></p> <p>Sun Life Philippines (Sun Life), through its philanthropic arm Sun Life Financial-Philippines Foundation, Inc. (Sun Life Foundation), has increased support for frontline organizations addressing the most pressing needs related to the COVID-19 pandemic.</p> <p>https://www.sunstar.com.ph/article/1853415</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2020/Sun+Life+boosts+COVID-19+relief+efforts?vgnLocale=en_CA</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>A total of 3,000 Life Armor products with up to PhP 75 million coverage will be donated to various Philippine hospitals. These will be allocated to health workers such as doctors, nurses, or other medical support staff who are directly involved in the prevention and treatment of COVID-19 and are registered members of Lazada Philippines.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2020/Sun+Life+Foundation+donates+Life+Armor+to+health+workers?vgnLocale=en_CA</p> <p>Sun Life Foundation concludes Project 120 Classrooms on a high note</p> <p>Sun Life Financial-Philippines Foundation, Inc., in partnership with Children’s Hour, has successfully concluded Project 120 Classrooms, an initiative that aims to build 120 classrooms in areas that were heavily hit by natural calamities.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+Foundation+concludes+Project+120+Classrooms+on+a+high+note?vgnLocale=en_CA</p> <p>ANNUAL REPORT (Page 62-63) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019_SLFinance_AR.pdf</p> <p>Go Well</p> <p>Sun Life’s advocacy goes beyond financial well-being. It also extends to helping Filipinos become physically fit. Its new campaign called 'GoWell,' provides members the opportunity to learn how to keep healthy and fit through various means such as workouts, trainings, fitness classes, and more.</p> <p>https://www.gowell.com.ph/</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><u>Sun Life X Fitness First</u></p> <p>We expanded our collaboration with Fitness First, the largest fitness brand in Asia. Our Clients and employees in the Philippines will get more club benefits and preferential rates. For example, they can get a free health assessment and a discounted gym membership.</p> <p>2019 Sustainability Plan (Page 15) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p>Sun Life Ties up with Nuvali for exciting outdoor attraction for the family</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+ties+up+with+Nuvalli?vgnLocale=en_CA</p> <p><u>Sustainable Investing</u></p> <p><i>“Sustainable investing is a priority for Sun Life. We’re focused on managing capital with sustainability embedded in our decision making. We think about sustainable investing in three ways: We integrate environmental, social and governance (ESG) considerations in our investment processes, to identify both risks and opportunities. We invest in projects that will support the transition to a low-carbon and more inclusive economy. And we offer sustainable investing products to our institutional and retail Clients. Our work in these areas supports Sustainable Development Goal 7: Affordable and Clean Energy”</i></p> <p><i>“Sustainable Investments: \$773 million green and sustainability bond AUM”</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>In our public bond portfolio, we include ESG considerations based on qualitative factors such as (but not limited to):</i></p> <ul style="list-style-type: none"> • carbon footprint • clean tech • labour practices • corporate social responsibility • product safety and quality • governance, and • green initiatives (for example, green bonds) <p>2019 Sustainability Report (Page 22-24) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p>The Sun Life Building http://sunlifebuilding-phil.com/index.html</p> <p>Sun Life named one of the 2020 Global 100 Most Sustainable Corporations in the World https://www.sunlife.ca/ca/About+us/Achievements?vgnLocale=en_CA</p> <p>Sun Life Foundation, Bantay Kalikasan Tie up for Eco-tourism Project</p> <p>Sun Life Foundation, the philanthropy arm of Sun Life Financial Philippines, joins hands with Bantay Kalikasan, the environmental arm of ABS-CBN Lingkod Kapamilya Foundation, for the construction of the Panganiban Mangrove Forest Boardwalk in Gubat, Sorsogon to promote environmental sustainability while boosting income generation for the locals.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/+Sun+Life+Foundation,+Bantay+Kalikasan+Tie+up+for+Eco-tourism+Project?vgnLocale=en_CA</p> <p>2019 Annual Report/Board of Director and Credentials, Page 12-18 2019 Annual Report/ Corporate Governance, Page 48</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><u>2019 Annual Report/Philippine Leadership Team and Board Appointed Officers (Pages 19-24)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019_SLFinance_AR.pdf</p>
C.1.2	Explains supplier/contractor selection practice?	Y	<p>Sun Life ensures that its vendors/suppliers undergo a comprehensive accreditation process, which includes assessment of their technical and financial capability, business continuity, safety, health, privacy, AML and environmental policies. Consistent also with the principles the Company espouses on the practice of fair, ethical, and governance policies, it also as far as practicable grants opportunity equitably to all the appropriate suppliers through competitive bidding and auctions.</p> <p>Proposals are evaluated thoroughly and consideration is based on the value-add the products or services will provide to the Company. The different policies and practices of the suppliers or vendors are evaluated such as privacy, anti-bribery/corruption, AML, etc.</p> <p><i>7.2. Vendors Accreditation</i></p> <p><i>1.2.1 Vendors are subject to accreditation based on the following standards: quality of product or service, technical competence, competitive pricing, delivery time frame and customer service.</i></p> <p><i>1.2.2 There are two types of accreditation specific to vendor class:</i></p> <ul style="list-style-type: none"> <i>- Non-Primary: Vendor may either be New or Accredited (with frequent transactions but on a short-term basis). Accreditation will focus on establishing legality of business and vendor's capability to supply/deliver.</i> <i>- Primary: Vendor who has demonstrated excellent performance history and transactions are on a long-term basis. Evaluation will focus on establishing vendor's capability to sustain excellent performance and support long-term relationship with the company.</i> <p><i>1.2.3 The following documents must be submitted for accreditation:</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>Vendor Classification: Non-Primary Vendor (New and Accredited)</i></p> <p><i>Documents required:</i></p> <ol style="list-style-type: none"> <i>1. Company Profile/List of Goods/ Services</i> <i>2. Articles of Incorporation/ Partnership (If amended, request for 1. Latest/amended AOI/AOP and 2. proof of Amendment SEC filing), if applicable</i> <i>3. General Information Sheet, if applicable</i> <i>4. SEC (for Corporation/Partnership) / DTI (Sole Proprietorship) Registration</i> <i>5. BIR Registration</i> <i>6. Valid/unexpired Business Permit (Local Permit)</i> <i>7. List of Clients/ Suppliers/ Bank References</i> <i>8. List of Equipment and Delivery Vehicle, if applicable</i> <i>9. Certification of Authority to Sell (for resellers/ exclusive distributor)</i> <i>10. Documents Required in Supplier Classification Risk Assessment (SCRA) Tool</i> <ol style="list-style-type: none"> <i>A. Accomplished SCRA</i> <i>B. Accomplished & Signed-off SLF Anti-Bribery and Corruption Questionnaire</i> <i>C. If applicable, Privacy Impact Assessment (PIA) Preliminary Questionnaire</i> <i>D. If applicable, PIA Questionnaire [Note: Should be approved by PIA review team –Info Sec, Privacy Office and BUCO – as determined by the PIA prelim questionnaire</i> <i>E. Others (i.e. email coordination with Legal and/or Compliance, IT, Tax, Info Sec)</i> <i>11. Dow Jones Name Screening</i> <ol style="list-style-type: none"> <i>A. Vendor</i> <i>B. Key Officers / Directors (for Partnership and Corporation)</i> <i>C. Shareholders / Partners (Additional Requirements: If shareholder is a private company with 20% and above ownership,</i>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>perform Dow Jones screening on its shareholders, key officers and directors)</i> 12. <i>Supplier Information Sheet (Annex I)</i></p> <p><i>Vendor Classification: Primary Vendor</i> <i>Documents Required:</i> <i>Vendor to submit the above documents plus additional documents below:</i></p> <ol style="list-style-type: none"> <i>1. Latest Audited Financial Statement</i> <i>2. Certificate of Technical Competence</i> <i>3. Company Analysis – includes performance evaluation, plant facility inspection report, and trade references report. This requirement is to be performed by ASD Procurement.”</i> <p>Our Website also provides the following information regarding our Policy on Sustainability and Competing Fairly and Openly:</p> <p>Sustainable Investing</p> <p><i>“We manage capital with sustainability embedded in our investment processes. We offer our Clients and employees sustainable investing opportunities. And we invest our assets to encourage a low-carbon and more inclusive economy. ”</i></p> <p><i>“Sustainable investing is a priority for Sun Life. We’re focused on managing capital with sustainability embedded in our decision making. We think about sustainable investing in three ways: We integrate environmental, social and governance (ESG) considerations in our investment processes, to identify both risks and opportunities. We invest in projects that will support the transition to a low-carbon and more inclusive economy. And we offer sustainable investing products to our institutional and retail Clients. Our work in these areas supports Sustainable Development Goal 7: Affordable and Clean Energy”</i></p> <p><i>“Sustainable Investments: \$773 million green and sustainability bond AUM”</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>In our public bond portfolio, we include ESG considerations based on qualitative factors such as (but not limited to):</i></p> <ul style="list-style-type: none"> • carbon footprint • clean tech • labour practices • corporate social responsibility • product safety and quality • governance, and • green initiatives (for example, green bonds) <p>Competing Fairly and Openly</p> <p><i>“One of our obligations as an ethical company is to support our industry and encourage fair competition. Although we compete vigorously in every market in which we participate, we are committed to conducting business in compliance with all competition or antitrust laws. As specific prohibitions imposed by these laws vary, competing fairly and ethically in all our business activities is the most effective way to avoid contravening these rules.</i></p> <p><i>Antitrust or competition laws prohibit Sun Life from engaging in activities intended to lessen competition. This means we cannot make agreements with competitors to fix prices or allocate sales, customers or territories. We may also not discuss with outsiders strategic information on topics such as pricing, product development and customer lists. Even if we do not intend these discussions to result in actions that restrict competition, they could be interpreted that way, and could be illegal whether or not they lead to a restriction of competition.”</i></p> <p>Source Documents:</p> <p><u>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/C.1.2%20Policy%20on%20Supplier%20Accreditation%20and%20Performance%20Evaluation%20(1).pdf</u></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>Code of Business Conduct (Page 27-28) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code_of_Business_Conduct.pdf</p> <p>2019 Sustainability Report (Page 22-24) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p>SLOCPI Website/Company Policies / Competing and Openly https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p>
C.1.3	Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	Y	<p>The consolidated Report of Sun Life and the efforts in the Philippines are included in the 2019 Sustainability Report.</p> <p><u>Sustainable Investing</u></p> <p><i>“Sustainable investing is a priority for Sun Life. We’re focused on managing capital with sustainability embedded in our decision making. We think about sustainable investing in three ways: We integrate environmental, social and governance (ESG) considerations in our investment processes, to identify both risks and opportunities. We invest in projects that will support the transition to a low-carbon and more inclusive economy. And we offer sustainable investing products to our institutional and retail Clients. Our work in these areas supports Sustainable Development Goal 7: Affordable and Clean Energy”</i></p> <p><i>“Sustainable Investments: \$773 million green and sustainability bond AUM”</i></p> <p><i>In our public bond portfolio, we include ESG considerations based on qualitative factors such as (but not limited to):</i></p> <ul style="list-style-type: none"> • carbon footprint • clean tech • labour practices • corporate social responsibility

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<ul style="list-style-type: none"> • <i>product safety and quality</i> • <i>governance, and</i> • <i>green initiatives (for example, green bonds).</i> <p>2019 Sustainability Report (Page 22-24) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p><i>Refreshing Our Sustainability Strategy</i></p> <p><i>Sustainability is a priority for Sun Life and is essential to our business success. We want to contribute to a healthier, more financially resilient, environmentally secure and economically prosperous world. There are also growing expectations for companies from Clients, investors and other stakeholders to provide transparent and reliable insights into their environmental, social and governance impacts. To achieve our ambition and respond to these evolving expectations, in 2019 we refreshed our sustainability strategy.</i></p> <p><i>To shape our new sustainability plan, we conducted an extensive development process. This process culminated in the approval of the new plan by the Governance, Nomination & Investment Committee of our Board of Directors.</i></p> <p><i>The plan builds on the work we've done in recent years to integrate sustainability into our organization and focuses our efforts on what we know best. We're in the business of helping our Clients achieve lifetime financial security and live healthier lives. Our sustainability plan supports us in achieving our Purpose.</i></p> <p>2019 Sustainability Report (Page 6-7) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p>In March 2020, Sun Life won the Sustainability Bond of the Year Award. The award reflects Sun Life's increased focus on sustainable investing, one of three pillars of the company's refreshed sustainability plan.</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>https://www.sunlife.com/Global/Newsroom/News+releases/Announcement/Sun+Life+Wins+Sustainability+Bond+of+the+Year+Award?vgnLocale=en_CA&id=123411</p> <p>The following are a few of Sun Life’s activities that show its commitment to promote sustainability:</p> <ul style="list-style-type: none"> • Organizational Resilience <i>Client Focus, Digital Innovation, Data Security and Privacy, Talent Management, Workforce Wellness and Diversity and Inclusion</i> <p>1) Data Privacy and Security</p> <p>Sun Life’s business is dependent on maintaining a secure, confidential environment for Clients, Employees and other partners’ information. Data Security and privacy are becoming more increasingly important as Sun Life depends more and more on mobile technologies to conduct business and bring solutions to Clients who entrust their data.</p> <p>Sun Life’s Online Privacy Policy Statement https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Online+privacy+statement?vgnLocale=en_CA</p> <p>2) Client Concerns and Feedback</p> <p>As a policy, crucial to the very foundation of SLOCPI’s relationship with its stakeholders i.e., - TRUST, the Company puts its CLIENTS FIRST. Sun Life takes seriously its commitment to fair dealing, honesty, and integrity in the conduct of its business with its CLIENTS. This is why it has established a Customer Complaints Handling Process because complaints are viewed as integral input to enhancing the Sun Life customer experience, to strengthening customer loyalty, and to improving operational efficiency. Under said process, the interest of the CLIENTS, insofar as attending to its complaints or feedback, is given importance through the observance of turn-around-time and resolution of their issues.</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><u>Complaints Handling Manual</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Complaints%20Handling%202020.pdf</p> <p>Contact US https://www.sunlife.com.ph/PH/About+us/Contact+us?vgnLocale=en_CA</p> <p>3) Improving Financial Inclusion in Asia: Our partnership with Lazada in the Philippines</p> <p>We offer personal accident insurance to Lazada customers through its online shopping platform. The short-term, low-cost solution makes it easier for Filipinos to get insurance digitally.</p> <p><u>2019 Sustainability Report (Page 12)</u> https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p>4) Sun Life launches product for a healthy and worry-free retirement</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2018/Sun+Life+launches+product+for+a+healthy+and+worry-free+retirement?vgnLocale=en_CA</p> <p>https://www.sunlife.com.ph/PH/Life+Goals/Enjoy+your+retirement/The+Reality+of+Retirement+and+Forever?vgnLocale=en_CA</p> <p>5) Sun Life marks new ranking in Top 100 PH brands</p> <p>SUN LIFE Financial Philippines, Inc. marked its highest ranking so far in the Campaign Asia Pacific's Top 100 Brands in the Philippines.</p> <p>https://www.sunstar.com.ph/article/1758470</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>6) Start an exceptional career with Sun Life</p> <p>Sun Life provides continuous training, global exposure, development and cross-posting opportunities, and a healthy work-life balance.</p> <p>As a strong financial services company with a rich and progressive history, <u>SLF</u> is anchored on the values of integrity, excellence, customer focus, engagement, and value.</p> <p>Our Training https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA</p> <p>Employee Development Programs https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019%20Training%20Curriculum%20Template%20(SL%20PHIL1).pdf</p> <p>Employee Performance, Enhancement Programs, Attendance Record https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019%20SLF%20HR%20Employee%20Performance%20Enhancement%20Programs.pdf</p> <p>Our Rewards https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA</p> <p>Our Culture https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+culture?vgnLocale=en_CA</p> <p>7) Employee Activities</p> <p>125 Years Sun Life Beyond Lifetimes Event</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>https://www.instagram.com/p/B7mz70PngNO/?igshid=lc59n0591b09</p> <p>Chinese New Year Festivities https://www.instagram.com/p/B7vhLVOHrIG/ https://www.instagram.com/p/B7rwMQ3nvJA/</p> <p>Sun Life Resolution Run https://www.instagram.com/p/BtE9ieAHKOK/?igshid=4f53vempmg34</p> <p>SunPiology Kick Off https://www.instagram.com/p/B25wABpHnXx/?igshid=p42i8y3n1b1! https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+Boosts+Health+and+Wellness+Thrust+with+SunPIOLogy+Xone?vgnLocale=en_CA</p> <p>SunLife CyclePH Event https://www.instagram.com/p/B5Lv2b3nWPe/?igshid=49ib5uv3vzf2</p> <p>Sun Life Kick Off – Attended by Employees and Advisors https://www.instagram.com/p/BIM1ZdOBUcq/?igshid=f3h0t8alrelr</p> <p>#BrighterWorldBuilders Outreach Program https://www.instagram.com/p/B512X4nnbaJ/?igshid=5splpqrblrz</p> <p>8) Sun Life remains No. 1 in Life Insurance sector for 9 years in a row</p> <p>Sun Life of Canada (Philippines), Inc. remained the No. 1 life insurance company in the Philippines in 2019, retaining the top spot for the ninth consecutive year. In the Insurance Commission’s statement on the ranking of life insurance companies, Sun Life ranked first with a Total Premium of Php 39.5 Billion. It also ranked first in New Business Annualized Premium Equivalent (NBAPE) which stood at Php 9.6 Billion, leading in this category for the 11th straight year. Sun Life also topped the industry last year in terms of</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>Net Income with Php 8.2 Billion, while its Total Assets reached Php 254.5 Billion.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2020/Sun+Life+remains+number+1+in+2019?vgnLocale=en_CA</p> <p>9) Sun Life teams up with Raquel Pawnshop to offer affordable insurance</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+teams+up+with+Raquel+Pawnshop+to+offer+affordable+insurance?vgnLocale=en_CA</p> <ul style="list-style-type: none"> • Environmental Responsibility <i>Operational Footprint, Sustainable Investing</i> <p>The Sun Life Building http://sunlifebuilding-phil.com/index.html</p> <p>Sun Life Financial named one of the Most Sustainable Corporations in the World for the eleventh year in a row</p> <p>https://www.sunlife.ca/ca/About+us/Achievements?vgnLocale=en_CA</p> <p>Sun Life Foundation, Bantay Kalikasan Tie up for Eco-tourism Project</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/+Sun+Life+Foundation,+Bantay+Kalikasan+Tie+up+for+Eco-tourism+Project?vgnLocale=en_CA</p> <p><i>“Sustainable investing is a priority for Sun Life. We’re focused on managing capital with sustainability embedded in our decision making. We think about sustainable investing in three ways: We integrate environmental, social and governance (ESG) considerations</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>in our investment processes, to identify both risks and opportunities. We invest in projects that will support the transition to a low-carbon and more inclusive economy. And we offer sustainable investing products to our institutional and retail Clients. “</i></p> <p>2019 Sustainability Report (Page 22-24) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <ul style="list-style-type: none"> • Community Wellness <i>Strategic Philanthropy, Infrastructure Investments, Public Policy</i> <p>1) Sun Life Philippines and its long-time ambassador Piolo Pascual are once again joining hands for SunPIOLoGy, a sporting event that aims to encourage more Filipinos to live healthier lives.</p> <p>Now on its 11th year, the event carries the theme “SunPIOLoGy Xone” and will feature the following highlights: Sun Life Virtual Run, Sun Life Cycle PH, and Sun Life Resolution Run.</p> <p>“Sun Life aims to offer Filipinos more avenues to pursue their health goals. With SunPIOLoGy, we are able to make the pursuit fun and engaging through a variety of sporting events, while the charity component makes it more meaningful and memorable,” Sun Life Chief Marketing Officer Mylene Lopa said. “We are thankful that as we mark 11 years of SunPIOLoGy, we continue to grow our community and effectively promote the importance of living healthier lives.”</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+Boosts+Health+and+Wellness+Thrust+with+SunPIOLoGy+Xone?vgnLocale=en_CA</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>2) Sun Life Resolution Run attracts over 3,000 runners, raises 5.5 million for charity</p> <p>The Sun Life Resolution Run was organized by Sun Life and its ambassador Piolo Pascual to encourage Filipinos to live healthier lives. In particular, the event aimed at raising awareness about diabetes, after a study that Sun Life commissioned dubbed “Asia Health Index” showed a considerable knowledge gap in the Filipinos’ understanding of the debilitating disease. This inspired Sun Life to hold the Resolution Run Asia-wide, specifically in five cities where it operates including Kuala Lumpur, Vietnam, Jakarta, Hong Kong, and Manila.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+Resolution+Run+attracts+over+3,000+runners,+raises+5.5+million+for+charity?vgnLocale=en_CA</p> <p>3) Sun Life continued to invest in improving financial literacy levels in Asia. Sun Life hosted the SINAG Students and Teachers Summit in the Philippines. The event focused on financial literacy, with interactive games, financial tools and talks on how to achieve financial freedom. We also sponsored the #LetsSaveTogether campaign by Globe Telecom’s GCash. The program encouraged Filipinos to improve their saving habits.</p> <p>In many of our Asian markets, Sun Life continued to expand sales engagement digital platform to enable our advisors to do a financial needs analysis and e-applications for coverage.</p> <p>2019 Sustainability Report (Page 11) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p>4) Go Well</p> <p>Sun Life’s advocacy goes beyond financial well-being. It also extends to helping Filipinos become physically fit. Its new campaign called 'GoWell,' provides members the opportunity to learn how to</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>keep healthy and fit through various means such as workouts, trainings, fitness classes, and more.</p> <p>https://www.gowell.com.ph/</p> <p>5) Sun Life Foundation concludes Project 120 Classrooms on a high note</p> <p>Sun Life Financial-Philippines Foundation, Inc., in partnership with Children’s Hour, has successfully concluded Project 120 Classrooms, an initiative that aims to build 120 classrooms in areas that were heavily hit by natural calamities.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+Foundation+concludes+Project+120+Classrooms+on+a+high+note?vgnLocale=en_CA</p> <p>6) Sun Life Financial Asia Releases New Diabetes Report in Asia The new report <i>Diabetes in Asia: Empowering Communities to Lead Healthier Lives</i> focuses on Hong Kong, the Philippines, Indonesia, Vietnam, and Malaysia highlighting the importance of engaging communities in these countries to fight the rising health problem.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+Financial+Asia+Releases+New+Diabetes+Report+in+Asia?vgnLocale=en_CA</p> <ul style="list-style-type: none"> • Governance and Risk Management <i>Ethics, integrity and Corporate Governance, Risk Management and Transparency and Disclosure</i> <p><u>2019 Annual Report/Board of Director and Credentials, Page 12-18</u> <u>2019 Annual Report/ Corporate Governance, Page 48</u> <u>2019 Annual Report/Philippine Leadership Team and Board Appointed Officers (Pages 19-24)</u></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019_SLFinance_AR.pdf</p> <p>Source Document:</p> <p>2019 Sustainability Report https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p>Sun Life's Newsroom https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2020?vgnLocale=en_CA&year=2020</p>
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Y	<p>Sun Life operates in a socially-responsible way across the organization and seeks continuous innovative solutions to make better for its stakeholders including the community where it belongs.</p> <p>Sun Life acts through its subsidiary- Sun Life Foundation for all its corporate social responsibility projects or activities. Moreover, the Company's community-related efforts are based on its sustainability commitment. As Sun Life's business continues to grow, it continues to contribute to nation-building and shareholder value through its engaged and empowered workforce, financial literacy advocacy embedded in the products and services offered to its CLIENTS and the public in general.</p> <p>The Company actively supports the communities it is based as well as its branches and works by helping build a positive and healthy environment for our CLIENTS, employees, advisors and shareholders.</p> <p>Our approach includes helping Filipinos improve their financial literacy, giving back to communities across the nation, strategically investing in real estate and infrastructure that is friendly to the environment (LEED-certified building) and such other activities that foster healthy, sustainable communities, advocating for public policies that encourage financial security and healthy lifestyles.</p> <p>This policy and its corresponding activities and programs are also disclosed in the company website and Annual Report.</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>Through several projects of the Sun Life Foundation, the Company engaged in the following activities:</p> <p>Source Document:</p> <p>The Sun Life Building http://sunlifebuilding-phil.com/index.html</p> <p>SLOCPI Website/ Sun Life Foundation https://www.sunlife.com.ph/PH/About+us/Sun+Life+Foundation?vgnLocale=en_CA</p> <p>2019 Annual Report/ Corporate Social Responsibility (Page 62-70) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019_SLFinance_AR.pdf</p>
C.1.5	Describe the company's anti-corruption programmes and procedures?	Y	<p>Sun Life is committed to complying with the letter and spirit of anti-corruption and anti-bribery laws in the Philippines and in any country where it operates. We prohibit the direct or indirect use of bribery, kickbacks, payoffs, or other corrupt practices by employees, agents, or other parties acting on behalf of Sun Life, especially in our business relationships including those with suppliers, customers and government representatives.</p> <p>Generally, anti-corruption laws in the country where Sun Life operates prohibits companies from giving or offering anything of value to a government official or another person to improperly influence a decision, assist the company in doing business, or obtain an improper business advantage. Hence, it is a policy of Sun Life not to allow payments or transfers of anything of value to government officials or representatives unless it is for a legitimate or legal purpose and duly and with prior review and authorization.</p> <p>Employees are expected to recognize and avoid the use of bribery and to report suspected and known incidents of bribery and corruption through the channels set out in the Company's Code of Business Conduct. Sun Life's business partners are also expected to conduct themselves lawfully and ethically, and to comply with applicable anti-bribery and anti-corruption laws.</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>Sun Life also has a gifts and entertainment policy, which disallows employees to receive and give gifts or entertainment unless it is within the allowable amount and meets the conditions set under the policy.</p> <p>Source Document:</p> <p><u>Code of Business Conduct /Rejecting Bribery and Corruption (Page 22)</u> <u>Code of Business Conduct /Accepting and Receiving Gifts (Page 23)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code_of_Business_Conduct.pdf</p>
C.1.6	Describes how creditors' rights are safeguarded?	Y	<p>This is described under SLOCPI's Company Policies which is posted on its official website as well as the Corporate Governance Page:</p> <p><i>"Sun Life's main creditors are its suppliers. At Sun Life, we want to do business with suppliers that share our values – integrity, engagement, Client focus, excellence, value and innovation – and that can meet our business requirements. Our Strategic Sourcing team identifies and evaluates potential suppliers, then negotiates with and contracts with them to efficiently and cost-effectively procure high-quality goods and services. We assess suppliers on the products and services they offer, as well as their demonstrated ability to meet our business needs.</i></p> <p><i>We expect our suppliers to share our business values and to follow prudent business practices, including business integrity and the responsible treatment of individuals. We engage with suppliers that share our commitment, as outlined in our Code of Business Conduct, to:</i></p> <ul style="list-style-type: none"> · <i>Acting ethically and complying with applicable laws</i> · <i>Following responsible business practices</i> · <i>Following responsible employment practices and providing safe working conditions</i> · <i>Caring for the community and the environment</i> <p><i>We are committed to fair and open competition under the highest ethical standards when dealing with our suppliers. These standards – professionalism, honesty and integrity – are reflected in our Code of Conduct.</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>Sun Life periodically or when requested submit reports to its creditors on its financial condition through the published Audited Financial Statements and other Certifications issued by any of its duly authorized officers. The provision of the Annual Report or Audited Financial Report ensures the Creditors of the Company's financial soundness.</i></p> <p><i>Sun Life also submits to the Securities and Exchange Commission and the Insurance Commission its audited Financial Statements and Annual Statement. As these become public documents once submitted to the regulators, the creditors of the company are also given access to these reports to apprise them of the Financial Condition or status of the Company thereby safeguarding their rights as creditors.</i></p> <p><i>The Company also provides prompt and accurate reports of its financial standing to its creditors. It is the policy of Sun Life to protect the rights of its creditors by maintaining, at all times, the company's good credit standing. In furtherance thereof, the Company strictly observes contractual obligations, and regard fair and truthful disclosure and transparency of financial records and dealings of utmost importance to assure creditors of the Company's continued credit worthiness.</i></p> <p><i>Moreover, the Company's risk based approach to business and adoption of good corporate governance practices further assures the creditors that the company is effectively managing its risks and is committed to sustaining the growth of the Company."</i></p> <p><i>"Maintaining Books and Records</i> <i>Sun Life is required to maintain accurate, reliable and complete records to appropriately manage its affairs and comply with legal, regulatory, financial, accounting and operational obligations. Sun Life must provide accurate, consistent, informative and timely disclosures of information to the market in accordance with applicable laws.</i></p> <p><i>Our financial statements, books and records should accurately reflect all business transactions and be retained in accordance with our record keeping practices. Failing to disclose or record revenues, expenses, assets or liabilities is prohibited.</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>We are responsible for the integrity of books and business, financial accounting and expense records under our control. xxx”</i></p> <p>Source Document: SLOPCI Website/Company Policy/Rights of Creditors https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Rights%20of%20Creditors.pdf</p> <p>SLOPCI Website/Company Policy/Maintaining Books and Records https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p> <p>SLOPCI 2019 Q1 Status Report https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sun%20Life%20of%20Canada_Statistical%20Report%20Q12019%20(002).pdf</p> <p>SLOPCI 2019 Q2 Status Report https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sun%20Life%20of%20Canada_Statistical%20Report%20Q22019.pdf</p> <p>SLOPCI 2019 Q3 Status Report https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sun%20Life%20of%20Canada_Statistical%20Report%20Q32019.pdf</p> <p>SLOPCI 2019 Q4 Status Report https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sun%20Life%20of%20Canada_Statistical%20Report%20Q42019.pdf</p> <p>2019 Audited Financial Statement https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sun%20Life%20of%20Canada%20(Philippine)%20Inc._2019%20Audited%20FS_11May2020.pdf</p> <p>2019 Annual Report (Pages 26) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019_SLFinance_AR.pdf</p>

C. Role of Stakeholders				
	SCORECARD ITEM		Y/ N	Reference / Source document
	<i>Does the company disclose the activities that it has undertaken to implement the above mentioned policies?</i>			
C.1.7	Customer health and safety	OECD Principle IV (A) & Global Reporting Initiative	Y	<p>Community wellness Sun Life believes that by actively supporting the communities in which we live and work, we can build a healthier, brighter future for Clients, employees, advisors and shareholders. This means:</p> <ol style="list-style-type: none"> 1. Activating high-impact philanthropy programs around the world, with a focus on diabetes prevention 2. Supporting our employees in their hands-on volunteer work. 3. Strategically investing in infrastructure projects that foster healthy, sustainable communities (<u>Sun Life Financial Centre at BGC Taguig City is a Leadership in Energy and Environmental Design or LEED-certified building</u>) 4. Advocating for public policies that strengthen healthcare, pension systems, insurance and infrastructure capacity in our society. <p>Activities:</p> <p>As an immediate response to the threat of COVID-19, Sun Life reached out To its clients with relevant updates to ensure the continued flow of Sun Life services during the Luzon-wide Enhanced Community Quarantine.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2020/Sun+Life+Advisory+for+Clients+on+CoVid-19?vgnLocale=en_CA</p> <p>Due to the pandemic brought about by the COVID-19 outbreak, payment extensions were granted by Sun Life to ensure the safety of its clients.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2020/Sun+Life+grace+period+extension+during+Covid-19?vgnLocale=en_CA</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>Sun Life Philippines (Sun Life), through its philanthropic arm Sun Life Financial-Philippines Foundation, Inc. (Sun Life Foundation), has increased support for frontline organizations addressing the most pressing needs related to the COVID-19 pandemic.</p> <p>https://www.sunstar.com.ph/article/1853415</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2020/Sun+Life+boosts+COVID-19+relief+efforts?vgnLocale=en_CA</p> <p>A total of 3,000 Life Armor products with up to PhP 75 million coverage will be donated to various Philippine hospitals. These will be allocated to health workers such as doctors, nurses, or other medical support staff who are directly involved in the prevention and treatment of COVID-19 and are registered members of Lazada Philippines.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2020/Sun+Life+Foundation+donates+Life+Armor+to+health+workers?vgnLocale=en_CA</p> <p>Sun Life continued to invest in improving financial literacy levels in Asia. Sun Life hosted the SINAG Students and Teachers Summit in the Philippines. The event focused on financial literacy, with interactive games, financial tools and talks on how to achieve financial freedom. We also sponsored the #LetsSaveTogether campaign by Globe Telecom’s GCash. The program encouraged Filipinos to improve their saving habits.</p> <p>In many of our Asian markets, Sun Life continued to expand sales engagement digital platform to enable our advisors to do a financial needs analysis and e-applications for coverage.</p> <p>2019 Sustainability Report (Page 11) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>Go Well Sun Life’s advocacy goes beyond financial well-being. It also extends to helping Filipinos become physically fit. Its new campaign called 'GoWell,' provides members the opportunity to learn how to keep healthy and fit through various means such as workouts, trainings, fitness classes, and more.</p> <p>https://www.gowell.com.ph/</p> <p>In an effort to continually provide support and overall wellbeing to our clients during the pandemic, Sun Life, through Go Well, also continues to provide timely words of wisdom to ensure customer health and safety. These messages do not only focus on safety and physical fitness, but on also taking care of one’s mental health.</p> <p>https://www.gowell.com.ph/home/#/article/how-to-stay-safe-while-grocery-shopping-during-the-pandemic</p> <p>https://www.gowell.com.ph/home/#/article/taking-care-of-your-mental-health-amid-a-pandemic</p> <p>https://www.gowell.com.ph/home/#/article/how-to-stay-fit-during-the-community-quarantine</p> <p>Sun Life Foundation concludes Project 120 Classrooms on a high note</p> <p>Sun Life Financial-Philippines Foundation, Inc., in partnership with Children’s Hour, has successfully concluded Project 120 Classrooms, an initiative that aims to build 120 classrooms in areas that were heavily hit by natural calamities.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+Foundation+concludes+Project+120+Classrooms+on+a+high+note?vgnLocale=en_CA</p> <p>Sun Life Financial Asia Releases New Diabetes Report in Asia</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>The new report <i>Diabetes in Asia: Empowering Communities to Lead Healthier Lives</i> focuses on Hong Kong, the Philippines, Indonesia, Vietnam, and Malaysia highlighting the importance of engaging communities in these countries to fight the rising health problem.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+Financial+Asia+Releases+New+Diabetes+Report+in+Asia?vgnLocale=en_CA</p> <p>Sun Life continues to help prevent the spread of diabetes across the world in 2019</p> <p>Sun Life Resolution Run (Hong Kong, Indonesia, Malaysia, Philippines, Vietnam) A record turnout of 16,000 people in five countries ran a combined total of over 110,000 km. The run raised \$250,000 for charities focused on diabetes prevention.</p> <p>In the Philippines, Sun Life expanded our collaboration with Fitness First, the largest fitness brand in Asia. Our Clients and employees in the Philippines will get more club benefits and preferential rates. For example, they can get a free health assessment and a discounted gym membership.</p> <p>Source Document:</p> <p>2019 Sustainability Report (Page 15, 20)</p> <p>https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p>GoWell website [www.gowell.com.ph]</p>
C.1.8	Supplier/Contractor selection and criteria	Y	<p>Sun Life ensures that its vendors/suppliers undergo a comprehensive accreditation process, which includes assessment of their technical and financial capability, business continuity, safety, health, privacy, AML and environmental policies. Consistent also with the principles the Company espouses on the practice of fair, ethical, and governance policies, it also as far</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>as practicable grants opportunity equitably to all the appropriate suppliers through competitive bidding and auctions.</p> <p>Proposals are evaluated thoroughly and consideration is based on the value-add the product or services will provide to the Company. The different policies and practices of the suppliers or vendors are evaluated such as privacy, anti-bribery/corruption, AML, etc.</p> <p><i>“7.2. Vendors Accreditation</i></p> <p><i>1.2.1 Vendors are subject to accreditation based on the following standards: quality of product or service, technical competence, competitive pricing, delivery time frame and customer service.</i></p> <p><i>1.2.2 There are two types of accreditation specific to vendor class:</i></p> <ul style="list-style-type: none"> <i>- Non-Primary: Vendor may either be New or Accredited (with frequent transactions but on a short-term basis). Accreditation will focus on establishing legality of business and vendor’s capability to supply/deliver.</i> <i>- Primary: Vendor who has demonstrated excellent performance history and transactions are on a long-term basis. Evaluation will focus on establishing vendor’s capability to sustain excellent performance and support long-term relationship with the company.</i> <p><i>1.2.3 The following documents must be submitted for accreditation:</i></p> <p><i>Vendor Classification: Non-Primary Vendor (New and Accredited)</i></p> <p><i>Documents required:</i></p> <ol style="list-style-type: none"> <i>1. Company Profile/List of Goods/ Services</i> <i>2. Articles of Incorporation/ Partnership (If amended, request for 1. Latest/amended AOI/AOP and 2. proof of Amendment SEC filing), if applicable</i> <i>3. General Information Sheet, if applicable</i> <i>4. SEC (for Corporation/Partnership) / DTI (Sole Proprietorship) Registration</i> <i>5. BIR Registration</i> <i>6. Valid/unexpired Business Permit (Local Permit)</i> <i>7. List of Clients/ Suppliers/ Bank References</i>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>8. List of Equipment and Delivery Vehicle, if applicable</p> <p>9. Certification of Authority to Sell (for resellers/ exclusive distributor)</p> <p>10. Documents Required in Supplier Classification</p> <p>Risk Assessment (SCRA) Tool</p> <p>A. Accomplished SCRA</p> <p>B. Accomplished & Signed-off SLF Anti-Bribery and Corruption Questionnaire</p> <p>C. If applicable, Privacy Impact Assessment (PIA) Preliminary Questionnaire</p> <p>D. If applicable, PIA Questionnaire [Note: Should be approved by PIA review team – Info Sec, Privacy Office and BUCO – as determined by the PIA prelim questionnaire]</p> <p>E. Others (i.e. email coordination with Legal and/or Compliance, IT, Tax, Info Sec)</p> <p>11. Dow Jones Name Screening</p> <p>A. Vendor</p> <p>B. Key Officers / Directors (for Partnership and Corporation)</p> <p>C. Shareholders / Partners (Additional Requirements: If shareholder is a private company with 20% and above ownership, perform Dow Jones screening on its shareholders, key officers and directors)</p> <p>12. Supplier Information Sheet (Annex I)</p> <p>Vendor Classification: Primary Vendor</p> <p>Documents Required:</p> <p>Vendor to submit the above documents plus additional documents below:</p> <p>1. Latest Audited Financial Statement</p> <p>2. Certificate of Technical Competence</p> <p>3. Company Analysis – includes performance evaluation, plant facility inspection report, and trade references report. This requirement is to be performed by ASD Procurement. “</p> <p>Source Document:</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><u>Policy on Supplier Accreditation and Performance Evaluation</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/S_LFPH_%20Procurement_Procedure_Manual%202019.pdf</p>
C.1.9	Environmentally-friendly value chain	Y	<p>Environmental responsibility</p> <p>Sun Life recognizes the links between a healthy environment and a healthy economy, on which its business depends.</p> <p>Sun Life focuses on investing responsibly and managing environmental risks. We take responsibility for our business activities that impact the environment, holding ourselves accountable for managing our operating footprint. We also engage our employees and suppliers in environmental stewardship. In operating the Company, increasing our carbon management and resource efficiency through a focus on technology, and gaining greater efficiencies in energy consumption, travel, waste and water.</p> <p><i>Sustainable Investing</i></p> <p><i>“Sustainable investing is a priority for Sun Life. We’re focused on managing capital with sustainability embedded in our decision making. We think about sustainable investing in three ways: We integrate environmental, social and governance (ESG) considerations in our investment processes, to identify both risks and opportunities. We invest in projects that will support the transition to a low-carbon and more inclusive economy. And we offer sustainable investing products to our institutional and retail Clients. Our work in these areas supports Sustainable Development Goal 7: Affordable and Clean Energy”</i></p> <p><i>“Sustainable Investments: \$773 million green and sustainability bond AUM”</i></p> <p><i>In our public bond portfolio, we include ESG considerations based on qualitative factors such as (but not limited to):</i></p> <ul style="list-style-type: none"> • carbon footprint • clean tech • labour practices • corporate social responsibility

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<ul style="list-style-type: none"> • product safety and quality • governance, and • green initiatives (for example, green bonds). <p>Refreshing Our Sustainability Strategy</p> <p>Sustainability is a priority for Sun Life and is essential to our business success. We want to contribute to a healthier, more financially resilient, environmentally secure and economically prosperous world. There are also growing expectations for companies from Clients, investors and other stakeholders to provide transparent and reliable insights into their environmental, social and governance impacts. To achieve our ambition and respond to these evolving expectations, in 2019 we refreshed our sustainability strategy.</p> <p>To shape our new sustainability plan, we conducted an extensive development process. This process culminated in the approval of the new plan by the Governance, Nomination & Investment Committee of our Board of Directors.</p> <p>The plan builds on the work we've done in recent years to integrate sustainability into our organization and focuses our efforts on what we know best. We're in the business of helping our Clients achieve lifetime financial security and live healthier lives. Our sustainability plan supports us in achieving our Purpose.</p> <p>2019 Sustainability Report (Page 6-7,22-24) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p><u>Pillars of our Sustainability Plan</u></p> <p>Our sustainability plan is focused on three core pillars:</p> <p><u>Financial security:</u> We provide our Clients and employees with innovative products and services to help increase their lifetime financial security. We're committed to improving financial resiliency in society by</p>

C. Role of Stakeholders

SCORECARD ITEM		Y/ N	Reference / Source document
			<p><i>advocating for and expanding access to products and services to close insurance coverage gaps and build long-term wealth.</i></p> <p><i>Healthier lives:</i> <i>We're focused on improving health and wellness in society. We offer our Clients and employees products and tools to help them live healthier lives. And we invest in community health and improving access to health and disability insurance.</i></p> <p><i>Sustainable investing:</i> <i>We manage capital with sustainability embedded in our investment processes. We offer our Clients and employees sustainable investing opportunities. And we invest our assets to encourage a low-carbon and more inclusive economy.</i></p> <p><i>Refreshing Our Sustainability Strategy</i></p> <p><i>Sustainability is a priority for Sun Life and is essential to our business success. We want to contribute to a healthier, more financially resilient, environmentally secure and economically prosperous world. There are also growing expectations for companies from Clients, investors and other stakeholders to provide transparent and reliable insights into their environmental, social and governance impacts. To achieve our ambition and respond to these evolving expectations, in 2019 we refreshed our sustainability strategy.</i></p> <p><i>To shape our new sustainability plan, we conducted an extensive development process. This process culminated in the approval of the new plan by the Governance, Nomination & Investment Committee of our Board of Directors.</i></p> <p><i>The plan builds on the work we've done in recent years to integrate sustainability into our organization and focuses our efforts on what we know best. We're in the business of helping our Clients achieve lifetime financial security and live healthier lives. Our sustainability plan supports us in achieving our Purpose.</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>Source Document:</p> <p><u>2019 Sustainability Report (Page 6-7,26-27, 37-41)</u> https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p><u>The Sun Life Building</u> http://sunlifebuilding-phil.com/index.html</p> <p><u>Sun Life Financial named one of the Most Sustainable Corporations in the World for eleventh year in a row</u> https://www.sunlife.ca/ca/About+us/Achievements?vgnLocale=en_CA</p>
C.1.1 0	Interaction with the communities	Y	<p>Through several projects of the Sun Life Foundation, the Company engaged in the following activities:</p> <ul style="list-style-type: none"> Leveraged the power of advanced analytics to identify a Client’s next possible product need. This enabled our advisors to offer targeted and relevant advice and product solutions. Ultimately, we’re deepening the conversation and fulfilling the role of advisors as partners for life for Clients Hosted the SINAG Students and Teachers Summit in the Philippines. The event focused on financial literacy, with interactive games financial tools and talks on how to achieve financial freedom. We also sponsored the #LetsSaveTogether campaign by GCash. The program encouraged Filipinos to improve their saving habits Offered personal accident insurance to Lazada customers through its online shopping platform. The short-term, low-cost solution makes it easier for Filipinos to get insurance digitally. <p>Sun Life Asia organized Sun Life Resolution Run - A record turnout of 16,000 people in five countries Hong Kong, Indonesia, Malaysia, Philippines,</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>Vietnam) ran a combined total of over 110,000 km. The run raised \$250,000 for charities focused on diabetes prevention.</p> <p>“EDUCATION</p> <p>Project 120 Classrooms <i>Sun Life Foundation successfully concluded Project 120 Classrooms, an initiative that aims to build 120 classrooms in areas that were heavily hit by natural calamities. The turnover activities for the last set of classrooms were held in the following locations: Cubag Elementary School, Cabagan Elementary School, and Catabayungan Elementary School in Cabagan, Isabela; and Nannarian and Cabbo in Peñablanca, Cagayan. Thousands of students are expected to benefit from these efforts, not to mention the future generation of learners in the aforementioned locations. Prior to these areas, Sun Life also helped rebuild schools in Bohol, Cebu, Aklan, Leyte, Iloilo, and Camarines Sur under Project 120 Classrooms. Apart from classrooms, Sun Life Foundation also built a basketball court and several reading corners that can be used by the students. The beneficiaries were also given sports equipment, art materials, and a digital library. Project 120 Classrooms was made possible with the help of Sun Life Foundation’s implementing partner, the Children’s Hour.</i></p> <p>Sun Life Scholarship Grants <i>Full scholarship grants were provided to 17 underprivileged but deserving students in selected universities across the Philippines. Majority of these scholars come from the University of the Philippines – Diliman, some from constituent universities under the UP system (UP Cebu, UP Mindanao) and others from reputable state universities (MSU-IIT, CMU, FSUU). These scholarship grants not only grant access to free tertiary education in respectable schools but also make sure the scholars’ day to day needs are taken cared of by a monthly subsidy. Business Skills and Resiliency Workshop From simple sari-sari store owners, Sun Life Foundation transformed 315 aspiring negosyantes from Metro Manila into savvy micro-entrepreneurs transforming the traditional retail business of the Micro, Small and Medium Enterprises (MSMEs). Each participant underwent six (6) in-depth workshops focusing on personal and business financial literacy, disaster preparedness and business continuity planning. The workshops also touched on redefining the Filipino’s roles in the business and the family aligning traditional</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>values with success in business.</i></p> <p><i>Sun Life Foundation Taps 125,000 Public School Teachers for Financial Management Program</i></p> <p><i>Sun Life Financial-Philippines Foundation, Inc. (“Sun Life Foundation”) will endeavor to help 125,000 Filipino public school teachers level up in their financial journey through a financial management program called Sun Pera-Aralan.</i></p> <p><i>Sun Pera-Aralan, which employs behavioral design and considers the actual behaviors and experiences of public school teachers, aims to help teachers develop positive and practical daily money habits without disrupting their routine and workload.</i></p> <p><i>Sun Pera-Aralan was created after a study commissioned by Sun Life Foundation and conducted by AHA! Behavioral Design Corp., showed that public school teachers are ready to go beyond basic financial literacy programs, which no longer suit their experiences, behaviors, and other factors that influence their habits.</i></p> <p><i>Sun Pera-Aralan aims to impact the lives of 125,000 public school teachers nationwide, as inspired by Sun Life’s 125th anniversary in the Philippines next year. To make this happen, Sun Life Foundation has joined forces with the Department of Education to launch the program in more than 4,000 schools in the National Capital Region, and Regions 3, 4A, 7, and 9.</i></p> <p><u>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2019/Sun+Life+Foundation+Public+School+Teachers+for+Financial+Management+Program?vgnLocale=en_CA</u></p> <p>Sun Life continued to invest in improving financial literacy levels in Asia. Sun Life hosted the SINAG Students and Teachers Summit in the Philippines. The event focused on financial literacy, with interactive games, financial tools and talks on how to achieve financial freedom. We also sponsored the #LetsSaveTogether campaign by Globe Telecom’s GCash. The program encouraged Filipinos to improve their saving habits.</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>In many of our Asian markets, Sun Life continued to expand sales engagement digital platform to enable our advisors to do a financial needs analysis and e-applications for coverage.</p> <p>2019 Sustainability Report (Page 11,21) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p>HEALTH</p> <p><i>Malnutrition remains a big problem in a developing country like the Philippines and with Sun Life Foundation’s commitment to bring basic health services to the disadvantaged, a partnership was forged with Gota de Leche to implement a project that will help prevent stunting in babies. The project focused in one severely depressed area (Sampaloc, Manila) and four (4) geographically isolated areas (Kibungan, Bokod and Tinoc in Benguet & Mayoyao, Ifugao). More than a hundred pregnant and lactating women and their babies received medical check-ups, fortified rice meals good for 2 months and seeds for backyard gardening along with some farm implements. Jewelry making workshops were also held as part of the livelihood component of the project</i></p> <p><i>For years now, Sun Life Foundation has supported Kythe Foundation in addressing the psychosocial needs of disadvantaged Filipino children afflicted with cancer and other chronic illnesses. Sun Life Foundation currently supports 2 projects of Kythe Foundation: a) Fare subsidy of kids for medical compliance and attendance to out of hospital activities which benefitted 960 child-patients, and b) empowerment sessions for 1,440 parents and caregivers. These initiatives aim to ensure that kids get to enjoy and have quality of life while their parents/ caregivers are reminded not to forget their own wellbeing.</i></p> <p><i>By working with the World Surgical Foundation, cost was subsidized for anesthesia and other surgical requirements for 2 mission sites in Tacloban and Surigao, 266 indigent patients were able to get free, life-changing surgeries.</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>ENVIRONMENT</p> <p><i>Sun Life Foundation envisions a safe and nurturing home for every Filipino, a haven for their dreams and hopes for brighter days ahead. To make this a reality, the Foundation continues to team up with leading environmental organizations that implement holistic and sustainable development projects.</i></p> <p>Sablayan Ridge to Reef Program</p> <p><i>Sun Life Foundation’s partnership with WWFPhilippines is one that addresses the pressing needs of the present while protecting two major conservation sites in the country—the Apo Reef National Park which is the world’s second contiguous coral reef system (and the largest in the country) and the Mts. Iglit-Baco National Park which is home to the critically endangered tamaraw. The tamaraw or Mindoro dwarfed buffalo can only be found in the Philippines and is endemic to the island of Mindoro.</i></p> <p><i>Sun Life Foundation works with the same partner in raising awareness on the importance of mangroves and the environment while providing valuable income for the local communities through eco-tourism in Gubat, Sorsogon.”</i></p> <p>River Rehabilitation and Linear Park Development</p> <p><i>The 700-meter linear park was finally turned over to the Tumana-Malanday community in Marikina City early 2019. This multi-million project aims to contribute to the rehabilitation of the Pasig River while providing safe, open spaces to the families living meters away from the creek.</i></p> <p><i>Marikina is known for experiencing perennial flooding. The project improves the condition of the waterways while preventing informal settling families from occupying the creeksides. ABS-CBN Lingkod Kapamilya Foundation Inc. with the Foundation’s support, provided easement development which included trellis, solar lamp posts, planting of greenery all throughout the 700-meter stretch. Intensive information, education and communication (IEC) campaigns are also being conducted to educate the community on solid waste management. Soft projects on livelihood and community empowerment were also launched. A perception study conducted by the end of the project captured positive results on residents’ perceived improvement in the following</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>five factors: environment, economy, health, peace & order and happiness. An estimated 7,625 households or 35,544 individuals benefitted from the project.</i></p> <p><i>Panganiban Mangrove & Treehouse in Gubat, Sorsogon</i> <i>Through the construction of the Panganiban Mangrove Boardwalk in Brgy. Panganiban, Gubat, Sorsogon, Sun Life Foundation was able to raise awareness on the importance of mangroves and taking care of the environment. This also provided valuable income and livelihood for the local communities through ecotourism. Thousands of mangrove propagules have been planted and the nursery is continuously replenished through the Adopt-a-Bakawan project. More and more young people, mostly students, have been visiting the site and engaged to become earth warriors. Since its groundbreaking, 32 community coastal clean-ups have been mobilized and members of Brgy. Panganiban’s People’s Organization are assigned to do a daily cleanup to maintain cleanliness of the boardwalk.</i></p> <p>Source Document:</p> <p><u>SLOCPI Website/ Sun Life Foundation</u> <u>https://www.sunlife.com.ph/PH/About+us/Sun+Life+Foundation+Video?vgnLocale=en_CA</u></p> <p><u>2019 Annual Report (Page 62-70)</u> <u>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019_SLFinance_AR.pdf</u></p>
C.1.1 1	Anti-corruption programmes and procedures	Y	<p>Sun Life rejects bribery and corruption and has guidelines in place to manage potential conflicts of interest that may arise from giving and accepting gifts, hospitality and entertainment. Sun Life’s Code of Business Conduct provides:</p> <p><i>“Rejecting Bribery and Corruption</i></p> <p><i>Sun Life is committed to complying with the letter and spirit of anti-corruption and anti-bribery laws in all of the countries in which it operates. It prohibits the direct or indirect use of bribery, kickbacks, payoffs, or other corrupt practices by employees, agents, or other parties acting on behalf of Sun Life,</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>especially in our business relationships including those with suppliers, customers and government representatives.</i></p> <p>Source Document:</p> <p><u>SLOCPI Website/Company Policy/Rejecting Corruption and Bribery</u> https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p> <p><u>Code of Business Conduct /Rejecting Bribery and Corruption (Page 22)</u> <u>Code of Business Conduct /Accepting and Receiving Gifts (Page 23)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code_of_Business_Conduct.pdf</p>
C.1.1 2	Creditors' rights	Y	<p>Creditors' rights are protected through the observance of following standards:</p> <p>"Sun Life is required to maintain accurate, reliable and complete records to appropriately manage its affairs and comply with legal, regulatory, financial, accounting and operational obligations. The integrity of our records is essential to the successful operation of business, and to maintaining the trust and confidence of our shareholders, Clients and business partners.</p> <p>Our financial statements, books and records must accurately reflect all business transactions and be retained in accordance with our record keeping practices. Sun Life must provide accurate, consistent, informative and timely disclosures of information to the market in accordance with applicable laws. Failing to disclose or record revenues, assets or liabilities is prohibited.</p> <p>We are responsible for the integrity of books and business, financial accounting and expense records under our control.</p> <ul style="list-style-type: none"> ○ Be mindful that business records include emails and other electronic communications and records.

C. Role of Stakeholders

SCORECARD ITEM		Y/ N	Reference / Source document
			<ul style="list-style-type: none">○ Be diligent in maintaining proper record keeping practices when creating, receiving or maintaining accounting, financial, and legal or other business records.○ Preserve documents and records that could be potentially relevant to any pending or reasonably foreseeable litigation, internal or external audit, regulatory examination, or government investigation.○ Never misrepresent our financial or operational performance or compromise the integrity of our financial statements.○ Do not intentionally hide, mislead or disguise the true nature of any financial or non-financial transaction.○ Report any concerns regarding the integrity of any financial, accounting or auditing matter. <p>We are committed to maintaining a robust internal control framework. This helps us achieve our business objectives, mitigate risks and meet our ethical obligations to our Clients and other stakeholders. We have built internal controls on our core values, a culture of strong governance and segregation of accountabilities. We are all responsible for Sun Life's internal controls and we must understand how they relate to our roles. We must:</p> <ul style="list-style-type: none">○ Clearly understand our department's objectives and how our role contributes to achieving them,○ Establish and maintain control activities appropriate to achieving our objectives and mitigating associated risks,○ Be aware of changes in our business or business environment affecting our role, and adapt our control activities appropriately, and○ Continually monitor the appropriateness and effectiveness of internal controls for which we are responsible, and resolve related problems on a timely basis.”

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>Source Document:</p> <p><u>Code of Business Conduct: Maintaining Appropriate Controls (page 17)</u> <u>Code of Business Conduct: Maintaining Books and Records (page 20)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code_of_Business_Conduct.pdf</p> <p><u>SLOCPI Quarterly Reports</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sun%20Life%20of%20Canada_Statistical%20Report%20Q12019%20(002).pdf https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sun%20Life%20of%20Canada_Statistical%20Report%20Q22019.pdf https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sun%20Life%20of%20Canada_Statistical%20Report%20Q32019.pdf https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sun%20Life%20of%20Canada_Statistical%20Report%20Q42019.pdf</p> <p><u>Rights of Creditors</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Rights%20of%20Creditors.pdf</p>
C.1.1 3	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	<p>OECD Principle V (A): Disclosure should include, but not be limited to, material information on: (7) Issues regarding employees and other stakeholders.</p> <p>Companies are encouraged to provide information on key issues relevant to employees and other stakeholders that</p>	<p>Y</p> <p>The Sustainability Report is published on the Company’s website. The Annual Report also contains a discussion of the Company’s Corporate Social Responsibility Program and activities.</p> <p>Sun Life Foundation</p> <p><i>“When Sun Life established its roots in the Philippines, we made a commitment to help Filipinos achieve a sustainable future.</i></p> <p><i>Our Sun Life employees and advisors took this collective purpose at heart, while also sharing the light of the Sun with generous and charitable acts. Such</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
	may materially affect the long term sustainability of the company.		<p><i>was the beginning of the Sun Life Foundation and the spirit of volunteerism passed on from one generation to the next.</i></p> <p><i>Incorporated in 2007, the Sun Life Foundation commits to ‘building a Brighter World’ to help alleviate the plight of those who are most in need. Anchored by its pillars of Education, Health, Environment, together with Arts & Culture, our Corporate Social Responsibility arm provides assistance to numerous organizations with similar advocacies.</i></p> <p><i>As the Foundation celebrates a decade of giving back, it will broaden the reach of our Financial Literacy advocacy, from its partner communities to the general public.</i></p> <p><i>Because for Sun Life, a Brighter World ensures the future of generations while creating a prosperous present.”</i></p> <p>Source Document:</p> <p><u>2019 Sustainability Report</u> https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p><u>2019 Annual Report (Page 62-70)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019_SLFinance_AR.pdf</p> <p><u>Sun Life Foundation</u> https://www.sunlife.com.ph/PH/About+us/Sun+Life+Foundation?vgnLocale=en_CA</p>
C.2	Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.		

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
C.2.1	<p>Does the company provide contact details via the company's website or Annual Report which stakeholders (e.g. customers, suppliers, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?</p>	<p>OECD Principle IV (B): Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.</p> <p>The governance framework and processes should be transparent and not impede the ability of stakeholders to communicate and to obtain redress for the violation of rights.</p>	<p>Y</p> <p>Sun Life's contact details are found on the company's website at the "Contact Us" page, which allows customers, suppliers, general public etc. to contact us for any concerns (Products and Services, Existing Account, Find an Advisor, Concerns and Feedback, Others). The address and contact information of Sun Life's branches and offices throughout the Philippines are also listed in the Annual Report.</p> <p>In the Annual Report, we also have the section on "Whistle Blower and Breach Policy" and its corresponding contact details. To wit:</p> <p><i>"The Whistle Blower program of the Company provides a formal mechanism and channel for directors, officers, employees, suppliers, business partners, contractors and sub-contractors, and other third parties to raise serious concerns about a perceived wrongdoing or questionable or unethical behavior or transaction, malpractice, or any risk involving the Company or any of its officers and employees. Sun Life strictly prohibits any form of retaliation against those reporting concerns in good faith and guarantees that the whistleblower will be shielded or free from reprisals, harassment, or disciplinary action.</i></p> <p><i>When you suspect a breach of the Sun Life Financial Code of Business Conduct, the same must be promptly reported to the Compliance Officer, Head of Human Resources, or the General Counsel. You may also email at Code@sunlife.com or SLF_Code_of_Business_Conduct@sunlife.com.</i></p> <p><i>The whistleblower may also report via the Ethics Hotline, handled by an external service provider. It is available to all Sun Life Employees, 24 hours a day through the following channels:</i></p> <p><i>Toll Free Number:</i> Dial 1-800-1322-0175 (Using PLDT landline or SMART lines) Dial 1-800-8918-0153 (Using Globe lines)</p> <p><i>Web-based Reporting:</i> Submit a report online through the <u>Employee Ethics Hotline website</u> (https://www.employee-ethics-hotline.com/), which is available in multiple languages.</p>

C. Role of Stakeholders				
	SCORECARD ITEM		Y/ N	Reference / Source document
				<p>Source Document:</p> <p>Code of Business Conduct: Reporting Code Breaches (Page 5-6) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code_of_Business_Conduct.pdf</p> <p>Employee Ethics Hotline https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Employee%20Ethics%20Hotline.pdf</p> <p>“Contact Us” Page, Company Website https://www.sunlife.com.ph/PH/About+us/Contact+us?vgnLocale=en_CA</p> <p>2019 Annual Report (Pages 47) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019_SLFinance_AR.pdf</p>
C.3	Performance-enhancing mechanisms for employee participation should be permitted to develop.			
C.3.1	Does the company explicitly disclose the health, safety, and welfare policy for its employees?	<p>OECD Principle IV (C): Performance-enhancing mechanisms for employee participation should be permitted to develop. In the context of corporate governance, performance enhancing mechanisms for participation may benefit companies directly as well as indirectly through the readiness by employees to invest in firm specific skills.</p> <p>Firm specific skills are those</p>	Y	<p>The Company explicitly discloses the health, safety, and welfare policy for its employees through the Code of Business Conduct, which the employees acknowledge upon hiring and affirm annually through the online training on the Code of Business Conduct.</p> <p>Promoting Fairness and Safety in the Workplace <i>“You are critical to our success. We are committed to safety and fairness in the workplace and recognize that a diverse workforce allows us to serve our customers most effectively. We will not tolerate unlawful discrimination, harassment or violence at work. We must all work to maintain a safe and healthy work environment.</i></p> <p><i>Specifically, we do not unlawfully discriminate against co-workers, customers or anyone else we encounter in the course of our work on the basis of their race, colour, religion, sex, sexual orientation, national origin, citizenship,</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
	<p>skills/competencies that are related to production technology and/or organizational aspects that are unique to a firm.</p> <p>Examples of mechanisms for employee participation include: employee representation on boards; and governance processes such as works councils that consider employee viewpoints in certain key decisions. With respect to performance enhancing mechanisms, employee stock ownership plans or other profit sharing mechanisms are to be found in many countries.</p>		<p><i>creed, age, marital status, family status, disability, or other grounds included in human rights legislation.</i></p> <p><i>Acts and threats of violence affect everyone's safety and must be reported immediately. We must not engage in threatening, intimidating or violent acts against co-workers, customers or anyone else encountered in our work. Sexual or other harassment, or offensive behaviour, such as verbal abuse or unnecessary physical contact, are also prohibited.</i></p> <p><i>The use of illicit drugs and alcohol can negatively affect job performance and cause severe safety hazards. As a general rule, illicit drugs or alcohol may not be brought into or consumed in the workplace. If you are found in possession of or under the influence of illicit drugs or alcohol at work, you may be subject to discipline and possible termination of your employment."</i></p> <p>GoWell Employee health and welfare are also promoted through GoWell, a wellness community aimed at helping people live healthier, brighter lives. Through its website www.gowell.com.ph, Sun Life offers clients, employees and other Filipinos fitness and wellness content for the body, mind and soul, and provides access to community workouts such as Zumba, cycling classes and yoga. To further inspire Filipinos in their wellness journey, GoWell has tapped celebrity ambassadors who excel in their respective crafts to lead the community.</p> <p>GoWell members receive the following privileges:</p> <ul style="list-style-type: none"> • Access to fitness and wellness content • Perks and privileges from our partner establishments • Entry into GoWell events • Opportunity to meet other health and wellness enthusiasts in the community <p>Whistle Blower and Breach Policy Employees' health, safety and welfare are also protected through the Company's Whistle Blower and Breach Policy.</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>“The Whistle Blower program of the Company provides a formal mechanism and channel for directors, officers, employees, suppliers, business partners, contractors and sub-contractors, and other third parties to raise serious concerns about a perceived wrongdoing or questionable or unethical behavior or transaction, malpractice, or any risk involving the Company or any of its officers and employees. Sun Life strictly prohibits any form of retaliation against those reporting concerns in good faith and guarantees that the whistleblower will be shielded or free from reprisals, harassment, or disciplinary action.</i></p> <p><i>When you suspect a breach of the Sun Life Financial Code of Business Conduct, the same must be promptly reported to the Compliance Officer, Head of Human Resources, or the General Counsel. You may also email at Code@sunlife.com or SLF_Code_of_Business_Conduct@sunlife.com.</i></p> <p><i>The whistleblower may also report via the Ethics Hotline, handled by an external service provider. It is available to all Sun Life Employees, 24 hours a day through the following channels:</i></p> <p><i>Toll Free Number:</i> <i>Dial 1-800-1322-0175 (Using PLDT landline or SMART lines)</i> <i>Dial 1-800-8918-0153 (Using Globe lines)</i></p> <p><i>Web-based Reporting:</i> <i>Submit a report online through the Employee Ethics Hotline website (https://www.employee-ethics-hotline.com/), which is available in multiple languages.</i></p> <p>Source Document:</p> <p><u>Code of Business Conduct (Page 5-6,8-9)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code_of_Business_Conduct.pdf</p> <p><u>Employee Ethics Hotline</u></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Employee%20Ethics%20Hotline.pdf 2019 Annual Report (Pages 47) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019_SLFinance_AR.pdf
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	Y	<p>Publication is done through the website and the Code of Business Conduct and Sustainability Report. The annual training materials also contain information on health, safety and welfare of its employees.</p> <p>Promoting Fairness and Safety in the Workplace <i>“You are critical to our success. We are committed to safety and fairness in the workplace and recognize that a diverse workforce allows us to serve our customers most effectively. We will not tolerate unlawful discrimination, harassment or violence at work. We must all work to maintain a safe and healthy work environment.</i></p> <p><i>Specifically, we do not unlawfully discriminate against co-workers, customers or anyone else we encounter in the course of our work on the basis of their race, colour, religion, sex, sexual orientation, national origin, citizenship, creed, age, marital status, family status, disability, or other grounds included in human rights legislation.</i></p> <p><i>Acts and threats of violence affect everyone's safety and must be reported immediately. We must not engage in threatening, intimidating or violent acts against co-workers, customers or anyone else encountered in our work. Sexual or other harassment, or offensive behaviour, such as verbal abuse or unnecessary physical contact, are also prohibited.</i></p> <p><i>The use of illicit drugs and alcohol can negatively affect job performance and cause severe safety hazards. As a general rule, illicit drugs or alcohol may not be brought into or consumed in the workplace. If you are found in possession of or under the influence of illicit drugs or alcohol at work, you may be subject to discipline and possible termination of your employment.”</i></p> <p>“Workforce Wellness</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>Employee wellness underpins our ability to deliver exceptional service to Clients, attract and retain top talent and continually enhance our high-performance culture. Research shows that companies with the most effective health and productivity programs have improved financial results¹ and save 1.5-1.7 days of absenteeism per employee per year.”(Sustainability Report)</i></p> <p>GoWell Employee health and welfare are also promoted through GoWell, a wellness community aimed at helping people live healthier, brighter lives. Through its website www.gowell.com.ph, Sun Life offers clients, employees and other Filipinos fitness and wellness content for the body, mind and soul, and provides access to community workouts such as Zumba, cycling classes and yoga. To further inspire Filipinos in their wellness journey, GoWell has tapped celebrity ambassadors who excel in their respective crafts to lead the community.</p> <p>GoWell members receive the following privileges:</p> <ul style="list-style-type: none"> • Access to fitness and wellness content • Perks and privileges from our partner establishments • Entry into GoWell events • Opportunity to meet other health and wellness enthusiasts in the community <p>Source Document:</p> <p>Code of Business Conduct (Page 8-9) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code_of_Business_Conduct.pdf</p> <p>Employee Ethics Hotline https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Employee%20Ethics%20Hotline.pdf</p> <p>SLOCPI Website/Company Policy/ Promoting wellness and Safety in the Workplace https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>2019 Sustainability Report (Pages 7,16-17,51-52) https://cdn.sunlife.com/static/Global/digital_media/MarCom/Sustainability/Sustainability-Report-2019-E.pdf</p> <p>GoWell (www.gowell.com.ph)</p>
C.3.3	Does the company have training and development programmes for its employees?	Y	<p>The Training section on the website provides information on the training and development programs.</p> <p>“New Hire Training/Internal Mobility <i>As a new hire, you will undergo a comprehensive on-boarding program to facilitate you’re adjustment to your new workplace. You will also receive training based on your specific role as well as your functional area.</i></p> <ul style="list-style-type: none"> • <i>These programs include:</i> • <i>Skill-based classroom training</i> • <i>Online training</i> • <i>Structured self-study materials</i> <p>Professional development <i>Throughout your career at Sun Life, you will have access to many skill and personal development programs, including:</i></p> <ul style="list-style-type: none"> • <i>Competency-based training programs</i> • <i>Global leadership development programs</i> • <i>Technical training programs</i> • <i>Tuition reimbursement for approved courses</i> <p><i>Underpinning these development programs is the Global Career Framework that will help you better understand the skills and competencies you need to succeed in your current and in any role you might be interested to pursue within the organization.</i></p> <p>Industry-Related Designation Program <i>You can participate in our industry-designation program to become a certified specialist in the insurance industry by taking courses through the Life Office Management Association (LOMA), an international insurance industry</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>designation program. We cover the cost of materials, and award monetary incentives for passing the exams and achieving the designation.</i></p> <p>Global Opportunities <i>Sun Life is a multinational company with offices all over the world. Our training does not remain in the walls of our local office. As needed, we send our employees to our other offices to share and learn best practices from counterparts.”</i></p> <p>Source Document:</p> <p>2019 Training & Development Programs https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019%20Training%20Curriculum%20Template%20(SL%20PHIL1).pdf</p> <p>2019 Employee Performance Enhancement Programs, Attendance Record https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019%20SLF%20HR%20Employee%20Performance%20Enhancement%20Programs.pdf</p> <p>SLOCPI Website/Become an Employee/Our Rewards and Benefits https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA</p>
C.3.4	Does the company publish relevant information on training and development programmes for its employees?	Y	<p>The Training section on the website provides information on the training and development programs.</p> <p>New Hire Training/Internal Mobility <i>As a new hire, you will undergo a comprehensive on-boarding program to facilitate you’re adjustment to your new workplace. You will also receive training based on your specific role as well as your functional area.</i></p> <ul style="list-style-type: none"> • <i>These programs include:</i> • <i>Skill-based classroom training</i> • <i>Online training</i> • <i>Structured self-study materials</i> <p>Professional development</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>Throughout your career at Sun Life, you will have access to many skill and personal development programs, including:</p> <ul style="list-style-type: none"> • Competency-based training programs • Global leadership development programs • Technical training programs • Tuition reimbursement for approved courses <p>Underpinning these development programs is the Global Career Framework that will help you better understand the skills and competencies you need to succeed in your current and in any role you might be interested to pursue within the organization.</p> <p>Industry-Related Designation Program You can participate in our industry-designation program to become a certified specialist in the insurance industry by taking courses through the Life Office Management Association (LOMA), an international insurance industry designation program. We cover the cost of materials, and award monetary incentives for passing the exams and achieving the designation.</p> <p>Global Opportunities Sun Life is a multinational company with offices all over the world. Our training does not remain in the walls of our local office. As needed, we send our employees to our other offices to share and learn best practices from counterparts.”</p> <p>Source Documents:</p> <p>2019 Training & Development Programs https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019%20Training%20Curriculum%20Template%20(SL%20PHIL1).pdf</p> <p>2019 Employee Performance Enhancement Programs, Attendance Record https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019%20SLF%20HR%20Employee%20Performance%20Enhancement%20Programs.pdf</p> <p>SLOCPI Website/Become an Employee/Our Rewards and Benefits</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	Y	<p>Sun Life recognizes and rewards achievements and results in line with our “Pay for Performance” policy. Through your performance, you will be able to directly influence your compensation. Here, we reward exceptional job performance and provide support that would help you to accomplish goals.</p> <p><i>“Our Rewards</i></p> <p><i>We offer our employees a fair and competitive compensation package and a rewarding career in line with their job, skills and performance.</i></p> <p><i>Every year, we compare our remuneration practices with other multinational and large local financial services companies in the Philippines to ensure that our salary scale is up to par.</i></p> <p><i>We compensate based on the value of the job of individual employees. Wherever you work across the Philippines, the respective income will reflect the level of responsibilities and accountabilities within the Sun Life Financial Philippines.</i></p> <p><i>Sun Life recognizes and rewards achievements and results in line with our “Pay for Performance” policy. Through your performance, you will be able to directly influence your compensation. Here, we reward exceptional job performance and provide support that would help you to accomplish goals.</i></p> <p><i>Together with a competitive package, we grant our employees and dependents with benefit packages to address everyday needs and prepare for their financial security.</i></p> <p><i>The following benefits are given to employees:</i></p> <p><i>For your needs today:</i></p> <ul style="list-style-type: none"> • <i>Group Medical Coverage</i> • <i>Vacation and Sick Leaves</i> • <i>Employee loan programs for house or car</i>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p>For your future financial security:</p> <ul style="list-style-type: none"> • Pension Plan • Life insurance • Long-Term • Opportunities to purchase company’s insurance and wealth management products” <p>“Sun Life's Long Term Incentive (LTI) program rewards leaders for their focus on creating sustainable long-term value for our shareholders. The LTI program provides leaders with a long-term, significant stake in Sun Life's success and helps us retain those who are leading our company.”</p> <p>Source Document:</p> <p>“Our Rewards”, Sun Life Website https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA</p> <p>Sun Life Long Term Incentive https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sun%20Life%20Long-Term%20Incentive.pdf</p> <p>2019 Annual Report (Page 57) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019_SLFinance_AR.pdf</p>
C.4	Stakeholders including individual employee and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this.		

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?	Y	<p><i>The Code of Business Conduct specifies the procedures that must be followed for complaints by employees.</i></p> <p><i>“HOW DO I REPORT A BREACH OF THE CODE?”</i></p> <p><i>Speak with your manager, Human Resources, a Compliance officer or a member in the Law department if you:</i></p> <ul style="list-style-type: none"> <i>• Believe you have violated the Code, an internal policy or the law,</i> <i>• Know or suspect another Employee or a third-party has violated the Code, an internal policy or the law,</i> <i>• Feel you are being pressured to violate the law, the Code, or your ethical responsibilities, or</i> <i>• Have any other ethical or conflict of interest questions, concerns or issues, or need guidance on how to do what is right.</i> <p><i>You can contact the Employee Ethics Hotline or email our Compliance organization at our general Code mailbox at SLF_Code_of_Business_Conduct@sunlife.com. Use the Employee Ethics Hotline if you prefer to report the situation anonymously or if you feel your report or concern has not been responded to or addressed appropriately.</i></p> <p><i>Always report known and suspected Code breaches and other unethical behavior. Failure to do so is a Code breach. Never attempt to deal with the situation yourself. Your identity in any follow-up discussions or inquiries will be kept in confidence to the extent appropriate or permitted by law.</i></p> <p><i>Annually, Sun Life employees and directors are asked to acknowledge/confirm their adherence to the Code of Business Conduct. Refresher training is also taken annually on this subject.</i></p> <p><i>The Annual Report also has a section on the Whistle Blower Policy and Breach Reporting.</i></p> <p><i>“The Whistle Blower program of the Company provides a formal mechanism and channel for directors, officers, employees, suppliers, business partners, contractors and sub-contractors, and other third parties to raise serious concerns about a perceived wrongdoing or questionable or unethical behavior</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>or transaction, malpractice, or any risk involving the Company or any of its officers and employees. Sun Life strictly prohibits any form of retaliation against those reporting concerns in good faith and guarantees that the whistleblower will be shielded or free from reprisals, harassment, or disciplinary action.</i></p> <p><i>When you suspect a breach of the Sun Life Financial Code of Business Conduct, the same must be promptly reported to the Compliance Officer, Head of Human Resources, or the General Counsel. You may also email at Code@sunlife.com</i></p> <p><i>The whistleblower may also report via the Ethics Hotline, handled by an external service provider. It is available to all Sun Life Employees, 24 hours a day through the following channels:</i></p> <p><i>Toll Free Number:</i> <i>Dial 1-800-1322-0175 (Using PLDT landline or SMART lines)</i> <i>Dial 1-800-8918-0153 (Using Globe lines)</i></p> <p><i>Web-based Reporting:</i> <i>Submit a report online through the Employee Ethics Hotline website (https://www.employee-ethics-hotline.com/), which is available in multiple languages.</i></p> <p><i>The procedure is also available from SLOCPI's website under Company Policy.</i></p> <p>Source Document:</p> <p><i><u>Code of Business Conduct/Reporting Code Breaches (Page 5-6)</u></i> <i>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code%20of%20Business%20Conduct.pdf</i></p> <p><i><u>Employee Ethics Hotline</u></i> <i>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Employee%20Ethics%20Hotline.pdf</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><u>2019 Annual Report (Page 47)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/2019_SLFinance_AR.pdf</p> <p><u>SLOCPI Website/Company Policy/Reporting Code Breaches</u> https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p>
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	Y	<p><i>The Company has a policy, which protects employee who reveals illegal/unethical behavior from retaliation. Sun Life strictly prohibits any form of retaliation against employees for reporting concerns in good faith.</i></p> <p><i>This is clearly provided in the Code of Business Conduct.</i></p> <p><i>“Sun Life takes violations of the Code seriously and investigates all reports and allegations. Investigations are handled discreetly to the extent permitted by policy or law.</i></p> <p><i>Sun Life strictly prohibits any form of retaliation against employees for reporting concerns in good faith. If you report a breach in good faith, no action will be taken against you even if we cannot corroborate your concern. However, mischievous or malicious allegations of breach itself is a breach of the Code. “</i></p> <p><i>The procedure on how to report a breach of Sun Life’s code is also available on SLOCPI’s website under Company Policy</i></p> <p><i>“Reporting Code Breaches</i></p> <p><i>Sun Life is committed to leading with integrity and takes breaches of the Code seriously. We must all take an active role in ensuring the Code is applied throughout Sun Life and that breaches of the Code are handled appropriately.</i></p> <p><i>How Do I Report A Breach of the Code?</i></p>

C. Role of Stakeholders

SCORECARD ITEM		Y/ N	Reference / Source document
			<p><i>Speak with your manager, Human Resources, a Compliance officer or a member in the Law department if you:</i></p> <p><i>Believe you have violated the Code, an internal policy or the law</i></p> <p><i>Know or suspect another Employee or a third-party has violated the Code, an internal policy or the law</i></p> <p><i>Feel you are being pressured to violate the law, the Code, or your ethical responsibilities, or</i></p> <p><i>Have any other ethical or conflict of interest questions, concerns or issues, or need guidance on how to do what is right</i></p> <p><i>You can contact the Employee Ethics Hotline or email our Compliance organization at our general Code mailbox at Code@sunlife.com or SLF_Code_of_Business_Conduct@sunlife.com</i></p> <p><i>Use the Employee Ethics Hotline if you prefer to report the situation anonymously or if you feel your report or concern has not been responded to or addressed appropriately.</i></p> <p><i>Toll Free Number:</i></p> <p><i>Dial 1-800-1322-0175 (Using PLDT landline or SMART lines)</i></p> <p><i>Dial 1-800-8918-0153 (Using Globe lines)</i></p> <p><i>Web-based Reporting:</i></p> <p><i>Submit a report online through the Employee Ethics Hotline website (https://www.employee-ethics-hotline.com/), which is available in multiple languages.</i></p> <p><i>Always report known and suspected Code breaches and other unethical behavior. Failure to do so is a Code breach. Never attempt to deal with the</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
			<p><i>situation yourself. Your identity in any follow-up discussions or inquiries will be kept in confidence to the extent appropriate or permitted by law.</i></p> <p><u>Source Document:</u></p> <p><u>Code of Business Conduct: Reporting Code Breaches (Page 5-6)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code%20of%20Business%20Conduct.pdf</p> <p><u>SLOCPI Website/Company Policy/Reporting Code Breaches</u> https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p> <p><u>Employee Ethics Hotline</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Employee%20Ethics%20Hotline.pdf</p>