

# Governance Framework – Sun Life Essentials™



This document provides a sample governance framework to assist small-to medium-sized Capital Accumulation Plan (CAP) sponsors with simpler plans in establishing formal processes for decision-making and plan administration. In accordance with [CAP Guidelines section 2.1.2](#), sponsors are recommended to create and document a governance framework appropriate to their plan’s size and complexity.

While not intended as legal advice, this reference aims to illustrate what a basic governance framework could entail for sponsors managing smaller, less complex CAPs outside of pension plans. Sponsors are encouraged to seek professional guidance to ensure their governance approach meets all applicable regulatory requirements.

**Sponsor Documentation & Frequency**  
*The wording here is only meant as a sample and should be completed by the Plan Sponsor.*

Category	Best Practice	SL Support
<b>Roles and responsibilities</b>	List all roles, responsibilities and accountabilities of any stakeholder or parties involved in the governance framework. Provide information on the location and types of plan documents available, as well as details regarding member obligations and responsibilities.	Please reference <a href="http://sunlife.ca/sunlifeessentials">sunlife.ca/sunlifeessentials</a> for the Service and Fee Agreement (SFA). The SFA describes the role and responsibilities of Sun Life (SL) Group Retirement Services (GRS) as your service provider. The site also includes your contractual documents, plan policies, and guides which outline plans sponsor responsibilities. Plan member responsibilities are mentioned in the member guide and in detail on our secure plan member services website.
<b>Service providers</b>	Periodically review the hired service providers with respect to CAP requirements, performance and quality of products/services, code of conduct, investment managers and performance.	SL GRS has been providing recordkeeping services for many years and as such has tremendous knowledge and depth of experience. SL GRS currently provides services for close to 7,500 group plans with over 1.5 million plan members. SL GRS provides its services in a manner that follows the requirements established in the CAP Guidelines and any applicable legislation.  SL GRS maintains an investment fund watchlist. For Sun Life Essentials, plan members can choose from a diversified lineup of exceptional Sun Life-branded funds from top investment managers. We review these investment options on an annual basis, and make changes as required. Your advisor can request an annual review report, which provides performance details along with any manager updates.

## Sponsor Documentation & Frequency

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Category	Best Practice	SL Support
<b>Service providers Communication process, including a process for member complaints</b>	Providing members quality education and communication content with a periodic review of plan communications. Identify a process for addressing possible member complaints.	<p>Sun Life supports CAP sponsors' education strategies by sharing an annual calendar of campaigns in our <a href="#">Sponsor Communications Hub</a>, which includes information on financial wellness webinars that are available to their members. Additional communications are also available on the Sponsor Resource Centre for plan sponsors to leverage and share with their plan members.</p> <p>Sun Life provides communication templates on our Sponsor Communications Hub that plan sponsors can use to send through their internal communication channels. Additionally, a member enrolment video is available on <a href="http://sunlife.ca/sunlifeessentials">sunlife.ca/sunlifeessentials</a>, as well as a member enrolment guide, which should be shared with plan members at or before enrolment.</p> <p>The plan advisor is also provided with a fillable plan @ a glance document where plan rules can be documented and shared with plan members.</p>
<b>Code of conduct, including conflict of interest</b>	Reference or put in place a code of conduct, including conflict of interests.	<p>SL has a corporate code of conduct that incorporates a conflict-of-interest policy. SL's corporate code of conduct can be viewed <a href="#">here</a>, including our conflict-of-interest policy. In addition to SL's corporate code of conduct, SL GRS has a supplemental code of conduct.</p> <p>SL asks each investment manager with whom we have arrangements as part of our Core Investment Selection™ to provide a code of conduct; compliance manual; soft dollar standards; trading policy; conflict of interest disclosure; proxy voting standards; and privacy standards. Each Investment manager has appropriate policies in place.</p>
<b>Review governance process</b>	Establish and document a review process with a regular frequency.	Use this template along with any additional governance documentation to do your review of the process.

Where appropriate: You may want to consider documenting potential risks and mitigations, according to your plan's size and complexity.

Ex: Knowledge transfer should the current administrator change roles.

**Reviewed by:**

**Function:**

**Date:**