

ESG Performance Tables



Life's brighter under the sun

FINANCIAL SECURITY	2020	2019	2018
Number of microinsurance policies issued (Asia)	31,867	48,463	38,284
Number of positive financial actions taken by Clients in Canada towards financial security (millions)	1.2	1.2	—

CLIENT HEALTH	2020	2019	2018
Number of positive decisions taken by Clients in Canada towards health and wellness after a nudge from our digital coach, Ella	109,200	66,800	2,000
Number of Clients and their family members using Lumino Health Virtual Care in Canada	523,000	N/A	N/A
Number of Clients registered for the wellness rewards program in Canada	20,379	18,014	10,500

EMPLOYEE WELLNESS	2020	2019	2018
Total spent on compensation and benefits (\$ millions)	\$4,418	\$4,046	\$3,667
Percentage of qualified employees in North America voluntarily contributing to Sun Life's defined contribution plan			
Canada	86%	83%	83%
Percentage eligible for auto-enrollment who did not opt out	95%	N/A	N/A
U.S.	86%	85%	81%
Percentage eligible for auto-enrollment who did not opt out	96%	N/A	N/A
Percentage of qualified employees in North America voluntarily contributing to Sun Life's share purchase plan:			
Canada	64%	62%	63%
U.S.	19%	16%	N/A
Absentee rate ¹ (% of total days scheduled)	4.2%	4.3% ²	4.3%
Data coverage (% of employees)	75%	74%	75%

¹ Total days not worked due to unplanned absence (e.g., sick days, short and long-term disability, personal emergency days) as a percentage of total planned days of work (standard work days minus scheduled or approved time off for holidays, vacation, sabbatical, study time, maternity or paternity leave, etc.).

² Number restated due to reporting error in previous year.

COMMUNITY WELLNESS	2020	2019	2018
Total corporate giving (\$ millions)	\$18.5	\$15.6	\$16.0
Sun Life	\$13.8	\$10.6	\$11.0
BentallGreenOak	\$0.6	\$0.5	\$0.5
MFS	\$4.1	\$4.4	\$4.5
Breakdown of Sun Life donations by focus area ¹ (\$ millions)			
Health	\$7.4	\$6.6	\$6.3
Culture	\$1.8	\$1.8	\$2.5
Social Services	\$3.5	\$1.8	\$1.4
Education	\$1.0	\$0.5	\$0.8
Total giving to diabetes (\$ millions)	\$4.5	\$4.4	\$4.5
Dollars raised by employees for charities across North America (\$ millions)	\$2.4	\$2.3 ²	—
Employee volunteer hours	13,500	18,000	20,900 ³
Number of employees and community members that took part in walks, runs and bike rides in support of community causes	17,000 ⁴	22,400 ²	15,800 ²

¹ Excludes BentallGreenOak, InfraRed and MFS.

² Restated to correct for rounding errors.

³ Restated to correct for data omission of less than 5%.

⁴ Cancelled or postponed events led to a decrease in participation numbers.

SUSTAINABLE INVESTING	2020	2019	2018
ESG analysis of internally managed active investment grade public corporate bond general account assets	100%	100%	100%
Sustainable investment AUM ¹ (\$ billions)	\$60.1 ²	\$49.7	\$35.6
Renewable energy	\$9.7	\$5.2	\$5.2
Energy efficiency	\$1.6	\$0.6	\$0.5
Sustainable/green buildings ³	\$33.7	\$32.5 ⁴	\$22.0 ⁴
Clean transportation	\$1.9	\$1.9	\$1.7
Sustainable water management	\$0.7	\$0.4	\$0.3
Access to essential services	\$9.9	\$7.4	\$5.0
Green, social and sustainability bonds	\$2.6	\$1.6 ⁴	\$0.9 ⁴
Square feet of green-certified space ⁵ (real estate investments in North America) (millions)	22.1	21.7	22.2

¹ Portfolio at December 31 (general account and third party Clients). Client asset values included represent a non-IFRS financial measure.

² Criteria for investments based on ICMA Green Bond Principles, ICMA Social Bond Principles, GRESB Real Estate Benchmark, and PRI Impact Investing Market Map.

³ Sustainable investment AUM increased by \$10.4 billion compared to December 31, 2019, primarily driven by the acquisition of InfraRed.

⁴ Real estate assets include investment properties, owner-occupied property and real estate in limited partnership investments.

⁵ Restated to align with sustainable investments commitment methodology.

⁶ Includes all certification levels for LEED, BOMA BEST and IREM.

CLIENT FOCUS	2020	2019	2018
Change in Client experience index score from previous year	+3 (target: +2)	+2	+2
Change in Net Promoter Score from previous year	+6	+2	+5
Dollars paid in claims and benefits (\$ millions)	\$18,307	\$17,421	\$15,986
Problem resolution in Canada:			
Cases investigated by Sun Life's ombuds office	146	153	160
Cases investigated by an independent complaint resolution body or regulator ¹	47	45	25
Cases investigated ¹ that resulted in a recommendation different from Sun Life's position	2	2	0
Problem resolution in U.S.:			
Percentage of Clients satisfied post problem resolution	94% (target: 90%)	85%	80%

¹ Represents cases investigated by OmbudService for Life and Health Insurance, Ombudsman for Banking Services and Investments, or Autorité des marchés financiers.

TALENT MANAGEMENT	2020	2019	2018
Employee engagement score	89%	85%	85%
Voluntary turnover rate	7.2%	9.8%	9.7% ¹
Average employee tenure (years)	8.7	8.4	8.1
Total invested in training and development (\$ millions)	\$26²	\$43	\$39
Percentage of director level and above roles filled from within Sun Life	68%	62%	70%

¹ Number restated due to reporting error in previous years.

² Throughout most of 2020, external training events and conferences were cancelled because of the pandemic. This resulted in lower reported investments in training and development as compared to previous years.

RISK MANAGEMENT	2020	2019	2018
Percentage of employees who completed risk-related training modules	98%	94%	— ¹

¹ Refreshed training system to enable better tracking of data. Therefore, data from 2018 and prior is not comparable.

DATA SECURITY AND PRIVACY	2020	2019	2018
Number of substantiated privacy complaints from a regulatory body	1	1	0
Percentage of employees who completed Sun Life's annual information security and privacy training	98%	93%	— ¹
Number of phishing simulation tests delivered to employees and advisors	523,601	432,027	417,186

¹ Refreshed training system to enable better tracking of data. Therefore, data from 2018 and prior is not comparable.

DIVERSITY, EQUITY AND INCLUSION ¹	2020	2019	2018
Women (Global)	59%	59%	60%
Senior management (Vice-President and above) (Goal: 50% by 2025)	34%	35%	34%
Middle management (Assistant Vice-President and Director)	47%	47%	47%
Staff	61%	61%	62%
Underrepresented ethnicities (North America)	29%	28%	27%
Senior management (Goal: 25% by 2025)	15%	14%	12%
Middle management	24%	22%	21%
Staff	30%	29%	28%
LGBTQ2+ (North America)	3%	2%	2%
Persons with disabilities (North America)	1%	1%	1%
Indigenous (Canada)	1%	1%	1%
Average total compensation for women as a percentage of men ² by role (Canada)			
Executives	95%	100%	—
Management – Seasoned Professional	98%	98%	—
Professional, Administrative and Operational	99%	99%	—
Average total compensation for women as a percentage of men ² by role (U.S.)			
Executives	96%	—	—
Management – Seasoned Professional	97%	—	—
Professional, Administrative and Operational	95%	—	—
Percentage of employees who feel that Sun Life supports diversity in the workplace (recognizing and respecting the value of human differences) ³	94%	—	92%
Number of employees in our inclusion networks	3,500	2,000	1,200

¹ Employee representation data based on employee voluntary self-identification. 88% of employees surveyed have provided self-identification data.

² Calculated for full-time employees only, excluding those participating in specialized incentive plans; includes base salary, annual incentives and long-term incentive grants.

³ Based on employee engagement survey.

GOVERNANCE AND ETHICS	2020	2019	2018
Percentage of women on the Board	36%	36%	33%
Number of directors on the Board	11	11	12
Number of independent directors on the Board	10	10	11
Percentage of employees who feel Sun Life has an ethical culture ¹	89%	79%	84%
Percentage of employees who feel it is safe to speak up at Sun Life ¹	81%	75%	72%

¹ Based on employee engagement survey.

ENVIRONMENT AND CLIMATE CHANGE

GLOBAL GHG EMISSIONS ASSOCIATED WITH REAL ESTATE (tCO ₂ e)	2020	2019	2018
Corporate Real Estate (Sun Life occupied space)¹ (market-based)			
Scope 1 (Sun Life paid ² natural gas, oil)	2,284	2,508	2,751
Scope 2 (Sun Life paid ² electricity, steam, chilled water)	8,085	10,150	9,509
Scope 3 (water, landlord paid utilities ³)	6,735	7,419	8,126
Total market-based ⁴	17,104	20,077	20,386
Market-based emissions intensity ⁴ (kgCO ₂ e/ft ²)	3.9	4.5	4.6
Real Estate Investments (Sun Life owned properties) (market-based)			
Scope 1 (Sun Life paid natural gas)	16,687	19,462	19,021
Scope 2 (Sun Life paid electricity, steam, chilled water)	22,688	30,017	31,235
Scope 3 (water, waste ⁵ , tenant paid ³ electricity)	6,831	8,257	8,778
Total market-based ⁴	46,206	57,736	59,034
Market-based emissions intensity ⁴ (kgCO ₂ e/ft ²)	1.7	2.2	2.3
Total emissions (market-based)			
Scope 1	18,971	21,970	21,773
Scope 2	30,773	40,167	40,743
Scope 3 ⁶	13,566	15,676	16,904
Carbon offsets	-1,720	-1,617	-1,256
Total net⁷ emissions (market-based)	61,590	76,196	78,165
Overall market-based emissions intensity⁴ (kgCO₂e/ft²)	2.0	2.5	2.6
Total emissions (location-based)			
Scope 1	18,971	21,970	21,773
Scope 2	34,759	41,671	42,406
Scope 3 ⁶	14,056	16,279	17,465
Total emissions (location-based)^{8,9}	67,786	79,920	81,644

Sun Life obtained external and independent limited assurance of its Scope 1, 2 and selected Scope 3 data for its 2020 GHG emissions, and target performance methodology. Refer to the [Assurance Statement](#) and [GHG Emissions Reporting Methodology](#) for more information.

¹ Some corporate real estate offices are located in Real Estate Investment properties. Energy/water/emissions are counted under only one of the Real Estate Investment or Corporate Real Estate portfolios total emissions to avoid double-counting.

² Utilities billed directly to Sun Life by the utility vendor, or submetered by the landlord and paid for by Sun Life based on actual consumption.

³ Scope 3 emissions related to utilities for Corporate Real Estate where utility bills are paid by the landlord are prorated for Sun Life's share of the building's total gross leasable area and Real Estate Investment properties only include consumption where there is submetering. Scope 3 emissions from utilities that are directly billed to third party is excluded from reporting as it is considered outside of Sun Life's financial control.

⁴ Market-based electricity emissions reflect contractual instruments implemented with respect to electricity purchases, i.e. renewable energy credits (RECs).

⁵ Emissions resulting from waste are reported for Real Estate Investment properties, where available. Emissions from waste used to produce energy at Waste to Energy facilities are not considered to be in scope.

GLOBAL ENERGY USE ASSOCIATED WITH REAL ESTATE (eMWh)	2020	2019	2018
Corporate Real Estate (Sun Life occupied space)¹			
Heating fuels			
Natural gas	24,325	26,132	27,797
Distillate oil	102	128	160
Steam	2,799	3,277	3,175
Total heating fuel use	27,226	29,538	31,133
Chilled water use	295	379	460
Electricity			
Standard grid electricity	51,709	60,142	61,457
Renewable electricity purchases	2,967	3,471	3,768
Total electricity use	54,676	63,613	65,225
Total energy use	82,197	93,529	96,817
Energy use intensity (ekWh/ft ²)	18.6	21.2	21.9
Real Estate Investments (Sun Life owned properties)			
Heating fuels			
Natural gas	90,150	105,222	102,812
Distillate oil	0	0	0
Steam	1,150	1,422	1,394
Total heating fuel use	91,300	106,644	104,206
Chilled water use	230	269	250
Electricity			
Standard grid electricity	115,795	141,470	143,919
Renewable electricity purchases	28,419	21,634	22,761
Total electricity use	144,214	163,104	166,680
Total energy use	235,745	270,017	271,136
Energy use intensity (ekWh/ft ²)	8.8	10.2	10.6
Total energy use	317,942	363,546	367,953
Overall energy use intensity (kWh/ft²)	10.2	11.8	12.3

Refer to additional notes on page 4.

⁶ The portion of emissions associated with landlord paid utilities for Corporate Real Estate and sub metered tenant paid electricity for Real Estate Investments (sources included in the assurance process) is reported as Scope 3. In 2020, the location-based emissions related to these sources was 7,292 tCO₂e and market-based emissions related to these sources was 6,782 tCO₂e.

⁷ Net emissions account for carbon offsets purchased to compensate for property emissions.

⁸ Location-based electricity emissions reflect the grid-average emission intensity (gCO₂e/kWh) for the region in which a property is located.

⁹ Sun Life determines consumption based on utility bills or meter readings from third party providers. Where data is incomplete, Sun Life uses linear regression of historical consumption compared with weather data or uses a portfolio average consumption intensity to estimate consumption. The proportion of estimated location-based emissions in 2020 for the combined Corporate Real Estate and Real Estate Investments portfolio is approximately as follows: Scope 1 emissions is 20%, Scope 2 emissions is 13% and Scope 3 emissions (related to landlord-paid utilities where Sun Life is the tenant or submetered tenant-paid utilities where Sun Life is the landlord (excluding waste and water) is 34%.

GHG EMISSIONS ASSOCIATED WITH CORPORATE TRAVEL (tCO ₂ e)	2020	2019	2018
Car	565	2,586	2,906
Air	1,500	7,486	8,082
Rail	2	33	36
Total	2,067	10,105	11,023

Travel emissions data accounts for corporate travel by air, rail, car rental for business purposes and employee-claimed mileage (employee-owned car travel) for Sun Life’s North American operations, and by employees based in the following office locations: India, the Philippines, the United Kingdom, Hong Kong, Ireland and Vietnam.

Refer to additional notes on the right.

PAPER CONSUMPTION (TONNES) IN NORTH AMERICA ¹	2020	2019	2018
Office paper (internal) ²	103	166	202
Business forms (external) ³	296	540	664
Total	399	706	866

¹ Approximate total volumes from operations in Canada and the U.S., excluding subsidiaries.

² Copy paper printed from networked printing devices.

³ Marketing, direct-mail and statements.

GLOBAL WATER USE ASSOCIATED WITH REAL ESTATE	2020	2019	2018
Corporate Real Estate (Sun Life occupied space)¹			
Water use (m ³)	247,498	301,542	324,515
Water use intensity (L/ft ²)	56.2	68.5	73.7
Real Estate Investments (Sun Life owned properties)			
Water use (m ³)	1,358,765	1,448,950	1,495,380
Water use intensity (L/ft ²)	53.3	54.7	55.8
Total water use (m³)	1,606,263	1,750,492	1,819,895
Overall water use intensity (L/ft²)	53.7	56.7	58.3

¹ Some corporate real estate offices are located in Real Estate Investment properties. To avoid double-counting, water use is counted under either the Real Estate Investment or Corporate Real Estate portfolio in these cases.

Refer to additional notes on the right.

The following notes apply to GHG emissions, energy and water consumption associated with real estate, and GHG emissions associated with corporate travel, as reported on pages 3 and 4.

- GreenOak corporate offices are excluded from the 2020 reporting cycle.
- Energy, water and GHG values are calculated based on the Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard, Revised Edition from World Business Council for Sustainable Development and World Resources Institute.
- Sun Life has chosen the financial control approach for determining the organizational boundary for its GHG and energy use reporting. Properties partially owned by Sun Life are accounted for based on Sun Life’s equity share in the properties.
- All GHG values are listed in tonnes of carbon dioxide equivalents (tCO₂e). All energy use values are in equivalent kilowatt hours (ekWh). Both are reported for the calendar year (January 1 to December 31).
- Emission factors are taken from publicly available sources, including but not limited to National Inventory Report 1990-2018: Greenhouse Gas Sources and Sinks in Canada (Environment and Climate Change Canada);

Emissions & Generation Resource Integrated Database (eGRID) (United States Environmental Protection Agency, eGRID2018); UK Government GHG Conversion Factors for Company Reporting (GOV. UK Department for Business, Energy & Industrial Strategy).

- Global warming potentials are taken from the Climate Change 2007: Synthesis Report. Contribution of Working Groups I, II and III to the Fourth Assessment Report of the Intergovernmental Panel on Climate Change.
- Historical results have been restated to reflect property acquisitions and dispositions, updated emission factors, the addition of reporting by more Sun Life offices (for travel and energy use), and updates to historical data.
- Refer to Sun Life’s [GHG Emissions Reporting Methodology](#) for more information.