

Better *business* to better the *world*

May 2023





Decisions made *easier*. Lives made *Better*.

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

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

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

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

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

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

How we'll
make *progress*



Empower Sustained Health & Well-being

As a health and wealth company, empowering physical and financial well-being creates business value while achieving strong societal benefits. That's why we're making it easy for anyone to choose healthier behaviours and smarter financial solutions.

We will continue to innovate and scale our behavioural insurance, elevate the mental health and well-being of our people, and drive financial security to help lay the essential foundation of a good life for all.

Commitments:

01

Innovate and scale our behavioural insurance platforms globally

02

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

03

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

04

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





Drive Inclusive Economic Opportunity

In business and in life, we are stronger when we have a diversity of perspectives. To help open up opportunities for all, we're accelerating the upward mobility of underrepresented groups and making financial solutions more accessible.

By increasing representation of women and communities of colour, we can help even the playing field and give everyone a fair shot at success.

Commitments:

01

Increase focus on financial inclusion and accessibility of products and services

02

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

03

Increase representation of women at the AVP level to 40% and at the VP+ level to 34% in 2023

04

Increase racially and ethnically diverse representation at the Director+ level in North America by 30% by 2025 and ensure at least 30% racially and ethnically diverse representation in annual graduate hiring processes

05

Reach more than 1 million learners through our financial capability programs by 2025

Accelerate a Sustainable Future

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

Commitments:

01

Net zero General Account financed emissions by 2050, supported by science-based short-term targets

02

Reduce absolute scope 1 and 2 emissions by 40% by 2035

03

Certify 100% of eligible Manulife Investment Management managed farmland as sustainable, wherever possible

04

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

05

Scale carbon-focused forestry and CO2 sequestration investments through nature-based climate solutions over a period of 5 years



“ For all our stakeholders, we seek to empower sustained health and well-being to support the journey toward a better life, drive inclusive economic opportunities that create a more even playing field, and accelerate a sustainable future which preserves the planet we all share. ”

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





Manulife IMPACT AGENDA