

2022 Global Reporting Initiative content index



The Global Reporting Initiative (GRI) provides organizations with a framework to report about their impacts on the economy, environment and society. The index below outlines our 2022 GRI disclosures. In addition to our [2022 Sustainability Report \(SR\)](#), some GRI disclosures can be found on our [Sustainability webpage](#), [Annual Information Form \(AIF\)](#), [Management Information Circular \(MIC\)](#), [Annual Report \(AR\)](#), [Code of Conduct](#), and [Public Accountability Statement \(PAS\)](#).

Statement of use	Sun Life has reported in accordance with the GRI Standards for the period January 1, 2022 to December 31, 2022
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	None

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
General disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	AIF pages 2, 3; Countries of operation: Australia, Bermuda, Brazil, Canada, Chile, China, France, Germany, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, Philippines, Singapore, South Korea, Spain, Switzerland, United Arab Emirates, United Kingdom, United States, Uruguay, Vietnam			
	2-2 Entities included in the organization's sustainability reporting	SR page 46; AR pages 10, 15			
	2-3 Reporting period, frequency and contact point	SR pages 2, 8, 46; AR page 10			
	2-4 Restatements of information	SR pages 3, 9, 25 and 49 (repetition of same restated figure), 48, 51, 53			
	2-5 External assurance	2022 Assurance Statement ; SR pages 46, 52; Sun Life's Vice-President of Climate Change and Environmental Impact provides senior-level oversight in the process of seeking external assurance. The Board of Directors are not involved in the process.			
	2-6 Activities, value chain and other business relationships	SR pages 2, 46, 47; AR pages 12, 15, 184; AIF pages 3-5; Sun Life contracts many types of suppliers across its organization. Our most common types of suppliers are service providers and consultants whose activities relate to real estate, business services, information technology, human resources and professional services; Financial security ; Client health			

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
General disclosures					
	2-7 Employees	SR pages 50, 51; PAS page 8; The increase in total number of employees from 2021 to 2022 is primarily due to Sun Life's acquisition of DentaQuest and general business growth across other areas.	2-7-a,b	Information unavailable/incomplete	Sun Life is unable to report on the following requirements due to its data collection processes for employee data: total number of employees by region (for all regions), number of permanent and temporary employees by region and gender. In future reporting periods, we will consider revising our data collection processes to provide this information.
	2-8 Workers who are not employees	Sun Life's most common types of workers who are not employees are technical workers, business professionals, administrative/clerical workers and accounting/finance professionals.	2-8-a,b,c	Information unavailable/incomplete	Sun Life is unable to report the number of workers who are not employees as this information is not uniformly tracked across the organization. At this time, we don't expect to be able to report this type of information in the near future.
	2-9 Governance structure and composition	MIC pages 15-42, 49-57; SR page 8			
	2-10 Nomination and selection of the highest governance body	MIC pages 14-21, 28-31, 42, 43			
	2-11 Chair of the highest governance body	MIC page 26			
	2-12 Role of the highest governance body in overseeing the management of impacts	SR pages 5, 6, 8; MIC page 32; Charter of the Governance, Investment & Conduct Review Committee			
	2-13 Delegation of responsibility for managing impacts	SR page 8; MIC pages 32, 45-47, 49-57			
	2-14 Role of the highest governance body in sustainability reporting	SR page 46; MIC pages 24, 25, 32, 52, 53			
	2-15 Conflicts of interest	MIC pages 34, 42			
	2-16 Communication of critical concerns	Sun Life has a process to escalate critical concerns from its ethics hotline to the Board of Directors on a quarterly basis.	2-16-b	Confidentiality constraints	Sun Life does not publicly report the number of critical concerns communicated to the Board as we view this information as confidential to Sun Life.
	2-17 Collective knowledge of the highest governance body	MIC pages 39, 40; Statement of Corporate Governance Policies and Practices			
	2-18 Evaluation of the performance of the highest governance body	MIC page 44			

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
General disclosures					
	2-19 Remuneration policies	MIC pages 58-62, 68-90; Charter of the Board of Directors			
	2-20 Process to determine remuneration	MIC pages 8, 58, 59, 68-90			
	2-21 Annual total compensation ratio	Compensation details for Sun Life's CEO are reported on MIC pages 91, 92, 100-116.	2-21-a,b,c	Information unavailable/incomplete	Sun Life is unable to report the ratio of the annual total compensation for the CEO to the median compensation for all employees as this information is not uniformly tracked across the organization. In future reporting periods, we will consider revising our reporting methodologies to provide this information.
	2-22 Statement on sustainable development strategy	SR page 5			
	2-23 Policy commitments	SR pages 23-29, 31-37, 44, 45; Governance and ethics ; Sustainable investing ; Climate and environmental action ; Risk management ; Code of Conduct ; Supplier Code of Conduct ; Diversity, equity and inclusion			
	2-24 Embedding policy commitments	SR pages 37, 42, 51; Code of Conduct ; Governance and ethics ; Supplier Code of Conduct			
	2-25 Processes to remediate negative impacts	Ethics Hotline			
	2-26 Mechanisms for seeking advice and raising concerns	Ethics Hotline ; Code of Conduct ; Governance and ethics			
	2-27 Compliance with laws and regulations	Information on legal and regulatory proceedings, penalties and sanctions is included on AIF page 53 and in Note 23 on AR page 194.	2-27-a,b,c,d	Confidentiality constraints	Sun Life does not publicly report the total number of instances, the number of significant instances or the monetary value of fines for instances of non-compliance with laws and regulations, other than as required under securities and other applicable laws, as we view this information as confidential to Sun Life.
	2-28 Membership associations	Memberships with various organizations are listed across our sustainability material topic webpages: Sustainable investing , Climate and environmental action , Diversity, equity and inclusion , Data security and privacy , Governance and ethics			

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
General disclosures					
	2-29 Approach to stakeholder engagement	<p>SR page 47;</p> <p>We refreshed our stakeholder materiality assessment in 2021 using a combination of AI-driven analysis and a traditional survey. Refer to SR page 47 and 2021 SR pages 40, 41 for more details on this assessment.</p> <p>In addition, we listen to and consult with our stakeholders throughout the year using a variety of methods. In 2022, these included:</p> <ul style="list-style-type: none"> • Clients: Client experience surveys; Client focus groups; other feedback channels (in-person, mobile apps, email, social media, call centres, website); online Client communities; usability testing; complaint resolution process • Employees/Advisors: Engagement and check-in surveys; training and development activities; internal social media and online forums; team meetings and one-on-one meetings with managers; 360-degree feedback program; performance reviews; town hall meetings with senior executives; Ethics Hotline; internal inclusion networks • Shareholders, Investors, Analysts: Annual meetings; quarterly earnings conference calls and webcast presentations; participation in conferences; meetings with investor groups; participation in surveys • Governments and Regulators, Industry Associations: Participation in consultation processes, conferences and events; memberships and participation in industry/trade associations; Sun Life and DentaQuest Political Action Committees (U.S.) • Community Organizations and Members: Community outreach; sponsorships and donations; employee and advisor giving and volunteerism; media relations • Suppliers: Request for proposal processes; regular meetings and briefings; ongoing relationship management; supplier risk assessment; Supplier Diversity Program 			
	2-30 Collective bargaining agreements	Approximately 0.3% of Sun Life employees (not including joint venture or temporary employees) are covered by collective bargaining agreements. For employees not covered under collective bargaining agreements, working conditions and terms of employment are not based on collective bargaining agreements that cover other employees.			

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	SR page 47; 2021 SR			
	3-2 List of material topics	SR page 47; Sustainability plan			
Financial Security					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR pages 11, 12, 47, 48; Financial security			
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	SR pages 11, 12			
SLF-1	SLF-1 Financial security indicators	SR page 48			
Client Health					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR pages 14-16, 47, 48; Client health			
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	SR pages 14-16			
SLF-2	SLF-2 Client health indicators	SR pages 48			
Employee Wellness					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR pages 17, 18, 47, 48; Employee wellness			
GRI 403: Occupational Health and Safety 2018	403-6 Promotion of worker health	SR pages 17, 18; Employee wellness			
SLF-3	SLF-3 Employee wellness indicators	SR page 48			
Community Wellness					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR pages 19-22, 47, 49; Community wellness			
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	SR pages 19-22			
SLF-4	SLF-4 Community wellness indicators	SR page 19-22, 49			

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Material topics					
Sustainable Investing					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR pages 24-29, 47, 49; Sustainable investing			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	SR pages 25, 49; Sustainability Bond Use of Proceeds Report			
	203-2 Significant indirect economic impacts	SR pages 25-29			
SLF-5	SLF-5 Sustainable investing indicators	SR pages 25, 49			
Climate and Environmental Action					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR pages 31-33, 47, 52, 53; AR pages 76-79; Climate and environmental action			
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	SR pages 31-33; AR pages 76-79			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	SR page 53	302-1-d	Not applicable	Sun Life does not sell electricity, heating, cooling or steam.
	302-2 Energy consumption outside of the organization	We report on GHG emissions from business travel and emissions from our real estate investments on SR pages 52, 53			
	302-3 Energy intensity	SR page 53; Primarily includes energy consumption within our Corporate Real Estate and Real Estate Investment properties.			
GRI 303: Water and Effluents 2018	303-5 Water consumption	SR page 52; We report on total water consumption in cubic metres.	303-5-b	Not applicable	Sun Life does not consume water from areas with water stress.
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	SR page 52; GHG Emissions Reporting Methodology ;" Gases included in calculation: CO ₂ , CH ₄ , N ₂ O; Biogenic CO ₂ emissions are not applicable			
	305-2 Energy indirect (Scope 2) GHG emissions	SR page 52; GHG Emissions Reporting Methodology ; Gases included in calculation: CO ₂ , CH ₄ , N ₂ O			
	305-3 Other indirect (Scope 3) GHG emissions	SR page 52; GHG Emissions Reporting Methodology ; Gases included in calculation: CO ₂ , CH ₄ , N ₂ O; Biogenic CO ₂ emissions are not applicable			
	305-4 GHG emissions intensity	SR page 52; GHG Emissions Reporting Methodology ; Gases included in calculation: CO ₂ , CH ₄ , N ₂ O			
	305-5 Reduction of GHG emissions	SR pages 31, 32, 52; GHG Emissions Reporting Methodology ; Gases included in calculation: CO ₂ , CH ₄ , N ₂ O			
SLF-6	SLF-6 Climate and environmental action indicators	SR pages 52, 53			

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Material topics					
Diversity, Equity and Inclusion					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR pages 34-37, 47, 50; Diversity, equity and inclusion			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	SR pages 34, 50; MIC pages 22, 28-31			
	405-2 Ratio of basic salary and remuneration of women to men	SR pages 35, 50			
SLF-7	SLF-7 Diversity, equity and inclusion indicators	SR page 50			
Client Experience					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR pages 38, 39, 47, 49; Client experience			
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	SR pages 38, 39, 49			
SLF-8	SLF-8 Client experience indicators	SR page 49			
Data Security and Privacy					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR pages 40, 41, 47, 51; Data security and privacy			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR pages 41, 51	418-1-b	Confidentiality constraints	Sun Life does not disclose the total number of identified leaks, thefts, or losses of customer data as this information is confidential.
SLF-9	SLF-9 Data security and privacy indicators	SR page 51			

GRI standard/ other source	Disclosure	Location	Omission		
			Requirement(s) omitted	Reason	Explanation
Material topics					
Talent Management					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR pages 42, 43, 47, 51; Talent management			
GRI 404: Training and Education 2016	401-1 New employee hires and employee turnover	SR pages 43, 51	401-1	Information unavailable/incomplete	Sun Life is unable to report on the following requirements due to its data collection processes for employee data: new employee hires and employee turnover by age, gender and region. In future reporting periods, we will consider revising our data collection processes to provide this information.
	404-2 Programs for upgrading employee skills and transition assistance programs	SR pages 42, 43; Sun Life's transition assistance programs, such as pre-retirement planning and severance pay, vary by region.			
SLF-10	SLF-10 Talent management indicators	SR page 51			
Risk Management					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR page 44, 47, 51; Risk management			
SLF-11	SLF-11 Risk management indicator	SR pages 44, 51			
Governance and Ethics					
GRI 3: Material Topics 2021	3-3 Management of material topics	SR pages 45, 47, 51; Governance and ethics			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	SR pages 45, 51			
GRI 415: Public Policy 2016	415-1 Political contributions	In the United States, Sun Life U.S. and its affiliates made direct corporate contributions of US\$347,500, corporate Political Action Committee (PAC) contributions of US\$501,225, and our employee funded PACs disbursed US\$167,750. The recipients of all of these contributions are publicly disclosed and can be found through state and federal election commission websites or opensecrets.org .			
SR-12	SR-12 Governance and ethics indicators	SR page 51			