

ESG Performance Tables



Life's brighter under the sun

Relevant standards/ indicators	FINANCIAL SECURITY	2021	2020	2019
GRI 203-2	Number of microinsurance policies issued (Asia)	19,402	31,867	48,463
SDG 8.3, 8.10	Number of positive financial actions taken by Clients in Canada towards financial security (millions)	1.4	1.2	1.2
	Number of Sun Life Canada Group Retirement Services Clients with a financial plan	284,933	232,898	161,696
	Dollars paid in claims and benefits ¹ (\$ millions)	\$18,722	\$18,307	\$17,421

¹ Refer to [Report Scope - Note 1](#).

Relevant standards/ indicators	CLIENT HEALTH	2021	2020	2019
GRI 203-2 SDG 3.4, 3.8, 3.d	Number of positive health actions taken by Clients in Canada towards health and wellness after a nudge from our digital coach, Ella	377,940 ¹	248,416 ²	66,800
	Number of Clients and their family members with access to Lumino Health Virtual Care in Canada	556,000	523,000	N/A
	U.S. Stop-Loss Clinical 360 savings for Sun Life and Clients (\$ millions)	US\$24.5	US\$16.2	-

¹ Represents fulfillment data as at March 1, 2022. Values are subject to change as fulfillment is not fully validated until 90-120 days after year end.

² Restated to reflect fully validated data.

Relevant standards/ indicators	EMPLOYEE WELLNESS	2021	2020	2019	
GRI 403-6 SDG 3.4, 3.8, 5.4	Total spent on compensation and benefits ¹ (\$ millions)	\$5,077	\$4,418	\$4,046	
	Percentage of qualified employees in North America voluntarily contributing to Sun Life's defined contribution plan	Canada	88%	86%	83%
		Percentage eligible for auto-enrollment who did not opt out	94%	95%	N/A
	U.S.	Percentage eligible for auto-enrollment who did not opt out	86%	86%	85%
		Percentage eligible for auto-enrollment who did not opt out	98%	96%	N/A
	Percentage of qualified employees in North America voluntarily contributing to Sun Life's share purchase plan	Canada	65%	64%	62%
		U.S.	21%	19%	16%
		Absentee rate ² (% of total days scheduled)	4.8%	4.2%	4.3%

¹ Refer to [Report Scope - Note 3](#).

² Refer to [Report Scope - Note 5](#).

Relevant standards/ indicators	COMMUNITY WELLNESS	2021	2020	2019
GRI 203-2 SDG 3.4, 3.8, 3.d	Total corporate giving (\$ millions)	\$20.9	\$18.5	\$15.6
	Sun Life	\$15.3	\$13.8	\$10.6
	MFS	\$4.3	\$4.1	\$4.4
	BentallGreenOak	\$0.8	\$0.6	\$0.5
	Crescent	\$0.4	-	-
	InfraRed	\$0.1	-	-
Breakdown of Sun Life donations by focus area (\$ millions)				
	Health	\$9.2	\$7.4	\$6.6
	Diabetes	\$6.0	\$4.5	\$4.4
	Culture	\$1.7	\$1.8	\$1.8
	Social Services	\$3.3	\$3.5	\$1.8
	Education	\$1.1	\$1.0	\$0.5
	Total donations to diversity, equity and inclusion initiatives (\$ millions)	\$2.0	\$0.9	-
	Dollars raised by employees for registered charities ¹ across North America (\$ millions)	\$2.3	\$2.4	\$2.3
	Number of registered charities ¹ supported by employee giving and volunteering in North America	3,085	3,027	1,703
	Employee volunteer hours	19,553	13,458	18,040

¹ Organizations recognized by the Canada Revenue Agency or organizations that received a determination of tax-exempt status from Internal Revenue Services in the U.S.

Relevant standards/ indicators	CLIENT EXPERIENCE	2021	2020	2019	
GRI 203-2	Change in global Client experience index score ¹ from previous year	-1 (target: +1)	+3 (target: +2)	+2	
	Change in global Net Promoter Score ¹ from previous year	-2	+6	+2	
	Problem resolution in Canada:				
	Cases investigated by Sun Life's Client Advocates	875 ¹	146 ²	153 ²	
	Cases investigated by an independent complaint resolution body or regulator ³	28	47	45	
	Cases investigated ³ that resulted in a recommendation different from Sun Life's position	0	2	2	
	Problem resolution in U.S.:				
	Percentage of Clients satisfied post problem resolution	95% (target: 90%)	94% (target: 90%)	85%	

¹ Cases increased due to a new complaint resolution process which enables Clients to raise concerns more easily with Sun Life.

² Refer to [Report Scope - Note 6](#).

³ These cases were investigated by Sun Life's ombuds office in Canada prior to their merger with the Client Advocacy group.

³ Represents cases investigated by OmbudService for Life and Health Insurance, Ombudsman for Banking Services and Investments, or Autorité des marchés financiers.

Relevant standards/ indicators	SUSTAINABLE INVESTING	2021	2020	2019
GRI 203-1, 203-2, SDG 7.1, 7.2, 7.3, 13.1, 13.3	Sustainable investment AUM ¹ (\$ billions)	\$65.2	\$60.1	\$49.7
	Renewable energy	\$10.9	\$9.7	\$5.2
	Energy efficiency	\$1.9	\$1.6	\$0.6
	Sustainable/green buildings ²	\$35.7	\$33.7	\$32.5
	Clean transportation	\$1.3	\$1.9	\$1.9
	Sustainable water management	\$0.7	\$0.7	\$0.4
	Access to essential services	\$9.2	\$9.9	\$7.4
	Green, social and sustainability bonds	\$5.5	\$2.6	\$1.6
	Value of new sustainable investments ^{1,3} (\$ billions)	\$6.8	\$3.6	\$2.3
	Number of new sustainable investments ^{1,4}	96	56	42
	Square feet of green-certified space ⁵ (real estate investments in North America) (millions)	26.4	22.1	21.7
	Sustainability-themed investment AUM (SLGI) (\$ millions)	\$469	\$367	-

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

¹ Criteria for investments based on ICMA Green Bond Principles, ICMA Social Bond Principles, ICMA Sustainability Bond Principles, GRESB Real Estate Benchmark, and PRI Impact Investing Market Map. Where issuers do not obtain a third-party opinion or provide an internal opinion on their issuance, our investment professionals apply judgment to assess whether the use of proceeds meets the standards set out in the ICMA principles. Does not include all holdings in companies that may be defined as sustainable under other taxonomies. Direct investments only; does not include third-party funds.

² Real estate assets include investment properties, owner-occupied property and real estate in limited partnership investments.

³ 2021 value is as at transaction date, 2020 and 2019 values are as at Dec 31. Client asset values included represent a non-IFRS financial measure.

⁴ Examples of typical new investments include solar, wind and hydro renewable energy investments, energy efficiency projects, affordable housing, and long-term care facilities.

⁵ Includes all certification levels for LEED, BOMA BEST and IREM CSP.

Relevant standards/ indicators	RISK MANAGEMENT	2021	2020	2019
SDG 13.1	Percentage of employees who completed risk-related training modules	97%	98%	94%

Relevant standards/ indicators	DATA SECURITY & PRIVACY	2021	2020	2019
GRI 418-1	Number of phishing simulation test scenarios delivered to employees, contractors and Canadian Advisors (combined total)	36	33	30
	Number of substantiated privacy complaints from a regulatory body	1	1	1
	Percentage of employees and contractors who completed Sun Life's annual information security and privacy training	97%	98%	93%
	Privacy Impact Assessments (PIAs) reviewed	566	357	-

Relevant standards/ indicators	TALENT MANAGEMENT	2021	2020	2019
GRI 401-1, 401-2, SDG 5.4, 5.5, 8,5	Employee engagement score	89% ¹	89%	85%
	Total turnover rate ²	14.6%	9.3%	12.8%
	Voluntary turnover rate	12.7%	7.2%	9.8%
	Average employee tenure ² (years)	8.0	8.7	8.4
	Percentage of director level and above roles filled from within Sun Life ²	73%	68%	62%
	Total invested in training and development ³ (\$ millions)	\$25 ⁴	\$26 ⁴	\$43

¹ 72% of employees surveyed participated. Refer to [Report Scope - Note 2](#).

² Refer to [Report Scope - Note 5](#).

³ Refer to [Report Scope - Note 3](#).

⁴ Throughout most of 2021 and 2020, external training events and conferences moved online or were cancelled because of the pandemic. This resulted in lower reported investments in training and development as compared to previous years.

Relevant standards/ indicators	GOVERNANCE AND ETHICS	2021	2020	2019
GRI 405-1	Number of directors on the Board	12	11	11
SDG 5.1, 5.2, 5.5	Number of independent directors on the Board	11	10	10
	Percentage of Board members who self-identify as women	42%	36%	36%
	Percentage of Board committee chairs who self-identify as women	50%	75%	75%
	Percentage of Board members who self-identify as belonging to an underrepresented group ¹	25%	9%	9%
	Percentage of employees who feel Sun Life has an ethical culture ²	89%	89%	79%
	Percentage of employees who feel it is safe to speak up at Sun Life ²	81%	81%	75%

¹ Individuals who have self-identified as members of the Black, Indigenous, People of Colour, disabled and/or LGBTQ2+ communities.

² Based on employee engagement survey. Refer to [Report Scope - Note 2](#).

Relevant standards/ indicators	DIVERSITY, EQUITY AND INCLUSION ¹	2021	2020	2019
GRI 405-1, 405-2	Women (Global)	59%	59%	59%
	Senior management (Vice-President and above) (Goal: 50% by 2025)	35%	34%	35%
SASB FN-AC-330a.1	Middle management (Assistant Vice-President and Director)	47%	47%	47%
	Staff	61%	61%	61%
SDG 5.1, 5.2, 5.5, 8.5	Underrepresented ethnicities ² (North America)	31%	29%	28%
	Senior management (Goal: 25% by 2025)	16%	15%	14%
	Middle management	27%	24%	22%
	Staff	32%	30%	29%
	LGBTQ2+ (North America)	3%	3%	2%
	Persons with disabilities (North America)	1%	1%	1%
	Indigenous ³ (Canada)	1%	1%	1%
	Senior management	1%	1%	2%
	Middle management	0%	0%	0%
	Staff	1%	1%	1%
	Black (Canada)	3%	3%	3%
	Senior management (Goal: 3.5% by 2025) ⁴	2%	1%	1%
	Middle management	1%	1%	1%
	Staff	4%	3%	3%
	Within student workforce (Goal: 5% by 2025) ⁴	4%	4%	2%
Diversity in hiring				
Women (Global)	55%	55%	54%	
Underrepresented ethnicities ² (North America)	51%	41%	39%	
Age diversity (Global)				
<30	18%	19%	20%	
30-50	58%	58%	58%	
50+	24%	23%	22%	
Average total compensation for women as a percentage of men ⁵ by role (Canada)				
Senior management	94%	95%	100%	
Middle management	98%	98%	98%	
Staff	99%	99%	99%	

Relevant standards/ indicators	DIVERSITY, EQUITY AND INCLUSION ¹	2021	2020	2019
GRI 405-1, 405-2	Average total compensation for underrepresented ethnicities ² as a percentage of non-underrepresented ethnicities (Canada) ^{5, 6}			
	Senior management	105%	-	-
SASB FN-AC-330a.1	Middle management	100%	-	-
	Staff	103%	-	-
SDG 5.1, 5.2, 5.5, 8.5	Average total compensation for women as a percentage of men ⁵ by role (U.S.)			
	Senior management	99%	96%	-
	Middle management	97%	97%	-
	Staff	96%	95%	-
	Average total compensation for underrepresented ethnicities ² as a percentage of non-underrepresented ethnicities (U.S.) ^{5, 6, 7}			
	Middle management	100%	-	-
	Staff	101%	-	-
	Average total compensation for women as a percentage of men ⁵ by role (Countries in Asia) ^{7, 8}			
	Middle management	98% - 106%	-	-
	Staff	97% - 101%	-	-
	Percentage of employees who feel that Sun Life supports diversity in the workplace (recognizing and respecting the value of human differences) ⁹	94%	94%	-
	Percentage of total direct spend (North America) with certified diverse suppliers (Goal: 5% by 2025)	1.6%	1.3%	-

¹ Employee representation data based on employee voluntary self-identification. 89% of employees surveyed have provided self-identification data. Refer to [Report Scope - Note 5](#).

² Canada: those who self-identify as Visible Minorities per the Employment Equity Act; U.S.: those who self-identify as People of Color per the Equal Employment Opportunity Commission.

³ Indigenous is a collective name for the original peoples of North America and their descendants. In Canada, the term Aboriginal Peoples is also used for individuals identifying themselves as First Nations, Inuit or Metis.

⁴ Part of a series of commitments included in our role as signatory to the BlackNorth Initiative.

⁵ Calculated for full-time employees only, excluding those participating in specialized incentive plans; includes base salary, annual incentives and long-term incentive grants. Includes primarily employees who self-identify as white, those who choose not to identify and those for whom there is no data.

⁶ Senior management populations across comparator groups did not meet the minimum required for reporting.

⁷ Countries in Asia include India, Indonesia, Hong Kong and Philippines.

⁸ Based on employee engagement survey. Refer to [Report Scope - Note 2](#).

Climate and environmental action

Relevant standards/ indicators	GLOBAL GHG EMISSIONS ASSOCIATED WITH REAL ESTATE (tCO ₂ e)	2021	2020	2019
GRI 305-1, 305-2, 305-3, 305-4, 305-5 SDG 3.9, 8.4, 13.1, 13.3	Corporate Real Estate (Sun Life occupied space)¹ (market-based)			
	Scope 1 (Sun Life paid ² natural gas, oil)	2,244	2,293	2,555
	Scope 2 (Sun Life paid ² electricity, steam, chilled water)	8,423	8,124	10,154
	Scope 3 (water, landlord paid utilities ³)	6,636	6,518	7,486
	Total market-based ⁴	17,303	16,935	20,195
	Market-based emissions intensity ⁴ (kgCO ₂ e/ft ²)	3.8	3.8	4.5
	Real Estate Investments (Sun Life owned properties) (market-based)			
	Scope 1 (Sun Life paid natural gas)	15,178	15,528	18,375
	Scope 2 (Sun Life paid electricity, steam, chilled water)	17,649	17,640	23,602
	Scope 3 ⁶ (water, waste ⁵ , tenant paid ³ electricity)	7,640	7,226	8,269
	Total market-based ⁴	40,467	40,394	50,246
	Market-based emissions intensity ⁴ (kgCO ₂ e/ft ²)	1.6	1.6	1.9
	Total emissions (market-based)			
	Scope 1	17,422	17,822	20,929
	Scope 2	26,072	25,764	33,756
Scope 3 ⁶	14,277	13,743	15,756	
Carbon offsets	-1,274	-1,683	-1,579	
Total net⁷ emissions (market-based)	56,497	55,646	68,862	
Overall market-based emissions intensity⁴ (kgCO₂e/ft²)	1.9	1.8	2.2	
Total emissions (location-based)				
Scope 1	17,422	17,821	20,929	
Scope 2	28,695	29,645	35,344	
Scope 3 ⁶	14,631	14,159	16,233	
Total emissions (location-based)^{8,9}	60,748	61,625	72,506	

Sun Life obtained external and independent limited assurance of its Scope 1, 2 and selected Scope 3 data for its 2021 GHG emissions, and target performance methodology. Refer to the [Assurance Statement](#) and [GHG Emissions Reporting Methodology](#) for more information.

Relevant standards/ indicators	GHG EMISSIONS ASSOCIATED WITH CORPORATE TRAVEL (tCO ₂ e)	2021	2020	2019
GRI 305-3 SDG 3.9, 8.4, 13.1, 13.3	Car	431	569	2,603
	Air	300	1,903	9,593
	Rail	4	3	43
	Total	735	2,475	12,239

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. In addition, corporate travel data is included for the global offices of MFS, InfraRed Capital Partners and Crescent Capital.

Refer to additional notes on [page 5](#).

Relevant standards/ indicators	GLOBAL WATER USE ASSOCIATED WITH REAL ESTATE	2021	2020	2019
GRI 303-5 SDG 3.9, 8.4, 13.1, 13.3	Corporate Real Estate (Sun Life occupied space)¹			
	Water use (m ³)	202,100	208,414	258,153
	Water use intensity (L/ft ²)	44.8	46.2	57.2
	Real Estate Investments (Sun Life owned properties)			
	Water use (m ³)	1,447,153	1,409,337	1,477,130
	Water use intensity (L/ft ²)	54.7	54.6	57.5
	Total water use (m³)	1,649,253	1,617,751	1,735,283
	Overall water use intensity (L/ft²)	53.3	53.3	57.5

¹ Some corporate real estate offices are located in Real Estate Investment properties. Emissions and water use for these offices are included 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 Corporate Real Estate emissions relate to utilities paid by the landlord and are prorated for Sun Life's share of the building's total gross leasable area. For Real Estate Investment properties, submetered utility consumption which is billed back to tenants is included in Scope 3 emissions. Scope 3 emissions from utilities that are directly billed to third parties are 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 or power purchase agreements.

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.

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 2021, the location-based emissions related to these sources was 14,631 tCO₂e and market-based emissions related to these sources was 14,277 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 a linear regression of historical consumption and weather data or uses a portfolio average consumption intensity to estimate consumption. The proportion of estimated location-based emissions in 2021 for the combined Corporate Real Estate and Real Estate Investments portfolio is approximately as follows: Scope 1 emissions is 22%, Scope 2 emissions is 12% 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 22%.

Refer to additional notes on [page 5](#).

Relevant standards/ indicators	GLOBAL ENERGY USE ASSOCIATED WITH REAL ESTATE (eMWh)	2021	2020	2019
GRI 302-1, 302-2, 302-3 SDG 3.9, 7.3, 8.4, 13.1, 13.3	Corporate Real Estate (Sun Life occupied space)¹			
	Heating fuels			
	Natural gas	24,932	25,599	27,901
	Distillate oil	123	102	129
	Steam	2,989	2,773	3,328
	Total heating fuel use	28,044	28,474	31,358
	Chilled water use	380	303	397
	Electricity			
	Standard grid electricity	49,193	50,721	58,744
	Renewable electricity purchases	3,656	3,387	4,002
	Total electricity use	52,849	54,108	62,746
	Total energy use	81,274	82,885	94,501
	Energy use intensity (ekWh/ft ²)	18.0	18.4	21.0
	Real Estate Investments (Sun Life owned properties)			
	Heating fuels			
	Natural gas	81,760	83,729	99,185
	Distillate oil	247	218	233
	Steam	1,733	1,633	1,840
	Total heating fuel use	83,740	85,580	101,258
	Chilled water use	253	252	299
	Electricity			
	Standard grid electricity	105,436	111,413	136,202
	Renewable electricity purchases	26,384	25,084	17,441
Total electricity use	131,820	136,497	153,643	
Total energy use	215,813	222,329	255,200	
Energy use intensity (ekWh/ft ²)	8.2	8.6	9.9	
Total energy use	297,087	305,214	349,701	
Overall energy use intensity (kWh/ft²)	9.6	10.1	11.6	

¹ Some corporate real estate offices are located in Real Estate Investment properties. Energy use for these offices are included under only one of the Real Estate Investment or Corporate Real Estate portfolios total emissions to avoid double-counting. Refer to additional notes on the right.

Relevant standards/ indicators	PAPER CONSUMPTION (TONNES) IN NORTH AMERICA ¹	2021	2020	2019
SDG 8.4, 13.1, 13.3	Office paper (internal) ²	83	103	166
	Business forms (external) ³	320	296	540
	Total	403	399	706

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.

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 4](#) and [5](#).

- 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 (as interpreted by REALPAC) 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 the National Inventory Report 1990-2019: Greenhouse Gas Sources and Sinks in Canada (Environment and Climate Change Canada); Emissions & Generation Resource Integrated Database (eGRID) (United States Environmental Protection Agency, eGRID2019); 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.
- Amounts are impacted by rounding.
- Refer to Sun Life's [GHG Emissions Reporting Methodology](#) for more information.