

# ESG Performance Tables

Relevant standards/ indicators	Financial Security	2022	2021	2020
<b>GRI 3-3, 203-2</b> <b>SDG 8.3, 8.10</b>	Number of lives covered under affordable insurance policies <sup>1</sup> (Asia) (millions)	1.6	1.5	1.0
	Number of positive financial actions taken by Clients in Canada towards financial security <sup>2</sup> (millions)	1.1	1.1 <sup>3</sup>	1.0 <sup>3</sup>
	Number of Sun Life Canada Group Retirement Services Clients with a financial plan	331,477	284,933	232,898
	Number of financial roadmaps created for Clients in Canada using the Sun Life One Plan digital tool	49,035 <sup>4</sup>	-	-
	Dollars paid in claims and benefits <sup>5</sup> (\$ billions)	\$22.0	\$18.7	\$18.3

<sup>1</sup> Affordable insurance products help people in the mass market (including lower-income segments) meet risk protection needs at an accessible price point. The criteria for a product to be considered affordable insurance varies by country and is based on factors such as: insurance premium amount relative to average income, coverage period, underwriting requirements and/or government regulation.

<sup>2</sup> Examples of positive financial actions include adding voluntary benefits, adding a voluntary savings product, or making a lump sum deposit.

<sup>3</sup> Restated due to change in methodology.

<sup>4</sup> Figure includes Individual Clients and a pilot Group Retirement Services Client using our new Sun Life One Plan digital tool. In 2022, we created over 65,000 financial roadmaps for Individual Clients.

<sup>5</sup> Refer to [Report Scope - Note 1](#).

Relevant standards/ indicators	Client Health	2022	2021	2020
<b>GRI 3-3, 203-2</b> <b>SDG 3.4, 3.8, 3.d</b>	Number of positive decisions taken by Clients in Canada towards health and wellness after a nudge from our digital coach, Ella <sup>1</sup>	499,993 <sup>2</sup>	379,349 <sup>3</sup>	248,416
	Number of Clients and their family members with access to Lumino Health Virtual Care in Canada	755,000	556,000	523,000
	U.S. stop-loss Clinical 360 savings for Sun Life and Clients (\$ millions)	US\$30.5	US\$24.5	US\$16.2

<sup>1</sup> Examples of positive decisions include purchasing a voluntary benefits product (optional life or critical illness) or making a booking on Lumino Health.

<sup>2</sup> Represents fulfillment data as at March 1, 2023. Values are subject to change as fulfillment is not fully validated until 90-120 days after year end.

<sup>3</sup> Restated to reflect fully validated data.

Relevant standards/ indicators	Employee Wellness	2022	2021	2020
<b>GRI 3-3, 403-6</b> <b>SDG 3.4, 3.8, 5.4</b>	Total spent on compensation and benefits <sup>1</sup> (\$ billions)	\$5.1	\$5.1	\$4.4
	Percentage of qualified employees in North America voluntarily contributing to Sun Life's defined contribution plan			
	Canada	90%	88%	86%
	Percentage eligible for auto-enrollment who did not opt out	94%	94%	95%
	U.S.	88%	86%	86%
	Percentage eligible for auto-enrollment who did not opt out	95%	98%	96%
	Percentage of qualified employees in North America voluntarily contributing to Sun Life's share purchase plan			
	Canada	61%	65%	64%
	U.S.	21%	21%	19%
	Percentage of employees who say that their immediate manager/supervisor supports their well-being <sup>2</sup>	92%	-	-
	Percentage of employees who completed Sun Life's annual safety and emergency preparedness training <sup>3</sup>	93%	96%	96%
	Absentee rate (% of total days scheduled)	4.7%	4.8%	4.2%
	Critical injuries (work-related accidents) <sup>4</sup> (Canada)	0	0	0

<sup>1</sup> Refer to [Report Scope - Note 1](#).

<sup>2</sup> Based on global employee engagement survey. 68% of employees surveyed participated. Refer to [Report Scope - Note 2](#).

<sup>3</sup> Training completion rates are as at January 15 since annual training assigned during the reporting year may be completed after year-end. Refer to [Report Scope - Note 6](#).

<sup>4</sup> Refers to a serious injury that places life in jeopardy, and involves an employee that is unconscious, experienced a significant loss of blood, a fracture or amputation of a limb, burns over major portions of the body, loss of sight or other significant losses that require immediate medical attention in a hospital setting. This also includes serious violent crime (resulting in an injury, death or a near miss) while at a company event or traveling on company business.

Relevant standards/ indicators	Community Wellness	2022	2021	2020	
<b>GRI 3-3, 203-2</b> <b>SDG 3.4, 3.8, 3.d</b>	Total corporate giving (\$ millions)	\$23.8	\$20.9	\$18.5	
	Sun Life	\$16.2	\$15.3	\$13.8	
	MFS	\$4.1	\$4.3	\$4.1	
	BentallGreenOak	\$1.0	\$0.8	\$0.6	
	Crescent	\$0.5	\$0.4	-	
	InfraRed	\$0.4	\$0.1	-	
	DentaQuest	\$1.6	-	-	
	Breakdown of Sun Life donations by focus area (\$ millions)				
	Health	\$10.5	\$9.2	\$7.4	
	Diabetes	\$5.7	\$6.0	\$4.5	
	Mental Health	\$3.3	\$0.8	\$0.2	
	Culture	\$1.3	\$1.7	\$1.8	
	Social Services	\$3.3	\$3.3	\$3.5	
	Education	\$1.2	\$1.1	\$1.0	
	Total donations to diversity, equity and inclusion initiatives <sup>1</sup> (\$ millions)	\$3.8	\$2.0	\$0.9	
	Dollars raised by employees for charities across North America and Ireland <sup>2</sup> (\$ millions)	\$2.2	\$2.3	\$2.4	
	Number of registered charities supported by employee giving and volunteering in North America and Ireland <sup>2</sup>	3,212	3,085	3,027	
	Employee volunteer hours <sup>3</sup>	26,596	19,553	13,458	

<sup>1</sup> Refer to [Report Scope - Note 8](#).

<sup>2</sup> 2021 and 2020 values do not include Ireland.

<sup>3</sup> Number of hours an employee performed a service without pay for the greater good of others, on behalf of a registered charity. Refer to [Report Scope - Note 7](#).

Relevant standards/ indicators	Sustainable Investing	2022	2021	2020
<b>GRI 3-3, 203-1, 203-2</b> <b>SDG 7.1, 7.2, 7.3, 13.1, 13.3</b>	Sustainable investment AUM* <sup>1</sup> (\$ billions)	\$80.4	\$65.4 <sup>2</sup>	\$60.1
	Renewable energy	\$13.0	\$10.9	\$9.7
	Energy efficiency	\$2.8	\$1.9	\$1.6
	Sustainable/green buildings <sup>3</sup>	\$47.1	\$35.8 <sup>2</sup>	\$33.7
	Clean transportation	\$1.8	\$1.3	\$1.9
	Sustainable water management	\$0.7	\$0.7	\$0.7
	Access to essential services	\$9.5	\$9.3 <sup>2</sup>	\$9.9
	Green, social and sustainability bonds	\$5.5	\$5.5	\$2.6
	Value of new sustainable investments <sup>4,5</sup> (\$ billions) (Target: \$20 billion between 2021-2025 <sup>6</sup> )	\$6.5	\$7.7 <sup>7</sup>	\$3.6
	Sustainability-themed investment AUM (SLGI) <sup>8</sup> (\$ millions)	\$523	\$469	\$367
	Percentage of green-certified space <sup>9</sup> (real estate investments in North America)	87%	86%	77%

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

<sup>1</sup> 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.

<sup>2</sup> Figures restated to reflect a foreign exchange correction totaling \$0.2 billion.

<sup>3</sup> Real estate assets include investment properties, owner-occupied properties and real estate in limited partnership investments.

<sup>4</sup> 2022 and 2021 values are as at transaction date, 2020 values are as at Dec 31. Client asset values included represent a non-IFRS financial measure.

<sup>5</sup> Examples of typical investments include solar, wind and hydro renewable energy investments, energy efficiency projects, affordable housing, and long-term care facilities.

<sup>6</sup> Includes investments from SLC Fixed Income and two of SLC Management's affiliates: BentallGreenOak and InfraRed.

<sup>7</sup> Figure restated due to reporting omission of \$0.9 billion in green, social and sustainability bonds.

<sup>8</sup> Represents mutual funds investments in companies with good environmental, social and governance credentials and high potential to generate positive and measurable environmental and social outcomes. Investments may represent all or only a portion of a mutual fund. For further details into SLGI's mutual funds, refer to its latest [Simplified Prospectus](#).

<sup>9</sup> Certificates include BOMA BEST, LEED, IREM Certified Sustainable Property, Fitwel and ENERGY STAR.

Relevant standards/ indicators	Client Experience	2022	2021	2020	
<b>GRI 3-3, 203-2</b>	Change in global Client experience index score <sup>1</sup> from previous year	0 (target: 0)	-1 (target: +1)	+3 (target: +2)	
	<b>Problem resolution in Canada:</b>				
	Cases investigated by Sun Life's Client Advocates	1,531	875 <sup>2</sup>	146 <sup>3</sup>	
	Cases investigated by an independent complaint resolution body or regulator <sup>4</sup>	48	28	47	
	Cases investigated that resulted in a recommendation different from Sun Life's position <sup>4</sup>	0	0	2	

<sup>1</sup> Refer to [Report Scope - Note 4](#).

<sup>2</sup> Cases increased due to a new complaint resolution process which enables Clients to raise concerns more easily with Sun Life.

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

<sup>4</sup> Represents cases investigated by OmbudService for Life and Health Insurance, Ombudsman for Banking Services and Investments, or Autorité des marchés financiers.

Relevant standards/ indicators	Diversity, Equity and Inclusion <sup>1</sup>	2022	2021	2020
<b>GRI 2-7, 3-3, 405-1, 405-2</b>	Women (Global)	<b>59%</b>	59%	59%
<b>SASB FN-AC-330a.1</b>	Senior management (Vice-President and above) (Goal: Gender parity by 2025)	<b>36%</b>	35%	34%
<b>SDG 5.1, 5.2, 5.5, 8.5</b>	Middle management (Assistant Vice-President and Director)	<b>48%</b>	47%	47%
	Staff	<b>62%</b>	61%	61%
	Underrepresented ethnicities <sup>2</sup> (North America)	<b>34%</b>	31%	29%
	Senior management (Goal: 25% by 2025)	<b>19%</b>	16%	15%
	Middle management	<b>29%</b>	27%	24%
	Staff	<b>35%</b>	32%	30%
	LGBTQ2+ (North America)	<b>3%</b>	3%	3%
	Persons with disabilities (North America)	<b>2%</b>	1%	1%
	Indigenous <sup>3</sup> (Canada)	<b>1%</b>	1%	1%
	Senior management	<b>1%</b>	1%	1%
	Middle management	<b>0%</b>	0%	0%
	Staff	<b>1%</b>	1%	1%
	Black (Canada)	<b>4%</b>	3%	3%
	Senior management (Goal: 3.5% by 2025) <sup>4</sup>	<b>3.3%</b>	2.1%	0.7%
	Middle management	<b>2%</b>	1%	1%
	Staff	<b>5%</b>	4%	3%
	Within student workforce (Goal: 5% by 2025) <sup>4</sup>	<b>8%</b>	4%	4%
	Black/African American (U.S.) <sup>5</sup>	<b>10%</b>	8%	6%
	Senior management (Goal: 13%)	<b>10%</b>	7%	7%
	Middle management (Goal: 13%)	<b>3%</b>	3%	2%
	Staff (Goal: 13%)	<b>11%</b>	9%	7%
	Diversity in hiring			
	Women (Global)	<b>58%</b>	55%	55%
	Underrepresented ethnicities <sup>2</sup> (North America)	<b>52%</b>	51%	41%
	Age diversity (Global)			
	<30	<b>19%</b>	18%	19%
	30-50	<b>60%</b>	58%	58%
	50+	<b>21%</b>	24%	23%
	Average total compensation for women as a percentage of men by role <sup>6</sup> (Canada)			
	Senior management	<b>96%</b>	94%	95%
	Middle management	<b>98%</b>	98%	98%
	Staff	<b>98%</b>	99%	99%

Relevant standards/ indicators	Diversity, Equity and Inclusion <sup>1</sup>	2022	2021	2020
	Average total compensation for underrepresented ethnicities <sup>2</sup> as a percentage of non-underrepresented ethnicities <sup>6,7</sup> (Canada)			
	Senior management	<b>111%</b>	105%	-
	Middle management	<b>101%</b>	100%	-
	Staff	<b>103%</b>	103%	-
	Average total compensation for women as a percentage of men by role <sup>6</sup> (U.S.)			
	Senior management	<b>97%</b>	99%	96%
	Middle management	<b>98%</b>	97%	97%
	Staff	<b>97%</b>	96%	95%
	Average total compensation for underrepresented ethnicities <sup>2</sup> as a percentage of non-underrepresented ethnicities <sup>6,7,8</sup> (U.S.)			
	Middle management	<b>104%</b>	100%	-
	Staff	<b>101%</b>	101%	-
	Average total compensation for women as a percentage of men by role <sup>6,8,9</sup> (Countries in Asia)			
	Middle management	<b>89%-104%</b>	98%-106%	-
	Staff	<b>98%-101%</b>	97%-101%	-
	Percentage of total direct spend (North America) with certified diverse suppliers (Goal: 5% by 2025)	<b>1.0%</b>	1.6%	1.3%
	Percentage of employees who feel that Sun Life supports diversity in the workplace (recognizing and respecting the value of human differences) <sup>10</sup>	<b>95%</b>	94%	94%
	DE&I Engagement Index score <sup>11</sup>	<b>87%</b>	-	86%

<sup>1</sup> Underrepresented ethnicity data is based on employee voluntary self-identification. 91% of employees surveyed have provided self-identification data.

<sup>2</sup> 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.

<sup>3</sup> 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 Métis.

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

<sup>5</sup> U.S. refers to the U.S. Group Benefits, Dental (excluding DentaQuest) and In-Force management businesses of Sun Life U.S. as reported by Sun Life Financial Group Inc.

<sup>6</sup> Calculated for full-time employees only, excluding those participating in specialized incentive plans; includes base salary, annual incentives and long-term incentive grants.

<sup>7</sup> Includes primarily employees who self-identify as white, those who choose not to identify and those for whom there is no data.

<sup>8</sup> Senior management populations across comparator groups did not meet the minimum required for reporting.

<sup>9</sup> Countries in Asia include India, Indonesia, Hong Kong and the Philippines.

<sup>10</sup> Based on global employee engagement survey. 68% of employees surveyed participated. Refer to [Report Scope - Note 2](#).

<sup>11</sup> Based on Diversity, Equity and Inclusion employee survey, conducted every two years. 68% of employees surveyed participated. Refer to [Report Scope - Note 2](#).

For MFS diversity, equity and inclusion data refer to [MFS Diversity Annual Report](#).

Relevant standards/ indicators	Talent management	2022	2021	2020
<b>GRI 2-7, 3-3, 401-1, 401-2</b> <b>SDG 5.4, 5.5, 8.5</b>	Total number of employees <sup>1</sup>	52,501	50,012	43,091
	Regular employees	29,169	24,589	23,975
	Temporary employees	1,258	1,233	908
	Regular employees - Asia joint ventures	21,549	23,576	18,318
	Temporary employees - Asia joint ventures	525	614	700
	Employee engagement score <sup>2</sup>	89%	89%	89%
	Participation rate in employee engagement survey <sup>2</sup>	68%	72%	77%
	Total turnover rate <sup>3</sup>	14.9%	13.9%	8.9%
	Voluntary turnover rate	13.3%	12.1%	6.9%
	Average employee tenure <sup>3</sup> (years)	8.4	9.0	8.9
	Percentage of staff who received a promotion <sup>3</sup>	9.7%	8.6%	7.2%
	Number of new hires <sup>3</sup>	9,616	7,034	5,621
	Percentage of hires filled by internal candidates	43%	53%	53%
	Total invested in training and development <sup>4</sup> (\$ millions)	\$34	\$25	\$26
	Average hours of training per employee <sup>5</sup>	20	10	6
Mandatory risk-related training	3	4	3	
Other training <sup>6</sup>	17	6	3	

<sup>1</sup> Represents full-time equivalent employees. Refer to [Report Scope - Note 1](#).

<sup>2</sup> Refer to [Report Scope - Note 2](#).

<sup>3</sup> 2021 and 2020 data restated to include MFS. Refer to [Report Scope - Note 3](#).

<sup>4</sup> 2022 figure reflects resumption of some training and development and conferencing activities which were cancelled or delayed due to the pandemic. Refer to [Report Scope - Note 1](#).

<sup>5</sup> Amounts are impacted by rounding. Refer to [Report Scope - Note 3](#).

<sup>6</sup> Other training includes skills and career development training.

Relevant standards/ indicators	Risk management	2022	2021	2020
<b>GRI 3-3</b> <b>SDG 13.1</b>	Percentage of employees who completed Sun Life's annual risk-related training modules <sup>1</sup>	91%	94%	94%

<sup>1</sup> Training completion rates are as at January 15 since annual training assigned during the reporting year may be completed after year-end. Refer to [Report Scope - Note 6](#).

Relevant standards/ indicators	Data security and privacy	2022	2021	2020
<b>GRI 3-3, 418-1</b>	Number of different scenarios used in phishing simulation tests that were delivered to employees, contractors and Canadian Advisors (combined total) <sup>1</sup>	30	36	33
	Number of substantiated privacy complaints from a regulatory body <sup>1</sup>	1	1	1
	Percentage of employees who completed Sun Life's annual information security and privacy training <sup>2</sup>	91%	96%	96%
	Privacy Impact Assessments (PIAs) reviewed <sup>3</sup>	511	566	357

<sup>1</sup> Refer to [Report Scope - Note 6](#).

<sup>2</sup> Training completion rates are as at January 15 since annual training assigned during the reporting year may be completed after year-end. Refer to [Report Scope - Note 6](#).

<sup>3</sup> PIAs are mandatory evaluations that teams across Sun Life must complete when developing new business initiatives. Conducting a PIA is a strong risk management practice for identifying and mitigating privacy risks. Refer to [Report Scope - Note 6](#).

Relevant standards/ indicators	Governance and ethics	2022	2021	2020
<b>GRI 3-3, 405-1</b> <b>SDG 5.1, 5.2, 5.5</b>	Number of directors on the Board	11	12	11
	Number of independent directors on the Board	10	11	10
	Percentage of Board members who self-identify as women (Goal: gender parity by 2025)	55% <sup>1</sup>	42%	36%
	Percentage of Board committee chairs who self-identify as women	75%	50%	75%
	Percentage of Board members who self-identify as belonging to an underrepresented group <sup>2</sup> (Goal: 20-25%)	27% <sup>1</sup>	25%	9%
	Percentage of employees who feel it is safe to speak up at Sun Life <sup>3</sup>	78%	81%	81%
	Percentage of employees who completed Sun Life's annual Code of Conduct training <sup>4</sup>	96%	89%	90%
	Percentage of employees who completed Sun Life's annual financial crime awareness training <sup>4</sup>	92%	96%	95%

<sup>1</sup> Effective February 7, 2023, upon the appointment of Joseph Natale to Sun Life's Board of Directors, 50% of Sun Life's Board of Directors self-identify as women and 25% self-identify as members of underrepresented groups.

<sup>2</sup> Individuals who have self-identified as members of the Black, Indigenous, People of Colour, disabled and/or LGBTQ2+ communities.

<sup>3</sup> Based on global employee engagement survey. 68% of employees surveyed participated. Refer to [Report Scope - Note 2](#).

<sup>4</sup> Training completion rates are as at January 15 since annual training assigned during the reporting year may be completed after year-end. Refer to [Report Scope - Note 6](#).

Relevant standards/ indicators	Global GHG emissions associated with real estate (tCO <sub>2</sub> e)	2022	2021	2020
<b>GRI 3-3, 305-1, 305-2, 305-3, 305-4, 305-5</b> <b>SDG 3.9, 8.4, 13.1, 13.3</b>	Corporate Real Estate (Sun Life occupied space) <sup>1</sup> (market-based)			
	Scope 3 (Category 8, upstream leased assets <sup>2</sup> )	17,855	18,245	17,803
	Market-based emissions intensity <sup>3</sup> (kgCO <sub>2</sub> e/ft <sup>2</sup> )	3.7	3.7	3.6
	Real Estate Investments (Sun Life owned properties) (market-based)			
	Scope 1 (natural gas)	15,046	13,532	13,850
	Scope 2 (electricity, steam, chilled water)	10,920	15,724	15,361
	Scope 3 (Category 4, upstream transportation and distribution)	226	232	220
	Scope 3 (Category 5, waste generated in operations <sup>4</sup> )	7,296	7,046	7,087
	Total market-based <sup>3</sup>	33,488	36,534	36,518
	Market-based emissions intensity <sup>3</sup> (kgCO <sub>2</sub> e/ft <sup>2</sup> )	1.2	1.3	1.4
	Emissions (market-based)			
	Scope 1	15,046	13,532	13,850
	Scope 2	10,920	15,724	15,361
	Scope 3	25,377	25,523	25,110
	Carbon offsets	-18,836	-17,303	-1,683
<b>Total net<sup>5</sup> emissions (market-based)</b>	<b>32,507</b>	<b>37,476</b>	<b>52,638</b>	
<b>Overall market-based emissions intensity<sup>3</sup> (kgCO<sub>2</sub>e/ft<sup>2</sup>)</b>	<b>1.0</b>	<b>1.2</b>	<b>1.7</b>	
Emissions (location-based)				
Scope 1	15,046	13,532	13,850	
Scope 2	18,819	17,772	18,541	
Scope 3 <sup>6</sup>	25,792	25,220	25,528	
<b>Total emissions (location-based)<sup>7,8</sup></b>	<b>59,657</b>	<b>56,524</b>	<b>57,919</b>	

Sun Life has engaged KPMG LLP (KPMG) to provide limited assurance over selected Scope 1, 2 and 3 data for GHG emissions in this report, for the year ended December 31, 2022 and annual emissions increase between 2021 and 2022. Refer to the [Assurance Statement](#) for more information.

In 2022, we applied changes to our methodology. Refer to Section 2.4 of Sun Life's [GHG Emissions Reporting Methodology](#) for more information on the methodology changes for reporting the scope of emissions for Sun Life's Real Estate. Prior period values have been restated to reflect the updated methodology, where applicable.

Relevant standards/ indicators	GHG emissions associated with Scope 3, Category 6 business travel (tCO <sub>2</sub> e)	2022	2021	2020
<b>GRI 3-3, 302-2, 305-3</b> <b>SDG 3.9, 8.4, 13.1, 13.3</b>	Car	1,219	462	617
	Air	4,744	518	2,850
	Rail	13	4	3
	Total emissions	5,976	984	3,470
	Carbon offsets*	-5,976	-984	0
	<b>Total net emissions</b>	<b>0</b>	<b>0</b>	<b>3,470</b>

Travel emissions data accounts for business 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, business travel data is included for the global offices of MFS, BentalGreenOak, InfraRed Capital Partners and Crescent Capital.

\* Sun Life has maintained CarbonNeutral company certification since 2021 which includes the purchase of carbon offsets for emissions associated with business travel. CarbonNeutral® is a registered trademark of Climate Impact Partners and is achieved in accordance with The CarbonNeutral Protocol, the leading global framework for carbon neutrality.

Refer to additional notes on [page 6](#).

Relevant standards/ indicators	Global water use associated with real estate	2022	2021	2020
<b>GRI 3-3, 303-5</b> <b>SDG 3.9, 8.4, 13.1, 13.3</b>	Corporate Real Estate (Sun Life occupied space) <sup>1</sup>			
	Water use (m <sup>3</sup> )	262,181	280,312	309,384
	Water use intensity (L/ft <sup>2</sup> )	54.9	56.6	63.0
	Real Estate Investments (Sun Life owned properties)			
	Water use (m <sup>3</sup> )	1,405,550	1,357,647	1,312,449
	Water use intensity (L/ft <sup>2</sup> )	50.4	49.7	50.5
	<b>Total water use (m<sup>3</sup>)</b>	<b>1,667,731</b>	<b>1,637,959</b>	<b>1,621,833</b>
	<b>Overall water use intensity (L/ft<sup>2</sup>)</b>	<b>51.1</b>	<b>50.8</b>	<b>52.5</b>

<sup>1</sup> Some corporate real estate offices are located in Real Estate Investment properties. Emissions and water use for these offices are included under the Real Estate Investment portfolio total emissions to avoid double-counting.

<sup>2</sup> Emissions are reported for heating fuel, purchased energy and water consumed at Corporate Real Estate spaces occupied by Sun Life.

<sup>3</sup> Market-based electricity emissions reflect contractual instruments implemented with respect to electricity purchases, i.e., renewable energy credits or power purchase agreements.

<sup>4</sup> 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.

<sup>5</sup> Net emissions account for carbon offsets purchased to compensate for property emissions.

<sup>6</sup> Location-based emissions for Scope 3, Category 8, upstream leased assets were 18,269 tCO<sub>2</sub>e in 2022.

<sup>7</sup> Location-based electricity emissions reflect the grid-average emission intensity (gCO<sub>2</sub>e/kWh) for the region in which a property is located.

<sup>8</sup> The proportion of estimated location-based emissions in 2022 for the combined Corporate Real Estate and Real Estate Investments portfolio is approximately as follows: Scope 1 emissions is 18%, Scope 2 emissions is 11% and Scope 3 emissions (waste, water and upstream leased assets) is 27%.

Refer to additional notes on [page 6](#).

Relevant standards/ indicators	Global energy use associated with real estate (eMWh)	2022	2021	2020
<b>GRI 3-3, 302-1, 302-2, 302-3 SDG 3.9, 7.3, 8.4, 13.1, 13.3</b>	Corporate Real Estate (Sun Life occupied space) <sup>1</sup>			
	Heating fuels			
	Natural gas	26,474	26,268	25,843
	Distillate oil	72	123	104
	Steam	3,710	3,413	3,189
	Total heating fuel use	30,256	29,804	29,135
	Chilled water use	473	516	438
	Electricity			
	Standard grid electricity	52,739	55,231	58,593
	Renewable electricity purchases	5,906	5,242	4,185
	Total electricity use	58,645	60,473	62,778
	Total energy use	89,373	90,793	92,351
	Energy use intensity (ekWh/ft <sup>2</sup> )	18.7	18.3	18.8
	Real Estate Investments (Sun Life owned properties)			
	Heating fuels			
	Natural gas	79,749	71,620	73,348
	Distillate oil	203	222	218
	Steam	2,088	1,779	1,633
	Total heating fuel use	82,040	73,621	75,198
	Chilled water use	251	269	262
	Electricity			
	Standard grid electricity	59,036	108,261	102,147
	Renewable electricity purchases	68,631	14,498	23,781
Total electricity use	127,666	122,759	125,928	
Total energy use	209,957	196,649	201,389	
Energy use intensity (ekWh/ft <sup>2</sup> )	7.5	7.2	7.7	
<b>Total energy use</b>	<b>299,331</b>	<b>287,442</b>	<b>293,739</b>	
<b>Overall energy use intensity (ekWh/ft<sup>2</sup>)</b>	<b>9.2</b>	<b>8.9</b>	<b>9.5</b>	

<sup>1</sup> Some corporate real estate offices are located in Real Estate Investment properties. Energy use for these offices are included under the Real Estate Investment portfolio total emissions to avoid double-counting.

Relevant standards/ indicators	Paper consumption (tonnes) in North America <sup>1</sup>	2022	2021	2020
<b>GRI 3-3 SDG 8.4, 13.1, 13.3</b>	Office paper (internal) <sup>2</sup>	40	48 <sup>4</sup>	103
	Business forms (external) <sup>3</sup>	294	320	296
	<b>Total</b>	<b>334</b>	<b>368<sup>4</sup></b>	<b>399</b>

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

<sup>2</sup> Copy paper printed from networked printing devices.

<sup>3</sup> Marketing, direct-mail and statements.

<sup>4</sup> Data restated due to calculation error.

The following notes apply to GHG emissions, energy and water consumption associated with real estate, and GHG emissions associated with business travel, as reported on pages 5 and 6.

- GHG emissions are calculated based on the Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard, Revised Edition (World Resources Institute, 2004) and the Greenhouse Gas Protocol Scope 2 guidance.
- 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 emissions are listed in tonnes of carbon dioxide equivalents (tCO<sub>2</sub>e). All energy use values are in equivalent megawatt hours (eMWh). Both are reported for the calendar year (January 1 to December 31).
- Emissions were calculated using emission factors from publicly available sources wherever possible, including but not limited to the National Inventory

Report 1990-2020: Greenhouse Gas Sources and Sinks in Canada (Environment and Climate Change Canada, 2022); Emissions & Generation Resource Integrated Database (eGRID) (United States Environmental Protection Agency, eGRID2020); 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 methodology changes, 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.