

Relevant standards/ indicators	Financial security	2023	2022	2021
GRI 3-3, 203-2 SDG 8.3, 8.10	Number of lives covered under affordable insurance policies (Asia) ¹ (millions)	2.4	1.6	1.5
	Number of positive financial actions taken by Clients in Canada towards financial security ² (millions)	1.3	1.1	1.1
	Number of Sun Life Canada Group Retirement Services Clients with a financial plan	401,006	331,477	284,933
	Number of financial roadmaps created for Clients in Canada, powered by the Sun Life One Plan digital tool	95,874	45,822 ³	-
	Dollars paid in claims and benefits ⁴ (\$ billions)	\$26.0	\$21.6 ⁵	\$18.7

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

² Examples of positive financial actions include adding voluntary benefits, adding a voluntary savings product, making a lump sum deposit and more.

³ Restated due to change in methodology.

⁴ Refer to [Report Scope - Note 2](#).

⁵ Restated due to change in accounting standards.

Relevant standards/ indicators	Client health	2023	2022	2021
GRI 3-3, 203-2 SDG 3.4, 3.8, 3.d	Number of positive health actions taken by Clients in Canada towards health and wellness ¹	1,840,735	-	-
	Number of Clients and their family members with access to Lumino Health Virtual Care in Canada	871,000	755,000	556,000
	U.S. stop-loss Clinical 360 savings for Sun Life and Clients (\$ millions)	US\$36.2	US\$30.5	US\$24.5

¹ Positive health actions are actions a Client makes to lead a healthier life. One example of a positive health action is consulting a health-care professional via Lumino Health Virtual Care.

Relevant standards/ indicators	Employee wellness	2023	2022	2021
GRI 3-3, 403-6 SDG 3.4, 3.8, 5.4	Total spent on compensation and benefits ¹ (\$ billions)	\$6.1	\$5.1	\$5.1
	Percentage of qualified employees in North America voluntarily contributing to Sun Life's defined contribution plan			
	Canada	91%	90%	88%
	Percentage eligible for auto-enrollment who did not opt out	92%	94%	94%
	U.S.	88%	88%	86%
	Percentage eligible for auto-enrollment who did not opt out	95%	95%	98%
	Percentage of qualified employees in North America voluntarily contributing to Sun Life's share purchase plan			
	Canada	62%	61%	65%
	U.S.	20%	21%	21%
	Percentage of employees who say that their immediate supervisor/manager supports their well-being ²	92%	92%	-
	Percentage of employees who completed Sun Life's annual safety and emergency preparedness training ³	98%	93%	96%
	Absentee rate (% of total days scheduled)	5.6%	4.7%	4.8%
	Critical injuries (work-related accidents) ⁴ (Canada)	0	0	0

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

² Based on the Q3 global employee engagement survey. 73% of employees surveyed participated. Refer to [Report Scope - Note 4](#).

³ 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 5](#).

⁴ 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 in an eye or other significant losses that require immediate medical attention in a hospital setting.

Relevant standards/ indicators	Community wellness	2023	2022	2021
GRI 3-3, 203-2	Total corporate giving ¹ (\$ millions)	\$25.1	\$23.8	\$20.9
SDG 3.4, 3.8, 3.d	Sun Life	\$18.9	\$17.8 ²	\$15.3
	MFS	\$4.3	\$4.1	\$4.3
	BGO	\$1.1	\$1.0	\$0.8
	Crescent	\$0.5	\$0.5	\$0.4
	InfraRed	\$0.3³	\$0.4	\$0.1
	Breakdown of Sun Life donations by focus area (\$ millions)			
	Health	\$12.7	\$10.5	\$9.2
	Oral Health	\$1.2	\$0.6 ⁴	-
	Diabetes	\$5.7	\$5.7	\$6.0
	Mental Health	\$4.4	\$3.3	\$0.8
	Culture	\$0.5	\$1.3	\$1.7
	Social Services	\$4.7	\$3.3	\$3.3
	Education	\$1.0	\$1.2	\$1.1
	Total donations to diversity, equity and inclusion initiatives (\$ millions)	\$4.3	\$3.8	\$2.0
	Percentage of Canadian philanthropic donations spent on Black community initiatives ⁵ (Aim: 3%)	9%	10%	-
	Total donations to climate change initiatives (\$ millions)	\$0.3	-	-
	Dollars raised by employees for charities across North America and Ireland ⁶ (\$ millions)	\$2.2	\$2.2	\$2.3
	Number of registered charities supported by employee giving and volunteering in North America and Ireland ⁶	4,263	3,212	3,085
	Employee volunteer hours ⁷	28,351	25,978 ⁸	19,553

¹ Corporate giving amounts reflect giving towards registered charities and non-profit organizations.

² Restated to include DentaQuest.

³ Amount is impacted by rounding.

⁴ Reflects donations made following Sun Life's acquisition of DentaQuest in June 2022.

⁵ Part of a series of aspirational goals included in our role as signatory to the BlackNorth Initiative.

⁶ 2021 value does not include Ireland.

⁷ Number of hours an employee performed a service without pay for the greater good of others, on behalf of a registered charity. 2023 value includes India and Malaysia joint venture, 2022 and 2021 values include Vietnam and Malaysia joint venture.

⁸ Restated due to correction of error.

Relevant standards/ indicators	Sustainable investing	2023	2022	2021
GRI 3-3, 203-1, 203-2	Sustainable investment AUM*1 (\$ billions)	\$77.0	\$80.4	\$65.4
SDG 7.1, 7.2, 7.3, 13.1, 13.3	Renewable energy	\$12.3	\$13.0	\$10.9
	Energy efficiency	\$3.5	\$2.8	\$1.9
	Sustainable/green buildings ²	\$42.9³	\$47.1	\$35.8
	Clean transportation	\$1.7	\$1.8	\$1.3
	Sustainable water management	\$0.7	\$0.7	\$0.7
	Access to essential services	\$8.7	\$9.5	\$9.3
	Green, social and sustainability bonds	\$7.2	\$5.5	\$5.5
	Value of new sustainable investments ^{4,5} (\$ billions)	\$3.3	\$6.6	\$7.7
	(Goal: \$20 billion between 2021-2025⁶)			
	Sustainability-themed investment AUM (SLGI) ⁷ (\$ millions)	\$595	\$523	\$469
	Percentage of green-certified space (real estate investments in North America) ⁸	93%	93% ⁹	86%

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

¹ General account and certain third-party Clients, where relevant. More information on AUM methodology, including asset managers and criteria included in the calculation, is available upon request. Client asset values included represent a non-IFRS financial measure. Sustainable investments meet one or more of the criteria for investments based on ICMA Green Bond Principles, ICMA Social Bond Principles, ICMA Sustainability Bond Principles, GRESB Real Estate Benchmark, and/or 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. Assets included may not align with criteria in the Sun Life Sustainability Bond Framework. Does not include all holdings in companies that may be defined as sustainable under other taxonomies.

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

³ Amount is impacted by rounding.

⁴ Values are as at transaction date. Figures may be adjusted year-over-year due to rounding. Client asset values included represent a non-IFRS financial measure.

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

⁶ Includes investments from the Sun Life general account, SLC Fixed Income and two of SLC Management's affiliates: BGO and InfraRed.

⁷ 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](#).

⁸ Certificates include BOMA BEST, LEED®, IREM Certified Sustainable Property, Fitwel and ENERGY STAR® certified 2023. LEED®, and its related logo, is licensed in Canada to the Canada Green Building Council and is used here with permission.

⁹ Figure restated following completion of external audit.

Relevant standards/ indicators	Client experience	2023	2022	2021
GRI 3-3, 203-2	Change in Client Satisfaction (CSAT) score ¹ from previous year (Goal: +2)	+1	-	-
	Problem resolution in Canada:			
	Client problems reviewed by Sun Life's Client Advocacy team	1,777	1,531	875
	Client problems resolved by Sun Life's Client Advocacy team ²	1,838	1,462	1,062
	Client problems reviewed by an independent complaint resolution body or regulator ³	65	48	28
	Client problems reviewed that resulted in a recommendation different from Sun Life's position ³	0	0	0

¹ Sun Life began measuring overall Client Satisfaction (CSAT) globally in 2022 as a replacement to the Client Experience Index. As a result, year-over-year changes in CSAT are only available for 2023. Refer to [Report Scope - Note 6](#).

² Client problems resolved in the calendar year may be higher than the number of problems reviewed, as prior year problems may not be resolved until the following year.

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	Diversity, equity and inclusion ¹	2023	2022	2021
GRI 2-7, 3-3, 405-1, 405-2 SASB FN-AC-330a.1 SDG 5.1, 5.2, 5.5, 8.5	Women (Global)	60%	59%	59%
	Senior management ² (Vice-President and above) (Aspirational goal: Gender parity by 2025 ³)	37%	33%	31%
	Middle management (Assistant Vice-President and Director)	50%	48%	48% ⁴
	Staff	62%	62%	61%
	Underrepresented ethnicities ⁵ (North America)	36%	34%	31%
	Senior management (Aspirational goal: 25% by 2025)	20%	19%	17% ⁴
	Middle management	31%	29%	28% ⁴
	Staff	38%	35%	32%
	Black/African American	8%	6%	5%
	Indigenous ⁶	1%	1%	1%
	Asian	18%	18%	16%
	Hispanic/Latino	3%	2%	2%
	Other underrepresented ethnicity	7%	7%	8%
	Not disclosed	9%	10%	11%
	LGBTQ+ (North America)	3%	3%	3%
	Persons with disabilities (North America)	2%	2%	1%
	Black (Canada) ⁷	5%	5%	4%
	Senior management ² (Aspirational goal: 3.5% by 2025) ⁸	1.9%	3.1%	2.2%
	Middle management	2%	2%	1%
	Staff	6%	5%	4%
	Within student workforce (Aspirational goal: 5% by 2025) ⁸	5%	8%	4%
	Indigenous ⁶ (Canada)	1%	1%	1%
	Senior management	1%	1%	1%
	Middle management	0%	0%	0%
	Staff	1%	1%	1%
	Black/African American (U.S.) ⁹	13%	10%	8%
	Senior management (Aspirational goal: 13%)	7%	10%	7%
	Middle management (Aspirational goal: 13%)	6%	3%	3%
	Staff (Aspirational goal: 13%)	15%	11%	9%
	Diversity in hiring			
Women (Global)	60%	58%	55%	
Underrepresented ethnicities ⁵ (North America)	48%	52%	51%	
Age diversity (Global)				
<30	18%	19%	18%	
30-50	60%	60%	58%	
50+	22%	21%	24%	

¹ Underrepresented ethnicity data is based on employee voluntary self-identification. 91% of employees surveyed have provided self-identification data.
² 2022 and 2021 data has been restated as our definition of senior management has been amended to reflect alignment with our asset management peer group.
³ Gender parity is defined as women representation between a range of 47% to 53%. This range accounts for employees who identify as non-binary based on current global averages.

Relevant standards/ indicators	Diversity, equity and inclusion ¹	2023	2022	2021
	Average total compensation for women as a percentage of men by role ¹⁰ (Canada)			
	Senior management	95%	96%	94%
	Middle management	98%	98%	98%
	Staff	97%	98%	99%
	Average total compensation for underrepresented ethnicities ⁵ as a percentage of non-underrepresented ethnicities ^{10,11} (Canada)			
	Senior management	104%	111%	105%
	Middle management	101%	101%	100%
	Staff	103%	103%	103%
	Average total compensation for women as a percentage of men by role ¹⁰ (U.S.)			
	Senior management	98%	97%	99%
	Middle management	98%	98%	97%
	Staff	96%	97%	96%
	Average total compensation for underrepresented ethnicities ⁵ as a percentage of non-underrepresented ethnicities ^{10,11} (U.S.)			
	Senior management	101%	103%	116%
	Middle management	102%	104%	100%
	Staff	100%	101%	101%
	Average total compensation for women as a percentage of men by role ^{10,12,13} (Countries in Asia)			
	Middle management	95-102%	89-104%	98-106%
	Staff	96-99%	98-101%	97-101%
	Percentage of total direct spend (North America) with certified diverse suppliers (Goal: 5% by 2025)	1.4%	1.0%	1.6%
	Percentage of employees who feel that Sun Life supports diversity in the workplace (recognizing and respecting the value of human differences) ¹⁴	94%	95%	94%
	Diversity and Inclusion Index score ¹⁴	88%	87%	-

⁴ Restated as our definition of senior management has been amended to reflect alignment with our asset management peer group.
⁵ 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.
⁶ 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.
⁷ 2022 and 2021 data has been restated due to changes in employee self-identification.
⁸ Part of a series of aspirational goals included in our role as signatory to the BlackNorth Initiative.
⁹ U.S. refers to the U.S. Group Benefits, Dental and In-Force management businesses of Sun Life U.S. as reported by Sun Life Financial Group Inc.
¹⁰ As at April 1, following completion of annual compensation cycle. Calculated for full-time employees only, excluding those participating in specialized incentive plans; includes base salary, annual incentives and long-term incentive grants.
¹¹ Includes primarily employees who self-identify as white, those who choose not to identify and those for whom there is no data.
¹² Senior management populations across comparator groups did not meet the minimum required for reporting.
¹³ Countries in Asia include India, Indonesia, Hong Kong and the Philippines.
¹⁴ Based on the Q4 global employee engagement survey. 71% of employees surveyed participated. Refer to [Report Scope - Note 4](#).

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

Relevant standards/ indicators	Talent management	2023	2022	2021
GRI 2-7, 3-3, 401-1, 401-2 SDG 5.4, 5.5, 8.5	Total number of employees ¹	58,245	52,072 ²	50,012
	Regular employees	30,941	28,932 ²	24,589
	Temporary employees	999	1,066 ²	1,233
	Regular employees - Asia joint ventures	25,775	21,549	23,576
	Temporary employees - Asia joint ventures	530	525	614
	Employee engagement score ³	88%	89%	89%
	Participation rate in employee engagement survey ³	71%	68%	72%
	Total turnover rate ⁴	11.6%	14.7% ⁵	14.0% ⁵
	Percentage of employees who left who identify as women	57.8%	55.1%	54.6%
	Voluntary turnover rate	8.7%	13.1% ⁵	12.3% ⁵
	Percentage of employees who voluntarily left who identify as women	59.4%	55.9%	54.9%
	Average employee tenure ⁴ (years)	8.2	8.4	9.0
	Percentage of employees who received a promotion ⁴	8.1%	9.8% ⁵	8.6%
	Percentage of employees who received a promotion who identify as women	57.0%	55.9%	54.6%
	Number of new hires ⁴	10,321	9,765 ⁵	7,026 ⁵
	Percentage of hires filled by internal candidates	38%	44% ⁵	53%
	Percentage of hires filled by women	59.7%	58.0%	56.0%
	Percentage of women in technology	37%	38%	38%
	Percentage of women in junior management positions	61%	60%	60%
	Total invested in training and development ⁶ (\$ millions)	\$48	\$34	\$25
Total hours of employee training ⁷	626,420	515,526	328,596	
Average hours of training per employee ⁸	21	20	10	
Mandatory risk-related training	5	3	4	
Other training ⁹	16	17	6	
Senior management	16	-	-	
Middle management	21	-	-	
Staff	22	-	-	

¹ Represents full-time equivalent employees. Refer to [Report Scope - Note 3](#).

² Restated due to change in methodology.

³ Refer to [Report Scope - Note 4](#).

⁴ Refer to [Report Scope - Note 7](#).

⁵ Restated to reflect additional data.

⁶ 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 3](#).

⁷ Refer to [Report Scope - Note 8](#).

⁸ Amounts are impacted by rounding. Refer to [Report Scope - Note 8](#).

⁹ Other training includes skills and career development training.

Relevant standards/ indicators	Risk management	2023	2022	2021
GRI 3-3 SDG 13.1	Percentage of employees who completed Sun Life's annual risk-related training modules ¹	98%	91%	94%

Relevant standards/ indicators	Data security and privacy	2023	2022	2021
GRI 3-3, 418-1	Number of scenarios used in phishing simulation tests that were delivered to employees, contractors and Canadian Advisors (combined total) ¹	36	30	36
	Number of substantiated privacy complaints from a regulatory body ¹	1	1	1
	Percentage of employees who completed Sun Life's annual information security and privacy training ²	98%	91%	96%
	Privacy Impact Assessments (PIAs) reviewed ³	584	511	566

¹ 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 5](#).

¹ Refer to [Report Scope - Note 5](#).

² 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 5](#).

³ 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 5](#).

Relevant standards/ indicators	Governance and ethics	2023	2022	2021
GRI 3-3, 405-1 SDG 5.1, 5.2, 5.5	Number of directors on the Board	12	11	12
	Number of independent directors on the Board	11	10	11
	Percentage of Board members who self-identify as women (Aim: gender balance)	50%	55%	42%
	Percentage of Board committee chairs who self-identify as women	75%	75%	50%
	Percentage of Board members who self-identify as belonging to an underrepresented group ¹ (Aim: 20-25%)	25%	27%	25%
	Percentage of employees who feel it is safe to speak up at Sun Life ²	80%	78%	81%
	Percentage of employees who completed Sun Life's annual Code of Conduct training ³	97%	96%	89%
	Percentage of employees who completed Sun Life's annual financial crime awareness training ³	98%	92%	96%

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

² Based on the Q3 global employee engagement survey. 73% of employees surveyed participated. Refer to [Report Scope - Note 4](#).

³ 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 5](#).

Relevant standards/ indicators	Enterprise greenhouse gas emissions (tCO ₂ e)	2023	2022	2021	2019 (base year)
GRI 3-3, 305-1, 305-2, 305-3, 305-5 SDG 3.9, 8.4, 13.1, 13.3	Scope 1	15,057	15,046	13,532	16,839
	Natural gas	15,010	14,995	13,476	16,780
	Distillate oil	47	51	56	59
	Scope 2 Location-based¹	19,161	20,164	19,138	24,717
	Purchased electricity	18,506	19,445	18,519	24,081
	District heat and steam	616	684	582	593
	Chilled water	39	35	37	43
	Scope 2 Market-based²	12,553	12,281	17,103	23,253
	Impacts of contractual instruments (renewable energy credits and residual mix emissions factors) ³	-6,608	-7,883	-2,035	-1,464
	Scope 3 Location-based	8,947,866	28,818	23,601	40,482
	Category 4 Upstream transportation and distribution ⁴	223	227	233	236
	Category 5 Waste generated in operations ⁵	2,475	2,757	2,635	3,175
	Category 6 Business travel	18,872	5,962	1,011	13,755
	Air	15,918	4,730	545	11,004
	Car ⁶	2,024	1,219	462	2,704
	Rail	14	13	4	47
	Other (taxi, ride-share, bus) ⁷	916	-	-	-
	Category 8 Upstream leased assets ⁸	20,616	19,872	19,722	23,316
	Natural gas	5,180	5,251	5,212	5,716
	Distillate oil	11	18	31	34
	Purchased electricity	14,576	13,455	13,394	16,291
	Chilled water	16	21	20	26
	District heat and steam	734	1,021	954	1,117
	Water	99	106	111	132
	Category 15 Investments (general account: listed equities and corporate bonds) ⁹	8,905,680	-	-	-
	General account: listed equities and listed corporate bonds (Scope 1 & 2)	2,328,990	-	-	-
	General account: listed equities and listed corporate bonds (Scope 3)	6,576,690	-	-	-
	Scope 3 Market-based¹⁰	8,947,889	28,674	23,597	40,173
	Impacts of contractual instruments (renewable energy credits and residual mix emissions factors) ³	23	-144	-4	-309
	Total emissions location-based¹¹	8,982,084	64,028	56,271	82,038
	Total emissions market-based¹²	8,975,499	56,001	54,232	80,265

The significant increase in emissions totals from 2022 to 2023 is in large part due to the addition of Scope 3, Category 15 investments, which was introduced in the emissions inventory in 2023.

Sun Life 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, 2023. Refer to the [Assurance Statement](#) for more information.

In 2023, we applied changes to our methodology. Refer to Section 7.1 of Sun Life's [GHG Emissions Reporting Methodology](#) for more information.

- ¹ Location-based electricity emissions reflect the grid-average emission intensity (gCO₂e/kWh) for the region in which a property is located.
- ² Market-based electricity emissions reflect contractual instruments implemented with respect to electricity purchases, i.e., renewable energy credits (RECs) or power purchase agreements (PPA).
- ³ Refer to Sun Life's [2023 GHG Emissions Reporting Methodology](#) for more information on RECs and residual mix emissions factors.
- ⁴ Emissions associated with water transmission and distribution (not including wastewater treatment) at Real Estate Investment (REI) properties.
- ⁵ Emissions associated with waste by disposal type (landfill, recycling, etc.) for REI properties.
- ⁶ Emissions associated with car rental for business purposes and employee-claimed mileage.
- ⁷ Emissions associated with taxi, ride-share and bus are included in 2023, however prior year data is not available.
- ⁸ Sun Life does not have ownership or financial control over its Corporate Real Estate (CRE) leased offices (unless they are in REI properties), thus, all energy and water emissions from CRE are allocated to Scope 3 Category 8 upstream leased assets, except for CRE spaces located in REI properties.
- ⁹ Beginning in 2023, Sun Life calculated and reported financed emissions associated with listed equities and corporate bonds for its general account (GA) in alignment with The Partnership for Carbon Accounting Financials (PCAF) Standard Part A: Financed Emissions. These assets represent approximately 21.4% of GA assets under management.
- ¹⁰ Market-based emissions reflect the usage of RECs and residual mix emissions factors that are leveraged to offset emissions associated with CRE properties.
- ¹¹ Total of all location-based emissions across Scope 1, 2, 3. The significant increase in emissions totals from 2022 to 2023 is in large part due to the addition of Scope 3, Category 15 investments, which was introduced in the emissions inventory in 2023.
- ¹² Total of all market-based emissions across Scope 1, 2, 3. For Scope 3, Category 8 upstream leased assets the market-based emissions total is 20,639 tCO₂e. The significant increase in emissions totals from 2022 to 2023 is in large part due to the addition of Scope 3, Category 15 investments, which was introduced in the emissions inventory in 2023.

Relevant standards/ indicators	Operational greenhouse gas emissions by source (tCO ₂ e)	2023	2022	2021	2019 (base year)
GRI 3-3, 302-2, 305-3 SDG 3.9, 8.4, 13.1, 13.3	Total operational emissions¹	41,847	28,657	23,312	40,368
	Corporate Real Estate (CRE) offices ²	20,981	20,733	20,309	24,982
	Global data centres	1,994	1,962	1,992	1,631
	Business travel	18,872	5,962	1,011	13,755
	Carbon offsets³	-41,847	-28,657	-23,312	-403

Sun Life engaged KPMG LLP (KPMG) to provide limited assurance for 2019 base year and 2023 total operational GHG emissions. Refer to the [Assurance Statement](#) for more information. The current reported base year decreased by 6% compared to the base year emissions number reported in the 2022 Sustainability Report due to correction of errors, improvements made to capture accurate travel data and application of appropriate emissions factors. Please note that the base year number reported in 2022 was not assured.

- ¹ Sun Life's operational emissions include emissions resulting from global corporate offices, data centres and business travel, inclusive of majority-owned Sun Life affiliate companies.
- ² Emissions from all global CRE offices, including the spaces that are in Sun Life's REI properties.
- ³ Sun Life has maintained a CarbonNeutral® company certification since 2021 which includes the purchase of carbon offsets for operational emissions. The total number of carbon offsets purchased by Sun Life from 2021 to 2023 is higher than the carbon offset values reported in the table above and in the 2022 Sustainability Report due to the requirements of The CarbonNeutral Protocol. 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.

Relevant standards/ indicators	Corporate Real Estate (CRE) ²				Real Estate Investments (REI)				
	Real estate energy and water use	2023	2022	2021	2019 (base year)	2023	2022	2021	2019 (base year)
GRI 3-3, 303-5 SDG 3.9, 8.4, 13.1, 13.3	Energy¹								
	Total energy use (eMWh)	93,995	93,789	94,951	111,164	221,450	213,896	200,640	238,926
	Heating fuels	26,822	28,064	27,890	30,625	80,167	79,952	71,842	89,540
	Natural gas	26,781	27,992	27,767	30,495	79,982	79,749	71,620	89,307
	Distillate oil	41	72	123	130	185	203	222	233
	District heat and steam	2,732	3,773	3,467	4,035	1,875	2,088	1,779	1,840
	Chilled water	326	275	282	341	1,180	251	269	312
	Total electricity	64,115	61,677	62,952	76,163	138,228	131,605	126,750	147,234
	Grid electricity	56,416	55,771	57,710	70,945	80,919	62,974	112,252	129,793
	Renewable electricity ³	7,699	5,906	5,242	5,218	57,309	68,631	14,498	17,441
	Energy use intensity (eMWh/Sq.ft)	0.0214	0.0187	0.0183	0.0213	0.0082	0.0077	0.0073	0.0096
	Water								
	Total water use (L)	254,582,368	275,605,149	292,790,535	374,028,846	1,433,837,166	1,406,130,510	1,357,647,080	1,359,487,020
Water use intensity (L/Sq.ft)	57.9	54.8	56.6	71.8	59.4	51.1	50.8	57.6	

¹ All energy use values are in equivalent megawatt hours (eMWh).

² For the CRE offices located within REI properties, Energy & Water use for these offices are included under the REI portfolio totals to avoid double-counting.

³ Renewable electricity (eMWh) represents on-site generation, all external REC purchases and green power purchases through the utility.

Relevant standards/ indicators	Paper consumption (tonnes) in North America ¹	2023	2022	2021
GRI 3-3 SDG 8.4, 13.1, 13.3	Office paper (internal) ²	57	40	48
	Business forms (external) ³	279	294	320
	Total	336	334	368

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 enterprise greenhouse gas (GHG) emissions, operational GHG emissions and real estate energy and water use, as reported on pages [5](#) and [6](#).

- All values are reported for the calendar year (January 1 to December 31).
- Historical results have been restated to reflect methodology changes, acquisitions and dispositions, updated emission factors and improvements in the data collection process, where applicable.
- Amounts are impacted by rounding.

Refer to Sun Life's [GHG Emissions Reporting Methodology](#) for more information.