

COMPANY NAME : SUN LIFE OF CANADA (PHILIPPINES), INC. (SLOCPI)
 COMPANY STRUCTURE : CLASS 1
 FINANCIAL YEAR END : 2017
 SECTOR : INSURANCE (Life)

C. Role of Stakeholders				
	SCORECARD ITEM		Y/ N	Reference / Source document
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
	<i>Does the company disclose a policy that :</i>			
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	<p>OECD Principle IV (A): The rights of stakeholders that are established by law or through mutual agreements are to be respected. In all OECD countries, the rights of stakeholders are established by law (e.g. labour, business, commercial and insolvency laws) or by contractual relations. Even in areas where stakeholder interests are not legislated, many firms make additional commitments to stakeholders, and concern over corporate reputation and corporate performance often requires the recognition of broader interests.</p>	Y	<p>The 2017 Sustainability Report contains and manifests Sun Life's commitment to serving and protecting its customer's welfare.</p> <p><i>"WHY IT MATTERS</i> <i>Our Clients are at the centre of everything we do and we are focused on building lasting relationships. We believe this will allow us to maximize the value we provide our clients, and lead to better business outcomes for Sun Life.</i></p> <p><i>OUR APPROACH</i> <i>Our Purpose for helping Client achieve lifetime financial security and live healthier live. We work hard to understand Client needs and how we can deliver the best experience at key touch points in each of our markets worldwide by:</i></p> <ol style="list-style-type: none"> 1. Being more proactive in contacting and engaging our Clients - so that we engage with them more than we do today 2. Making it easier to do business with us - for example by simplifying processes and writing documents in clearer, plain language

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		Global Reporting Initiative: Sustainability Report (C1.1 - C.15) International Accounting Standards 1: Presentation of Financial Statements	<p>3. <i>Providing better problem solution – with prompt, Client-minded solutions, when issues arise.”</i></p> <p>Sustainability Report/ Client Focus (Page 11) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf</p> <p>The four pillars of our sustainability strategy:</p> <ul style="list-style-type: none"> • Organizational Resilience <i>We cultivate an organization that is competitive, forward-thinking, resilient and sustainable for the long term, so we can continue to meet the needs of our Clients, who are at the centre of all we do.</i> <p><i>Priority Topics - Client Focus, Digital Innovation, Data Security and Privacy, Talent Management, Workforce Wellness and Diversity and Inclusion</i></p> <p>1) Data Privacy and Security</p> <p>Sun Life’s business is dependent on maintaining a secure, confidential environment for Clients, Employees and other partners’ information. Data Security and privacy are becoming more increasingly important as Sun Life depends more and more on mobile technologies to conduct business and bring solutions to Clients who entrust their data.</p> <p>Sustainability Report, Page 17</p>

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				<p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2017/Sun+Life+Releases+New+Set+of+Digital+Shorts?vgnLocale=en_CA</p> <p>4) Start an exceptional career with Sun Life</p> <p>Sun Life provides continuous training, global exposure, development and cross-posting opportunities, and a healthy work-life balance.</p> <p>As a strong financial services company with a rich and progressive history, SLF is anchored on the values of integrity, excellence, customer focus, engagement, and value.</p> <p>Our Training https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA</p> <p>Our Rewards https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA</p> <p>Our Culture https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+culture?vgnLocale=en_CA</p> <p>5) Employee Activities</p> <p>Summer Fair</p>

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				<p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2017/Sun+Life+Is+Lone+Insurance+Company+In+Top+10+Brands?vgnLocale=en_CA</p> <p>8) Sun Life Retains No. 1 Spot</p> <p>Based on the report released by the Insurance Commission, Sun Life of Canada (Philippines), Inc. remains to be the number 1 life insurance company in the Philippines.</p> <p><i>The President of SLOCPI, Alex Narciso, said, “This milestone in one we attribute to our clients, whose trust and support inspire us to keep improving and innovating. We also have our advisors, employees and partners to thank, for it is through their hard work and passion that we are able to touch the lives of more Filipinos.”</i></p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2018/Sun+Life+Retains+No.+1+Spot?vgnLocale=en_CA&hnpath=%2FAbout+us</p> <ul style="list-style-type: none"> • Environmental Responsibility We are accountable for the impact of our operations on the environment, so we’re taking even more steps to measure, manage and reduce that impact. <p>Priority Topics – Operational Footprint, Sustainable Investing</p> <p>The Sun Life Building http://sunlifebuilding-phil.com/index.html</p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		<p>Sun Life Financial named one of the 2018 Global 100 Most Sustainable Corporations in the World https://www.sunlife.ca/ca/About+us/Achievements?vgnLocale=en_CA</p> <ul style="list-style-type: none"> Community Wellness <i>We believe that by actively supporting the communities in which we live and work, we can help to build a positive environment for our Clients, employees, advisors and Governance and Risk Management</i> <p><i>Priority Topics – Strategic Philanthropy, Infrastructure Investments, Public Policy</i></p> <p>1) Sun Life Reaps Honors In International, Local Quill Awards</p> <p>Sun Life of Canada (Philippines), Inc. reaped honors in the recent Gold Quill Awards and Philippine Quill Awards, winning a total of seven awards for its internal and external campaigns on financial literacy and health and wellness.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2017/Sun+Life+Reaps+Honors+In+International+Local+Quill+Awards?vgnLocale=en_CA</p> <p>2) Sun Life Foundation Marks 10th Anniversary With New Projects Sun Life – Philippines Foundation, Inc. is marking its 10th anniversary by partnering with different organizations and</p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		<ul style="list-style-type: none"> Governance and Risk Management <i>A well-run organization contributes to a stable operating platform for the Company, and positions us to meet our obligations to stakeholders. Pro-active risk management and an embedded risk culture are essential to our long-term success.”</i> <p><i>Priority Topics – Ethics, integrity and Corporate Governance, Risk Management and Transparency and Disclosure</i></p> <p><u>2017 Annual Report/Board of Director and Credentials, Page 15-19</u> <u>2017 Annual Report/ Corporate Governance, Page 58</u> <u>2017 Annual Report/Philippine Leadership Team and Board Appointed Officers (Pages 20-25)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/SLOCPI%202017%20Annual%20Report%20Final%20(004).pdf </p> <p>Data Privacy</p> <p>As SLOCPI’s products and services continue to expand, the Company recognizes that it also has to strengthen its safeguards that cater to the protection of its Clients. For this, a Privacy Policy that outlines the Company’s policy in relation to the collection, use, and protection of Client Data to provide customers with a wonderful customer experience The policy outlines the limits of use of information and means of acquiring customer information from customers. Under the policy, client data are protected with proper safeguards to ensure confidentiality and privacy; prevent loss, theft, or use of unauthorized purposes; and to comply with the requirements of the law.</p>

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				<p>Under the Code of Business Conduct, SLOCPI employees, officers and board of directors are required to protect the Personal Data of Sun Life employees and clients.</p> <p><i>“RESPECTING PRIVACY and CONFIDENTIALITY</i> <i>Respecting our customers’ and employees’ is critical to maintaining our ethical reputation and building strong business relationships. We are all responsible for protecting confidential information – whether about Sun Life or our customers or co-workers –against theft, loss, unauthorized access, disclosure, destruction or misuse.</i></p> <p><i>PERSONAL INFORMATION</i> <i>We accumulate a great deal of information about our customers, employee, and others who develop relationships with us, and have an obligation to limit the collection, access, use and disclosure of this information as outlined in the Sun Life Global Privacy Commitment and as may be required by local law and local policies.</i></p> <p><i>Specifically, we must collect, use or disclose personal information lawfully and fairly, and disclose it only with the permission of the person to whom it relates unless otherwise permitted or required by law. In certain jurisdictions, our customers have the right to ask if we hold any personal information about them and, if so, to review it. They may also have the right to know how we collected the information, how we use it, and to whom we have disclosed it.</i></p> <p><i>We must respect and maintain the confidentiality of our employees’ personal information such as salaries, performance reviews or disabilities.</i></p>

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				<p><i>Do not share this information to anyone unless you need to in order to perform your job.</i></p> <p><i>Access to personal information within Sun Life is generally restricted to those employees who have a legitimate business reason to access it. In some cases, we may communicate or transfer personal information to employees, agents and service providers (even in other countries). In this case, the information may be subject to the laws of other jurisdictions. All of these persons, wherever they are located, must be required to protect the confidentiality of this personal information. “</i></p> <p>Further, we also provided the following information in our Annual Report:</p> <p>“Our Mission <i>To help clients achieve lifetime financial security and live healthier lives</i></p> <p>Our Vision <i>A community of 5 million Sun Lifers who have ensured their brighter future with the country’s best financial services company.</i></p> <p>Our Core Values</p> <p>Integrity <i>We are committed to the highest standards of business ethics and good governance.</i></p> <p>Engagement <i>We value our diverse, talented workforce and encourage, support and reward them for contributing to the full extent of their potential.</i></p>

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			<p>Client Focus <i>We provide sound financial solutions for our clients and always work with their interests in mind.</i></p> <p>Excellence <i>We pursue operational excellence through our dedicated people, our quality products and services, and our value-based risk management.</i></p> <p>Value <i>We deliver value to the clients and shareholders we serve and to the communities in which we operate.”</i></p> <p>Source Document:</p> <p>Sustainability Report – Sustainability Strategy (Pages 7-8) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf</p> <p>Code of Business Conduct, Page 15 https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code%20of%20Business%20Conduct.pdf</p> <p>Company Policy/Respecting Privacy and Confidentiality https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p> <p>SLOCPI Website/Corporate Governance</p>

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			https://www.sunlife.com.ph/PH/About+us/Corporate+governance?vgnLocale=en_CA
	Explains supplier/contractor selection practice?	Y	<p>Sun Life ensures that its vendors/suppliers undergo a comprehensive accreditation process, which includes assessment of their technical and financial capability, business continuity, safety, health, privacy, AML and environmental policies. Consistent also with the principles the Company espouses on the practice of fair, ethical, and governance policies, it also as far as practicable grants opportunity equitably to all the appropriate suppliers through competitive bidding and auctions.</p> <p>Proposals are evaluated thoroughly and consideration is based on the value-add the products or services will provide to the Company. The different policies and practices of the suppliers or vendors are evaluated such as privacy, anti-bribery/corruption, AML, etc.</p> <p><i>“Supplier Accreditation</i></p> <ol style="list-style-type: none"> <i>1. The administrative Services Department (ASD) shall continuously search for vendors with the intention of establishing strategic and long-term business relationships.</i> <i>2. The selection of suppliers is the responsibility of Procurement personnel. In making the selection, Procurement will coordinate closely with the requisitioning department/subsidiaries to obtain adequate and reasonable specifications. Procurement should endeavor to place orders with regard to the dependability and service record of the supplier, the nature of the guaranty and warranty, its price and the quality. Preference should be given to the following types of suppliers, providing this involves no sacrifice in quality, service or price:</i>

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				<p>2.1 Suppliers who are developing new and improved products and equipment, or designing and developing a special product for the company's exclusive use, and</p> <p>2.2 Supplier with adequate financial strength who also have a reputation for adhering to specifications and delivery schedules.</p> <p>3. Vendors are subject to accreditation based on the following standards: quality of product or service, technical competence, competitive pricing, delivery timeframe and customer service.</p> <p>4. There will be two types of accreditation, specific to vendor class:</p> <p>4.1 Non-primary – supplier may either be New (with minimal transaction and no established performance history) or Accredited (with frequent transactions but on a short-term basis). Accreditation will focus on establishing legality of business and supplier's capability to supply/deliver.</p> <p>4.2 Primary – Supplier who has demonstrated an excellent performance history and transactions are on a long-term basis. Evaluation will focus on establishing supplier's capability to sustain excellent performance and support long-term relationship with the company.</p> <p>5. The following documents must be submitted for accreditation:</p> <p>5.1 Non-primary</p> <p>5.1.1 Standard Documentation - Supplier Information Sheet, Company Profile, List of Goods and Services, Incorporation Papers (if applicable), Certificate of Registration, Business Permit, List of machinery/Equipment (for printers/ Fabricators), Certificate of Authority to Sell (for resellers/dealers, Exclusive distributors)</p> <p>5.2 Primary</p> <p>5.2.1 Standard Documentation - Supplier Information Sheet, Company Profile, List of Goods and Services, Incorporation Papers (if applicable), Certificate of Registration, Business Permit, List of</p>

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				<p><i>business model and in many ways is embedded in everything that we do to ensure we meet our commitments to customers and other stakeholders - employees, shareholders, and investors - over the long term.</i></p> <p><i>Today, being a sustainable company means more than taking actions to protect and preserve the environment and being a good corporate citizen; it means striving to actively consider environmental, social and governance impacts, risks and opportunities in the way we conduct our business to strengthen our business today and into the future. If you have any suggestions to improve the sustainability of our business practices, please submit them to the Sustainability Program on The Source.”</i></p> <p>Competing Fairly and Openly</p> <p><i>“One of our obligations as an ethical company is to support our industry and encourage fair competition. Although we compete vigorously in every market in which we participate, we are committed to conducting business in compliance with all competition or antitrust laws. As specific prohibitions imposed by these laws vary, competing fairly and ethically in all our business activities is the most effective way to avoid contravening these rules.</i></p> <p><i>Antitrust or competition laws prohibit Sun Life from engaging in activities intended to lessen competition. This means we cannot make agreements with competitors to fix prices or allocate sales, customers or territories. We may also not discuss with outsiders strategic information on topics such as pricing, product development and customer lists. Even if we do not intend these discussions to result in actions that restrict competition, they could</i></p>

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			<p><i>be interpreted that way, and could be illegal whether or not they lead to a restriction of competition.</i></p> <p>Source Documents:</p> <p><u>Policy on Supplier Accreditation and Performance Evaluation</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/C.1.2%20Policy%20on%20Supplier%20Accreditation%20and%20Performance%20Evaluation%20(1).pdf</p> <p><u>Code of Business Conduct (Page 19)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code%20of%20Business%20Conduct.pdf</p> <p><u>SLOCPI Website/Company Policies / Competing and Openly</u> https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p>
C.1.3	Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	Y	<p>The consolidated Report of Sun Life and the efforts in the Philippines are included in the 2017 Sustainability Report.</p> <p><i>“Our Sustainability Strategy Sun Life’s focus on advancing sustainability is a key strategy and differentiator for the Company. In 2014, we began to evolve our sustainability-related programs into a formal, enterprise-wide sustainability strategy, an approach aimed at generating business value, transforming our culture and mitigating risk. Endorsed by Sun Life’s Board of Directors and overseen by our International Sustainability Council, our</i></p>

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				<p><i>sustainability strategy focuses on four principles: organizational resilience, environmental responsibility, community wellness, and governance and risk management. Our sustainability strategy is based on input from external and internal stakeholders and is aligned with our business strategy (see page 5). Recognizing that sustainability is essential to our overall business success, we continue to embed a sustainability perspective into our culture and across our global operations.</i></p> <p>The four pillars of our sustainability strategy:</p> <ul style="list-style-type: none"> <p>Organizational Resilience <i>We believe that putting the Client at the centre of all we do, and supporting our talent and culture, contributes to a resilient organization that is forward-thinking and built for the long term.</i></p> <p>Environmental Responsibility <i>We are accountable for the impact of our operations on the environment, so we're taking even more steps to measure, manage and reduce that impact.</i></p> <p>Community Wellness <i>We believe that by actively supporting the communities in which we live and work, we can help to build a positive environment for our Clients, employees, advisors and Governance and Risk Management</i></p> <p>Governance and Risk Management <i>A well-run organization contributes to a stable operating platform for the Company, and positions us to meet our obligations to stakeholders. Pro-active risk management and an embedded risk culture are essential to our long-term success."</i></p>

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				<p>Sun Life’s commitment to the Principle of Sustainability is also discussed in its Code of Business Conduct:</p> <p>Sustainability</p> <p><i>“We are committed to the principle of sustainability in the conduct of our business. Corporate sustainability is at the core of our mission of helping customers achieve lifetime financial security. It is fundamental to our business model and in many ways is embedded in everything that we do to ensure we meet our commitments to customers and other stakeholders - employees, shareholders, and investors - over the long term.</i></p> <p><i>Today, being a sustainable company means more than taking actions to protect and preserve the environment and being a good corporate citizen; it means striving to actively consider environmental, social and governance impacts, risks and opportunities in the way we conduct our business to strengthen our business today and into the future. If you have any suggestions to improve the sustainability of our business practices, please submit them to the Sustainability Program on The Source.”</i></p> <p>The following are a few of Sun Life’s activities that show its commitment to promote sustainability:</p> <ul style="list-style-type: none"> • Organizational Resilience <i>Client Focus, Digital Innovation, Data Security and Privacy, Talent Management, Workforce Wellness and Diversity and Inclusion</i> <p>1) Data Privacy and Security</p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		<p><i>Sun Life's business is dependent on maintaining a secure, confidential environment for Clients, Employees and other partners' information. Data Security and privacy are becoming more increasingly important as Sun Life depends more and more on mobile technologies to conduct business and bring solutions to Clients who entrust their data.</i></p> <p>Sustainability Report, Page 17 https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf</p> <p>Sun Life's Online Privacy Policy Statement https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Online+privacy+statement?vgnLocale=en_CA</p> <p>2) Client Concerns and Feedback</p> <p>As a policy, crucial to the very foundation of SLOCPI's relationship with its stakeholders i.e., - TRUST, the Company puts its CLIENTS FIRST. Sun Life takes seriously its commitment to fair dealing, honesty, and integrity in the conduct of its business with its CLIENTS. This is why it has established a Customer Complaints Handling Process because complaints are viewed as integral input to enhancing the Sun Life customer experience, to strengthening customer loyalty, and to improving operational efficiency. Under said process, the interest of the CLIENTS, insofar as attending to its</p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p>complaints or feedback, is given importance through the observance of turn-around-time and resolution of their issues.</p> <p><u>Complaints Handling Manual</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Complaints_Handling_Manualv5.4%20_04.17.2018.pdf</p> <p>3) Sun Life partners with USSC in offering insurance services</p> <p><i>SUN Life of Canada (Philippines) Inc. has teamed up with Universal Storefront Services Corp. (USSC) to introduce the mass market to life insurance products and services.</i></p> <p><i>Under the partnership, Sun Life will expand the reach of financial inclusion to the largely underserved market segment of the Philippine population.</i></p> <p>http://www.sunstar.com.ph/article/114286/</p> <p>https://business.mb.com.ph/2016/12/04/sun-life-ussc-to-sell-affordable-insurance-products/</p> <p>4) Empowering Filipinos with concrete steps to financial freedom</p> <p><i>To inspire Filipinos to pursue their financial freedom, Sun Life is launching a new collection of its digital films dubbed Sun Shorts, which will highlight the relationships that make lives #brightertogether.</i></p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p><i>To complement the new Sun Shorts films and to give Filipinos the opportunity to learn about life insurance and mutual funds, Sun Life will held a series of activities throughout June 2018 as a next step for those who would like to boost their financial journey.</i></p> <p><i>Sun Life will also launch PA Armor, an affordable personal accident protection for Filipino online shoppers. Through Sun Life's partnership with Voyager Innovations, Inc., members of the online marketplace Takatack.com will exclusively enjoy the benefits of this protection.</i></p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2017/Sun+Life+Releases+New+Set+of+Digital+Shorts?vgnLocale=en_CA</p> <p>5) Start an exceptional career with Sun Life</p> <p><i>Sun Life provides continuous training, global exposure, development and cross-posting opportunities, and a healthy work-life balance.</i></p> <p><i>As a strong financial services company with a rich and progressive history, <u>SLF</u> is anchored on the values of integrity, excellence, customer focus, engagement, and value.</i></p> <p>Our Training https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA</p>

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			<p>Our Rewards https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA</p> <p>Our Culture https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+culture?vgnLocale=en_CA</p> <p>6) Employee Activities</p> <p>Summer Fair https://www.instagram.com/p/BiYj_t0hHhj/ 2018 Interdepartmental Activities https://www.instagram.com/p/BiRfV5qByh6/ Chinese New Year Festivities https://www.instagram.com/p/BfMtSmBhxcx/ Piolo Pascual visits Sun Life Employees https://www.instagram.com/p/BiTyV3JBI33/</p> <p>7) Workplace by Facebook</p> <p><i>Launched Workplace by Facebook (“Workplace”), a communications platform that will connect our global enterprise to increase collaboration and productivity across locations and time zones. As of the end of 2017, approximately 14,000 Sun Life employees were using Workplace and it will be rolled-out to remaining Sun Life employees by April 2018.”</i></p>

C. Role of Stakeholders			
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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		
			<p>Sustainability Report (Page 16) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf</p> <p>8) Sun Life Is Lone Insurance Company In Top 100 Brands</p> <p>Sun Life is recognized as one of the Top 100 Brands in the Philippines by Campaign Asia Pacific, for the fourth straight year – the lone insurance company to land on the list.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2017/Sun+Life+Is+Lone+Insurance+Company+In+Top+100+Brands?vgnLocale=en_CA</p> <p>9) Sun Life Retains No. 1 Spot</p> <p>Based on the report released by the Insurance Commission, Sun Life of Canada (Philippines), Inc. remains to be the number 1 life insurance company in the Philippines.</p> <p><i>The President of SLOCPI, Alex Narciso, said, “This milestone in one we attribute to our clients, whose trust and support inspire us to keep improving and innovating. We also have our advisors, employees and partners to thank, for it is through their hard work and passion that we are able to touch the lives of more Filipinos.”</i></p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2018/Sun+Life+Retains+No.+1+Spot?vgnLocale=en_CA&hnpath=%2FAbout+us</p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		<ul style="list-style-type: none"> Environmental Responsibility <i>Operational Footprint, Sustainable Investing</i> The Sun Life Building http://sunlifebuilding-phil.com/index.html Sun Life Financial named one of the 2018 Global 100 Most Sustainable Corporations in the World https://www.sunlife.ca/ca/About+us/Achievements?vgnLocale=en_CA Corporate Travel <i>From 2015 to 2017, GHG emissions attributed to corporate travel decreased by 9%. As Sun Life continues to encourage employees to reduce travel, invest in technologies such as video-conferencing capabilities and offer new travel options, we aim to reduce the overall amount of corporate travel.</i> Sustainability Report (Page 29) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf Community Wellness <i>Strategic Philanthropy, Infrastructure Investments, Public Policy</i> 1) Sun Life Reaps Honors In International, Local Quill Awards

C. Role of Stakeholders				
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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p>Sun Life of Canada (Philippines), Inc. reaped honors in the recent Gold Quill Awards and Philippine Quill Awards, winning a total of seven awards for its internal and external campaigns on financial literacy and health and wellness.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2017/Sun+Life+Reaps+Honors+In+International+Local+Quill+Awards?vgnLocale=en_CA</p> <p>2) Sun Life Foundation Marks 10th Anniversary With New Projects Sun Life – Philippines Foundation, Inc. is marking its 10th anniversary by partnering with different organizations and launching seven new projects focused on education, health and wellness and the environment.</p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2017/Sun+Life+Foundation+Marks+10th+Anniversary+With+New+Projects?vgnLocale=en_CA</p> <p>3) Go Well Sun Life’s advocacy goes beyond financial well-being. It also extends to helping Filipinos become physically fit. Its new campaign called 'GoWell,' provides members the opportunity to learn how to keep healthy and fit through various means such as workouts, trainings, fitness classes, and more.</p> <p>https://www.gowell.com.ph/</p>

			<p>4) Sun Life Foundation is Crowdsourcing Financial Literacy Initiatives through the Brighter World Builder Challenge</p> <p><i>Sun Life Foundation with the help of The Spark Project is looking to crowd source and fund financial literacy projects for 2018.</i></p> <p>https://www.sunlife.com.ph/PH/About+us/Newsroom/Press+release/2018/Sun+Life+Foundation+is+Crowdsourcing+Financial+Literacy+Initiatives+through+the+Brighter+World+Builder+Challenge?vgnLocale=en_CA</p> <p>5) Demystifying diabetes across Asia</p> <p><i>Inaugurated the Sun Life Financial Asia Diabetes Awareness Study to gauge public understanding and perception of diabetes in five Asian countries (Hong Kong, Indonesia, Malaysia, the Philippines and Vietnam). Through the study, Sun Life hopes to promote positive change in perceptions towards diabetes and encourage people to lead healthier lives.</i></p> <p>Sustainability Report (Page 37) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf</p> <p>Infographic for study highlights http://cdn.sunlife.com/static/Global/digital_media/SLF/SLFinfo graphic regional.pdf</p> <ul style="list-style-type: none"> • Governance and Risk Management <i>Ethics, integrity and Corporate Governance, Risk Management and Transparency and Disclosure</i> <p><u>2017 Annual Report/Board of Director and Credentials, Page 15-19</u> <u>2017 Annual Report/ Corporate Governance, Page 58</u></p>
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C. Role of Stakeholders			
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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		<p><u>2017 Annual Report/Philippine Leadership Team and Board Appointed Officers (Pages 20-25)</u> <u>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/SLOCPI%202017%20Annual%20Report%20Final%20(004).pdf</u></p> <p>Source Document:</p> <p>Sustainability Report – Sustainability Strategy (Pages 7-8) <u>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf</u></p> <p>As SLOCPI’s products and services continue to expand, the Company recognizes that it also has to strengthen its safeguards that cater to the protection of its Clients. For this, a Privacy Policy that outlines the Company’s policy in relation to the collection, use, and protection of Client Data to provide customers with a wonderful customer experience The policy outlines the limits of use of information and means of acquiring customer information from customers. Under the policy, client data are protected with proper safeguards to ensure confidentiality and privacy; prevent loss, theft, or use of unauthorized purposes; and to comply with the requirements of the law.</p> <p>Under the Code of Business Conduct, SLOCPI employees, officers and board of directors are required to protect the Personal Data of Sun Life employees and clients.</p> <p><i>“RESPECTING PRIVACY and CONFIDENTIALITY</i></p>

C. Role of Stakeholders				
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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p><i>Respecting our customers' and employees' is critical to maintaining our ethical reputation and building strong business relationships. We are all responsible for protecting confidential information – whether about Sun Life or our customers or co-workers –against theft, loss, unauthorized access, disclosure, destruction or misuse.</i></p> <p>PERSONAL INFORMATION <i>We accumulate a great deal of information about our customers, employee, and others who develop relationships with us, and have an obligation to limit the collection, access, use and disclosure of this information as outlined in the Sun Life Global Privacy Commitment and as may be required by local law and local policies.</i></p> <p><i>Specifically, we must collect, use or disclose personal information lawfully and fairly, and disclose it only with the permission of the person to whom it relates unless otherwise permitted or required by law. In certain jurisdictions, our customers have the right to ask if we hold any personal information about them and, if so, to review it. They may also have the right to know how we collected the information, how we use it, and to whom we have disclosed it.</i></p> <p><i>We must respect and maintain the confidentiality of our employees' personal information such as salaries, performance reviews or disabilities. Do not share this information to anyone unless you need to in order to perform your job.</i></p> <p><i>Access to personal information within Sun Life is generally restricted to those employees who have a legitimate business reason to access it. In some cases, we may communicate or transfer personal information to</i></p>

C. Role of Stakeholders			
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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		<p><i>employees, agents and service providers (even in other countries). In this case, the information may be subject to the laws of other jurisdictions. All of these persons, wherever they are located, must be required to protect the confidentiality of this personal information. "</i></p> <p><u>Code of Business Conduct, Page 15</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code%20of%20Business%20Conduct.pdf</p> <p><u>Company Policy/Respecting Privacy and Confidentiality</u> https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p> <p>The 2017 Sustainability Report also contains and manifests Sun Life's commitment to serving and protecting its customer's welfare.</p> <p><i>“WHY IT MATTERS</i> <i>Our Clients are at the centre of everything we do and we are focused on building lasting relationships. We believe this will allow us to maximize the value we provide our clients, and lead to better business outcomes for Sun Life.</i></p> <p><i>OUR APPROACH</i> <i>Our Purpose for helping Client achieve lifetime financial security and live healthier live. We work hard to understand Client needs and how we can deliver the best experience at key touch points in each of our markets worldwide by:</i></p>

C. Role of Stakeholders			
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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		<p>4. Being more proactive in contacting and engaging our Clients - so that we engage with them more than we do today</p> <p>5. Making it easier to do business with us - for example by simplifying processes and writing documents in clearer, plain language</p> <p>6. Providing better problem solution – with prompt, Client-minded solutions, when issues arise”</p> <p>Source Document:</p> <p>2017 Sustainability Report (Pages 7-8) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf</p> <p>Code of Business Conduct (Page 19) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code%20of%20Business%20Conduct.pdf</p> <p>SLOCPI Website/ Company Policy/ Competing Fairly and Openly https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p>
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Y	<p>Sun Life operates in a socially-responsible way across the organization and seeks continuous innovative solutions to make better for its stakeholders including the community where it belongs.</p> <p>Sun Life acts through its subsidiary- Sun Life Foundation for all its corporate social responsibility projects or activities. Moreover, the Company’s</p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p>community-related efforts are based on its sustainability commitment. As Sun Life’s business continues to grow, it continues to contribute to nation-building and shareholder value through its engaged and empowered workforce, financial literacy advocacy embedded in the products and services offered to its CLIENTS and the public in general.</p> <p>The Company actively supports the communities it is based as well as its branches and works by helping build a positive and healthy environment for our CLIENTS, employees, advisors and shareholders.</p> <p>Our approach includes helping Filipinos improve their financial literacy, giving back to communities across the nation, strategically investing in real estate and infrastructure that is friendly to the environment (LEED-certified building) and such other activities that foster healthy, sustainable communities, advocating for public policies that encourage financial security and healthy lifestyles.</p> <p><i>The Sun Life Building</i> http://sunlifebuilding-phil.com/index.html</p> <p>This policy and its corresponding activities and programs are also disclosed in the company website and Annual Report.</p> <p>Through several projects of the Sun Life Foundation, the Company engaged in the following activities:</p> <p><i>“EDUCATION</i></p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p><i>Sun Life Foundation heightened its volunteer activities through ‘Brigada Eskwela,’ an annual project in support of the Department of Education’s cleanliness program wherein volunteers from various organizations come together to paint classrooms and clean school surroundings in preparation for the coming school year. Sun Life gathered over a hundred volunteers to clean and paint classrooms in Manila, Bacolod, Cebu, Davao, and Iloilo.</i></p> <p><i>Sun Life employees and advisors also gathered to distribute back-to-school kits to elementary and high school students in Metro Manila and the Visayas.</i></p> <p><i>The Sun Life Foundation also partnered for the first time in 2016 with BDO foundation to turn over a two-story school building consisting of four classrooms fully equipped with armchairs, teachers’ desks, blackboards, wall fans and toilets benefiting over 700 students of Panalaron Central School in Tacloban City, Leyte. This is in addition to the 21 classrooms donated earlier in the Visayas. These donations form part of Sun Life Foundations “Project 120 classrooms” in partnership with Children’s Hour, which aimed at helping rebuild schools in areas that were affected by the Bohol earthquake and the Typhoon Yolanda in 2013.</i></p> <p><i>Scholarship grants were also given last year to eight academic partners in Luzon and Vismin.</i></p> <p><i>Complementing these was the Foundation’s ‘Bantay Edukasyon Scholarship Grant’ for elementary and high school students at the Legacy of Light Village in Calauan, Laguna which is now home to</i></p>

C. Role of Stakeholders				
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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p><i>informal settlers who used to live along the banks of Estero de Paco and Pandacan.</i></p> <p>ENVIRONMENT</p> <p><i>Teaming up World Wide Fund for Nature- Philippines (WWF-Philippines), Sun Life Foundation continued to provide clear water through the “WWF Forests fir Water Program”, helping local farmers and families in far flung areas in Isabela.</i></p> <p><i>The Sun Life Foundation also teamed up with WWF in piloting the first Earth Hour Village in Monreal, Masbate. Sun Life Foundation’s donation was used to fund the proposed adaptive technology solutions specifically food through container gardening, water with rainwater harvesting tank with biofilter for safe drinking, and energy components via solar powered lamps to light up houses during the night for a total of five sitios within the Earth Hour Village. An estimated 125 households benefited from the project.</i></p> <p>HEALTH</p> <p><i>In its efforts to continue its tradition for an annual blood donation drive in partnership with the Philippine Red Cross (PRC), the Sun Life Foundation held its nationwide blood drive in Manila, Bacolod, Iloilo, Davao and Cebu with over a hundred combined donors participating in these key cities.</i></p> <p><i>Participation in key initiatives for the benefit of kids with cancer also took the front seat with the Sun Life Foundation, in alliance with Kythe</i></p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		
			<p><i>Foundation, sponsoring a volunteer activity through project "Kythe Flying," hand in hand with "Haven for the Elderly," a volunteer activity for the abandoned elderly."</i></p> <p>Source Document:</p> <p>SLOCPI Website/ Sun Life Foundation https://www.sunlife.com.ph/PH/About+us/Sun+Life+Foundation?vgnLocale=en_CA</p> <p>2017 Annual Report/ Corporate Social Repsonsibility (Page 63-68) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/SLOCPI%202017%20Annual%20Report%20Final%20(004).pdf</p>
C.1.5	Describe the company's anti-corruption programmes and procedures?	Y	<p>Sun Life is committed to complying with the letter and spirit of anti-corruption and anti-bribery laws in the Philippines and in any country where it operates. We prohibit the direct or indirect use of bribery, kickbacks, payoffs, or other corrupt practices by employees, agents, or other parties acting on behalf of Sun Life, especially in our business relationships including those with suppliers, customers and government representatives.</p> <p>Generally, anti-corruption laws in the country where Sun Life operates prohibits companies from giving or offering anything of value to a government official or another person to improperly influence a decision, assist the company in doing business, or obtain an improper business advantage. Hence, it is a policy of Sun Life not to allow payments or transfers of anything of value to government officials or representatives</p>

C. Role of Stakeholders				
	SCORECARD ITEM		Y/ N	Reference / Source document
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			<p>unless it is for a legitimate or legal purpose and duly and with prior review and authorization.</p> <p>Employees are expected to recognize and avoid the use of bribery and to report suspected and known incidents of bribery and corruption through the channels set out in the Company's Code of Business Conduct. Sun Life's business partners are also expected to conduct themselves lawfully and ethically, and to comply with applicable anti-bribery and anti-corruption laws.</p> <p>Sun Life also has a gifts and entertainment policy, which disallows employees to receive and give gifts or entertainment unless it is within the allowable amount and meets the conditions set under the policy.</p> <p>Source Document:</p> <p><u>Code of Business Conduct /Rejecting Anti-Bribery and Corruption (Page 13)</u></p> <p><u>Code of Business Conduct /Accepting and Receiving Gifts (Page 14)</u></p> <p><u>https://cdn.sunlife.com/static/philippines/About%20us/Static%20Files/Corporate%20Governance/2015/Code%20of%20Business%20Conduct.p df</u></p>

C. Role of Stakeholders				
	SCORECARD ITEM		Y/ N	Reference / Source document
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
C.1.6	Describes how creditors' rights are safeguarded?		Y	<p>This is described under SLOCPI's Company Policies which is posted on its official website as well as the Corporate Governance Page:</p> <p><i>"Sun Life's main creditors are its suppliers. At Sun Life, we want to do business with suppliers that share our values – integrity, engagement, Client focus, excellence, value and innovation – and that can meet our business requirements. Our Strategic Sourcing team identifies and evaluates potential suppliers, then negotiates with and contracts with them to efficiently and cost-effectively procure high-quality goods and services. We assess suppliers on the products and services they offer, as well as their demonstrated ability to meet our business needs.</i></p> <p><i>We expect our suppliers to share our business values and to follow prudent business practices, including business integrity and the responsible treatment of individuals. We engage with suppliers that share our commitment, as outlined in our Code of Business Conduct, to:</i></p> <ul style="list-style-type: none"> · <i>Acting ethically and complying with applicable laws</i> · <i>Following responsible business practices</i> · <i>Following responsible employment practices and providing safe working conditions</i> · <i>Caring for the community and the environment</i> <p><i>We are committed to fair and open competition under the highest ethical standards when dealing with our suppliers. These standards – professionalism, honesty and integrity – are reflected in our Code of Conduct.</i></p>

C. Role of Stakeholders				
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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p><i>Sun Life periodically or when requested submit reports to its creditors on its financial condition through the published Audited Financial Statements and other Certifications issued by any of its duly authorized officers. The provision of the Annual Report or Audited Financial Report ensures the Creditors of the Company's financial soundness.</i></p> <p><i>Sun Life also submits to the Securities and Exchange Commission and the Insurance Commission its audited Financial Statements and Annual Statement. As these become public documents once submitted to the regulators, the creditors of the company are also given access to these reports to apprise them of the Financial Condition or status of the Company thereby safeguarding their rights are creditors.</i></p> <p><i>The Company also provides prompt and accurate reports of its financial standing to its creditors. It is the policy of Sun Life to protect the rights of its creditors by maintaining, at all times, the company's good credit standing. In furtherance thereof, the Company strictly observes contractual obligations, and regard fair and truthful disclosure and transparency of financial records and dealings of utmost importance to assure creditors of the Company's continued credit worthiness.</i></p> <p><i>Moreover, the Company's risk based approach to business and adoption of good corporate governance practices further assures the creditors that the company is effectively managing its risks and is committed to sustaining the growth of the Company."</i></p> <p><i>"Maintaining Books and Records</i> <i>Sun Life is required to maintain accurate, reliable and complete records to appropriately manage its affairs and comply with legal, regulatory,</i></p>

C. Role of Stakeholders			
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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		
			<p><i>financial, accounting and operational obligations. Sun Life must provide accurate, consistent, informative and timely disclosures of information to the market in accordance with applicable laws.</i></p> <p><i>Our financial statements, books and records should accurately reflect all business transactions and be retained in accordance with our record keeping practices. Failing to disclose or record revenues, expenses, assets or liabilities is prohibited.</i></p> <p><i>We are responsible for the integrity of books and business, financial accounting and expense records under our control. xxx”</i></p> <p>Source Document: <u>SLOPCI Website/Company Policy/Rights of Creditors</u> <u>SLOPCI Website/Company Policy/Maintaining Books and Records</u> <u>https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</u></p> <p><u>2017 Audited Financial Statement</u> <u>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/SLOCPI%20AFS%202017%20SEC%20and%20BIR.pdf</u></p> <p><u>2017 Annual Report/Audited Financial Statement (Page 27-37)</u> <u>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/SLOCPI%202017%20Annual%20Report%20Final%20(004).pdf</u></p>
	<i>Does the company disclose the activities that it has undertaken to implement the above mentioned policies?</i>		

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		
C.1.7	Customer health and safety	OECD Principle IV (A) & Global Reporting Initiative	Y
			<p>Community wellness Sun Life believes that by actively supporting the communities in which we live and work, we can build a healthier, brighter future for Clients, employees, advisors and shareholders. This means:</p> <ul style="list-style-type: none"> • Activating high-impact philanthropy programs around the world, with a focus on diabetes prevention • Supporting our employees in their hands-on volunteer work. • Strategically investing in infrastructure projects that foster healthy, sustainable communities <u>(Sun Life Financial Centre at BGC Taguig City is a Leadership in Energy and Environmental Design or LEED-certified building)</u> • Advocating for public policies that strengthen healthcare, pension systems, insurance and infrastructure capacity in our society. <p>“Community wellness <i>In 2017, we expanded our activities to help prevent diabetes and its debilitating complications. Since 2012, we have pledged over \$22 million to diabetes awareness, prevention and care initiatives, the largest community wellness initiative in our history. Our employees worldwide continue to demonstrate remarkable energy in pursuing local volunteer and fundraising opportunities to support the charge against diabetes. “</i></p> <p>“Our Approach <i>We lead and support high-impact philanthropic programs around the world, drawing on our resources, talent, networks and strategic</i></p>

C. Role of Stakeholders				
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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p><i>partnerships with community organizations. Our efforts in this area align with the UN's Sustainable Development Goal #3: Ensure healthy lives and promote well-being for all ages.</i></p> <p><i>Since 2012, diabetes has been our global priority, with a major focus on prevention. Our focus on combating this disease ties into our Purpose of helping our Clients achieve lifetime financial security and live healthier lives. As half of type 2 diabetes diagnoses could be prevented or managed through healthier lifestyles¹, we are scaling up our efforts to increase awareness, encourage screening, and highlight the risks and related complications of developing diabetes. These efforts include education campaigns, online health checks and events that inspire healthy lifestyle choices. Recently, we have concentrated our corporate donations so that we can have a greater, positive impact on the organizations that we choose to support.</i></p> <p><i>We empower our employees to get involved in their communities and support them in several ways, depending on local needs:</i></p> <p>North America:</p> <ul style="list-style-type: none"> <i>• A matching gifts program, whereby Sun Life matches employees' charitable contributions.</i> <i>• Volunteer grants in Canada to charities for which employees volunteer at least 50 hours each year.</i> <i>• Paying the registration fee or minimum donation for employees who participate in events that raise money for health-related charities.</i> <p>Asia:</p>

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				<ul style="list-style-type: none"> • A variety of country-specific programs for our employees who are actively engaged in supporting charities and promoting health and wellness in the communities where we operate.” <p>“Demystifying diabetes across Asia <i>Inaugurated the Sun Life Financial Asia Diabetes Awareness Study to gauge public understanding and perception of diabetes in five Asian countries (Hong Kong, Indonesia, Malaysia, the Philippines and Vietnam). Through the study, Sun Life hopes to promote positive change in perceptions towards diabetes and encourage people to lead healthier lives. Download the infographic for study highlights.”</i></p> <p>“Getting active to raise awareness</p> <ul style="list-style-type: none"> • Established the Sun Life Resolution Run event encouraging people to be more active in Hong Kong and Malaysia. It will expand to the Philippines, Indonesia and Vietnam in 2018. • Hosted the Sun Life Cycle PH event in Bonifacio Global City in Taguig, which included ride categories for children and adults. • Hosted the Sun Life Jakarta Diabetes Walk in Indonesia, to encourage the public, our Clients and our employees to adopt healthier lifestyles. <p>Philippines foundation marks 10th year with active living projects <i>Launched new projects through the Sun Life Foundation in the Philippines to improve health, wellness and education in disadvantaged communities. For example, to create a safe space for people to get fit and stay healthy, the Foundation is creating a linear park with a lighted pathway in Marikina City to benefit 19,000 households in the area.”</i></p>

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				<p>GoWell</p> <p><i>In October 2016, Sun Life launched GoWell, a wellness community aimed at helping people live healthier, brighter lives. Through its website www.gowell.com.ph, Sun Life offers clients, employees and other Filipinos fitness and wellness content for the body, mind and soul, and provides access to community workouts such as Zumba, cycling classes and yoga. To further inspire Filipinos in their wellness journey, GoWell has tapped celebrity ambassadors who excel in their respective crafts to lead the community.</i></p> <p><i>GoWell members receive the following privileges:</i></p> <ul style="list-style-type: none"> • Access to fitness and wellness content • Perks and privileges from our partner establishments • Entry into GoWell events • Opportunity to meet other health and wellness enthusiasts in the community <p>Source Document:</p> <p><u>2017 Sustainability Report (Page 5, Pages 36 and 37)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf</p> <p>GoWell website [www.gowell.com.ph]</p>

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C.1.8	Supplier/Contractor selection and criteria		Y	<p>Sun Life ensures that its vendors/suppliers undergo a comprehensive accreditation process, which includes assessment of their technical and financial capability, business continuity, safety, health, privacy, AML and environmental policies. Consistent also with the principles the Company espouses on the practice of fair, ethical, and governance policies, it also as far as practicable grants opportunity equitably to all the appropriate suppliers through competitive bidding and auctions.</p> <p>Proposals are evaluated thoroughly and consideration is based on the value-add the product or services will provide to the Company. The different policies and practices of the suppliers or vendors are evaluated such as privacy, anti-bribery/corruption, AML, etc.</p> <p><i>“Supplier Accreditation</i></p> <ol style="list-style-type: none"> <i>1. The administrative Services Department (ASD) shall continuously search for vendors with the intention of establishing strategic and long-term business relationships.</i> <i>2. The selection of suppliers is the responsibility of Procurement personnel. In making the selection, Procurement will coordinate closely with the requisitioning department/subsidiaries to obtain adequate and reasonable specifications. Procurement should endeavor to place orders with regard to the dependability and service record of the supplier, the nature of the guaranty and warranty, its price and the quality. Preference should be given to the following types of suppliers, providing this involves no sacrifice in quality, service or price:</i> <ol style="list-style-type: none"> <i>2.1 Suppliers who are developing new and improved products and equipment, or designing and developing a special product for the company’s exclusive use, and</i>

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				<p>2.2 Supplier with adequate financial strength who also have a reputation for adhering to specifications and delivery schedules.</p> <p>3. Vendors are subject to accreditation based on the following standards: quality of product or service, technical competence, competitive pricing, delivery timeframe and customer service.</p> <p>4. There will be two types of accreditation, specific to vendor class:</p> <p>4.1 Non-primary – supplier may either be New (with minimal transaction and no established performance history) or Accredited (with frequent transactions but on a short-term basis). Accreditation will focus on establishing legality of business and supplier’s capability to supply/deliver.</p> <p>4.2 Primary – Supplier who has demonstrated an excellent performance history and transactions are on a long-term basis. Evaluation will focus on establishing supplier’s capability to sustain excellent performance and support long-term relationship with the company.</p> <p>5. The following documents must be submitted for accreditation</p> <p>5.1 Non-primary</p> <p>5.1.1 Standard Documentation - Supplier Information Sheet, Company Profile, List of Goods and Services, Incorporation Papers (if applicable), Certificate of Registration, Business Permit, List of machinery/Equipment (for printers/ Fabricators), Certificate of Authority to Sell (for resellers/dealers, Exclusive distributors)</p> <p>5.2 Primary</p> <p>5.2.1 Standard Documentation - Supplier Information Sheet, Company Profile, List of Goods and Services, Incorporation Papers (if applicable), Certificate of Registration, Business Permit, List of machinery/Equipment (for printers/ Fabricators), Certificate of Authority to Sell (for resellers/dealers, Exclusive distributors)</p>

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				<p>5.2.2 Additional document requirement, whichever is applicable –Latest 2 years Audited Financial Statement, Certificate of Technical competence, Endorsement/Support Letter from Principal/Manufacturer, Quality Certification (e.g. ISO).</p> <p>5.2.3 Company Analysis - includes Performance Evaluation, Plant Facility Inspection and Trade references investigation (suppliers and/or customers). This requirement is to be performed by ASD Procurement</p> <p>6. Exceptions to vendor accreditation are limited to the following:</p> <p>6.1 Emergency Purchase – acquisition requiring immediate delivery in which the time frame is shorter than the prescribed lead-time.</p> <p>6.2 If the materials and services requested are not available in any of the suppliers on the list of accredited vendors.</p> <p>6.3 If a vendor has exclusive dealership of the item/service being acquired.</p> <p>All exceptions to vendor accreditation require the approval of the Head of Administrative Services.</p> <p>7. All Supplier Accreditation and the exceptions to the process require the approval of the Head of Administrative Services Department “</p> <p>Source Document:</p> <p><u>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/C.1.2%20Policy%20on%20Supplier%20Accreditation%20and%20Performance%20Evaluation%20(1).pdf</u></p>

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C.1.9	Environmentally-friendly value chain		Y	<p>Environmental responsibility</p> <p>Sun Life recognize the links between a healthy environment and a healthy economy, on which its business depends.</p> <p>Sun Life focuses on investing responsibly and managing environmental risks. We take responsibility for our business activities that impact the environment, holding ourselves accountable for managing our operating footprint. We also engage our employees and suppliers in environmental stewardship. In operating the Company, increasing our carbon management and resource efficiency through a focus on technology, and gaining greater efficiencies in energy consumption, travel, waste and water.</p> <p>“OPERATIONAL FOOTPRINT</p> <p>WHY IT MATTERS</p> <p><i>Sun Life actively manages its operational footprint. We take accountability for the impact that our activities have on the environment, so it’s essential that we find ways to use resources, like energy, paper, water and materials, in a sustainable way.</i></p> <p><i>Our consumer and employee research confirms that environmental responsibility is important and relevant, and that sustainability activities are a vital part of how people form their opinions of businesses. We recognize the negative impacts that a changing climate and climate-related risks can have on our operations, Clients and communities, and the importance of supporting the shift to a lower-carbon economy. Working to decrease our operational footprint and greenhouse gas (GHG) emissions</i></p>

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				<p><i>can reduce operating costs and help us gain insights into greener business practices.</i></p> <p>OUR APPROACH <i>At Sun Life, we integrate environmental sustainability into our day-to-day operations and continue to take actions to reduce our operational footprint. Our environmental framework introduced in 2016 strengthens our roadmap towards strong environmental management across both our owned and occupied properties worldwide, including tracking and reporting on key environmental indicators. It outlines our management objectives and approach to reducing our global GHG emissions¹.</i></p> <p><i>As part of our continued efforts to be accountable for our environmental impact, including our contribution to and impacts on climate change, we are:</i></p> <ul style="list-style-type: none"> <i>• Finding opportunities to reduce GHG emissions from our own operations,</i> <i>• Educating our employees on the importance of eco-efficiency and the role they can play to help Sun Life meet its goals, while also engaging them in local green initiatives such as the Great Canadian Shoreline Cleanup,</i> <i>• Financing clean and renewable energy projects and environmentally-friendly infrastructure through our investment portfolio (see Infrastructure Investments and Sustainable Investing sections for details), and</i> <i>• Working with suppliers on environmental and broader sustainability considerations.</i>

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				<p><i>Environmental accountability is embedded in our governance structure. Sun Life’s Environmental Sustainability Committee takes an active role in developing environmental goals, identifying opportunities to reduce our environmental impact and developing implementation plans.</i></p> <p><i>We participate in various external forums and collaborate with others to better understand today’s environmental challenges and how best to address them. Some of these include: United Nations Environment Programme Finance Initiative, CDP Climate Change Program and Corporate Knights Council for Clean Capitalism.”</i></p> <p><i>Examples:</i></p> <p>Corporate Travel</p> <p><i>From 2015 to 2017, GHG emissions attributed to corporate travel decreased by 9%. As Sun Life continues to encourage employees to reduce travel, invest in technologies such as video-conferencing capabilities and offer new travel options, we aim to reduce the overall amount of corporate travel.</i></p> <p>Sustainability Report (Page 29) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf</p> <p>The Sun Life Building http://sunlifebuilding-phil.com/index.html</p>

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				<p>Sun Life Centre Wins For Sustainability In Prosperity & Real Estate Awards http://www.sunlife.com.ph/philippines/About+us/Newsroom/Press+releases/2016/Sun+Life+Centre+Wins+For+Sustainability+In+Prosperity++Real+Estate+Awards?vgnLocale=en_CA</p> <p><i>“Sun Life named one of the 2018 Global 100 Most Sustainable Corporations in the World</i></p> <p><i>Sun Life Financial is one of the 2018 Global 100 Most Sustainable Corporations in the World, as selected by Corporate Knights, a Toronto-based media and investment advisory company. Sun Life is one of only 4 Canadian companies across all sectors included in the ranking, and one of only 2 North American insurance companies to earn a spot among the 2018 Global 100.¹</i></p> <p><i>Applying a data-driven approach, Corporate Knights assesses about 7,000 companies against global industry peers on a suite of up to 17 quantitative key performance indicators covering resource, employee and financial management, green revenue and supplier performance. Read more about Sun Life's sustainability strategy and initiatives.”</i></p> <p>Source Document:</p> <p><u>2017 Sustainability Report/ Environmental Responsibility (Pages 25-29)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf</p>

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			<p><u>Sun Life Financial Canada Website/ Achievements</u> https://www.sunlife.ca/ca/About+us/Achievements?vgnLocale=en_CA</p>
C.1.1 0	Interaction with the communities	Y	<p>Through several projects of the Sun Life Foundation, the Company engaged in the following activities:</p> <p>“EDUCATION</p> <p><i>Sun Life Foundation heightened its volunteer activities through ‘Brigada Eskwela’, an annual project in support of the Department of Education’s cleanliness program wherein volunteers from various organizations come together to paint classrooms and clean school surroundings in preparation for the coming school year. Sun Life gathered over a hundred volunteers to clean and paint classrooms in Manila, Bacolod, Cebu, Davao, and Iloilo.</i></p> <p><i>Sun Life employees and advisors also gathered to distribute back-to-school kits to elementary and high school students in Metro Manila and the Visayas.</i></p> <p><i>The Sun Life Foundation also partnered for the first time in 2016 with BDO foundation to turn over a two-story school building consisting of four classrooms fully equipped with armchairs, teachers’ desks, blackboards, wall fans and toilets benefiting over 700 students of Panalaron Central School in Tacloban City, Leyte. This is in addition to the 21 classrooms donated earlier in the Visayas. These donations form part of Sun Life Foundations “Project 120 classrooms” in partnership with Children’s Hour, which aimed at helping rebuild schools in areas that were affected by the Bohol earthquake and the Typhoon Yolanda in 2013.</i></p>

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				<p>ENVIRONMENT <i>Teaming up World Wide Fund for Nature-Philippines (WWF-Philippines), Sun Life Foundation continued to provide clear water through the “WWF Forests fir Water Program”, helping local farmers and families in far flung areas in Isabela.</i></p> <p><i>The Sun Life Foundation also teamed up with WWF in piloting the first Earth Hour Village in Monreal, Masbate. Sun Life Foundation’s donation was used to fund the proposed adaptive technology solutions specifically food through container gardening, water with rainwater harvesting tank with biofilter for safe drinking, and energy components via solar powered lamps to light up houses during the night for a total of five sitios within the Earth Hour Village. An estimated 125 households benefited from the project.</i></p> <p>HEALTH <i>In its effort to continue its tradition for an annual blood donation drive in partnership with the Philippine Red Cross (PRC), the Sun Life Foundation held its nationwide blood drive in Manila, Bacolod, Iloilo, Davao and Cebu with over a hundred combined donors participating in these key cities.</i></p> <p><i>Participation in key initiatives for the benefit of kids with cancer also took the front seat with the Sun Life Foundation, in alliance with Kythe Foundation, sponsoring a volunteer activity through project “Kythe Flying,” hand in hand with “Haven for the Elderly,” a volunteer activity for the abandoned elderly.”</i></p> <p>Source Document:</p>

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			<p><u>SLOCPI Website/ Sun Life Foundation</u> https://www.sunlife.com.ph/PH/About+us/Sun+Life+Foundation?vgnLocale=en_CA</p> <p><u>2017 Annual Report/ Corporate Social Responsibility (Page 63-68)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/SLOCPI%202017%20Annual%20Report%20Final%20(004).pdf</p>
C.1.1 1	Anti-corruption programmes and procedures	Y	<p>Sun Life rejects bribery and corruption and has guidelines in place to manage potential conflicts of interest that may arise from giving and accepting gifts, hospitality and entertainment. Sun Life’s Code of Business Conduct provides:</p> <p><i>“Rejecting Bribery and Corruption</i></p> <p><i>Sun Life is committed to complying with the letter and spirit of anti-corruption and anti-bribery laws in all of the countries in which it operates. It prohibits the direct or indirect use of bribery, kickbacks, payoffs, or other corrupt practices by employees, agents, or other parties acting on behalf of Sun Life, especially in our business relationships including those with suppliers, customers and government representatives.</i></p> <p>Source Document:</p> <p><u>SLOCPI Website/Company Policy/Rejecting Corruption and Bribery</u> https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p> <p><u>Code of Business Conduct: Rejecting Corruption and Bribery (Page 12)</u></p>

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			<p><u>Code of Business Conduct: Accepting and Receiving Gifts and Entertainment (Page 13)</u> https://cdn.sunlife.com/static/philippines/About%20us/Static%20Files/Corporate%20Governance/2015/Code%20of%20Business%20Conduct.pdf</p>
C.1.1 2	Creditors' rights	Y	<p>Creditors' rights are protected through the observance of following standards:</p> <p>Maintaining Books and Records</p> <p><i>"Sun Life is required to maintain accurate, reliable and complete records to appropriately manage its affairs and comply with legal, regulatory, financial, accounting and operational obligations. Through the maintenance of accurate records and reports, creditor's rights are safeguarded. Sun Life provides accurate, consistent, informative and timely disclosures of information to the market which includes its creditors in accordance with applicable laws.</i></p> <p><i>Our financial statements, books and records accurately reflect all business transactions and be retained in accordance with our record keeping practices. Failing to disclose record revenues, expenses, assets or liabilities is prohibited.</i></p> <p><i>We are responsible for the integrity of books and business, financial accounting and expense records under our control. "</i></p> <p>Maintaining Appropriate Controls</p>

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				<p><i>We all participate in Sun Life’s control framework. Internal controls help us achieve our business objectives, mitigate risks and meet our ethical obligations to our customers and other stakeholders.</i></p> <p><i>Our internal controls are designed to provide reasonable assurance that:</i></p> <ul style="list-style-type: none"> ○ <i>our operations are effective and efficient,</i> ○ <i>our financial reporting is reliable, and</i> ○ <i>we comply with laws and regulations</i> <p><i>Our commitment to internal control is reflected in Sun Life’s strong control environment which includes:</i></p> <ul style="list-style-type: none"> ○ <i>the Sun Life Audit and Conduct Review Committee, which provides oversight and guidance over internal control practices and Sun Life’s financial reporting,</i> ○ <i>a commitment to acting ethically as set out in the Code,</i> ○ <i>a sound organizational structure reflecting clear and appropriate accountabilities and authorities, and</i> ○ <i>competent and appropriately compensated employees.</i> <p><u>Source Document:</u></p> <p><u>Code of Business Conduct: Maintaining Books and Records (page 23)</u> https://cdn.sunlife.com/static/philippines/About%20us/Static%20Files/Corporate%20Governance/2015/Code%20of%20Business%20Conduct.pdf</p>

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C.1.1 3	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	<p>OECD Principle V (A): Disclosure should include, but not be limited to, material information on: (7) Issues regarding employees and other stakeholders.</p> <p>Companies are encouraged to provide information on key issues relevant to employees and other stakeholders that may materially affect the long term sustainability of the company.</p>	<p>Y</p> <p>The Sustainability Report is published on the Company's website. The Annual Report also contains a discussion of the Company's Corporate Social Responsibility Program and activities.</p> <p>Sun Life Foundation</p> <p><i>"When Sun Life established its roots in the Philippines, we made a commitment to help Filipinos achieve a sustainable future.</i></p> <p><i>Our Sun Life employees and advisors took this collective purpose at heart, while also sharing the light of the Sun with generous and charitable acts. Such was the beginning of the Sun Life Foundation and the spirit of volunteerism passed on from one generation to the next.</i></p> <p><i>Incorporated in 2007, the Sun Life Foundation commits to 'building a Brighter World' to help alleviate the plight of those who are most in need. Anchored by its pillars of Education, Health, Environment, together with Arts & Culture, our Corporate Social Responsibility arm provides assistance to numerous organizations with similar advocacies.</i></p> <p><i>As the Foundation celebrates a decade of giving back, it will broaden the reach of our Financial Literacy advocacy, from its partner communities to the general public.</i></p> <p><i>Because for Sun Life, a Brighter World ensures the future of generations while creating a prosperous present."</i></p>

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				<p>Source Document:</p> <p>2017 Sustainability Report https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Sustainability%20Report2017.pdf</p> <p>2017 Annual Report (Page 63-68) https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/SLOCPI%202017%20Annual%20Report%20Final%20(004).pdf</p> <p>Sun Life Foundation https://www.sunlife.com.ph/PH/About+us/Sun+Life+Foundation?vgnLocale=en_CA</p>
C.2	Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.			
C.2.1	Does the company provide contact details via the company's website or Annual Report which stakeholders (e.g. customers, suppliers, general public etc.) can use to voice their	<p>OECD Principle IV (B): Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.</p> <p>The governance framework and processes should be</p>	Y	<p>Sun Life's contact details are found on the company's website at the "Contact Us" page, which allows customers, suppliers, general public etc. to contact us for any concerns (Products and Services, Existing Account, Find an Advisor, Concerns and Feedback, Others). The address and contact information of Sun Life's branches and offices throughout the Philippines are also listed in the Annual Report.</p> <p>In the Annual Report, we also have the section on "Whistle Blower and Breach Policy" and its corresponding contact details. To wit:</p>

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	concerns and/or complaints for possible violation of their rights?	transparent and not impede the ability of stakeholders to communicate and to obtain redress for the violation of rights.		<p><i>“The Whistle Blower program of the Company provides a formal mechanism and channel for directors, officers, employees, suppliers, business partners, contractors and sub-contractors, and other third parties to raise serious concerns about a perceived wrongdoing or questionable or unethical behavior or transaction, malpractice, or any risk involving the Company or any of its officers and employees. Sun Life strictly prohibits any form of retaliation against those reporting concerns in good faith and guarantees that the whistleblower will be shielded or free from reprisals, harassment, or disciplinary action.</i></p> <p><i>When you suspect a breach of the Sun Life Financial Code of Business Conduct, the same must be promptly reported to the Compliance Officer, Head of Human Resources, or the General Counsel. The following Ethics Hotline are also available 24 hours a day.</i></p> <p><i>Dial 105-11 or 105-12 (Cell phone – no “02” Prefix)</i> <i>Dial 1010-5511-00 (Landline)</i></p> <p><i>You’ll be prompted to dial Alertline number 800 481-6966</i></p> <p><i>For English, please select 1</i> <i>For Filipino, please select 9</i></p> <p><i>The whistleblower may also submit his or her report or concern in writing directly to the Compliance Officer, or by</i></p> <p><i>Email to: slf_code_of_business_conduct@sunlife.com”</i></p> <p>Source Document:</p>

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				<p><u>“Contact Us” Page, Company Website</u> https://www.sunlife.com.ph/PH/About+us/Contact+us?vgnLocale=en_CA</p> <p><u>Directory of Branches and Offices, Annual Report (Pages 69-77)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/SLOCPI%202017%20Annual%20Report%20Final%20(004).pdf</p> <p><u>Whistle Blower Policy, Annual Report (Page 47)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/SLOCPI%202017%20Annual%20Report%20Final%20(004).pdf</p>
C.3	Performance-enhancing mechanisms for employee participation should be permitted to develop.			
C.3.1	Does the company explicitly disclose the health, safety, and welfare policy for its employees?	OECD Principle IV (C): Performance-enhancing mechanisms for employee participation should be permitted to develop. In the context of corporate governance, performance enhancing mechanisms for participation may benefit companies directly as well as indirectly through the	Y	<p>The Company explicitly discloses the health, safety, and welfare policy for its employees through the Code of Business Conduct, which the employees acknowledge upon hiring and affirm annually through the online training on the Code of Business Conduct.</p> <p>Promoting Fairness and Safety in the Workplace <i>“You are critical to our success. We are committed to safety and fairness in the workplace and recognize that a diverse workforce allows us to serve our customers most effectively. We will not tolerate unlawful discrimination, harassment or violence at work. We must all work to maintain a safe and healthy work environment.</i></p>

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	<p>readiness by employees to invest in firm specific skills.</p> <p>Firm specific skills are those skills/competencies that are related to production technology and/or organizational aspects that are unique to a firm.</p> <p>Examples of mechanisms for employee participation include: employee representation on boards; and governance processes such as works councils that consider employee viewpoints in certain key decisions. With respect to performance enhancing mechanisms, employee stock ownership plans or other profit sharing mechanisms are to be found in many countries.</p>		<p><i>Specifically, we do not unlawfully discriminate against co-workers, customers or anyone else we encounter in the course of our work on the basis of their race, colour, religion, sex, sexual orientation, national origin, citizenship, creed, age, marital status, family status, disability, or other grounds included in human rights legislation.</i></p> <p><i>Acts and threats of violence affect everyone's safety and must be reported immediately. We must not engage in threatening, intimidating or violent acts against co-workers, customers or anyone else encountered in our work. Sexual or other harassment, or offensive behaviour, such as verbal abuse or unnecessary physical contact, are also prohibited.</i></p> <p><i>The use of illicit drugs and alcohol can negatively affect job performance and cause severe safety hazards. As a general rule, illicit drugs or alcohol may not be brought into or consumed in the workplace. If you are found in possession of or under the influence of illicit drugs or alcohol at work, you may be subject to discipline and possible termination of your employment."</i></p> <p>GoWell Employee health and welfare are also promoted through GoWell, a wellness community aimed at helping people live healthier, brighter lives. Through its website www.gowell.com.ph, Sun Life offers clients, employees and other Filipinos fitness and wellness content for the body, mind and soul, and provides access to community workouts such as Zumba, cycling classes and yoga. To further inspire Filipinos in their wellness journey, GoWell has tapped celebrity ambassadors who excel in their respective crafts to lead the community.</p>

C. Role of Stakeholders				
	SCORECARD ITEM		Y/ N	Reference / Source document
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p>GoWell members receive the following privileges:</p> <ul style="list-style-type: none"> • Access to fitness and wellness content • Perks and privileges from our partner establishments • Entry into GoWell events • Opportunity to meet other health and wellness enthusiasts in the community <p>Whistle Blower and Breach Policy Employees' health, safety and welfare are also protected through the Company's Whistle Blower and Breach Policy.</p> <p><i>"The Whistle Blower program of the Company provides a formal mechanism and channel for directors, officers, employees, suppliers, business partners, contractors and sub-contractors, and other third parties to raise serious concerns about a perceived wrongdoing or questionable or unethical behavior or transaction, malpractice, or any risk involving the Company or any of its officers and employees. Sun Life strictly prohibits any form of retaliation against those reporting concerns in good faith and guarantees that the whistleblower will be shielded or free from reprisals, harassment, or disciplinary action.</i></p> <p><i>When you suspect a breach of the Sun Life Financial Code of Business Conduct, the same must be promptly reported to the Compliance Officer, Head of Human Resources, or the General Counsel. The following Ethics Hotline are also available 24 hours a day.</i></p> <p><i>Dial 105-11 or 105-12 (Cell phone – no "02" Prefix)</i> <i>Dial 1010-5511-00 (Landline)</i></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		<p><i>You'll be prompted to dial Alertline number 800 481-6966</i></p> <p><i>For English, please select 1</i> <i>For Filipino, please select 9</i></p> <p><i>The whistleblower may also submit his or her report or concern in writing directly to the Compliance Officer, or by</i></p> <p><i>Email to: slf_code_of_business_conduct@sunlife.com</i></p> <p>Source Document:</p> <p><u>Code of Business Conduct (Page 17)</u> <u>https://cdn.sunlife.com/static/philippines/About%20us/Static%20Files/Corporate%20Governance/2015/Code%20of%20Business%20Conduct.pdf</u></p>
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	Y	<p>Publication is done through the website and the Code of Business Conduct and Sustainability Report. The annual training materials also contain information on health, safety and welfare of its employees.</p> <p>Promoting Fairness and Safety in the Workplace <i>"You are critical to our success. We are committed to safety and fairness in the workplace and recognize that a diverse workforce allows us to serve our customers most effectively. We will not tolerate unlawful</i></p>

C. Role of Stakeholders				
	SCORECARD ITEM		Y/ N	Reference / Source document
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p><i>discrimination, harassment or violence at work. We must all work to maintain a safe and healthy work environment.</i></p> <p><i>Specifically, we do not unlawfully discriminate against co-workers, customers or anyone else we encounter in the course of our work on the basis of their race, colour, religion, sex, sexual orientation, national origin, citizenship, creed, age, marital status, family status, disability, or other grounds included in human rights legislation.</i></p> <p><i>Acts and threats of violence affect everyone's safety and must be reported immediately. We must not engage in threatening, intimidating or violent acts against co-workers, customers or anyone else encountered in our work. Sexual or other harassment, or offensive behaviour, such as verbal abuse or unnecessary physical contact, are also prohibited.</i></p> <p><i>The use of illicit drugs and alcohol can negatively affect job performance and cause severe safety hazards. As a general rule, illicit drugs or alcohol may not be brought into or consumed in the workplace. If you are found in possession of or under the influence of illicit drugs or alcohol at work, you may be subject to discipline and possible termination of your employment."</i></p> <p>GoWell Employee health and welfare are also promoted through GoWell, a wellness community aimed at helping people live healthier, brighter lives. Through its website www.gowell.com.ph, Sun Life offers clients, employees and other Filipinos fitness and wellness content for the body, mind and soul, and provides access to community workouts such as Zumba, cycling classes and yoga. To further inspire Filipinos in their</p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			<p>wellness journey, GoWell has tapped celebrity ambassadors who excel in their respective crafts to lead the community.</p> <p>GoWell members receive the following privileges:</p> <ul style="list-style-type: none"> • Access to fitness and wellness content • Perks and privileges from our partner establishments • Entry into GoWell events • Opportunity to meet other health and wellness enthusiasts in the community <p>Source Document:</p> <p><u>Code of Business Conduct (Page 17)</u> https://cdn.sunlife.com/static/philippines/About%20us/Static%20Files/Corporate%20Governance/2015/Code%20of%20Business%20Conduct.pdf</p> <p><u>SLOCPI Website/Company Policy/ Promoting wellness and Safety in the Workplace</u> https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p> <p><u>GoWell (www.gowell.com.ph)</u></p>

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		
C.3.3	Does the company have training and development programmes for its employees?	Y	<p>The Training section on the website provides information on the training and development programs.</p> <p>“New Hire Training/Internal Mobility <i>As a new hire, you will undergo a comprehensive on-boarding program to facilitate you’re adjustment to your new workplace. You will also receive training based on your specific role as well as your functional area.</i></p> <ul style="list-style-type: none"> • <i>These programs include:</i> • <i>Skill-based classroom training</i> • <i>Online training</i> • <i>Structured self-study materials</i> <p>Professional development <i>Throughout your career at Sun Life, you will have access to many skill and personal development programs, including:</i></p> <ul style="list-style-type: none"> • <i>Competency-based training programs</i> • <i>Global leadership development programs</i> • <i>Technical training programs</i> • <i>Tuition reimbursement for approved courses</i> <p><i>Underpinning these development programs is the Global Career Framework that will help you better understand the skills and competencies you need to succeed in your current and in any role you might be interested to pursue within the organization.</i></p> <p>Industry-Related Designation Program <i>You can participate in our industry-designation program to become a certified specialist in the insurance industry by taking courses through the</i></p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		
			<p>Life Office Management Association (LOMA), an international insurance industry designation program. We cover the cost of materials, and award monetary incentives for passing the exams and achieving the designation.</p> <p>Global Opportunities Sun Life is a multinational company with offices all over the world. Our training does not remain in the walls of our local office. As needed, we send our employees to our other offices to share and learn best practices from counterparts.”</p> <p>Source Document:</p> <p><u>SLOCPI Website/Become an Employee/Our Rewards and Benefits</u> <u>https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA</u></p>
C.3.4	Does the company publish relevant information on training and development programmes for its employees?	Y	<p>The Training section on the website provides information on the training and development programs.</p> <p>New Hire Training/Internal Mobility As a new hire, you will undergo a comprehensive on-boarding program to facilitate you're adjustment to your new workplace. You will also receive training based on your specific role as well as your functional area.</p> <ul style="list-style-type: none"> • These programs include: • Skill-based classroom training • Online training • Structured self-study materials

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p>Professional development Throughout your career at Sun Life, you will have access to many skill and personal development programs, including:</p> <ul style="list-style-type: none"> • Competency-based training programs • Global leadership development programs • Technical training programs • Tuition reimbursement for approved courses <p>Underpinning these development programs is the Global Career Framework that will help you better understand the skills and competencies you need to succeed in your current and in any role you might be interested to pursue within the organization.</p> <p>Industry-Related Designation Program You can participate in our industry-designation program to become a certified specialist in the insurance industry by taking courses through the Life Office Management Association (LOMA), an international insurance industry designation program. We cover the cost of materials, and award monetary incentives for passing the exams and achieving the designation.</p> <p>Global Opportunities Sun Life is a multinational company with offices all over the world. Our training does not remain in the walls of our local office. As needed, we send our employees to our other offices to share and learn best practices from counterparts.”</p> <p>Source Document:</p> <p><u>SLOCPI Website/Become an Employee/Our Rewards and Benefits</u></p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		
			https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	Y	<p>Sun Life recognizes and rewards achievements and results in line with our “Pay for Performance” policy. Through your performance, you will be able to directly influence your compensation. Here, we reward exceptional job performance and provide support that would help you to accomplish goals.</p> <p><i>“Our Rewards</i></p> <p><i>We offer our employees a fair and competitive compensation package and a rewarding career in line with their job, skills and performance.</i></p> <p><i>Every year, we compare our remuneration practices with other multinational and large local financial services companies in the Philippines to ensure that our salary scale is up to par.</i></p> <p><i>We compensate based on the value of the job of individual employees. Wherever you work across the Philippines, the respective income will reflect the level of responsibilities and accountabilities within the Sun Life Financial Philippines.</i></p> <p><i>Sun Life recognizes and rewards achievements and results in line with our “Pay for Performance” policy. Through your performance, you will be able to directly influence your compensation. Here, we reward exceptional job performance and provide support that would help you to accomplish goals.</i></p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
				<p><i>Together with a competitive package, we grant our employees and dependents with benefit packages to address everyday needs and prepare for their financial security.</i></p> <p><i>The following benefits are given to employees:</i></p> <p><i>For your needs today:</i></p> <ul style="list-style-type: none"> • <i>Group Medical Coverage</i> • <i>Vacation and Sick Leaves</i> • <i>Employee loan programs for house or car</i> <p><i>For your future financial security:</i></p> <ul style="list-style-type: none"> • Pension Plan • Life insurance • Opportunities to purchase company's insurance and wealth management products" <p>Source Document:</p> <p><u>"Our Rewards", Sun Life Website</u> https://www.sunlife.com.ph/PH/About+us/Become+an+employee/Our+rewards+and+benefits?vgnLocale=en_CA</p>
C.4	Stakeholders including individual employee and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this.			

C. Role of Stakeholders			
	SCORECARD ITEM	Y/ N	Reference / Source document
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		
C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?	Y	<p>The Code of Business Conduct specifies the procedures that must be followed for complaints by employees.</p> <p><i>“HOW DO I REPORT THE BREACH OF A CODE</i></p> <p><i>Advise your manager, human resources, a compliance officer of someone in the law department If you believe YOU may have contravened the Code.</i></p> <p><i>If you know or suspect SOMEONE ELSE has contravened the Code of you feel you are being pressured to violate the law or your ethical Responsibilities, advise your manager, human resources, the general counsel, or senior compliance officer in your business group, or the chief compliance officer. If you would prefer to report the situation anonymously, if you feel that someone has not responded appropriately to your report, use the Employee Ethics Hotline. You can access the Hotline either through a toll-free telephone number (local telephone information available on The Source) or a secure website on the Internet (at www.employee-ethics-hotline.com). The Hotline service are handled by outside service provider, and are available to all employees seven days a week, 24 hours a day in multiple languages.</i></p> <p><i>If you suspect a breach has taken place, do not attempt to deal with the situation yourself. Your identity in any follow up discussions or inquiries will be kept in confidence to extent appropriate or permitted by law.</i></p> <p><i>Reporting misconduct and breaches of the Code contributes to the ethical culture at Sun Life and help us maintain our commitment to high standards of business ethics and integrity.”</i></p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		
			<p>Annually, Sun Life employees and directors are asked to acknowledge/confirm their adherence to the Code of Business Conduct. Refresher training is also taken annually on this subject.</p> <p>The Annual Report also has a section on the Whistle Blower Policy and Breach Reporting.</p> <p>The procedures is also available from SLOCPI's website under Company Policy.</p> <p>Source Document: <u>Code of Business Conduct/Reporting Code Breaches (Page 5-6)</u> <u>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code%20of%20Business%20Conduct.pdf</u></p> <p>Annual Report (Page 47) <u>https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/SLOCPI%202017%20Annual%20Report%20Final%20(004).pdf</u></p> <p>SLOCPI Website/Company Policy/Reporting Code Breaches <u>https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</u></p>
C.4.2	Does the company have a policy or procedures to protect an	Y	<i>The Company has a policy, which protects employee who reveals illegal/unethical behavior from retaliation. Sun Life strictly prohibits any form of retaliation against employees for reporting concerns in good faith.</i>

C. Role of Stakeholders				
	SCORECARD ITEM		Y/ N	Reference / Source document
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
	employee/person who reveals illegal/unethical behavior from retaliation?			<p><i>This is clearly provided in the Code of Business Conduct.</i></p> <p><i>“Sun Life takes violations of the Code seriously and investigates all reports and allegations. Investigations are handled discreetly to the extent permitted by policy or law.</i></p> <p><i>Sun Life strictly prohibits any form of retaliation against employees for reporting concerns in good faith. If you report a breach in good faith, no action will be taken against you even if we cannot corroborate your concern. However, mischievous or malicious allegations of breach itself is a breach of the Code. “</i></p> <p><i>The procedure on how to report a breach of Sun Life’s code is also available on SLOCPI’s website under Company Policy</i></p> <p><i>“Reporting Code Breaches</i> <i>Sun Life is committed to leading with integrity and takes breaches of the Code seriously. We must all take an active role in ensuring the Code is applied throughout Sun Life and that breaches of the Code are handled appropriately.</i></p> <p><i>How Do I Report A Breach of the Code?</i> <i>Advise your manager, human resources, a compliance officer or someone in the law department if you believe YOU may have contravened the Code.</i></p> <p><i>If you know or suspect that SOMEONE ELSE; has contravened the Code or you feel you are being pressured to violate the law or your ethical responsibilities, advise your manager, human resources, the general</i></p>

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C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.		<p><i>counsel or senior compliance officer in your business group, or the chief compliance officer. If you would prefer to report the situation anonymously, or if you feel that someone has not responded appropriately to your report, use the Employee Ethics Hotline.</i></p> <p><i>Philippines Dial 105 11 (cell phone – no “02” prefix) Dial 1010-5511-00 (land line)</i></p> <p><i>For Tagalog Dial 105-12 (cell phone – no “02” prefix) Dial 010-5511-10 (land line)</i></p> <p><i>You’ll be prompted to dial the Alertline number 800 481-6966 for Filipino, please select “9”</i></p> <p><i>The whistleblower may also submit his or her report or concern in writing directly to the Chief Compliance Officer, or by email to: slf code of business conduct@sunlife.com</i></p> <p><u>Source Document:</u></p> <p><u>Code of Business Conduct: Reporting Code Breaches (Page 5-6)</u> https://cdn.sunlife.com/static/ph/About%20us/Corporate%20Governance/Code%20of%20Business%20Conduct.pdf</p> <p><u>SLOCPI Website/Company Policy/Reporting Code Breaches</u> https://www.sunlife.com.ph/PH/About+us/Corporate+governance/Company+policies?vgnLocale=en_CA</p>