

SUSTAINABILITY REPORT



ANNUAL REPORT 2021



CORPORATE STRUCTURE

ABOUT OUR REPORT

Our 2020 Environment, Social, and Governance (ESG) Report, published on 29 July 2021, is our first such report since we started embarking on a sustainability reporting journey. It focuses on the key sustainability challenges and opportunities we face as a Group (InLife, wholly owned subsidiary Insular Health Care, affiliate Mapfre Insular Insurance Corporation, and corporate responsibility arm Insular Foundation, Inc.) and how we are responding. It details our ESG performance covering the period 1 January 2021 to 31 December 2021.

The topics discussed in this Report were selected based on an internal process that identified the subjects that were most relevant to the Group, and to our stakeholders, from an ESG perspective. In 2021, InLife non-discrimination, workplace health and safety, labor practices, diversity and equal opportunity, talent acquisition and retention were found to be material topics in social aspects while anti-fraud and anti-bribery, data management and security practices, financial risk management, anti-corruption/whistle blower practice and human rights protection were found to be material topics for governance aspects.

To improve on our reporting, we plan to adopt a structured process to select the report's content and engage with various groups and individuals to understand specific concerns about our business and its impact, particularly relating to the environment and society.

The Report should be read together with InLife's Annual Report, which also includes the financial performance of the Group. It was prepared in accordance with the United Nations Sustainability Goals (UN SDGs).

All reported data include information for owned and operated facilities of InLife and its subsidiaries. Additional information about InLife can be found on our website, <https://www.insularlife.com.ph/>.

We welcome feedback to continuously enhance our reporting. You may email:

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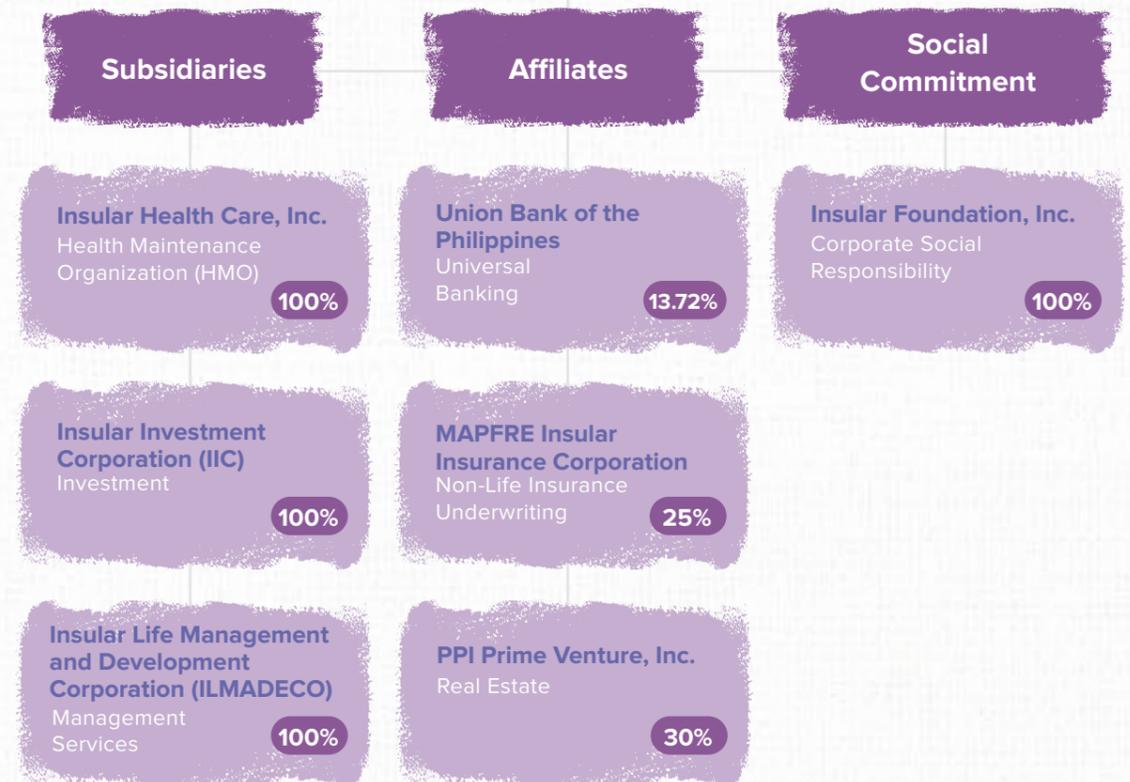
ABOUT INLIFE

Insular Life Assurance Co., Ltd. (InLife) is the first and largest Filipino mutual life insurance company in the Philippines.

With 111 years of experience in financial protection, savings, investments, and retirement, we help Filipinos make confident decisions for themselves and for their loved ones.

InLife is 100% Filipino-owned and has three wholly owned subsidiaries (Insular Health Care, Insular Investment Corporation, and Insular Life Management and Development Corporation), three affiliates (Union Bank of the Philippines, Mapfre Insular Insurance Corporation, and PPI Prime Ventures, Inc.), and a corporate responsibility arm (Insular Foundation, Inc.). It also owns shares in publicly listed Pilipinas Shell Petroleum Corporation.

THE INSULAR GROUP OF COMPANIES



We are headquartered in Insular Life Corporate Centre, Insular Life Drive, Filinvest Corporate City, Alabang, Muntinlupa City and have a company-owned buildings with sales offices on Ayala Avenue corner Paseo de Roxas, and on Dela Rosa corner Legaspi Streets, Makati City. We have a network of 37 District Offices, 5 Regional Offices, and 10 Service Offices in key cities nationwide.

VISION

To be the market leader in the insurance industry to whom more Filipinos entrust the financial security of their families. We are Insular Life, the pioneering and largest Filipino life insurance company.

MISSION

Our mission is to provide a full-range of high-value insurance products and other related services that empower families to attain financial security and fulfill their dreams, thus helping build a stronger Philippines.

SUSTAINABILITY AT INLIFE

For 111 years, InLife has shown that sustainability is possible. Our corporate longevity serves as proof that a company can operate in a sustainable manner.

Becoming a sustainable business is important so we can continue to provide a lifetime of good for Filipinos. To do this, we must stay relevant to the needs and dreams of Filipinos and attuned to the call of the rapidly evolving times.

We are applying our 111 years of experience in financial protection, savings, investments and retirement, as well as doing our part in protecting the environment, uplifting society, and responding to the evolving needs of Filipinos. Beyond the financial services we provide, we are helping address some of the biggest sustainability challenges the country is facing today and in the future such as an education crisis, poverty, and climate change.

Our commitment emanates from InLife's Board of Trustees which affirms the sustainability and social responsibility of InLife in all dealings with stakeholders and the communities where we operate. Sustainability principles are embedded in InLife's Manual on Corporate Governance and reflected in the respective charters of the various Board committees.

This ensures that InLife serves stakeholders in a positive and progressive manner and that it continues to promote a mutually beneficial relationship, allowing the Company to grow its business, while contributing to the advancement of society and the protection of the environment. While our commitment is steadfast, we also remain on the lookout for emerging risks and opportunities that these challenges present.

STAKEHOLDER ENGAGEMENT

We at InLife regard our stakeholders as important partners in our sustainability journey.

We define "stakeholders" as those individuals and organizations that are affected or affect the Company's business activities, including our policyholders, employees, agents, suppliers, creditors, regulators, and the communities touched by our presence. We are committed to engaging them in our efforts and initiatives to create wealth and sustainable growth.

Even prior to the COVID-19 pandemic, we have already been making significant contributions for the betterment of our community and the environment. For decades, InLife has invested in championing quality education and higher learning all over the country. We also invested in green bonds and continue to support green finance and environment-focused projects. We promote employee volunteerism and successfully ran several employee-driven fundraising campaigns for humanitarian causes.

When the COVID-19 pandemic hit in early 2020, InLife implemented a comprehensive and coordinated response to ensure continuity of operations while remaining compliant with health and safety protocols of the government.

DATA ON HEALTH CHECKLIST FOR ILCC

Employees	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Screened	1682	1099	909	115	1358	2322	2380	1077	1145	1384	1516	1401
Denied Entry	2	0	0	0	2	1	0	0	1	0	0	1
Referred	4	2	6	6	7	9	7	31	20	1	1	3
Guests / Clients												
Screened	18	505	300	5	87	10	201	7	204	211	169	162
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0
Referred	0	0	0	0	0	0	0	0	0	0	0	0

DATA ON HEALTH CHECKLIST FOR INSULAR HEALTH CARE BUILDING

Employees	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Screened	557	535	518	21	404	699	585	320	225	263	278	250
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0
Referred	1	1	2	3	1	4	0	6	2	0	0	0
Guests / Clients												
Screened	614	631	410	8	224	73	487	295	383	413	416	485
Denied Entry	0	0	0	0	0	0	0	0	0	0	0	0
Referred	0	0	0	0	0	0	0	0	0	0	0	0

DATA ON HEALTH CHECKLIST FOR IL CEBU BUSINESS CENTER

Employees	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Screened	590	381	476	333	279	472	421	372	483
Denied Entry	0	0	0	0	0	0	0	0	0
Referred	0	0	0	0	1	1	1	1	0
Guests / Clients									
Screened	2,567	1,900	3,059	1,938	2,043	2,155	2,627	1,541	1,735
Denied Entry	0	0	0	0	0	0	0	0	0
Referred	0	0	0	0	0	0	0	0	0

STAKEHOLDER ENGAGEMENTS IN 2021

Policyholders

- Conducted the 2nd Virtual Annual Members' Meeting (AMM)
- Published the Annual Report/ Audited Financial Statements within 120 days from end of financial year
- Launched competitive products (VUL Health Packages, Prime Secure Lite, Basic Assure 10, Basic Secure)
- Ensured business continuity during the Enhanced Community Quarantine (ECQ)
- Extended the grace period and other concessions due to Super Typhoon Odette
- Continued operations of InLife branches even during the ECQ and Modified ECQ
- Partnered with digital platform providers to improve financial preparedness — i.e., Lazada videos make LIFE (Life Insurance is Fast and Easy), GCash, partnership with payment channels, UnionBank Global Linker
- Held forums for financial literacy
- Notified all policyholder-members to nominate candidates for possible trustees
- Published the InLife President and CEO's Christmas message
- Published the Executive Chairman's New Year's Message
- Launched InLife App, a portal-like format for policyholders to access their policies, manage their funds, and connect with InLife 24/7

Employees

- Promoted a healthy and safe workplace through the use of digital infrastructure
- Implemented vaccination and booster programs
- Appointed a new President and Chief Executive Officer
- Appointed a new Chief Operations Officer
- Continued Flexible Work Arrangements (FWA)
- Held wellness sessions
- Launched a Learning Management System (LMS) called ILead
- Conducted Town Hall meetings
- Mounted employee engagement activities (e.g., Choose to Challenge: Win Against Financial Stress; Thriving Beyond Surviving, Private/Personal X Work)

Agents

- Implemented e-Licensing: automated licensing system that offers faster and convenient Certificate of Authority (CA) application process
- Added facial recognition feature in Automated Underwriting System
- Conducted regular and segmented business opportunity forums (e.g., Yuppies, Sales Pros, Retirees, Moms, Entrepreneurs, OFWs, Frontliners, #DiKaParaRito Recruitment Campaign)
- Enhanced VIBE (Virtual Business Enabler) process to

- provide improved selling experience
- Launched initial stages of InLife Compass to assist agents in lead generation and activity management
- Made ILead available to Agency Leaders
- Sustained the Million-Dollar Roundtable Program to help insurance brokers and financial advisors establish best business practices
- Continued the Affiliate Link Program
- Welcomed new recruits through the Quarterly Induction Program
- Customized oil portrait painting for agency force-awardees
- Mounted the Good in Life Video and Photo Contests

Third-Party Partners and Contractors

- Partnership with Maria Health, ALIDA, AVD and Global Linker
- InLife Women Empowerment through partnership with GCash
- Participation through a Tripartite Agreement through ICTSI Foundation to purchase vaccine from Moderna
- AC Health for Vaccination Programs

Public (including Media)

- Conducted online media briefing
- Conducted/Participated in online public fora (e.g., business opportunity forums by recruitment team to recruit financial advisors, Philippine Star event, BusinessWorld Economic Forum)
- Conducted forum to convey business opportunities during the pandemic

Communities

- Conducted COVID-19 relief projects and donations
- Held tree-planting projects in Lubao, Pampanga
- Ran disaster-relief programs for the victims of Super Typhoons
- Held volunteer tutor programs
- Forged women-oriented partnerships (e.g., Connected Women, For the Women Foundation)
- Provided support to Alternative Learning System projects of various education institutions
- Donated storybooks to partner schools
- Mounted teacher trainings for public school teachers and principals
- Provided free COVID-19 insurance coverage for essential workers

Creditors and Regulators

- Increased and complied with capital requirement ahead of regulatory deadline
- Won Domestic Life Insurer and Marketing Initiative awards at Insurance Asia Awards 2021 for the 5th year in a row
- Earned a 4-Golden Arrow award for Corporate Governance from the Institute for Corporate Directors (ICD)
- Regularly reported financial conditions
- Published its Material Related Party Transactions and Quarterly Reporting

SUSTAINABILITY PERFORMANCE AT A GLANCE

 **10,523,846.4kWh**
IN 2021 (4% LOWER VS. 2020)
Electricity Use

 **67,125M³**
IN 2021 (16% LOWER VS. 2020)
Water Use

1. MINDING OUR FOOTPRINT.

We walk the talk when it comes to our environmental impact. We closely monitor the carbon footprint of our owned buildings (Insular Healthcare, Insular Life Corporate Center, and Insular Life Makati)

 **114,400KG**
IN 2021 (43% LOWER VS. 2020)
Total Waste Generated

2. MAKING HASTE IN REDUCING WASTE.

To cut down on our paper consumption and materials used to reduce the waste we produce, we have been shifting to digital and paperless processes, such as:

- Moving company apps to the cloud from on-premise systems;
- Issuing laptops enabled with VPN security to employees to replace high energy-consuming desktop;
- Decommissioning old servers and consolidated active servers to reduce energy consumption;
- Reducing paper use, printouts and printer inks/toners;
- Shifting to automated underwriting system (AUS) since 2017 to quickly create underwriting decisions during policy applications;
- Utilizing online remote selling through tools like Virtual Business Enabler (ViBE), The InLife Store and more, as well as paperless set-up such as removing the use of printed forms beginning 2020; and
- Properly expunging electronic data based on server decommissioning guidelines and seeking data destruction certification whenever applicable.

 **1.8 HECTARES**
PLANTED WITH BAMBOOS

 **103**
VERTEBRAE SPECIES
were discovered and at least
7 eagle prey were discovered
during the mapping

 **1,691**
PEOPLE

watched Bird of Prey film in
4 areas in Leyte, Tacloban
and Samar

3. PARTNERING FOR THE PLANET.

Taking on planetwide problems like climate change demands global solutions. Still, we continue to play our part, especially as InLife operates in the Philippines, a country that ranks as one of the world's most vulnerable to climate risks. In 2021, our corporate social responsibility arm, Insular Life Foundation, joined hands with the local government of Lubao, Pampanga, and the Philippine Bamboo Foundation to kickstart the Kawayanihan Bamboo Project, adopting 1.8 hectares of riverbanks for bamboo tree planting in a six-hectare ecopark.

We also entered into a three-year partnership with the Philippine Eagle Foundation for its "Saving the Bird King at Leyte and Samal Islands." We also conducted intensified information campaigns in these areas through film showings of "Bird of Prey," alongside working with locals to train them as forest guards and take care of their key biodiversity areas.

 **92**
VIDEOS
were posted on Wealth University
garnering 2,686 watch hours and
489,568 impressions.

4. MAKING MONEY MATTER FOR MANY FILIPINOS.

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5. MAKING A DIFFERENCE.

InLife would not have made it this long by minding its bottomline alone. For InLife, sustainability means, not just insuring, but ensuring the future of the next generation of Filipinos. For more than five decades now, InLife Foundation has been making a multi-pronged investment in the Filipino youth's future through educational scholarship grants and financial literacy. The longstanding Insular Life Golden Eagle Award continues to provide college scholarship benefits to poor but deserving students in six state universities.

Other education-focused initiatives include an alternative learning system for out-of-school youth; the Lingap Eskwela sa Pandemya for water access, sanitation, and hygiene; Adopt-a-Scholar Program in cooperation with InLife employees; Brigada Eskwela Program, a cash assistance for Luzon-based schools; and donation of Insular storybooks.

We also embody the Filipino trait of malasakit sa kapwa through our humanitarian response during disasters and the pandemic, providing cash or donations to severely affected communities and municipalities as well as to hospitals and several medical associations. We also delivered free insurance cover to 550 health frontliners and 110,000 eligible workers providing essential goods and services.

6. LOOKING AFTER OUR PEOPLE.

As much as we take on societal problems, we also look after our own people, the heart of the organization. We value workforce diversity on all fronts as it promotes innovation, inclusive growth, and collaboration. In putting a premium on employee health, safety, and wellness, we sustain programs that address mental health, physical fitness, workplace wellness, environmental stewardship, and COVID-19.

During the pandemic, we established point-to-point shuttle service covering multiple cities, disaster recovery exercises to prepare the workforce for emergencies, and a solid work-from-home program during the community quarantines, coupled with flexible work arrangements. The pandemic lockdowns did not stop us from investing in our employees' learning and development. We spent over Php2.78 million on employee training and development, averaging 18 hours in training for all staff.

ENVIRONMENTAL CONTRIBUTIONS

Being one of the country's largest insurers committed to ensure a lifetime of good for Filipinos, InLife advocates for environmental protection and conservation. We strive to "walk the talk" by minding our carbon footprint in our various owned buildings and operations.

As early as 2017, InLife has already been using an automated underwriting system (AUS), a rules-based underwriting engine integrated with our online proposal and application tools to quickly render an underwriting decision during the policy application process. In 2020, we shifted to online remote selling through VIBE process, resulting to more paperless transactions. To improve our approval process, e-signatures became acceptable for pre-identified documents. Premium notices for InLife clients also shifted to our Customer Portal, a password-protected app that allows clients to find updates on their insurance policies, among others.

The pandemic also accelerated our digital transformation. Training programs and processes have been digitalized to save on resources and address the learning needs of InLifers. Training materials are now sent electronically on or before employees embark on their ILEAD journey, an internal online training platform that is fully automated, from registration to actual training, to knowledge assessment.

Our annual reports, proxy and ballot forms are also downloadable as electronic (PDF) version on our corporate website.

2021 Highlights

In 2021, the second year of the pandemic, we continued to lower our consumption of electricity and water from 2020 levels due to the strict monitoring and alignment of building equipment operation. Our Property Management Team and Building Administration divisions also reduced the operating hours of our aircon system, elevators, escalators, lights, and water feature pumps, among others, and limited their use to worldwide occupier services (WOS) in our building premises.

The lockdown restrictions in 2020 and on some months of 2021 also gave us an opportunity to streamline some of our processes and ultimately lessen our carbon footprint through the following measures:

- Shifted to the use of cloud solutions from on-premise systems;
- Issued laptops with VPN security to employees to replace desktop PCs which consume higher energy;
- Decommissioned old servers and consolidated active servers helped reduce energy consumption; and
- Generally reduced paper use, printouts, and printer inks or toners.

Fuel, Electricity and Water Consumption

However, to ensure our uninterrupted operations, we continued to provide shuttle services to commuting employees to reduce their risk of exposure to COVID-19. Shuttle services made use of company cars and rented vehicles serving various locations in Metro Manila, Cavite, Laguna and Rizal. These vehicles were also utilized to source and carry out disinfection activities. These resulted in higher fuel consumption in 2021 compared with year-ago levels. We expect the level to significantly decline as public transportation becomes more accessible in 2022.

Fig. 1 Fuel, Electricity and Water Consumption

	Insular Health Care		InLife Corporate Center (Alabang)		InLife Makati	
	2021	2020	2021	2020	2021	2020
Total non-hazardous waste (Kg)	8,188 (9.7%)	8,995	48,938 (8.3%)	53,366	49,070 (168.6%)	131,800
Total hazardous waste (Kg)	1,131 (+0.1%)	1,130*	5,914 (+23.2%)	4,800*	1,230 (47.9%)	2,360
Total waste (Kg)	9,249 (8.3%)	10,085	54,852 (5.7%)	58,166	50,300 (62.5%)	134,160

Moving forward, InLife will continue to explore ways reduce electricity costs and promote renewable energy. Among the options being explored are introducing energy-efficient (inverter-type) air conditioners and installing solar cells in Company-owned branches, among others.

Waste Management

InLife observes proper disposal and segregation of physical waste and the destruction of e-waste. Hazardous and non-hazardous waste is disposed through city-accredited garbage collectors while hazardous waste is disposed via DENR-accredited waste handlers. On the other hand, electronic data is properly expunged or cleared based on existing server decommissioning guidelines. Data destruction certification is sought whenever necessary.

In 2021, we continued to reduce our generation of non-hazardous waste, particularly in our InLife Makati office. However, while we were able to significantly cut the volume of hazardous waste in our InLife Makati office by almost half, we generated more in our ILCC and almost the same level in our IHC operations due to increased sanitation and medical activities by our health care subsidiary.

Fig. 2 – Waste Generated

	Insular Health Care		InLife Corporate Center (Alabang)		InLife Makati	
	2021	2020	2021	2020	2021	2020
Fuel Consumption (L)	75,612.7 (+25.6%)	60,177.9	232,840.9 (+24.0%)	187,784.4	729.0 (+19.6%)	609.6
Electricity (kWh)	1,153,128 (3.5%)	1,194,800	5,945,598 (4.2%)	6,208,032	3,425,120 (3.9%)	3,564,000
Electricity (Php)	9,787,950.6 (6.0%)	10,410,236.7	48,938 (2.6%)	41,703,651.6	27,316,335.2 (23.6%)	22,093,987.0
Water (m3)	4,436 (9.7%)	5,606	48,938 (15.3%)	49,729	20,589 (14.8%)	24,163
Water (Php)	382,857 (21.8%)	489,447	3,320,652 (15.8%)	3,945,437	2,013,223 (12.2%)	2,292,624

*2019-2020

We endeavor to further reduce our waste generation as we move towards full digitalization while continuing to raise awareness on environmental concerns in our organization.

In addition to continuously monitoring the environmental impacts of our owned buildings and operations, we also ensure our active compliance with local environmental laws such as the Department of Environment and Natural Resources (DENR) requirements. To this end, we appointed one Pollution Control Officer (PCOs) for each of our three main buildings (ILCC Alabang, Insular Life Building Makati, and ICare Building Makati). As an initial step for their accreditation, the PCOs were sent to various training programs for better understanding of the environmental standards, parameters, processes, and requirements.

Other Environmental Initiatives

While we continue to play our part by operating in a responsible manner, we also recognize the need to forge partnerships to magnify our environmental contributions, particularly as we operate in a country that ranks as one of the world's most vulnerable to climate risks.

Our corporate social responsibility arm, Insular Foundation, Inc. continued to join forces with the local government unit (LGU) of Lubao, Pampanga, and the Philippine Bamboo Foundation to run the **Kawayanihan Bamboo Project**.

In 2021, 240 saplings of bamboo were planted, completing the three-year commitment of InLife to plant 720 bamboo saplings in 1.8 hectares of land along the riverside of Sta Catalina in Lubao, Pampanga. A two-day mentoring and training was also held in 2021 for bamboo hub workers so they can properly maintain and manage a bamboo plantation in lahar areas.

We continue to support the **Philippine Eagle Foundation** (PEF) through InLife Foundation's annual corporate membership of P100,000. The annual corporate membership allows the representative to vote on matters discussed during the Philippine Eagle Foundation's members' meeting. In addition, we sustained our partnership with the PEF for the "Saving the Bird King at Leyte and Samal Islands." The three-year partnership project involved conducting a survey on Philippine Eagles in Mt. Nacolod and the municipality of Kagbana in Leyte province. An intensified Information and Education Campaign was also held in these areas, including several film showing activities of the "Bird of Prey" film. We also supported the training of local residents to be their own forest guard and take care of their key biodiversity areas.

SOCIAL CONTRIBUTIONS

Our People

At the heart of InLife are InLifers who determine our sustainability as an enterprise and make our contributions to society possible.

At a Glance

Workforce	
	2021
 Female	441 (64%)
 Male	248 (36%)
Total	689
Attrition Rate	11.68%
Voluntary Attrition	9.87%
Involuntary Attrition	1.81%

Workforce Diversity

A major component of our social contributions is the promotion of diversity within the organization. Diversity promotes innovation, inclusive growth and collaborative enterprise.

As of December 31, 2021, the Company has 689 employees, of whom 64% or 441 are female and 36% or 248 are male. The average age of InLife employees is 38.75 years old. In terms of age, 61.34% are between ages 31 to 50, followed by the ones 30 and below at 24.42% and those over age 50 at 14.24%.

The Company's Board of Trustees has 9 members, 3 of whom are female or 33.33% of the composition of the board. They were selected for their competence, experience and integrity. The selection is not restricted to age, race, gender or religious belief. We promote and encourage diversity at all levels of the organization to ensure dynamic conversations and broad spectrum of perspectives and expertise.

Occupational Health and Safety (OHS)

We put a premium on employee health, safety, and wellness, even prior to the pandemic. In 2021, we

sustained programs that address mental health, physical fitness, workplace wellness, environmental stewardship, and COVID-19.

In addition to the two occupational health physician and an occupational health nurse who provide medical assistance to InLifers, there were also four Safety Officers assigned at our ILCC and one each in our IHC and IL Makati operations, and three in ILCBC. These Safety Officers are tasked to ensure that we observe all OHS protocols and practices. We also have pollution control officer in our ILCC, IHC, IL Makati and ILCBC Buildings.

InLife continued to extend its COVID-19 vaccination program to employees in 2021 to protect InLifers against the coronavirus. As of end of 2021, out of the total employee population, 98.84% have been fully vaccinated (2 doses), with one partially vaccinated (1 dose), and 7 unvaccinated.

	Count	Vaccination		%	
		Partial	Full	Partial	Full
Employees	689	1	682	0.14%	98.98%

There were no work-related injuries, fatalities, and ill health recorded during the year.

Safe Man-Hours	11,504,640
No. of Work-related Injuries	0
No. of Work-related Fatalities	0
No. of Work-related Ill-health	0
No. of Safety Drills	0*

*Public gatherings, including drills, were restricted due to the pandemic.

Compensation and Benefits

We provide several government-mandated and voluntary benefits to our employees such as leaves, loan repayment holidays, medical benefits, and other benefits. As a matter of policy, the compulsory retirement age for our regular employees (officers and staff) is at 65 years old. In 2021, 16 employees availed of retirement benefits.

Employee Benefits

	No. of Male Employees	% of Male from Total Population	No. of Female Employees	% of Female from Total Population
Parental Leave	0	0.00%	8	1.16%
Vacation Leave	226	32.80%	405	58.78%
Sick Leave	157	22.79%	324	47.02%
Flexible-working Hours	98	14.22%	164	23.80%

Training and Development

The pandemic lockdowns did not stop us from investing in our employees' learning and development. We spent nearly Php4.0 million on employee training and development in 2021, 44% more than the previous year, averaging 27 hours in training per staff.

No. of Hours of Training Completed	Data
External	4,286 hours
Internal	10,200 hours
Related Expenditures for Training	Php3,998,305.70
Learning Management System Topics	Learning Paths Created: CX Learning Path 1.0 CX Learning Path 2.0 InLifer Toolkit: Empower Yourself during a Pandemic InLifer Toolkit: Powerful Check-ins ISDP Awareness Mental Health and Well-Being Learning Path Project Management Learning Path
Percentage of Employees Provided with Training	85% (attended Internal and External training)

Communities

We champion causes that will benefit generations of Filipinos to come through our corporate social responsibility arm, the Insular Foundation, Inc. Our social contributions come in the form of a multi-pronged investment in financial literacy programs through our Maperaan campaign, through educational scholarship grants and financial literacy for the Filipino youth, as well as relief and rehabilitation in times of natural and man-made disasters.

FINANCIAL GOALS AND LITERACY



The Modern Filipino's Guide To Investing In Life Insurance
go to: <https://www.insularlife.com.ph/filipinos-guide-to-investing-in-life-insurance>



How Can Health Insurance Protect Everyday Filipinos?
go to: <https://www.insularlife.com.ph/how-health-insurance-protects-filipinos>



Investment Insurance Guide For Filipinos
go to: <https://www.insularlife.com.ph/insurance-investment-guide-for-filipinos>

As one of the leading life insurers in the Philippines, InLife designed its programs and products to educate and empower progress-driven Filipinos. These are the very same values that represent the Filipino's patience, perseverance, sacrifice, and preparedness.

 Life Insurance

 Education Insurance

 Health Insurance

 Retirement Insurance

 Estate Planning

 Investments

Since 2018, we have been mounting the campaigns to promote financial literacy among our policyholder and the general public. Through the campaign, InLife makes money matters relatable so that opportunities to provide a lifetime for good come within reach.

InLife Financial Literacy Programs

• InLife Wealth University

Demystifying money matters with the help of the InLife Wealth Mentors on YouTube. InLife Wealth University raises the most asked questions about money – from learning to save to diversifying investments, from earning your first paycheck to planning your retirement, from buying your first policy to insuring your own employees.

• InLife Alpha

InLife's management development program hopes to nurture young Filipinos to become respected financial advisors, fast tracking their progression to become Million Dollar Round Table (MDRT) members and top agency leaders. With the skills and knowledge to succeed in the business acquired through training, Alphas can share the vision of InLife to help fellow Filipinos live a lifetime for good.

• Gabay Guro

A partnership of InLife Sheroes Advocacy and Movement with PLDT and Smart, Gabay Guro aims to deliver solutions that will make teachers nationwide MAPERAAN. By making financial literacy experts accessible during Gabay Guro sessions, teachers become more adept at personal finance matters. To further future-proof them, InLife designed an insurance product to meet teachers' motivations and needs.

• She Cares by Sheroes

The affordable and customizable life insurance plan seeks to address the unique needs of the Filipino woman by setting up funds for health, life protection, and investments to achieve specific life goals.

Education

Under our Gold Eagle Scholarship Program, we support the college education of future teachers by providing free tuition and other fees, book allowance, transportation allowance, board and lodging, and a monthly stipend to qualified and deserving college students.

For school year (SY) 2021-2022, we had a total of 143 scholars composed of 108 enrolled in BS Education, BS Mathematics, and BS Statistics courses in the University of the Philippines in Diliman; five partner universities in the provinces; 19 dependent scholars enrolled in various universities, and 16 incoming UP Diliman freshmen scholars.

Seven Gold Eagle scholars and one under the Foundation's College Scholarship for Employee Dependents graduated from college during SY 2020-2021. These include Jim Mendiola, a scholar from UP Diliman who graduated Cum Laude, who received a cash award of Php5,000.

The scholarship program is just one of the ways The Foundation, InLife's 52-year-old corporate social responsibility arm, is helping the country meet the United Nations Sustainable Development Goal No. 4, which is to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. Its other education programs are the following:

- Laptops for Scholars in Provincial Schools: Twenty-five second-hand laptops were donated by the Foundation to 25 scholars who are in 2nd- to 4th-year college in the provinces to support their blended learning since the pandemic started. The Foundation also sponsored the purchase of storage device, Single State Device, and the shipment of the laptops to the provinces.

• Partnerships:

- On its third year, The Foundation's partnership with Xepto Digital Education continued to provide a cloud-based Learning Management System to 771 grades 10-12 learners and 28 educators of Muntinlupa Science High School. For SY 2020-2021, more than 15,000 modules were created by teachers and co-created by students.

- The Foundation also sustained its support for the Department of Education's (DepEd) 2021 Brigada Eskwela program through cash and in-kind educational assistance of Php20,000 each to 17 schools nationwide. The donation was mostly used to purchase printing equipment and supplies to aid the schools during the current learning setup. In addition, a total of 11,602 titles of storybooks were also donated to support the Brigada

Pagbasa Program of DepEd to help students lagging in reading and comprehension skills.

- Four Alternative Learning System (ALS) Centers have been established since 2019 through The Foundation's partnership with Cebuana Lhuillier Foundation. These are in Pedro Guevarra Elementary School (137 learners), Muntinlupa City Jail (290 learners), and the Correctional Institute for Women (174 female learners). In 2021, Manolo Fortich Central Elementary School Bukidnon was added to the ALS centers.
- Through Knowledge Channel Foundation, an NGO specializing in creating DepEd-approved media materials for K-12 students, the Foundation sponsored a training for 130 teachers, school heads and ICT personnel of 10 public schools in Muntinlupa to provide them skills in the new normal. The Foundation invested Php225,000 for teacher's capacity building. All participating schools received a Knowledge Channel Portable Media Library of more than 1,500 video lessons, e-learning modules, session guides and other learning resources after the training.

Adopt-A-Scholar Program:

- The Foundation extended assistance to 424 scholars in four elementary public schools (Itaas Elementary School, Alabang Elementary School and Bayanan Elementary School in Muntinlupa, and Balili Elementary School in La Trinidad, Benguet) for the blended learning mode of education. The assistance came in the form of school supplies, hygiene kits, pre-paid card load, and vitamins. The program gained a high retention rate of 96.5%. A total of 114 of InLife employees continued their commitment by donating Php1,100 per scholar. Amounts pooled were used to purchase school supplies and hygiene kits for the Muntinlupa schools.
- The Foundation donated Php50,000 to the Adopt-A-Scholar Program of the University of Santo Tomas College of Commerce Alumni Foundation, Inc (COCAFI). The scholarship fund is intended to sustain the schooling of 3rd- and 4th-year students enrolled in business courses in UST. The scholarship program helps address the financial challenges of parents whose children may not be able to continue their studies due to the pandemic.

Women Inclusion and Empowerment

The InLife Sheroes Advocacy and Movement (Sheroes) continued to be our primary vehicle to empower women in taking charge of their own and their family's future. InLife Sheroes is a partnership between InLife and the International Finance Corporation (IFC), a member of the World Bank Group. Sheroes has four focus areas: financial literacy, health and wellness, women-specific solutions, connections to business and social networks. The advocacy has reached more than 7.6 million Filipinos, 765% of the three-year target since its launch in 2019.

In 2021 alone, Sheroes held a series of sessions on financial literacy and gender sensitivity training, as well as mentoring sessions with outstanding women in their respective fields. It also provided women entrepreneurs an avenue to reach out to more customers through the Digital Bazaar in partnership with the UnionBank of the Philippines.

Sheroes also launched #InAko, a campaign that challenges Filipino women to take the next step towards becoming a Shero by learning from their financial mistakes and using these to take charge of their lives towards financial empowerment.

In addition to Sheroes, InLife also sustained other advocacy campaigns to address gender gap and promote economic inclusion. These were the following:

- In partnership with Connected Women, the Foundation invested Php500,000 to train 20 women in the low-income communities of Mabalacat, Pampanga as data annotators or data labelers under the Elevate AIDA Project. It also partnered with the Population and Gender and Development Office of the local government of Mabalacat for a five-day training and 10-day on-the-job training on data labeling or annotation of 20 women from low-income communities. Sixty-percent out of the trained beneficiaries are now employed.
- Data Science Training, in partnership with For the Women Foundation, was given to 21 scholars to pursue a data science profession. Eighteen scholars have completed the program while two were immediately hired by Insular Health Care.

Disaster Response

With the onslaught of Super Typhoon Odette in 2021, the Foundation mobilized its resources to reach out to affected InLifers, agents, and communities.

- Fundraiser: The Foundation, together with the HR Good Squad, ran a fundraising drive from December 20 to 31, 2021 and raised a total donation of Php1,004,721.26 from employees, agents, and policyholders. The amount was matched by the Foundation, 1:1, which enabled the Foundation to donate a total of Php2,009,442.52.
- Donations through Partner Organizations: In addition, the Foundation also donated a total of Php2,688,000 for relief and rehabilitation assistance through its various partner organizations: the League of Corporate Foundations, Philippines Association of Social Workers, Palawan and Negros Oriental Chapter, NORFIL Philippines Foundation, Philippine Relief Disaster and Development Foundation, InLife Young Shero Karen Salutan, and Cebu InLife agent Ms. Dindin Exaltacion.
- Assistance for Families of InLife Employees and Agents: Cash assistance were also given to InLife employees

and agents for the repair of their typhoon-damaged houses. The InLife Cebu office also received 300 bottles of 10 liters of mineral water through the Foundation's partnership with the Philippine Air Force.

In addition, the Foundation also continued to support to medical frontliners, hospitals, and other stakeholders to help address the lingering impact of COVID-19.

- Health frontliners in 35 public hospitals received in-kind donations of PPEs and vitamins amounting to Php799,223.
- Patients affected by the fire incident on May 16, 2021 at the Philippine General Hospital were given Php50,000 cash assistance and another Php50,000 was extended to Hospicio De San Jose for the food supply of children and elderly in lockdown. The Foundation also co-sponsored the slabbing works or flooring of the Emergency Quarantine Facility at Ospital ng Muntinlupa, together with the Rotary Club of Makati.
- Through an internal fundraising campaign, 358 InLife external service personnel nationwide received food packs, safety equipment, hygiene supplies, vitamins, and Php500 cash each. InLife employees donated a total of P801,000, including 100% Foundation fund matching.
- The Foundation engaged a contractor to build an Emergency Sleeping Quarter at the Ospital ng Muntinlupa, which will be used as a living accommodation for hospital staff. Total investment amounted to Php1,066,240.

Employee Volunteerism

The strong volunteerism spirit at InLife enables us to magnify the Company's contributions to society over the years. In 2021, these initiatives were undertaken by employee volunteers:

- Through "Tutor Kita," the Foundation was able to train 40 InLife employee volunteers to equip them with tutoring skills which they can use in actual online tutoring sessions. The first phase of the online volunteering program was held in 2021. The second phase, involving actual one-hour, twice-a-week tutoring sessions of grade 4 Adopt-A-Scholar Program scholars in Bayanan Elementary School, will take place in February 2022. "Tutor Kita" was done in partnership with AHA, an NGO specializing in community-based learning, and in collaboration with the HR Good Squad to engage employees.
- Forty-five K-12 schoolchildren who are Foundation beneficiaries in Sitio Paulton, Cebu received school supplies while 45 family beneficiaries affected by Super Typhoon Odette in Cebu received relief and Christmas packs from the Foundation.

GOVERNANCE

At the heart of our transformation strategy is our deep and continuous commitment to the highest standards of ethics and our adherence to the international corporate governance principles of fairness, accountability, integrity and transparency. These principles guide us in the conduct of our business which also promotes and protects our stakeholders' interests.

Corporate Governance

We have been consistently recognized by the Institute of Corporate Directors (ICD) for our good corporate governance practices, based on the ASEAN Corporate Governance Scorecard (ACGS). The ACGS provides a rigorous methodology benchmarked against international best practice to assess the corporate governance performance of publicly listed companies in the six participating ASEAN member countries.

In 2021, InLife received the 4-Golden Arrow awards, the highest level bestowed by the ICD for insurance companies. The Golden Arrow Awards recognizes Publicly Listed Companies and insurance companies from participating ASEAN countries that scored at least 80 points in the ACGS Assessment. ACGS is an initiative introduced by the Asian Development Bank and the ASEAN Capital Markets Forum in 2011 to serve as a point of reference to understand the corporate governance standards and practices that a company has.

For more information on our corporate governance practices, go to: <https://www.insularlife.com.ph/corporate-governance>

Enterprise Risk Management

Enterprise risk management (ERM) is vital to the business of insuring people's lives. Risk management provides assurance that the right actions are being undertaken by the right people in the right way and that risks to company goals, objectives and processes are properly identified, mitigated, monitored and reported. Our ERM has several initiatives to better manage the risks of InLife:

- Release of Business Resilience Policy
- Release of latest ERM Policy
- Conduct of Enterprise-wide Business Impact Analysis
- Controls Testing
- Roll out of Risk Acceptance Forms via Power App
- Development of Centra Risk Register via Power App
- Annual Risk Review

Data Privacy and Security

InLife respects and values the data privacy rights of individuals and makes sure that all personal data collected from, policyholders, employees, agents, prospects, and other data subjects, are processed in adherence to the general principles of transparency, legitimate purpose, and proportionality.

All collected data are protected through several layers of security that complement our business protocols and procedures. Such protection is afforded throughout the life of the relationship with the customer – from collection of data, to storage and processing, and secure disposal when the requirement arises.

InLife's Data Privacy Officer (DPO), registered with the National Privacy Commission (NPC), is mainly responsible for:

- Monitoring the Company's compliance with the Data Privacy Act, its Implementing Rules and Regulations, issuances by the NPC, and other applicable laws and policies;
- Data-sharing agreements, privacy impact assessments, and NPC-related reporting; and
- Representing InLife before the NPC and other authorities in all matters concerning data privacy.

InLife's Data Privacy Manual is supported by the Data Privacy Policy of the Company from the Company's Information Security Group. Data Privacy Office shall utilize the standards set forth by Information Systems Management Systems (ISMS) under the ISO/IEC 27000 family as systematic approach to managing Personal Data in the processing systems of the Company to maintain security and privacy of Data Subjects.

- PIA Alignment with Business Excellence for Process Mapping
- Quarterly Access Entitlements Review
- Third Party Security Assessment (VSAQ)
- Centralization of desktop pull-out requests for covered employees
- Rationalization and updating of the company guidelines for on-line shared resources
- Released the company advisories and infographics on
- Conducted company-wide information security and data privacy awareness campaign using LMS
- Upgrade from VPN to Windows Virtual Desktop, improving access security
- Continued Heightened Security Operation Center (SOC) monitoring in a 24x7 environment
- SGV Cybersecurity Program Assessment (Domain on Data Privacy and Security)
- Deloitte Audit of Batch Processing System

As of December 31, 2021, a total of 1,871,915 unique CINs / customer records were maintained by and, to date, the Company has not suffered any data security breaches.

For more information on InLife's Data Privacy Policy, you may refer to: <https://www.insularlife.com.ph/privacy-policy>