

Our commitment to the environment



Manulife's commitment to the environment reflects our responsible and forward-thinking approach to our business.

We are proud to conduct our global businesses in a manner that reflects the highest standards of environmental responsibility. Whether we're reducing waste, conserving energy or planting thousands of trees, our actions underscore our respect for the planet and our concern for future generations.

We recognize our obligation to protect and sustain the world's resources and we conduct our business in a way that is consistent with that obligation.

Our environmental policy

Manulife is committed to conducting all of its business activities in a manner that recognizes the need to preserve the quality of our environment.

Manulife will:

- Promote environmental responsibility and conservation to all employees;
- Distribute the policy and all relevant procedures to employees with applicable job accountabilities for their guidance and implementation into business practices;
- Ensure the Company's risk analysis and risk management procedures include consideration of environmental matters;
- Comply with all applicable environmental laws and regulations and, where possible, participate in the ongoing dialogue with government and industry to establish and promote practical environmental goals; and
- Maintain procedures to ensure the effective implementation of the environmental policy.

Energy conservation and CO₂e reduction

Because we own and operate most of the buildings in which our employees work, we have a direct ability to manage and reduce the carbon emissions we produce as part of our day-to-day operations. Our Real Estate group has worked for more than 25 years to make these facilities, and those we manage on behalf of our tenants, as energy-efficient and sustainable as possible. Each year, we set goals for performance improvement in these buildings. We are pleased to report that ongoing improvements and retrofit programs have allowed us to meet those ambitious targets each year.

In addition, Manulife conducts regular energy performance reviews in all Company-owned and managed real estate properties. This helps us monitor and improve energy efficiency and conservation efforts. We have also made significant investments in building automation systems that have resulted in consistent improvements.

Continued excellence

On the whole, these efforts helped reduce energy consumption by nearly 4,090 metric tonnes of CO₂-equivalent (CO₂e) emissions in 2010. This represents a reduction of 2.7 per cent compared with levels in 2009.

Manulife achieved similar reductions in water use, with consumption down 6.1 per cent to 69.5 litres per square foot in 2010, compared with 74.0 litres per square foot in 2009. We are extremely proud of the positive impact these programs are having and remain committed to pursuing ongoing energy efficiencies in the future.

Building upon a long trend of excellent energy management, our overall energy efficiency continued to improve in 2010, with energy consumption for our 18.4 million square foot managed office portfolio decreasing 2.8 per cent to 20.8 kilowatt hours per square foot in 2010 from 21.4 kilowatt hours per square foot in 2009.

Helping our customers and employees 'live green'

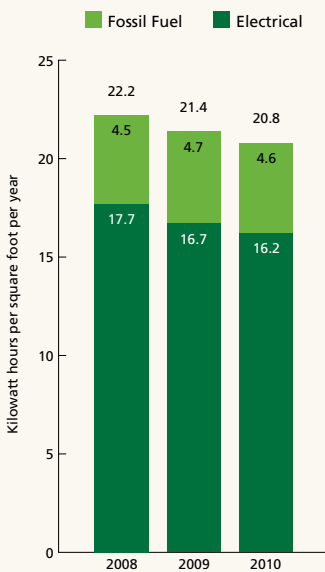
As part of its focus on sustainable business practices, Manulife continues to migrate customers and producers toward electronic statements wherever possible. In 2010, in the United States alone, John Hancock companies were able to reduce annual paper consumption by 29.8 million sheets. Manulife remains enthusiastic in its promotion of e-delivery services and will continue to achieve dramatic reductions in paper use in the years ahead.

Manulife's procurement and purchasing policies for office equipment closely monitor the need for reduction and energy efficiency. Our purchase of white paper included the highest possible content of recycled material. And a significant 53.4% of the 1,613.9 tons of purchased paper was made with recycled material.

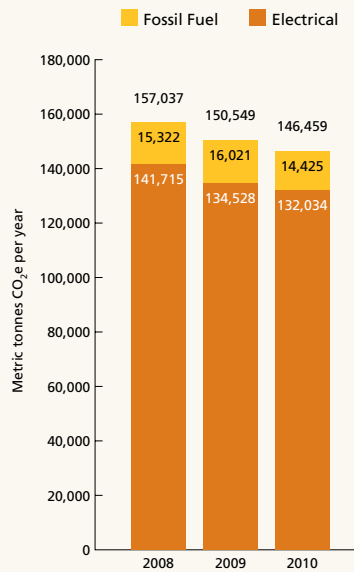
Measuring efficiency

Company-owned and managed office properties

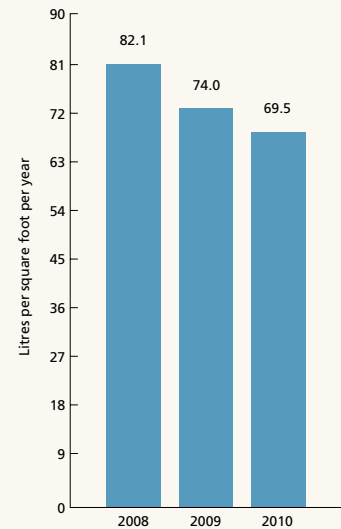
Specific energy use



CO₂e emissions



Specific water use



Sustainable investing

Our investments not only provide a strong and sustainable future for our clients, they can also be beneficial for the environment. Through sustainable investing in renewable energy and managing our forest lands wisely, as well as our many volunteer programs aimed at helping the environment, we are doing our part to protect fragile communities and habitats around the world.

Supporting renewable energy

Manulife is recognized as a leading arranger and provider of financing to the renewable power sectors in Canada and the United States. Our dedicated project groups in Toronto and Boston have developed expertise in the sustainable energy arena, with investments across the full spectrum of renewable energy technologies, including wind, hydroelectric, geothermal, biomass, solar, landfill gas and biomass waste-to-energy projects.

In 2010, our collective investments in renewable energy projects were \$798 million, a substantial increase from the 2009 total of \$650 million. In addition to our direct investment we arranged an additional \$405 million in project financings last year. Since we created our dedicated teams in this area, Manulife's aggregate investment in renewable and energy-efficient projects has exceeded \$4.0 billion in financing.

Some examples of North American projects we invested in last year:

- The 120-megawatt Windstar wind energy project, located in California
- The 90-megawatt Thames River wind project, located in Ontario
- The 49-megawatt Blue Mountain geothermal project located in Nevada
- The 20-megawatt Bear hydroelectric project located in British Columbia
- The 48-megawatt Pointe-Aux-Roches wind project, located in Ontario
- The 100-megawatt Mount Louis wind project, located in Quebec
- The 78-megawatt Raleigh project, located in Ontario

These projects will generate sufficient clean, renewable energy to power tens of thousands of homes across Canada and the U.S. We are proud of our role as a leading provider of financing to the renewable power industry.



Protecting our forest investments

The Hancock Timber Resource Group, a Manulife subsidiary, is the world's largest manager of timberland investments for institutional and private equity investors with approximately 5.3 million acres under management. With a disciplined approach to forest stewardship, our goal is to manage and protect our forest investments in a way that maintains and enhances economic, community and natural resource values.

Timberlands we manage globally are third-party certified against recognized industry benchmarks including the Forest Stewardship Council, the Sustainable Forestry Initiative and the Australian Forestry Standard. They are subject to audits which provide assurances to stakeholders that the lands will be managed responsibly and sustainably, and that continuous improvement in management practices will be sought.

Our Company has a long history of working with communities, governments and conservation groups to protect the environment. During 2010, our Sensitive Lands Program, which aims to preserve environmentally sensitive lands that are occasionally acquired with large timberland acquisitions, has protected approximately 430,000 acres globally, an area approximately the size of the city of Toronto. Not only are these transactions crucial to protecting the environment, but they are also driven by business and client considerations.

Last year we completed the sale of 13,350 acres of land in Dragon Run Swamp in Virginia to The Nature Conservancy which subsequently placed a conservation easement on the land. The easement, which was approximately the same size as Manhattan Island and the largest in Virginia history, was on one of the most ecologically important areas in the Chesapeake Bay region.

We also actively work to replenish our timberlands, and in 2010, planted approximately 40.6 million seedlings on 91,539 acres of our timberland. In addition to helping sustain our forestry investment, planting new trees is an important means of reducing the world's greenhouse gas emissions.



Managing our agriculture and farmland investments

Another Manulife subsidiary, Hancock Agricultural Investment Group is one of the world's largest institutional managers of farmland. We manage approximately 260,000 acres of permanent and row croplands in the United States, Australia and Canada. We believe environmentally responsible farmland stewardship is consistent with generating and preserving long-term investment value for its clients. We adopt technology and evolve management practices to reduce the environmental impact of our operations. For example, we utilize soil moisture monitoring equipment to more efficiently match the water application to the particular needs of an orchard or vineyard. In addition, rather than burning material generated from annual prunings of vineyards and orchards, we now shred the material and place it back on the ground where it breaks down into nutrients and is absorbed back into the soil.



Living our commitment to the environment

In addition to our many environmentally focused policies and initiatives at the corporate level, Manulife and its employees around the world also show support for the environment through a long list of activities and initiatives at the local level. Here are just a few examples of that commitment in action in 2010:

"We hope this community exercise will provide invaluable benefit to the community today and for future generations of Indonesians."
Alan Merten, President, Director and CEO of Manulife Indonesia

Seedlings for the future in Indonesia

Manulife Indonesia took part in a unique mangrove conservation program this past year, in collaboration with Jakarta Green Monster, a group of volunteers committed to maintaining urban wetlands. Mangroves are an important component of the local wetland ecosystem, acting as a breeding ground for many vital marine organisms. As part of the program, 600 seedlings were planted in two key mangrove areas. These seedlings are expected to contribute to the future sustainability of mangroves in the area.

Planting 1,500 trees across Canada

In 2010, to celebrate reaching \$15 billion in assets under management, Manulife Mutual Funds, in conjunction with Tree Canada, planted 1,500 trees across Canada. The planting of these trees helped reflect Manulife's strong commitment to the environment, while also symbolizing the Company's prospects for long-term growth.



Paul Lorentz, President, Manulife Investments, Canadian Division, planted a tree at 200 Bloor St. E. in Toronto early in 2010 to commemorate Manulife Mutual Funds, surpassing \$15 billion in assets under management.

A continuing tradition of sustainable building management

Every day, Manulife reinforces its commitment to environmental sustainability through our forward-thinking building management practices. Once again in 2010, Manulife was delighted to receive a number of awards and distinctions recognizing our continuing work in this area. The following are just two of the many such awards Manulife received last year.

Chicago

The Building Owners and Managers Association of Chicago awarded Manulife its annual 'The Office Building of the Year' (TOBY) Award for excellence in office building management and sustainability initiatives in the 500,000 to 1,000,000 square foot category for the Company's 191 North Wacker Drive building.



Vancouver

The Building Owners and Managers Association of Canada named Manulife Place in Vancouver, British Columbia as the recipient of the 2010 The Office Building of the Year (TOBY) Award in the 100,000 to 249,000 square foot category. This 21-storey tower, completed in 1989, houses numerous commercial offices as well as the Consulate General of the United States and was selected for its exemplary building management and sustainability initiatives.

