

## **VII – Ethics and the Law**

Manulife Financial is committed to operating within the laws and regulations of every jurisdiction in which it operates.

### ***KNOW AND COMPLY WITH THE LAW***

You should obtain an understanding of the laws that affect your work. Make sure your business conduct complies with those laws. Report violations quickly and manage them properly if they occur in an area you manage.

A formal compliance management program is in place at Manulife Financial. It is designed to promote consistent management and monitoring of compliance with laws and regulations in all Company operations. If you have a concern relating to compliance, consult the procedures described in the section of this Code titled “Where to go for help”.

If you belong to a professional association, you are also expected to abide by that association’s governing rules of professional responsibility and conduct.

### ***MANAGE ASSETS PROPERLY***

Customers expect that the money they entrust to the Company will be handled responsibly. If you have access to customer funds, you must make sure customer funds are handled in a trustworthy manner. Every division has procedures and standards to help protect and account for all funds under management and to prevent carelessness, fraud or dishonesty.

### ***IDENTIFY AND REPORT FRAUD AND THEFT***

As a provider of financial services, Manulife Financial is vulnerable to loss from dishonesty and fraud. Fraud can take many forms, such as mishandling of money, theft of cash or property, money laundering, terrorist financing, misrepresentation and falsification or forgery of documents.

Dishonesty, combining personal and business funds, and fraud are all illegal. It is management’s responsibility to ensure there are proper internal controls to deter and detect fraud and other dishonest activities, but everyone in the Company must help. If you are aware of any suspicious activity, you have a duty to report it immediately to the relevant immediate supervisor, Business Unit Compliance Officer and the Divisional Compliance Officer, or to the

Ethics Hotline). Furthermore, you have a duty to cooperate with any investigations pertaining to Company matters.

### ***REPORTING ANY ILLEGAL OR UNETHICAL BEHAVIOUR***

You are encouraged to talk to appropriate personnel about suspected or potential illegal or unethical behaviour or when you are in doubt about the best course of action in a particular situation. Consult the procedures described in the section of this Code titled “Where to go for help” on reporting any suspected or potential illegal or unethical behaviour. It is the policy of the Company not to allow retaliation for reports of misconduct by others made in good faith. Directors, officers, employees, representatives and other associates are expected to cooperate in internal investigations of misconduct.

#### ***For more guidance***

See the following sections in this Code:

- Conflicts of Interest
- Ethics in your Business Relationships
- Handling Information

See the following related policies:

- Anti-Fraud Policy
- Anti-Money Laundering and Anti-Terrorist Financing Policy
- Regulatory Risk Management Policy