



**PRU LIFE U.K.**

Listening. Understanding. Delivering.

# For Every Life, For Every Future

Sustainability for real-world impact and long-term resilience

Pru Life UK Supplementary Material  
to the 2023 Prudential plc Sustainability Report



## About Pru Life UK

Pru Life UK is the wholly owned life insurance subsidiary of Prudential plc in the Philippines.

Established in 1996, Pru Life UK is the pioneer of insuravest, or investment-linked life insurance products in the Philippines and is one of the first life insurance companies approved to distribute US dollar-denominated investment-linked life insurance policies in the country.

Since its establishment, Pru Life UK's reach expanded to 101 branches and 118 General Agencies (GAs) nationwide in 2023, having the biggest life agency force of over 42,000 licensed agents and 1.7 million lives insured. It has also diversified its product portfolio to address the needs of various market segments, to include affordable and accessible products for the mass market and for the underserved populations.

In 2023, Pru Life UK's top performance was recognized by its regulator the Philippine Insurance Commission (IC) based on New Business Annual Premium Equivalent (NBAPE), ending the year with a total NBAPE of PhP10.54 billion.

In the 2023 ASEAN Corporate Governance Scorecard (ACGS) by the Institute of Corporate Directors (ICD) and the IC, Pru Life UK received a high score of 119 out of the maximum attainable points of 128. It has consistently received high ranking among the IC-regulated companies in the ACGS since 2015, a reflection of the company's high standards in corporate governance, compliance and risk management. The company's dedication to maintaining high business standards is important in keeping the trust placed in the company by its customers.

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<sup>1</sup>NBAPE is a global standard in assessing the yearly business performance of a life insurance company and is calculated by adding the value of regular premiums from products sold in a given year and 10% of single premiums written in the same period.

<sup>2</sup>The ACGS is a general scorecard that allows companies to appraise and measure their corporate governance practices against international standards.



As of 31 December 2023, Pru Life UK's Board of Directors and Management Committee were composed of the following persons.

### Board of Directors

1. Angelica H. Lavares - Independent Chairperson
2. Eng Teng Wong - Executive Director, President and CEO \*
3. Wilson Wing Yiu Ma - Non-Executive Director
4. Sanchit Pal Maini - Non-Executive Director
5. Imelda C. Tiongson - Independent Director
6. Marife B. Zamora - Independent Director
7. Maria Cristina R. Opinion - Independent Director

### Executive Committee

1. Eng Teng Wong - President and Chief Executive Officer \*
2. Gilbert O. Simpao - General Manager and Chief Commercial Officer
3. Maria Divina H. Furagganan - Executive Vice President and Chief Distribution Officer
4. Michael R. Mabalay - Executive Vice President and Chief Transformation Officer
5. Francis P. Ortega - Executive Vice President and Chief Financial Officer
6. Allan John M. Tumbaga - Executive Vice President & Chief Customer and Marketing Officer
7. Rey Antonio M. Revoltar - Senior Vice President and Chief Human Resources Officer
8. Ma. Emeren V. Vallente - Senior Vice President and Chief ESG, Legal and Government Relations Officer
9. Rina Isabel A. Velasquez - Senior Vice President and Chief Risk Officer




\*Mr. Wong was replaced by Sanjay Chakrabarty effective 01 February 2024.

Pru Life UK’s approach to sustainability

Pru Life UK, as a wholly owned subsidiary of Prudential plc, directly supports the overall sustainability strategy implementation and reporting of its parent company.

Prudential’s sustainability strategy is core to its business strategy and its new purpose “For Every Life, For Every Future.” The purpose speaks to the ambition to deliver real world impact and long-term resilience in the markets where the insurer operates for a more sustainable, responsible, and inclusive future.

Sustainability Strategy

Purpose	For Every Life, For Every Future		
Ambition	Sustainability for Real-world and Long-term Resilience		
Pillar & Priorities	<div> <b>Simple, accessible health &amp; financial protection</b> Increase access to health and financial protection for every life</div>	<div> <b>Responsible Investment</b> Enable a just and inclusive transition to Net Zero for every future</div>	<div> <b>Sustainable Business</b> Embed ESG into our business and value chain to amplify the place and scale of our impact</div>
	Delivering partnerships and digital innovation for health outcomes	Decarbonising our portfolio	Empowering our people
	Developing sustainable and inclusive offerings	Financing a just and inclusive transition	Establishing sustainable operations and value chain
	Building resilient communities	Mainstreaming responsible investments in emerging markets	Harnessing thought leadership to shape the agenda
Foundation	Good governance and responsible business practices Corporate Governance, conduct and ethics, risk management, external reporting and benchmarking		
Success Metrics	Net Zero Asset by 2050, 55% WACI Reduciton 2030		All people managers with ESG-linked KPIs by 2026

The strategy is centered on three pillars. Each pillar has three key priorities that map out Prudential’s opportunities for impact:

Pillar 1 - Simple and accessible health and financial protection: We aim to drive positive health outcomes through partnerships and digital innovation, develop more sustainable and inclusive offerings and build resilient communities. employees where diversity of thinking, skills, identity, and experience is celebrated and inclusion assured for its people and by safeguarding the public’s trust in the company through a rigorous approach to digital responsibility.

Pillar 2 - Responsible investment: We have pledged to become a net zero asset owner by 2050 and be responsible custodians of the environment by decarbonizing our portfolio, financing a just and inclusive transition, and leveraging our influence to mainstream responsible investment in emerging markets.

Pillar 3 - Sustainable business: We maintain a sustainable business by empowering our people through our culture, building future-ready capabilities and advancing our diversity and inclusion efforts, to deepen belonging at Prudential by respecting and appreciating differences; driving a sustainable value chain and sustainable operations that amplify the pace and scale of our impact; and leveraging 175-year history and advocacy power to shape a sustainability agenda that places emerging markets considerations and future generations at the forefront, as well as lead on the relationship between climate and health.

Good governance and responsible business practices form the critical foundation of our sustainability strategy, covering key aspects of corporate governance, conduct and ethics, risk management and third-party oversight.

<sup>3</sup>The refreshed sustainability strategy was officially launched in January 2024.



## Simple and accessible health and financial protection

Pru Life UK closed 2023 with eight protection and health products comprising its pool of Sustainability-focused products, defined by the company as products that contribute to increasing access to health and protection or wealth of historically underserved populations like women, elderly and low-income families.

These products provided protection to 336,763 lives in 2023. These were distributed through Pru Life UK's agency force, own digital platforms Pulse and PRUShoppe, GCash and bank partners Robinsons Bank and CIMB.

### Sustainability-focused products

#### **PRU**Personal Accident

A yearly renewable packaged protection plan designed to cover injury or death due to accident. Provides cash benefit of up to PhP500,000.

#### Revi Credit Personal Loan

A group credit life insurance product designed to cover insured borrowers by covering the total outstanding balance of their Revi Credit with CIMB in the event of death or total and permanent disability.

#### **PRU**Wellness

A comprehensive hospitalization product that provides daily cash benefits to help cover the cost of hospitalization due to injury or illness, lump sum benefit to cover cause of hospitalization due to dread disease, surgical expense and the death of the life insured. Provides cash benefit of up to PhP20,000.

#### **PRU**Shield

Yearly renewable term insurance product that provides a Daily Hospital Income Benefit to help the insured cover the cost of hospitalization due to injury or illness and a lump sum benefit in case of the death of the insured. Provides cash benefit of up to PhP125,000.

**PRU**Dengue Medcare Series

Diagnosis and death coverage with option to pay 6 or 12 months and opportunity to insure children from Dengue Fever. Provides cash benefit of PhP10,000 upon dengue diagnosis and PhP100,000 upon death due to dengue.

**PRU**MedCare Select Infectious Diseases

Diagnosis and death coverage for any of the four most common infectious diseases (Dengue, Malaria, Typhoid, or Measles) with option to pay 6 or 12 months and opportunity to insure children. Provides cash benefit of up to PhP15,000 upon diagnosis and up to PhP150,000 in cash benefit upon death due to a covered disease.

**PRU**PRUHealth Prime

Select Breast Cancer -- Diagnosis and surgical coverage for 12 months exclusive for women aged 20 to 45 years old. Provides cash benefit of PhP10,000 upon breast cancer diagnosis and cash benefit of PhP20,000 upon surgery.

**PRU**Health FamLove

A yearly renewable term protection plan which enables you to share coverage against critical illnesses to eligible family members, including same sex or common law partner, with just one plan.

Two of these products, the PRU Dengue and the PRU MedCare Select Infectious Diseases are also described as climate-smart products as these provide protection to dengue, typhoid, measles and malaria which are known climate-sensitive diseases. The PRU MedCare Select Infectious Diseases is also a registered microinsurance product with the IC.

In 2023, Pru Life UK launched the PRUBabies campaign which created a new market for the PRU MedCare Select Infectious Diseases by offering it for free to newborns, aged seven days to 11 months. The limited time offer was able to cover up to 18,000 newborns.

## PRUBabies

Immunization is essential to protect an infant's health against more than a dozen debilitating diseases. While vaccines are generally readily available in the Philippines, a child will only receive a shot for typhoid at six months and measles at one year old. Meanwhile, malaria vaccine is not part of the standard protocol for children and there is no approved dengue vaccine locally yet.



*PRUBabies distribution in Taytay, Palawan.*

To help address this gap and to mark the 175th anniversary of Prudential, Pru Life UK launched the PRUBabies campaign in 2023, offering 175,000 free PRUMedCare – Select Infectious Diseases coverage to newborns. This provided Php5,000 in diagnosis benefit and Php50,000 in death benefit due to any of the four covered diseases of dengue, typhoid, measles and malaria.

The goal was to make life insurance accessible to more families by insuring for a limited time the newborns, aged seven days to 11 months. This is a demographic that is typically not eligible for life insurance protection.



PRUBabies was demonstrated through e-vouchers. To ensure that the program could reach its intended marginalized beneficiaries, Pru Life UK conducted a face-to-face (F2F) distribution with the help of various partners from July to October last year.

This supplemented the distribution through Pru Life UK's agency force and the direct-to-customer approach via online channels which provided protection to close to 18,000 newborns.

A survey was conducted at the PRUBabies onsite distribution to gauge knowledge and usage of life insurance of the beneficiaries. Based on the results, 62% said they did not know about life insurance and 78% said that they had not bought any life insurance product.

The results meant that for most of the PRUBabies beneficiaries, the program served as their introduction to life insurance protection, financial management and the health and financial risks from climate change.



*PRUBabies distribution in Tondo, Manila.*

Pru Life UK worked with the following partners for the F2F community distribution:

- ASSIST NGO for Bantayan, Cebu;
- Office of Palawan Board Member Anton Alvarez and the Mayor's Office of Taytay, Palawan for Taytay, Palawan;
- Barangay Council of Tandang Sora for Brgy. Tandang Sora in Quezon, City;
- Rotary Club of Mandaluyong for the Grace to Be Born Shelter in Pasig City;
- Microfinance company Tulay sa Pag-unlad Inc. (TSPI) for its member SMEs;
- Rotary Club of Mandaluyong and Mandaluyong City government for the Mandaluyong City Medical Center;
- CSR arm of FirstGen Corp. for its host communities in Batangas City;
- St. Scholastica's Formation House for its community in Tagaytay City;
- ASSIST NGO for Paranaque City;
- Manila City government for Tondo, Manila; and
- Philippine Medical Association-Calamba for Dr. Jose P. Rizal District Hospital in Calamba, Laguna.

The F2F distribution allowed Pru Life UK to exceed its target of protecting 1,000 newborns with 1,022 total coverage redemption count. The onsite distribution was also able to gather 41 employee volunteers and 30 agent volunteers.

## Building Resilient Communities

As a company, Pru Life UK is committed to enhance the lives of our communities by helping them grow and succeed. In line with the community investment thrusts of Prudential, we invest in developing resilient communities by supporting initiatives that champion financial education and inclusion, health and safety protection, and climate adaptation.

### Cha-Ching

Cha-Ching, the banner financial literacy program of Prudence Foundation, has a wide reach in the Philippines, with over 850,000 students as of end-2023. We aim to reach over one million in 2024. Cha-Ching provides children with foundational knowledge of basic money management, building their life skills and promoting financial responsibility.

### PRU e-FinLit

Pru Life UK also expanded the rollout of the PRU e-FinLit Certification Training Program which seeks to address the competency development of the Filipino public in terms of financial literacy. The program incorporated financial literacy in formal education through a professional certification program that is accessible online. A total of 124 passers (January to October) were certified in 2023, bringing the cumulative count from pilot to 3,514 from pilot.

In 2023, we also partnered with De La Salle-College of Saint Benilde with 900 of its academic staff as beneficiaries and the Metro Manila Development Agency (MMDA) with 43 additional employees certified from 96 pilot beneficiaries.

## Safe Schools

The Philippines is also a recipient of the Safe Schools program of the Prudence Foundation in partnership with Save the Children and Plan International. This aims to build education resilience against disasters and protect students, teachers and local communities. It also helps to address the targets of the Sendai Framework for Disaster Risk Reduction (DRR) and the UN SDGs. The programme is based on the Global Comprehensive School Safety Framework (CSSF) and focuses on three pillars: safe learning facilities, school disaster management, and risk reduction and resilience education.

In the Philippines, the CSS Ecosystem project was launched in 2018. This is an innovative multi-stakeholder partnership between the Philippines Department of Education (DepEd), Prudence Foundation and Save the Children to build the resilience of the education system and improve school safety.

## Project PADAYON Bantayan Island

In 2023, Pru Life UK and Prudence Foundation partnered with the NGO Asia Society for Social Improvement and Sustainable Transformation (ASSIST) for Project Padayon Bantayan Island. The project was funded by the Foundation's COVID-19 Recovery Grant that aimed to help uplift the lives of residents of Bantayan Island, Cebu through a series of community-based training and development programs which were aligned with the identified three pillars of health, employment and disaster preparedness.

A comprehensive series of education sessions and training, focusing on the subject areas of micro, small, and medium enterprises (MSME) empowerment, employment, family health and nutrition, women's health, disaster risk preparedness, and management, and climate change resilience. These were conducted from July to December 2023.

### *Padayon impact report*

- 90 women and mother beneficiaries from the family and women's health training
- 75 parent, teacher and student beneficiaries from the climate and health resiliency workshop
- 100 micro-entrepreneurs from the MSME empowerment program
- 680 student attendees from the career talk
- 60 graduating students from the job readiness training
- 600 individuals and 75 students from the Master of Disaster Training of Trainers

## 175 bikes donated for PRURide

Serving as the community investment program of PRURide, Pru Life UK donated 175 bikes to unserved and underserved communities through the female-led NGO JCI Zugbuana in Cebu. PRURide, a cycling event, made a comeback in 2023 after a three-year hiatus with over 5,000 cyclists and families celebrating life for better health in its Clark and Cebu legs. Last year's PRURide was also organized to celebrate Prudential's 175th anniversary and 100 years in Asia.



## Master of Disaster

Pru Life UK also launched **SAVED - Safety, Adaptability & Versatility in the Event of Disasters and Master of Disaster (MOD)** Programs which complement the **SAFE STEPS** program in building more resilient communities.

Targeted or ongoing direct beneficiaries include 875 community members certified MOD trainers, 175 farmers and fisherfolk, 175 single mothers, 175 youth leaders, 175 schoolteachers, and 100 public schools piloted in the **SAFE Schools** program and DRRM coordinators and non-teaching staff reached.

## MMDA

Pru Life UK continued partnership with the Metropolitan Manila Development Authority (MMDA) on **SAFESTEPS** Road Safety promotion with free Personal Accident coverage for up to 8,000 workers of the agency.

### ***In Focus: Climate education in financial literacy***

*To bring climate education to the grassroots and maximize the resources and opportunities from its financial literacy program, Pru Life UK launched in 2023 a community-based literacy program on climate change, health risks and financial management.*

*The program is the next progression to the company's climate and health advocacy which started in 2021 when it commissioned the study, entitled "How will climate change affect the health of Filipinos in the next decade?" Previous publicity and engagement efforts in support of this advocacy were mostly for the general audience and high-level stakeholders such as government officials and professionals.*

*The objective was to bring awareness and education on the key findings and recommendations in the paper to the grassroots.*

*To improve engagement with the target audience, Pru Life UK commissioned a supplemental laymanized toolkit in Taglish (a mix of English and Filipino) entitled **Climate Change, Ano Nga Ba Ito? (What Is Climate Change?)** by Dr. Renzo Guinto, the Director of St. Luke's Planetary and Global Health Program and the author of the 2021 commissioned study, and Dr. John Aruta, an Associate Professor of Psychology at De La Salle University. This was used as the main presentation material and handout to the participants during the community sessions.*

*Pru Life UK also used the program to raise awareness and educate the communities that the health effects of climate change, as noted in the 2021 commissioned paper, also extended to mental health. The climate impacts on mental health were discussed extensively in the toolkit.*

*The program reached at least 522 beneficiaries from vulnerable and financially underserved communities.*

*A total of four sessions were launched in 2023 with the help of the following partners:*

- 1. NGO ASSIST for the enriched “Wais sa Pera si Juana” (Juana is money-wise) in Lian, Batangas on 28 April that gathered 43 beneficiaries who were mostly women farmers;*
- 2. Palawan Board Member Anton Alvarez and Taytay, Palawan municipal government headed by Mayor Christian Rodriguez for session during the PRUBabies distribution in Taytay, Palawan on 19 August which I gathered 261 participants who were mostly the parent beneficiaries availing the campaign’s free six-month life insurance coverage for newborn babies;*
- 3. NGO ASSIST for the climate, mental health and financial literacy workshop on 12 November for the 88 parents, teachers, and community leaders of Bantayan Island, Cebu; and*
- 4. Rotary Club of Mandaluyong-Biyaya and Mandaluyong City Councilor Leslie Cruz for the mental health and financial literacy session held on 05 December for 130 solo parents.*

*The session in Cebu coincided with the 10th anniversary of Typhoon Haiyan (Yolanda), one of the strongest storms ever recorded that tore through central Philippines and made fourth landfall on Bantayan. The program was iterated to include a group discussion and listening sessions between Pru Life UK’s employee volunteers and the participants.*

## Sustainable Business

### Harnessing thought leadership

Pru Life UK is actively involved in advocating for improved financial literacy and insurance inclusion, responsible and wider use of technologies for insurance adoption and for making financial security a climate adaptation measure.

In 2023, Pru Life UK made significant progress on its climate and health advocacy, educating stakeholders and its communities that climate change is not solely an environment issue, but also a public health issue that has an impact on financial security.

#### Air pollution study

In August, Pru Life UK organized a media roundtable to discuss the initial Philippine findings of the Prudential's white paper on the intersection of climate and health entitled "Past Trends and Future Projections of Air Quality and Health Implications in Different Countries/Cities" EOS Climate Impacts."

The paper was a product of a research partnership called Climate Impacts Initiative of Prudential's Sustainability unit with the Earth Observatory Singapore (EOS) of Nanyang Technological University (NTU). The project seeks to assess the air quality in Hong Kong, Singapore, Indonesia, Malaysia, Thailand, Vietnam, Côte d'Ivoire, Nigeria, Kenya, and the Philippines in support of Prudential's advocacy to examine the intersection of climate change and health. It aims to provide useful references for policy formulation among the governments covered in the study.

The first phase of the research involved reviewing historical records of air quality and health impacts, analyzing trends of air quality, and estimating health impacts of exposure to the air pollutants in the studied countries and cities in the recent two decades while the second phase entails projecting future air quality and its health impact on individuals that consider several emission scenarios.

#### Industry partnerships

As the chamber's first Insurance Corporate Partner, Pru Life UK collaborated with the European Chamber of Commerce of the Philippines (ECCP) to organize two banner events under its Special Committee on Open Finance and Financial Inclusion.

First was the Kapihan (coffee) session on open finance and finance inclusion held on 14 July. Pru Life UK co-sponsored this event with UBX Philippines. The event gathered industry and government stakeholders, including the Philippine Central Bank's Deputy Governor Chuchi Fonacier and the Insurance Commission's Deputy Commissioner for Financial Examination Group Ferdinand George Florendo.

The second event was an industry forum held on 15 November entitled "Finance in the Climate-Health Nexus: Closing the Financial Gap for Climate Health Resilience" which discussed the role of the financial sector in building resilience to the health impacts of climate change.





*The panelists at the ECCP- Pru Life UK industry forum on climate change and financial security.*

Pru Life UK's SVP and Chief Legal, ESG and GR Officer Atty. Em Vallente, St. Luke's Planetary and Global Health Program Director Dr. Renzo Guinto, Finance Undersecretary Maria Luwalhati Dorotan-Tiuseco, Bangko Sentral ng Pilipinas (BSP) Deputy Director Rhodora Brazil-De Vera and Dr. Hak Hong Soo from the Philippine Life Insurance Association Inc. (PLIA) were the speakers and panelists at the forum. Insurance Commissioner Reynaldo Regalado also joined virtually to share the regulator's priorities and key initiatives in support of the government's efforts to close the financial gap on climate health resilience.



*The event gathered a broad coalition of stakeholders from the government, academe, NGOs and the industry.*

*In Focus: Extending climate and health advocacy to mental health*

*Pru Life UK partnered with the Planetary and Global Health Program of the St. Luke's Medical Center College of Medicine – William H. Quasha Memorial to convene a multistakeholder forum entitled "Healthy Minds and Hearts: for a Resilient People and Planet."*



The program kicked off with a “Sayaw Bathala” ceremony led by Professor Grace Odal-Devora of the University of the Philippines Manila.

*The pioneering event brought together environmentalists, health, and mental health practitioners, academics and industry leaders to discuss the profound effects of climate change on Filipinos’ health, especially on their mental health and well-being. Resource speakers at the forum highlighted the detrimental effects of climate change on vulnerable communities in the country especially those residing in disaster-prone areas.*

## Promoting Digital Innovation

Pru Life UK commissioned a study with the Economist Impact entitled “Fulfilling Futures: Living better with mobile technology in the Philippines.” This was launched via a media event on 27 September in PRUHouse. The report builds on how Filipinos increasingly utilize mobile technology to achieve a healthier life and take a more proactive control of their finances. This is driven by the fact that technology has drastically changed, thereby enabling Filipinos to monitor their health conveniently and proactively. The study also reveals Filipinos’ avid use of mobile finance apps and services which have been proven effective in driving financial inclusion in the country. Insights from experts in health and finance, who are cited in the report, reveal the advantages and disadvantages of Filipinos’ deepening reliance on mobile technology.

A partnership was also forged among Pru Life UK, the National Privacy Commission, and Fintech Alliance PH to organize a privacy and data protection seminar and workshop for the insurance sector entitled “Privacy Matters in a Technological World.” This was held in February 2023 and was attended by close to 100 participants from the industry and the government.

Pru Life UK also organized a cross-industry sharing and discussion on insurtech through “Industry Connect” at PRUHouse on 27 March which featured the presentation on Pru Life UK’s commissioned paper “InsurTech: Driving Broader Insurance Access” by law firm Romulo.

The event gathered representatives from the Philippine Life Insurance Industry Association, Analytics Association of the Philippines, Fintech Alliance PH and the Special Committee Special Committee on Open Finance and Financial Inclusion (SCOFFI) of the ECCP.

## Transforming the business

In 2023, Pru Life UK began going paperless by making electronic copies of policy documents which policy holders can access through the web portal PRUAccess and their registered email. By going digital, important policy notices can be accessed by customers anytime and anywhere, risks for data privacy breaches are minimized through reduced manual processing and handovers, while saving significant number of trees in the process.

### *Making the office more eco-friendly*

*In 2023, Pru Life UK recorded notable reductions in its electricity, water and office space usage.*

- *Electricity consumption down by 4.29% to 2,414.68 MWh in 2023 from 2,522.83 MWh in 2022*
- *Water consumption decreased by 68.5% to 11,239.93m<sup>3</sup> in 2023 from 35,733.73m<sup>3</sup> in 2022*
- *Office space reduced by 6.04% to 27,422.95 sq.m in 2023 from 29,187.78 sq.m*

In mid-2023, the company launched shortened and improved forms for claims and withdrawals, respectively. This has reduced the number of pages which claimants need to fill out when the need arises. From five pages, claimants will now only need to fill out two pages of the Death Claim Form, and from five separate forms, only two merged forms will need to be accomplished for withdrawals. The requirements for incontestable death claims were also further reduced, from nine (9) requirements now down to only three (3) requirements: Death Claim Form, Death Certificate of the deceased, and one valid ID of the beneficiary.

In addition, Pru Life UK also launched the Magnum Pure Engine, an automated underwriting upgrade designed to improve the efficiency of processing and make the end-user experience better. This development enables underwriting to expand and improve the authority limits of the system, increase authority limits with minimal human evaluation and expedite issuance of the applications.

Following the launch of the first PRUHouse in Pasig City, the award-winning agile workspace for the agency force, Pru Life UK commenced similar renovation of its head office and its office Makati City. For the Makati office, the work has enabled the company to compress its property footprint, consolidate its operation, promote new ways of working, strengthen its digital capabilities and deploy onsite resources to execute real time resolution or shorten response time.

In late 2023, Pru Life UK also adopted Service Huddles which are regular meetings where staff within their teams or from across different functions come together and discuss feedback, including complaints from customers, to empower them to deliver better customer experience.

For its employees, Pru Life UK's Sustainability Team partnered last year with two sustainability and food security advocates, Urban Farmers PH and Mayani Farmers' Association, to drive further awareness on sustainability and food security among employees.