

Pru Life UK Highlights in the 2020 Prudential ESG Report and Other Programs and Initiatives

The 2020 Prudential ESG Report used case studies from its offices around the world to illustrate the work and progress of the Group in achieving its ESG targets. The country examples were gathered from direct submissions of the country offices and from Prudential's regional headquarters, Prudential Corporation Asia, for the regional programs.

Pru Life UK's thought leadership program "Healthscape Dialogue Series" was cited in the report as a strategic initiative that was supportive of Prudential's goal of making health and wellness accessible. The discussion series which builds on the 2019 white paper on the legal and regulatory framework for mobile health in the Philippines seeks to build a multi-stakeholder platform to discuss the most pressing topics in Philippine healthcare. The two Healthscape webinars launched over the course of 2020 covered the use of AI and mobile technology, preventative healthcare and telemedicine. Pru Life UK's partnership with the industry group Analytics Association of the Philippines for a webinar on digital transformation in life insurance and the role of big data in achieving financial inclusion and better health for more Filipinos was also used as an example of collaborative programs with the industry for the development of mobile digital health solutions.

Pru Life UK's launch of two products that supported the regional direction of making available products that target the specific needs of the market was also highlighted as part of the commitment of Prudential to making health and financial security accessible. The two products are the Dengue cover and Breast Cancer cover. The Dengue product provides a lumpsum benefit of PhP10,000 if the insured is diagnosed with dengue and for additional minimal premium, the policyholder can include the death due to dengue cover of PhP100,000. The Breast Cancer product also provides PhP10,000 lumpsum benefit if the insured is diagnosed with breast cancer and with the option to include additional surgical benefit of PhP20,000 if the insured undergoes mastectomy or lumpectomy.

The report also noted Pru Life UK's use of Pulse, Prudential's digital health app, in the company's COVID-19 response. Launched in the Philippines in February 2020, Pulse was the platform used by the company to provide free Covid-19 protection and personal accident coverage – a one-time, 45-day insurance product to protect the insured against death from Covid-19 or accident. Pru Life UK was also the first insurer in the country to offer extra protection against Covid-19.

Pru Life UK's donation to the Philippine General Hospital (PGH) Medical Foundation was also covered in the report. The company donated PhP5 million (US\$100,000) to the foundation to support the University of the Philippines (UP)-PGH Covid-19 program. PGH serves as one of the primary Covid-19 referral hospitals in the Philippines and its Covid-19 program seeks to equip its healthcare workers with personal protective equipment, including N95 masks, goggles, face shields, and cover-all suits. It also provides medical equipment for cardiac and respiratory care to Covid-19 patients.

The work in the Philippines of Prudence Foundation, Prudential's community investment arm in Asia and Africa, was also discussed in the report as part of Prudential's promotion of financial literacy that supports the pillar of making health and financial security accessible. Prudence Foundation worked with Pru Life UK to launch the Cha-Ching curriculum for public school teachers; the Safe Steps Covid-19 campaign which provides key educational messages and awareness on Covid-19; the Safe Steps Kids, implemented in

partnership with the IFRC (International Federation of Red Cross and Red Crescent Societies) and Cartoon Network that uses popular cartoon characters to equip children with information to protect themselves and others in the event of emergencies or disaster situations; and Safe Schools which trains students and adults in disaster and emergency capacity building, training and planning. The report also covered the Philippine launch of the online Cha-Ching Financial Accreditation (CCFA) for teachers; the partnership with the Junior Achievement and the Department of Education (DepEd) to incorporate Cha-Ching into the national distance learning and the partnership with the Save the Children and DepEd to develop a management information system for reducing disaster risks.

Under good governance and responsible business practices, identified as an enabler of the three ESG pillars, Pru Life UK's active use of the Group-wide whistleblowing tool, the Speak Out program, was likewise cited, along with the implementation of the Coupa procurement management platform which improves visibility across all third party spend, to facilitate cost savings, procurement and expense controls and process efficiencies.

There were also other relevant local initiatives that were not highlighted in the global report.

On responsible investment, Prudential's approach as a whole reflects its belief that the quality of corporate governance practices, and how companies manage the environmental and social aspects of their operations, are material to reducing risk and delivering superior financial returns and, ultimately, longer-term shareholder value. The new ESG Framework is meant to further strengthen this approach. Aligned with the new regional requirements, PCA has started working with Pru Life UK's internal investment team and its wholly owned asset management firm Pru Life Investments to start defining preferred portfolio classification and preferred asset groupings. The long-term commitment of Prudential is to invest in assets that support the ESG goals of lowering carbon level emission and higher energy efficiency for infrastructure developments

On product offerings, Pru Life UK also made available on Pulse three insurance products last year. These are PRUWellness, a comprehensive medical plan; PRUShield, a yearly renewable term insurance product that provides a daily hospital income benefit of PhP1,000 (USD20); and PRUPersonal Accident, a yearly renewable packaged protection plan that covers injury, disability, or death due to an accident. The company also launched Business@Pulse, an online platform designed for the small and medium enterprises (SMEs).

Through Pru Life UK's bancassurance partnership with Robinsons Bank, IPONsurance was offered to bank customers. Under this offering, a minimum deposit of PhP20,000 (USD400) comes with a free life insurance coverage that is worth up to 4x the account's average daily balance. Covering individuals up to 65 years of age, this makes a great alternative for retirees who have missed the traditional age requirement cut-off for life insurance products.

The Pulse app is viewed as a strategic platform to make Pru Life UK products and services more inclusive and aligned with our ESG framework. Last year, Pulse was also used by Pru Life UK to roll out virtually PRURide given the COVID-19 restrictions. The app was used to register participants and track their performance.

Providing support to the ESG goal of promoting digitally-enabled financial literacy, Pru Life UK launched last year the PRUWise Webinars, a series of financial wellness virtual fora, aimed at raising awareness

about the importance of protection and guiding people on building a strong financial portfolio especially during uncertain times.

A move that supports the promotion of diversity and inclusion, Prudential joined in 2020 DIAN (Participation in Diversity & Inclusion in Asia Network), a network of companies from across industries committed to advancing Diversity & Inclusion. Pru Life UK joined the local sessions conducted by Community Business, a non-profit organization behind DIAN. In these sessions, member companies were able to network, exchange ideas and share best practices on key aspects of responsible and inclusive business.

Last year, Pru Life UK also released its Flexible Work Arrangements (FWA) Guidelines which refer to work programs where employers and employees agree to variations from the usual work arrangements. The first offering under this program is the Work from Home (WFH) arrangement implemented in 2020 to protect the health and safety of employees while enabling business continuity during pandemic. This is also in preparation for a WFH arrangement which Pru Life UK will continue to implement post-pandemic. Other types of FWA will be introduced in 2021 onwards to cater to the diverse needs of employees when it comes to work schedule to integrate work and personal life better. ###