



Listening. Understanding. Delivering.

CREATING A BETTER FUTURE

PRUDENTIAL SINGAPORE
SUSTAINABILITY REPORT 2021
SUMMARY

“As a leading insurer in Singapore, we must play our part in tackling societal challenges together with our broader stakeholders. This means integrating Environmental, Social and Governance (ESG) factors into our business and managing the impacts of our operations on the economy, environment, and society. One of our core responsibilities is to continue providing access to finance and health solutions, and to invest responsibly at scale.

In 2021, we focused on embedding our ESG framework into our business strategy and operations, setting ambitious targets for ourselves and fulfilling promises made earlier. Our ESG strategy emphasises three key areas - accessibility, stewardship and capital. Cutting across each is a consistent theme of inclusivity including our emphasis on inclusive offerings, inclusive transition and inclusivity in the workplace.”

Dennis Tan

CEO of Prudential Singapore



Helping people get the most out of life



We deliver on our purpose of helping people get the most out of life by making healthcare accessible and affordable, helping people grow their wealth and assets, and empowering our customers to save for their goals.

The way we do business and interact with others is anchored in our purpose and values. Our purpose is inspired by our drive to help people achieve overall wellbeing in all aspects including financial, physical and emotional. We are guided by our five values of Ambitious, Curious, Empathetic, Courageous and Nimble, and these set the foundation for who we are as an organisation and the way we conduct ourselves with our people, customers, partners and community.

OUR YEAR AT A GLANCE



Life insurance, medical and savings plan products for individuals and enterprises as of 31 Dec 2021



Annual Premium Equivalent in 2021



Total Equity
s\$1.2b

Making Health and Financial Security Accessible



Rolled out **Wealth@Pulse** to help users begin their financial journey



Launched **affordable, bite-sized insurance plans** on Pulse – PRUSafe BreastCancer, PRUSafe ProstateCancer and PRUSafe COVIDCover



3,313 children benefited from Cha-Ching, our financial literacy programme.

82% out of 1,806 children assessed agreed that **Cha-Ching Curriculum** taught them to manage their money

Stewarding the Human Impacts of Climate Change



Committed to becoming a **net zero asset owner** by 2050



Commitment to achieve **net carbon neutrality** in our Scope 1 and 2 greenhouse gas emissions by 2030



35.8% reduction of general waste produced across our offices since 2020

Building Social Capital



Total number of **full-time and contract** employees



female participation rate for employees (senior managers and above)



employees reskilled through **Career Conversion Programme**



Total learning hours by our employees



Responsible Investment



Divestment from businesses which derive more than **30%** of their revenue from coal by end of 2022



Launched two new ESG ILP sub-funds:

- PRULink Global Impact ESG Equity Fund
- PRULink Global Climate Change Equity Fund



25% target reduction in **Weighted Average Carbon Intensity (WACI)** in our investment portfolio by 2025

Good Governance and Responsible Business Practices



Increased our **total spend on local suppliers** to **72%**



Customer satisfaction ratings of at least **82%** or stronger consistently observed of our Customer Service Centre and Distributors

Community Engagement and Investment

More than **5,200** **volunteering hours**, touching the lives of over **6,600 individuals** and close to **1,000 families**



Raised more than **s\$245,000** for the **Prudential Longevity Pledge**, benefiting vulnerable seniors and families

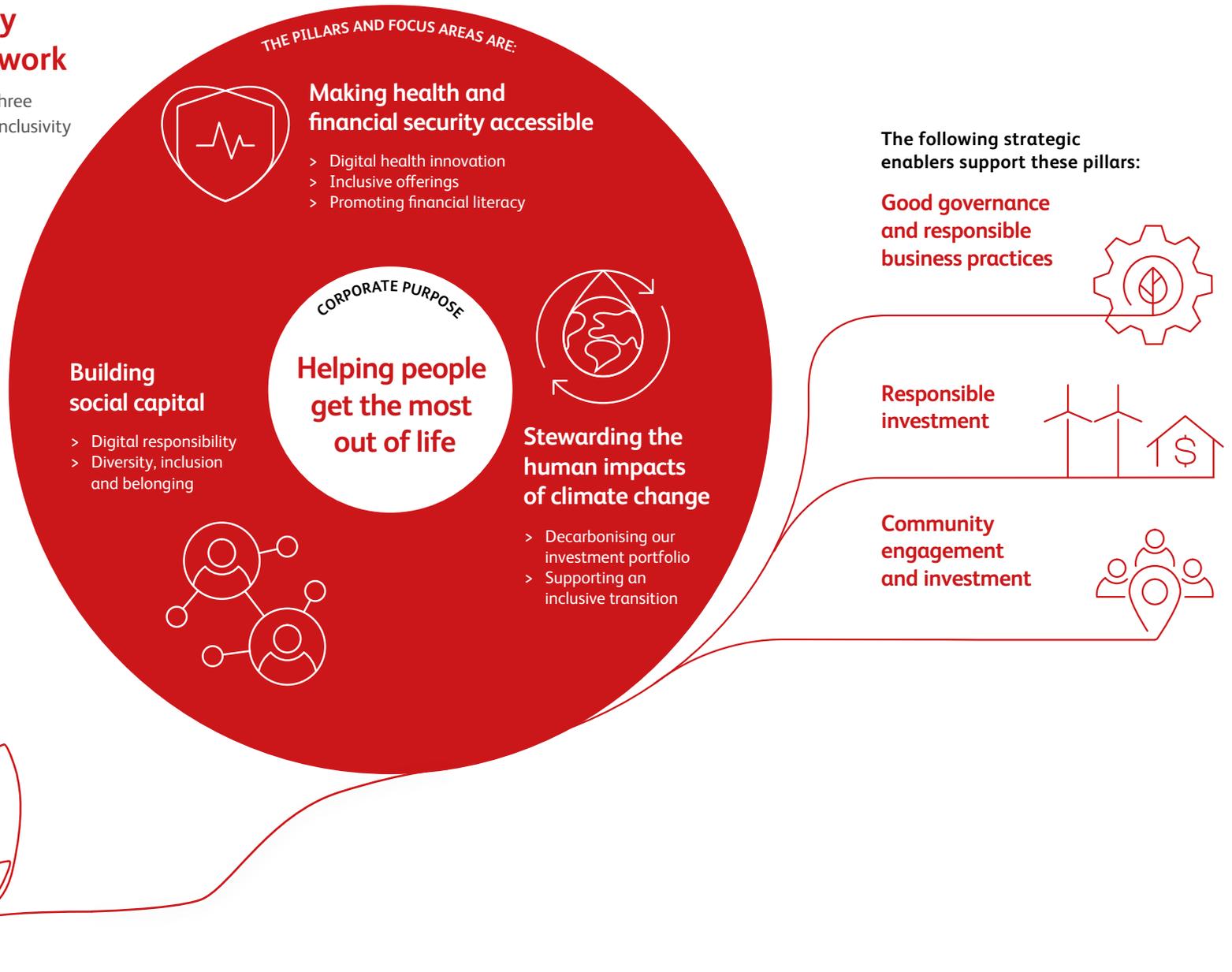


138 Seniors benefited from our **Seniors' Wellbeing Masterclass**

Managing Sustainability through our ESG Framework

Our ESG strategic framework is centred on three strategic pillars with a consistent theme of inclusivity underpinning each pillar.

In 2021, our focus was on embedding the framework across the business, improving our metrics and targets, and increasing awareness of ESG among key stakeholders including our customers, employees and distributors.



Stakeholder Engagement

We believe in building positive relationships and actively engaging with our stakeholders. Based on our business model, we have identified the following to be our stakeholders who have the most influence on our operations: regulator, investors, customers, employees, distributors, civil society and suppliers.

Regular engagement with our stakeholders helps us understand what they deem important. Through constructive dialogues and ongoing feedback, we were able to better define our material topics, sustainability strategy and initiatives. We ran a survey in 2020 across five stakeholder groups to find out what ESG areas were of importance to them. This was followed up with a similar survey in 2021 with our customers, employees and agency distributors. These groups of stakeholders were further engaged as major stakeholder groups, and in view of evolving priorities as we move towards new challenges affecting the environment, economy and society.

Materiality Assessment

The materiality assessment enables us to identify risks and opportunities and helps us analyse where we can have the biggest impacts on the economy, environment and society. As global challenges continue to evolve, we have seen shifting priorities for our stakeholders as health, economic and environmental concerns take precedence. Climate change and responsible investment are key for us in 2021, along customer satisfaction, and customer privacy and data protection.



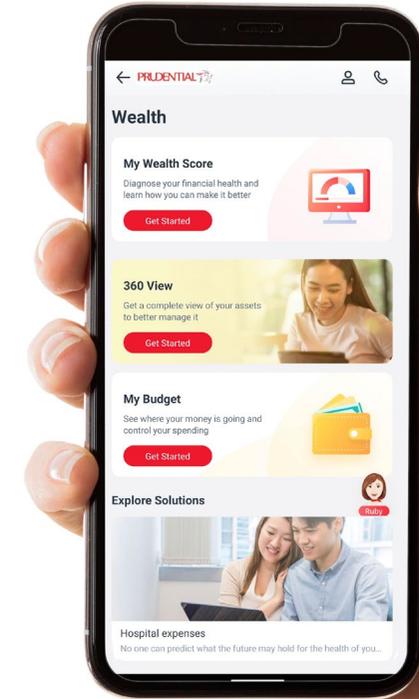
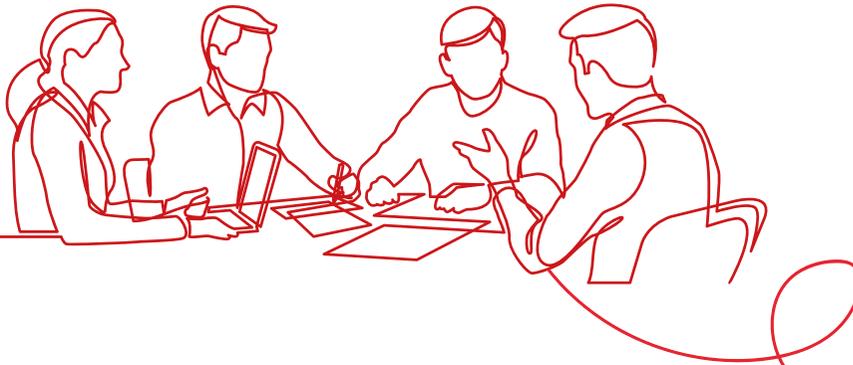
Significance of Prudential Singapore's ESG impacts on the economy, environment and society

Making Health and Financial Security Accessible



We are in the business of protection and ensuring good health and wellbeing is at the heart of what we do. Our purpose of helping people get the most out of life is reflected in our sustained efforts to ambitiously pursue the closure of the health, protection and savings gap. We do this by improving the health and financial wellbeing of our stakeholders, encouraging the wider community to adopt healthier lifestyles, and increasing access to healthcare for all.

We continue to invest in **digital health innovation** and enhance our AI-powered health and wellness app, Pulse, to allow for greater affordability and accessibility of healthcare services including tools such as Wealth@Pulse and Business@Pulse. We are also focused on developing **inclusive offerings** by re-designing our products and services to meet the needs of underserved segments. Lastly, we focus on **promoting financial literacy** including through our Cha-Ching programme so that people understand how positive behaviours towards protection and savings have an impact on their health and wealth outcomes.



Stewarding the Human Impacts of Climate Change



As a financial institution, our greatest contribution to climate action is through our investments. We approach this with the knowledge that the risks involved are long-term in nature. Our initiatives to reduce our carbon footprint have been balanced to provide meaningful impact while maintaining awareness of the realities of the regional economy.

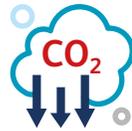
As part of our responsible investment approach, we are **decarbonising our investment portfolio** and actively engaging with policymakers and investee businesses to encourage sustainable development. It is important that as we **support the move to a low carbon economy**, we strive to ensure that **the transition is an inclusive one** for all of society – one that supports sustainable growth and economic health within our markets and communities.

In 2021, Prudential plc joined the UN-convened Net Zero Asset Owner Alliance (NZAOA) and committed to become a net zero asset owner by 2050.

To achieve this, we started taking immediate steps to help deliver on our ambitious longer-term objective:

Contributing to Group's target of a

25% reduction
in WACI*
in our
investment
portfolio by
2025.



Our portfolio's WACI path is monitored monthly and is making good progress against these goals.

Divesting from all direct investments in businesses which derive more than

30% of their
income
from coal



with equities fully divested by the end of 2021 and fixed-income assets by the end of 2022.

Engaging with the companies responsible for

65%



of the emissions
in our portfolio

We continue to apply ESG screening in all our Life fund investment portfolios. To promote greater transparency and help customers make better informed decisions, we are targeting to providing ESG ratings for our ILPs from 2022.

* Weighted Average Carbon Intensity is a measure we use to calculate the carbon intensity of our investment portfolio.

Building Social Capital



One of the ways in which we are building social capital is through our investment in our people. We continue to make progress on our commitment to build a sustainable workforce by **strengthening diversity, inclusion and belonging** within our organisation. Through our gender equality and age-inclusive practices, we ensure female participation in company decision-making and promote the diversity of a multi-generational workforce through structural and policy changes.

As we depend on the trust of our people, we are also reliant on the trust of our broader stakeholders including our customers. We remain committed to upholding our customers' trust by prioritising the privacy and protection of their data and acting with integrity where **digital responsibility** is concerned. We are mindful that as we increase our use of technology through digitalisation, we are doing this in the most responsible manner. This means applying robust and effective security controls to the design, governance, and operations of our entire digital ecosystem. As our digital capabilities deepen, we have prioritised digital responsibility because it is imperative that we use technology in a way that is appropriate, constructive and adds value to our customers, people, partners and community.



Watch our CEO's Message [here](#).



Read our full Sustainability Report 2021 [here](#).