



# Canada Life

## Corporate Social Responsibility

### Enterprise Risk Management

Canada Life has a framework of policies approved by the Board of Directors which set the requirements for the management of risk (the “Enterprise Risk Management Framework”). The Enterprise Risk Management Framework sets out the requirements for managing risks consistent with Canada Life’s risk appetite, business strategy, and the conduct of its business operations.

Canada Life defines risk as an uncertainty, which can result in either a positive or negative outcome for Canada Life as it implements its business strategy.

As a life insurance company, our business strategy and processes are to take on and effectively manage life insurance business and investment business and the associated risks, within the constraints of available capital resources, shareholder’s required return on capital and policyholders’ expectations.

The Enterprise Risk Management Framework details roles and responsibilities with respect to the management of risks that are accepted and retained by Canada Life.

Canada Life’s main objective is to preserve its commitments while growing shareholder value. Canada Life has sought to achieve this by:

- Establishing a risk awareness culture that is ingrained in all business activities with a risk governance model setting the responsibilities for business and oversight functions as well as boards and committees.
- Employing a conservative approach to taking and managing risk.
- Conducting business to high standards of integrity based on the employee Code of Conduct and sound sales and marketing practices to safeguard Canada Life’s reputation.
- Generating returns to grow shareholder value through profitable and growing operations while maintaining a strong balance sheet.

This risk strategy and Canada Life’s business strategy are fully aligned.