



Corporate Social Responsibility Report **2019**

OBSSESSED WITH YOUR SUCCESS™



About us

CWB Financial Group (CWB) is a diversified financial services organization providing highly proactive specialized service to business and individuals across Canada.



Headquartered in Edmonton, Alberta, we've offered customized financial solutions for more than 36 years and operate with a clear focus on meeting the unique financial needs of business owners.

Through our network of branches, business offices and mobile relationship teams, we help clients grow their businesses, manage their personal money and realize their financial potential.

Our companies

CWB FULL SERVICE BANKING

Canadian Western Bank, CWB Equipment Financing, CWB Franchise Finance, CWB Maxium Financial, CWB Optimum Mortgage, Motive Financial, CWB National Leasing.

CWB TRUST SERVICES

CWB Trust Services.

CWB WEALTH MANAGEMENT

CWB Wealth Management, which includes CWB Canadian Western Financial and CWB McLean & Partners Wealth Management.

About this report

Read on to learn more about our exceptional people, best practices and social purpose. We provide examples of our commitment to corporate social responsibility across our group of companies during our most recent fiscal year **(November 1, 2018 to October 31, 2019)**.

CEO address



Chris Fowler

President and CEO, CWB Financial Group
Edmonton, Alberta

At CWB Financial Group, our success depends on the responsible creation of value for all our stakeholders. We believe our future success is rooted in our complementary commitments to deliver an exceptional client experience, how we cultivate a culture our people want to be part of, and our contributions to a healthy society that creates long-term value for future generations.

This year we continued to build and maintain relationships with our stakeholders and worked diligently to create economic, social and environmental value through our corporate social responsibility activities. A key part of our efforts this year was to evolve our culture, introducing five new values and a bold new brand promise. Obsessed With Your Success™ is much more than a clever tagline, it's a rallying cry for our team and a promise to our stakeholders.

Our values support our culture and guide our decisions and actions. We truly believe the “how” matters in the way we operate our business because it's a winning differentiator for our clients. These values are evident in how our team members support each other, as we embrace new opportunities, and I see these values in the ways our teams support our community partnerships.

We believe inclusion has power. We are committed to being an equitable employer and our teams are focused to provide an inclusive environment for a diverse workforce. To improve inclusion in our organization, we continue to take a multi-faceted approach that includes reviewing our hiring practices for bias, furthering unconscious bias training and support for employee represented groups, such as CWB Pride.

We are passionate about fostering strong, healthy and sustainable communities where we live and do business. I am proud to say that our Community Investment Program continued to expand with donations and sponsorships totalling more than \$2.2 million in 2019. This year we also made progress in environmental stewardship across our business. We continue to work closely with the City of Edmonton Corporate Climate Leaders Program and Climate Smart to measure our greenhouse gas (GHG) emissions in the Alberta capital region, improve our building practices, reduce overall waste and establish GHG reduction targets.

Our differentiated market position, performance-based culture and transformation-focused strategy have set the stage for CWB to be a disruptive force in Canadian financial services, and deliver breakout growth in the years to come. There is no doubt in my mind that our future looks more exciting than ever before and our commitments to corporate responsibility will support this success.



President and CEO,
CWB Financial Group

Our approach to corporate social responsibility



It's no coincidence that one of our values is "The How Matters." We are thoughtful about our day-to-day decisions and actions, proudly creating economic, social and environmental value for our communities. Our long-standing commitment includes donations, sponsorships, employee volunteering, a banking program for not-for-profit organizations, and inclusion and diversity initiatives such as CWB Women, one of our employee represented groups. Our shared belief is that businesses thrive when our communities are healthy, strong and connected.



Shareholders

What we do as a leading corporate citizen contributes to strong results for our investors.



Communities

We support organizations that build strong, healthy communities, with \$2 million distributed last year in donations, sponsorships and other forms of assistance. Our employees also volunteered 6,652 hours.



Employees

We promote inclusion and diversity through formal programs and grassroots groups such as CWB Women and CWB Pride (LGBTQ2+).



Environment

As a founding member of the City of Edmonton's Corporate Climate Leaders Program, we measure the GHG emissions of our corporate offices and Edmonton-area branches as part of our efforts to reduce our environmental impact.



Clients

We offer a Community Banking Program to eligible not-for-profit organizations, donating the value of their monthly fees.



Corporate Governance

Why it matters

Our strong corporate governance culture is founded on the principles of integrity and accountability. Our corporate governance practices are designed to foster ethical conduct, promote responsible business practices and build shareholder value over the long term.

Our approach

The mandate of the Board of Directors (the Board) is to determine our approach to governance issues, including ethical conduct, and approve and oversee items essential to prudent oversight of CWB, such as risk appetite, capital plans and key policies.

Our corporate governance framework is supported by clearly defined roles for our Board and committees. The Governance and Conduct Review Committee provides direction, reviews best governance practices, monitors compliance, and makes recommendations to the Board to enhance corporate governance practices and Board effectiveness.

Board of Directors

Strong corporate governance practices start with an independent chair leading a Board of independent and committed directors who oversee strategy and risk management while promoting ethical behaviour throughout our organization. To help the Board fulfil its duties and responsibilities, the Board delegates certain powers, duties and responsibilities to its committees. The Board has four committees: Audit, Governance and Conduct Review, Human Resources and Risk.

Key governance highlights

Board independence	All directors are independent, except for CWB's President and CEO. It is a requirement of the Bank Act (<i>Canada</i>) that the CEO be a CWB Board member.
Separate Chair and CEO positions	The Chair of the Board is an independent director. Separating the roles of CEO and Chair of the Board enables the Board to provide management oversight and helps to avoid potential conflicts of interest.
Annual election of directors	Directors are elected annually and votes are cast for individual directors, not by slate.
Majority voting policy for directors	The Board has adopted a majority voting policy. A director who is elected but does not receive a majority of votes "for" is expected to immediately submit their resignation to the Board.
Board diversity policy	The Governance and Conduct Review Committee acts as our Nominating Committee. The committee uses an expertise and skills matrix to assist in assessing the competencies of current directors, identifying any gaps, identifying desirable skill sets in new candidates and considering where skills and experience need strengthening. Our directors have a diversity of experience, perspectives and skills that are critical to providing effective oversight.
Share ownership requirements for directors	All independent directors of CWB are required to hold, either directly or indirectly, CWB common shares or deferred share units with a value equivalent to six times the annual director retainer.
Share ownership requirements for executives	The President and CEO is required to hold, either directly or indirectly, CWB common shares, performance share units or restricted share units with a value equivalent to five times his annual salary. Executive officers are required to hold, either directly or indirectly, CWB common shares, performance share units or restricted share units with a value equivalent to two times their annual salary.
Retirement age for directors	Directors must retire in the year they turn 75 years old.
Code of business conduct and ethics	CWB has a strong ethical culture based upon CWB's core values: <i>People First, Relationships Get Results, Embrace the New, The How Matters, and Inclusion has Power</i> . This is reflected in the CWB Financial Group <i>Code of Conduct: Living our Values</i> , which sets out our standards of legal, ethical and responsible behaviour.
Annual advisory vote on executive compensation	CWB solicits feedback from its shareholders through its "Say on Pay" advisory resolution on executive compensation.
Board assessment process	In even years, the Board members assess the effectiveness of the Board as a whole. In odd years, the Board members assess the effectiveness of their peers, the Chair of the Board and the Chairs of the committees in regard to their performance as chairs.
Shareholder engagement program	CWB commits to communicate transparently and effectively with shareholders through regular communication with financial analysts and institutional investors. We also commit to respond promptly to inquiries and requests for information from shareholders, investors and other stakeholders.

More detailed information about CWB's corporate governance practices can be found at www.cwb.com/about-us/corporate-governance

Living our values



PEOPLE FIRST

Caring people are the key to our success. We work as a team and support one another. We always treat each other with respect and have the courage to be candid.



RELATIONSHIPS GET RESULTS

Clients choose CWB for the best experience. We build relationships proactively, with intention and consistency. Our results depend on it.



EMBRACE THE NEW

Change is everywhere. We seek out new ideas and are committed to continuous learning. We know that better is always possible.



THE HOW MATTERS

How we do things is as important as what we do. We take ownership, and move with urgency and efficiency. We always act with integrity, and balance risk and reward.



INCLUSION HAS POWER

Diverse teams unleash new ideas and perspectives. We are aware of our own biases. We are proud of who we are, and we are allies for those around us.

Learning from clients and employees

Our clients and employees are vital sources of feedback about our performance. Ongoing dialogue with these groups is crucial to ensure we are delivering an exceptional client experience, living our people first culture and, ultimately, progressing toward our strategic objectives.

We regularly conduct the following client research:

- Voice of the Client surveys
- Focus groups
- Ongoing market research

Topics for client feedback include:

- Client engagement (Net Promoter Score)
- Client satisfaction with branch relationship, products and channels
- Product feedback
- Feelings about business climate and economic environment
- Business challenges
- Confidence in banking products

Our approach to corporate social responsibility



Dignity through opportunity: Partnering with Rise

Toronto's Rise uplifts those with a history of mental health or addiction issues through micro-loans and business training. Now, with the support of CWB, they're set to help those in need even more.

For the past 10 years, Rise has been working to help individuals living with different mental health conditions receive low-interest micro-loans and business training to help them launch their own businesses.

"We have issued 411 loans to date and 93 of those loans were issued in the past year alone," says Beth Dea, Rise's Chief Operating Officer, who explains that the majority of the businesses that Rise helps launch are home-based and cover a wide range of industries, from creative services to skilled trades, across the country.

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A lot of people living with mental health challenges face many barriers to full-time employment. So launching their own businesses is often the only option they have to live independently, says Beth.

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A CLASS OF THEIR OWN

Rise was founded in 2009 by Canadian philanthropist Sandra Rotman who, along with her late husband Joseph, has a long history of charitable work across Canada. After Sandra spent some time volunteering with Toronto's Centre for Addiction and Mental Health (CAMH), she connected with the individuals seeking treatment and realized how difficult it is for individuals living with mental health conditions to find regular full-time employment. Feeling moved by what she experienced at CAMH, she founded Rise and opened shop at the Rotman School of Management on the University of Toronto campus.

Supports provided by Rise reach far beyond issuing low-interest loans. Rise's 10 business advisors across the country provide one-on-one business advisory services, and each client is matched with a volunteer mentor once their loan is approved. In addition, Rise offers a number of training programs, including classroom-style education at the Rotman School of Management.

"We're lucky the University of Toronto campus is so easily accessible because many of the people we work with rely solely on public transit," says Beth, explaining that the individuals working through Rise's program feel a sense of pride as they attend the classroom sessions.



Beth Dea,
Rise's Chief Operating Officer

HARD WORK PAYS OFF

Survey results from 2019 on Rise's program graduates show that, on average, individuals see a 78 per cent increase in personal and business income after working with Rise. This is in addition to the 80 per cent of individuals feeling valued by others, 72 per cent feeling they're playing a useful part in society, 76 per cent feeling comfortable interacting in professional situations and 68 per cent feeling more confident overall as a person.

One of the stats that Beth is proudest of is the current repayment rate of individuals who receive loans from Rise. As of 2019, Rise is seeing a 92 per cent repayment rate for its low-interest loans. This shows that individuals working through the program are able to find success in their businesses and work productively with those lending support.

FINDING A PARTNER WITH SHARED VALUES

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Rise would not have been able to expand into Edmonton without CWB, says Beth.

She explains that having a bank to partner with on programs and having access to a pool of skilled volunteers is a perfect scenario for Rise in Edmonton.

CWB is very interested in keeping employees engaged through giving back to the community. Bank employees have a lot of skills that are highly applicable to what we do at Rise. And for the employees, this is a great opportunity for them to learn some new coaching and listening skills.

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Offering accessible services



We strive to create an inclusive environment where clients from all backgrounds see CWB as an advantageous place to bank. That's why we offer a number of accounts and perks to students, seniors and others with basic banking needs, including:

- A flexible, low-cost chequing account for as little as \$4 per month
- Waived monthly account fees for youth under the age of 18 or students pursuing post-secondary education
- Access to services via our no-fee Gold Leaf Plus® account for clients aged 57+
- Financial learning seminars and a bonus offer on GIC investments as part of our Seniors Appreciation Week

In addition we are committed to supporting not-for-profit organizations with their banking needs so they can focus primarily on their causes.

To maintain wheelchair accessibility in our branches, we provide a variety of sit-down banking options and ensured accessibility is a key consideration in the design of our new branches.

We have removed physical barriers by providing an online-only solution for clients who cannot access one of our branches. Motive Financial is the ideal platform for personal banking clients looking to save and to bank from the comfort of their own home – or anywhere else. Through Motive Financial, clients can open accounts online while benefiting from competitive rates and reduced fees.

As well, we offer:

- Extended hours
- Online account opening
- No-fee accounts
- Attractive interest rates that appeal to savers

When language is a barrier, we call upon one of our many multilingual employees to offer streamlined service. For our partner companies operating in Quebec, such as CWB National Leasing and CWB Franchise Finance, literature and documentation is available in French.



Putting people first

A Certified Great Place to Work™

We know our people are at the heart of our success, and we take every opportunity to inspire, empower and reward them. That approach led us to be named one of the 50 Best Workplaces in Canada (large organization division), as ranked by Great Place to Work Canada™ in our first year of contention for the award. To be certified as a Great Place to Work, CWB scored 77 on the Trust Index, surpassing the minimum threshold of 70 per cent.

To rank among the best workplaces in Canada, Great Place to Work Canada combined CWB's Trust Index score with a separate and thorough culture audit that evaluated the depth of our people practices, then compared those scores to more than 400 large Canadian organizations. This is not just a plaque on a wall, it's a ringing testament to how our employees tell us it feels to work at CWB.



FOSTERING A CULTURE OF INCLUSION AND DIVERSITY

We care deeply about attracting and retaining employees who reflect the diversity of our clients and communities. Ours is a long-term commitment to foster a strong culture of inclusion that celebrates our individual uniqueness, perspectives and insights. We know that when our employees bring their full selves to work, it leads to higher engagement, more innovation, better decision-making, improved results and deeper client relationships.



Malone Murray, CWB Employee.
CWB's Pride Week.

Employee Story Pride Blog

- Malone Murray

I'm really excited that CWB is starting to recognize Pride! When I was in high school, I was part of the Gay Straight Alliance. I wasn't out to everyone I knew yet, and I wasn't the only person in that situation. There seems to be this misconception people have that coming out is this big event where we declare ourselves to the world with a banner, balloons and rainbow sprinkles shooting out of our eyes, and suddenly everyone knows and we never have to talk about it again. I am here to tell you this isn't the case.

Coming out can happen multiple times throughout someone's life and it isn't always easy. I was once debating with a friend on how to come out to new people and remarked: "It's not like I can just introduce myself that way, like 'Oh hey, my name is Malone and I'm bisexual.' It sounds too much like I'm admitting something I shouldn't, or I'm in a bad sitcom episode."

In the short time since I realized I wasn't straight, I have come out to numerous people with varying degrees of nerves beforehand.

When I came out to my parents, they were watching Game of Thrones. I had barely any nerves when telling my parents; I knew they were big advocates for LGBTQ2+, but there was always that fear that, because I'm their child, they might not be able to handle it. I remember them pausing the show, making sure I knew they would always accept me, and then asking if they could keep watching Game of Thrones. So I guess I knew at that moment that I had nothing to worry about.

Coming out in my workplace is something I had, until this point, not yet done. While I am nervous about doing it so publicly, I am drawing strength both from the wonderful past experiences I have had in coming out and the ability to accept others – an ability that I believe lies in everyone.

"CWB has an amazing environment of acceptance and inclusion, so much so that it's in our new value: Inclusion has Power."

ATTRACTING AND RETAINING TOP TALENT

Our remarkable culture truly makes CWB an exceptional place to grow a career. Employees are crucial advocates of our workplace culture, supporting our Talent Acquisition team by sharing stories and testimonies of our people first culture with friends, family and their social media network to attract highly skilled individuals from a variety of backgrounds.

39% of new hires in the first three quarters of 2019 were referred by other CWB employees.

Ensuring our talented people remain with CWB is just as important as attracting them. To do this, CWB offers a dedicated career design program to help employees think intentionally about meeting their professional goals while having clear visibility to new role opportunities within the organization, 39 per cent of all job opportunities at the end of Q3 2019 were filled by internal candidates.

OUR LONG-TERM STRATEGY

Dedicated planning and execution in the inclusion and diversity space is well underway at CWB. Now in year two of a three-year strategy, we continue to increase awareness among employees and progress toward our measurable targets. At the executive leadership level, CWB's Chair of the Board and President and CEO are members of the 30% Club Canada, an organization aiming to promote more women to board positions. Thirty-six per cent of CWB's Board is comprised of women, surpassing the targets in our Corporate Governance Policy and the 30% Club's benchmark. As well, our aim is for at least one-quarter of our Executive Committee to be comprised of women. Currently, two of seven members identify as women (29 per cent).

We also signed the United Nations Women's Empowerment Principles, and our CWB Women employee resource group continues to actively support women across the organization through events and mentorship. This group serves as a model for new employee resource groups, such as CWB Pride, which launched during CWB's first ever Pride Week in June 2019.

Here are a few further notable examples of CWB programs that advanced inclusion and diversity in 2019

- We implemented a robust flexible work program that empowers our employees with more options for when and where they work. With offerings such as compressed work weeks and work-from-home, this program helps accommodate the needs of working parents and employees with disabilities, while providing a tool employees can use to improve their overall work-life balance and mental health.
- CWB continues to deliver Respect in Workplace training to all new CWB employees, outlining how to identify and respond to incidences of harassment, discrimination and bullying in the workplace. In addition, all employees participated in 2019 in Power of Our Differences, an unconscious bias e-learning module.
- Inclusion and diversity was again a major theme at CWB's annual Leadership Conference, which brings together 200 leaders for a day of values-based development and learning opportunities. In 2019, one of our keynote speakers was a prominent transgender advocate who spoke about inclusivity in the workplace and the LGBTQ2+ experience.
- Diversity is now part of our internal succession planning processes.
- We used deeper demographic data in our annual Great Place to Work™ Trust Index employee survey to determine the experience of employees in our equity groups (women, racialized employees, people with disabilities, Indigenous, and sexual and gender minorities).
- We completed the second phase of implementation for CWB's new compensation structure, which includes an approach to provide equal pay for work of equal scope and complexity, ensuring we treat our employees equitably.

People First in Action

- Janice Boulet,
Senior Vice-President, Centralized Services,
CWB National Leasing.

Embracing inclusion and diversity is a key pillar within CWB National Leasing's strategic plan. The objective is to create an inclusive culture, an environment in which every team member feels they are treated fairly and respectfully, is given equal access to opportunity and resources, and is free to provide input that contributes to our collective success. The first evidence of our commitment to this strategy is in the creation of a Diversity & Inclusion Crew, a group that comes together to foster new and different ways of how to promote inclusion and diversity within our company and communities.

CWB National Leasing employees took part in the KAIROS Blanket Exercise, a unique, interactive history lesson developed in collaboration with Indigenous elders, knowledge keepers and educators. It aims to highlight truth and expand understanding, respect and reconciliation between Indigenous and non-Indigenous people.



CWB National Leasing Employees,
KAIROS Blanket Exercise.

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Truth and Reconciliation are important to me, but I often wonder how to integrate those values with my career and workplace. The Blanket Exercise is an impactful educational program that offers insight on Canada's history through an Indigenous lens – a perspective that wasn't covered when I was in grade school. It was a meaningful way to start the conversation on Indigenous rights with my colleagues, and I encourage anyone who gets the chance to participate.”

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- Melissa Wilkinson,
CWB employee and Chair
of the GenNext Committee.

Taking care of our team's well-being



We take the well-being of our team members very seriously

To help employees lead a healthy and happy lifestyle, CWB offers a range of programs, support services and informal initiatives. For example, to help manage life commitments, employees receive a CWBalance Day, an extra day off they can use once per year.

Our other mental health supports include:

- Hello, How Are You?, an interactive resource to help employees take care of their mental health
- 24/7 support from Morneau Shepell, our Employee Assistance Program provider. Employees can speak with a counsellor free of charge, as well as use a mental health app and access an online resource centre
- A guide to help our leaders talk about mental health with their team members
- Mental Health Awareness Week activities and resources
- Employee storytelling, through which they share personal mental health stories in video, articles and blogs on our intranet
- Mental health wellness workshops held throughout the year and available online. Topics include “The Power of Presence: Mindfulness Meditation for Anyone”, “Positive Parenting” and “Happiness: Learning from Positive Psychology”

Celebrating achievements and milestones

Employee recognition is part of our efforts to create a positive and rewarding work experience. Formal and informal peer recognition plans are in place to benefit employees for going above and beyond for our clients, leading by example and generating ideas to help improve how we do business. These programs help foster camaraderie and positive enforcement for the behaviours that bring our brand to life.

On a quarterly and annual basis, in 2019, employees regularly nominated 75 to 100 peers each month. CWB presents the Pillars of Excellence Awards to team-focused individuals who demonstrate our values in action while making exceptional contributions to a key objective within the four pillars of CWB's strategic direction.

Being Crucial enables employees to formally recognize one another at any time for extraordinary effort aligned with our values.

Fifty-seven Annual Pillars of Excellence Awards were presented at the end of 2019. Employees received nominations from their peers, with the final selection made by a team of senior executives and the President and CEO. Employees are also recognized with Years of Service Awards, and last year we celebrated over 220 service anniversaries.

Incentives are also in place through the Employees Promoting Innovative Collaborative Change Idea program for employees who introduce innovative solutions that enhance our business. If the program accepts the idea, employees receive a monetary sum. The intent is to motivate employees for contributing to CWB's growth and success.

Helping new employees achieve success

In 2019, CWB focused on learning and development for employees just starting their careers with CWB and those looking to take the next step. Notably, our commercial lending new-hires completed a customized foundations workshop to help them succeed in their roles. As well, we continue to offer our Commercial Banking Associate Program, helping new graduates kick-start their careers in commercial banking. For other key branch roles, we developed a structured curriculum through a blended learning approach to quicken role proficiency and improve the client experience.

Another innovative learning solution we offer is Product IQ, a gamified virtual course designed to help all employees learn more about the full suite of banking products and services we offer to clients. All employees are encouraged to play Product IQ, even those in roles that are not client facing, so that everyone has the opportunity to become an effective, knowledgeable CWB brand ambassador.

Career growth at CWB

At CWB, career growth matters because we know it is a key driver of employee engagement and retention. Our approach supports talent from within, and we dedicate a section of our intranet to diverse and instructive resources that support meaningful, dynamic careers. Further action in 2019 included the launch of a Career Coaching program, with the support of the International Coach Federation, so that people leaders are certified and provided the tools required to help the employees with whom they are paired.

Promoting strong communities



Healthy, vibrant communities are vital to our clients, our employees and the sustainability of our business

We take pride in contributing to the betterment of the cities and towns in which we operate, and we do it by volunteering and providing financial support to charitable and not-for-profit partners.

THE GREATEST POSITIVE IMPACT POSSIBLE

Our community investment program aligns with our strategic objectives, and it is designed to make the greatest possible positive impact. We focus on helping local charitable and community organizations fulfil their respective mandates in the areas of:

- Education
- Health research and promotion
- Community development

Within these pillars, we're committed to supporting:

- Financial literacy
- Access to post-secondary education
- Curriculum development for business-related educational programs
- Health research and disease management focused on children and youth
- Recreation and physical activity
- At-risk youth
- Attainable housing
- Arts and culture

SUPPORTING OUR COMMUNITIES

Each year, we've committed to giving a percentage of our annual net income to charitable and not-for-profit organizations. In 2019, we supported more than 200 community and charitable partners across Canada. Our donations and sponsorships totaling more than \$2.2 million.

COMING TOGETHER DURING WEEK OF CARING

In October 2019, the annual Week of Caring returned to mobilize employee volunteerism in our communities. Hundreds of employees gave their time and energy to local charities, culminating in more than 1,300 volunteer hours over the course of one week. Encouraged to volunteer with a charity close to their hearts, our employees gave back in a variety of ways: preparing healthy snacks for kids, organizing warm jackets and clothing for families, spreading joy at special needs organizations with the help of canine friends, performing building maintenance and doing outdoor cleanup.

CWB Wealth Management made their own special Week of Caring effort, holding a series of raffles to raise money for charity. Employees also volunteered with Meals on Wheels Christmas hamper program and Grow a Row, which helps the organization plant fresh vegetables for families in need. The Vancouver team volunteered at the Downtown Eastside Women's Shelter and helped clean up beaches in the area.

STEPPING UP FOR THE UNITED WAY

CWB is a long time supporter of the United Way and, in 2019, employees raised more than \$621,000 for the organization. Employee donations activated \$100,000 in corporate matching, with additional activities and events contributing to the overall funds raised. CWB National Leasing employees were the biggest donors, sending \$306,000 directly to United Way Winnipeg.

SUPPORTING EMPLOYEE CAUSES

Our Employee Volunteer Grant program provides a way for employees to generate a CWB donation to causes they care about most. Employees who spend 30 or more hours volunteering throughout the year receive a \$300 grant to forward to the charity or community organization of their choice. In 2019, CWB Financial Group awarded more than 80 grants, with many employees taking advantage of a special incentive during National Volunteer Week that doubled grants to \$600. In total, CWB gave nearly

\$32,000 to charities such as the Aga Khan Foundation, Pacific Assistance Dogs Society and Multicultural Family Resource Society.

The Funds for Fundraisers Grant awards match dollars for pledge-based fundraising in support of registered charities. Employees apply individually or as a team, and are awarded a matching contribution from \$250 to \$5,000, based on the number of participating employees. We funded 26 applications totalling more than \$33,000 for organizations that include Habitat for Humanity Edmonton and The Heart and Stroke Foundation.

At CWB National Leasing, Take a Stand combines community investment, employee volunteerism, and fitness and wellness, giving employees who participate the opportunity to earn corporate donations, corporate matching dollars and funds to put toward sports team registration fees. Employees from the Winnipeg-based partner company also raised more than \$15,000 for CancerCare Manitoba Foundation as part of a 30-person volunteer effort at Challenge for Life 2.0.

FOSTERING A SENSE OF BELONGING

Promoting inclusion inside and outside our organization is equally important.

In 2019, we took part in and sponsored 6 Degrees Calgary, a forum hosted by the Institute of Canadian Citizenship. 6 Degrees focuses on breaking down barriers, creating opportunities for interaction between speakers and attendees to generate unexpected connections, as well as developing policy ideas, calls for action and tools for social participation.

CWB also partnered with DIVERSEcity Community Resources Society, a Surrey, B.C. organization that helps new Canadians build a life in our country. We supported their Hope, Employment, Adaptability and Learning (HEAL) program, which aims to remove barriers that impede survivors of violence and trauma from entering the job market.

With Workplace Action Equity Leadership League, we helped with the organization's signature event that brings together young female-identifying professionals together

in a safe space to learn and grow personally and professionally. Topics included navigating sexism in the workplace, tips for starting a new job and challenging unconscious bias.

CONTRIBUTING TO A MORE SUSTAINABLE FUTURE

CWB is dedicated to taking action to reduce waste and energy consumption as part of our global community's responsibility to address climate change. Reducing GHG emissions to safe levels will take a collective effort from individuals, corporations and the overall community.

As a service-oriented organization, our main focus continues to be reduce, reuse and recycle. These sustainable practices and partnerships are a key step in helping to decrease our environmental impact. It starts with our paper usage, which continues to decline. Thanks to printing fewer reports (including this one) and less printing in general, and by simply using our paper-shred service on every office floor, we have saved thousands of trees company-wide. In 2019 alone, we saved 815 trees.

Recycling old technology is an important part of how we meet our environmental responsibilities. We partner with Green4Good to recycle old technology and, in 2019, we returned more than 858 items, such as computer monitors, laptops and printers, after they were securely wiped of all files and information. Through this effort, 9,096 kilograms avoided landfill, with 8,941 kilograms of those assets repurposed by a secondary user. We donated an additional 1,832 kilograms of hardware to the Electronic Recycling Association (ERA).

CWB National Leasing also held two electronics recycling days, in the spring and fall of 2019, giving employees the opportunity to recycle old electronics in an environmentally friendly way.

In addition, CWB continues to develop and act on five- and 10-year plans to reduce GHG emissions in partnership with Climate Smart, a social enterprise in Vancouver. The plans focus on the gradual reduction of electricity, heating and cooling consumption across

various CWB locations, as well as lowering the negative impacts of employee commutes through increased adoption of public transit and working from home. We are beginning to track our progress in order to reach our long-term targets.

USING ECO-FRIENDLY BUILDING MATERIALS

With our new branch design, we're committed to using more materials that are eco-friendly and made in Canada. When we build a new branch or renovate an existing space, we also install features such as lights-on sensors, LED lighting and energy-efficient mechanical systems where possible.

LENDING RESPONSIBLY

Potential environmental risks are evaluated as part of the regular due diligence of our credit granting process. Although we are committed to supporting our clients in growing and expanding their businesses, applications are denied if we identify potential environmental risks that cannot be resolved to our satisfaction.

Partnering to protect our natural habitats

CWB is committed to protecting Canada's natural environment through the advancement of innovative and action-based conservation research. As the lead funder of the Nature Conservancy of Canada's Conservation Science Impact Fund, CWB empowers grant recipients to develop skills and explore new and exciting research in the field of environmental conservation – research that will go on to directly impact the Nature Conservancy of Canada's land securement and management practices across the country. This will improve the organization's ability to protect our natural spaces, species and habitats.



Supporting responsible banking

Ensuring our clients feel safe, secure and heard is an integral element of our commitment to service excellence

PROTECTING INFORMATION

Keeping our clients' information secure is a critical part of how we do business. Our expanded cybersecurity team continues to improve data governance practices, implement security safeguards to prevent unauthorized use, sharing, loss or theft of information, and proactively manage potential issues to ensure a secure online banking experience for our clients.

MAINTAINING PRIVACY

In April 2019, we updated our Privacy Statement to make it even clearer for our clients. Maintaining our clients' privacy is important to us, and our Privacy Office strives to ensure compliance with applicable rules and regulations and apply best practices across our business.

Information about our privacy management practices and the options available to our clients is available at our branch locations or online at cwb.com/about-us/privacy

RESPONDING TO FEEDBACK

When mistakes happen, we take steps to fix them and listen to our clients. For example, if a client has a less-than-positive experience, they are encouraged to speak first with their branch, department or regional manager. From there, we have a thorough complaint resolution process that includes our centralized complaint-handling office, a CWB ombudsman and support of an industry alternative-dispute resolution service.

