



2020 REPORT

SUSTAINABILITY

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About us

Founded in 1892, iA Financial Group is one of the largest insurance and wealth management groups in Canada, with operations in the United States. It is listed on the Toronto Stock Exchange under the ticker symbols IAG (common shares) and IAF (preferred shares).

Our purpose

For our clients to be confident and secure about their future.

Our sustainability ambition

To be a company that contributes to sustainable growth and wellbeing for its clients, employees, partners, investors and communities.

Our values

Teamwork

Teamwork is the cornerstone of iA Financial Group's success. We do everything possible to enable all employees to have a positive influence on their teams.

High-performance environment

We make it our duty to maintain the highest quality standards while working as efficiently as possible. We take responsibility for our work and for developing effective processes.

Continuous improvement

Our focus on continuous improvement means that we question our processes and continually look for opportunities to make them better. A pioneer in this area, we adopted the principles of Lean management in 2010.

Respect for individuals and distributors

We take into account the opinions, needs and expectations of numerous stakeholders in our actions and decisions. Our approach with partners and clients is one of consideration, diplomacy and humility.

Service oriented

Our mentality of service is directly oriented toward our clients and partners. We seek to proactively listen to their needs and expectations.

iA Financial Group in numbers

(As at December 31, 2020)

- Over 4,000,000 clients
- Over 7,700 employees
- Over 25,000 representatives
- Over 20 subsidiaries

Solvency ratio	130%
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Premiums, premium equivalents and deposits	\$14.1B
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Assets under management and administration	\$197.5B
--	-----------------

Net income attributed to common shareholders	\$611.2M
--	-----------------

Economic impact

Salaries and employee benefits	\$786M
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Claims paid	\$5.87B (\$112.8M per week)
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Taxes paid

Canada	
– Municipal	\$45.7M
– Provincial	\$173.4M
– Federal	\$82.0M
United States	\$11.1M
Total	\$312.2M



A cohesive vision mobilizing us all

I am once again proud to present the iA Financial Group *Sustainability Report*, which has grown significantly in scale over the years and is now a critical element of our stakeholder relations. You'll find that our 2020 edition reflects this important role.

You will likely also note that this report is being released simultaneously with our other key annual documents—our *Information Circular* and our *Annual Report*. This synchronization is of great importance to us. Our *Sustainability Report* not only details our 2020 achievements, but also our increasingly numerous and specific environmental, social and governance strategies and commitments. This information, which is important to the financial markets and to our clients and other stakeholders, goes hand in hand with the other annual disclosures being released in tandem with this report.

In 2020, resulting from a process of reflection that began several years ago, our objective was to enhance the content of our *Sustainability Report* in a number of ways. For example, you will now find details about the standards we have adopted as well as comprehensive tables and quantified metrics for the future.

Making these substantial improvements involved many resources working in a context of adaptation due to the COVID-19 pandemic. Thankfully, our mobilization was greatly facilitated by our shift to digital and our framework guided by a sustainable development steering committee.

I sincerely thank all of our employees who, during 2020 and early 2021, multiplied their efforts to gather information, develop calculation tools and validate data with various sustainability experts. This was a colossal team effort of which we can all be proud.

It is this pride and spirit of commitment that we wish to pass on, through our example, to all people present in our communities, so that they in turn may become a source of inspiration for those around them and a vector of positive, sustainable change for our common future.

Happy reading!

Denis Ricard

President and Chief Executive Officer
iA Financial Group

Message from the Sustainability Steering Committee

Taking important steps together

Our vision for sustainable development is to actively contribute to the wellbeing of our clients, employees, partners, investors and communities. Supported by this vision, iA Financial Group has taken some very significant steps in recent years.

Sustainability is a commitment taken seriously by our board of directors, our management and our employees.



February
2018

Our *Sustainable Development Policy* adopted in February 2018 sets out eight guidelines for our actions in this area, as you will read in the following pages.

April
2019

In April 2019, iA Financial Group became a signatory of the United Nations-supported Principles for Responsible Investment (PRI).

December
2019

The company made a commitment to become carbon neutral as of 2020. In addition, we selected five of the United Nations' Sustainable Development Goals (SDGs) for which we have defined ways to actively contribute.

May
2020

During the annual meeting for shareholders in May 2020, we also made the commitment to adopt sustainable development targets and to use a recognized disclosure framework regarding these targets.

We are now happy to present in this *Sustainability Report* the first targets for which we have established our measures. We are also announcing that iA Financial Group is now committed to reducing its greenhouse gas (GHG) emissions by 20% per employee by 2025. This is an ambitious commitment that reflects the importance we place as an organization on reducing our environmental footprint and contributing to the enormous global effort to create a better world for future generations.

For the disclosure of our annual sustainability results, we have chosen to integrate the globally recognized SASB (Sustainability Accounting Standards Board) framework into our report this year. This framework will allow us to identify, measure and better communicate relevant sustainability information from each of our business lines. This document contains our first disclosure based on the SASB standards.

We are just beginning in this approach, both in terms of setting targets and measures and in terms of disclosing our results. We are committed to developing our analysis and approach and enhancing our reporting on ESG factors that can influence sustainable value creation for our stakeholders from year to year and with full transparency.



Members of the Sustainability Steering Committee (in alphabetical order):

Mélanie Arbour

Director, Insurance Products

François Blais

Executive Vice-President, Dealer Services and Special Risks

Stéphane Blanchette

Vice-President, Chief Compliance Officer and Chief of Financial Operations, Wealth Management

Marie-Annick Bonneau

Head of Investor Relations and Public Affairs and Committee Chair

Jean-François Boulet

Executive Vice-President, Client and Employee Experience

Michel Daoust

Director, National Underwriting, Group Insurance

Jennifer Dibblee

Vice-President, Legal Services

Martin Gauthier

Vice-President, Portfolio Management Investments, General Funds, Fixed Income

Diane Gosselin

Senior Director, Procurement and Material Resources

Sean O'Brien

Executive Vice-President, Wealth Management

Geneviève Turcotte

Vice-President and Chief Risk Officer

Pierre Vincent

Senior Vice-President, Insurance Product Distribution and Development

Sustainability organizational structure

Our sustainability management framework is both simple and adaptive. It rests on the following components:

Governance and Ethics Committee

This committee of the board of directors is responsible for the iA Financial Group *Sustainable Development Policy* and examines the company's strategy in this area.

Steering Committee

The steering committee establishes iA Financial Group's sustainable development strategy, objectives and targets and monitors their progress. It is composed of members of management from various business lines and departments within iA Financial Group.

Strategic Advisor Committee

This committee, made up of a small multidisciplinary team, issues recommendations, supports teams and business units in implementing actions, conducts strategic monitoring of ESG factors in our industry, acts as ambassadors and experts for our sustainability approach, and produces content for our internal and external stakeholders.

Extended Advisory Committee

This committee is made up of over 60 employees representing all of our business units in Canada and the United States.

Its mandate is to:

- Help promote our achievements
- Ensure the continuation and progress of iA Financial Group's sustainability achievements
- Identify and implement new sustainable development projects (sectoral and institutional)
- Act as ambassadors for our corporate approach

Our sustainable development policy and eight guidelines

Our *Sustainable Development Policy* clearly expresses iA Financial Group's commitment to creating economic and social value and our desire to share our sustainable development objectives and guidelines with our various stakeholders.

When it was adopted in 2018, the *Policy* set out seven guidelines for iAs reflection, strategy and actions regarding sustainable development.

As a signatory of the United Nations-supported Principles for Responsible Investment (PRI), we added an eighth guideline to our *Policy* in 2020. This new guideline states our commitment to take into account risks and opportunities related to environmental, social and governance (ESG) factors in our investment decisions in order to make increasingly responsible investments. The PRI were developed by investors under the leadership of the United Nations.

iA Financial Group is proud to be part of this group of signatories ready to act so that long-term value creation may be achieved through a sustainable and efficient global financial system that benefits the environment and society as a whole.

Here are our eight sustainable development guidelines:

1. Ensure the financial wellbeing of our clients
 2. Effectively manage risks
 3. Follow high standards of governance
 4. Actively contribute to our communities
 5. Manage environmental impact
 6. Create a rewarding work environment centred around diversity and inclusion
 7. Practice responsible sourcing
 8. Incorporate ESG factors in our investment processes
-



Our positioning on the United Nations' Sustainable Development Goals



SDG

In 2015, the member countries of the United Nations adopted 17 sustainable development goals (SDGs) to protect the planet and promote prosperity for all by 2030.

These major goals are the blueprint to achieve a better and more sustainable future. They address the global challenges countries face, including those related to poverty, inequality, climate change, environmental degradation, prosperity, peace and justice.

At iA Financial Group, we adhere to these goals from the United Nations. Our sustainable development approach is continuously evolving and increasingly being integrated in the development of our business as a financial services company and an investor.

We can in our own way contribute to the achievement of the United Nations SDGs. To do this, we have chosen five of the SDGs that are aligned with our company mission and to which we can make a significant contribution.

Good health and wellbeing

Ensure healthy lives and promote wellbeing for all at all ages.

Our commitment:

- Offer our clients products and services that provide access to quality health care and health services.
- Promote healthy lifestyles as well as physical and mental wellbeing among our clients, employees and communities.
- Support the wellbeing of individuals and the community through our donation and community involvement policy.

Decent work and economic growth

Promote inclusive and sustainable economic growth, employment and decent work for all.

Our commitment:

- Offer our clients products and services that ensure their financial wellbeing by offering them personal insurance coverage and investment solutions to help them achieve their personal goals.
- Be an employer of choice that offers a rewarding career by offering our employees job stability, advantageous working conditions, support in their development and the opportunity to use their talents and reach their full potential.
- Support the economic growth of our communities through our sourcing practices and choice of service providers.
- Support education, as well as the integration of people in vulnerable situations in the community, through our donation and community involvement policy.

Reduced inequalities within and among countries

Our commitment:

- Offer a positive employee experience and a workplace that promotes diversity and inclusion, regardless of ethnic origin, nationality, language, religious beliefs, gender, sexual orientation, age, marital status, family situation or physical or mental disability.
- Support the communities in which we operate through our donation and community involvement policy.



Sustainable cities and communities

Make cities inclusive, safe, resilient and sustainable.

Our commitment:

- Measure and manage the environmental performance of our real estate portfolio.
- Support alternative modes of transportation, such as carpooling, public transit and active transportation, among our employees and the community.
- Measure and optimize our waste management practices.
- Promote urban farming and beekeeping projects on our properties, where appropriate.

Climate action

Take urgent action to combat climate change and its impacts.

Our commitment:

- Be a carbon-neutral company by proactively reducing our carbon footprint at the source and by offsetting residual greenhouse gas emissions through the purchase of carbon credits.
- Measure and manage the environmental performance of our real estate portfolio.
- Incorporate environmental concerns in our investment analysis and decision-making processes, in particular through our commitment to the United Nations-supported Principles for Responsible Investment (PRI).



SASB disclosure

An important step in our sustainability strategy



During 2020, we took an important step in our sustainability strategy by selecting a framework to guide our ESG disclosure. The framework we have selected is the Sustainability Accounting Standards Board (SASB) framework.

SASB standards address sustainability issues by industry type. Adopting this robust, recognized framework will enable us to identify, measure, manage and better communicate to our various stakeholders relevant sustainability information.

By adopting SASB standards for our business lines, we are able to focus on the factors that are most likely to have a significant financial impact on value creation for our business. In addition, since the measures are specific to our lines of business, our stakeholders will have clear, objective and comparable information to track our progress over time and assess our performance.

We will be implementing the SASB framework in stages based on the standards that are most relevant to iA Financial Group, those that have a significant financial impact and those that involve current or future regulatory requirements. Here are the topics we have selected for 2020, which are detailed throughout this report.

Environmental measures

- Energy management
- Water management
- Environmental risk exposure

Social measures

- Diversity and inclusion
- Improvements to client/employee wellbeing
- Fair treatment of clients

Governance measures

- Systemic risk management
- Integrity Hotline

Other measures

- Incorporation of ESG factors in investment decisions

In the coming years, we will continue to integrate SASB standards and enhance our reporting on ESG factors that can influence sustainable value creation for all of our stakeholders.





United Nations- supported Principles for Responsible Investment



As a signatory of the United Nations-supported Principles for Responsible Investment (PRI), we are committed to:

-
1. Incorporating ESG factors in our investment processes.

 2. Being active owners by voting in accordance with our ESG values.

 3. Encouraging the companies in which we invest to operate responsibly and appropriately disclose their ESG initiatives.

 4. Promoting adoption of the PRI.

 5. Working with industry members to improve ESG practices.

 6. Reporting on our ESG activities and progress in implementing the PRI.



What we did in 2020

- We developed an internal tool to provide our investment managers with an overview of the ESG rating of their portfolios as well as benchmark index based comparisons.
- We formed a team of representatives for every asset class that was mandated to conduct a detailed ESG analysis regarding the energy sector. The goal was to increase our knowledge of the sector's main ESG issues, determine our position with regard to these issues and share the information internally as a basis for training.
- We drafted a *Responsible Investment Policy* covering every asset class at iA Financial Group. This policy addresses our investment philosophy and values and lays out guidelines to be followed for each investment. It is currently only available internally, but our goal is to share this policy publicly during 2021.
- We participated in a test disclosure of our ESG strategy with the PRI. This confidential exercise allows new signatories to become familiar with the assessment methodology before future assessment cycles that will be public. During this exercise, we were able to confirm the positive elements of our strategy and identify certain points for improvement. This has allowed us to adapt our disclosure strategy in line with best practices.
- We added an ESG section to our analysis reports for the following asset classes: public equity, corporate credit, private debt and private equity. All of our asset classes now include ESG criteria in the investment process.

What we will do in 2021

- We will engage in dialogue with companies whose shares are held in our portfolios. The goal is to deepen our knowledge of their exposure to various ESG risks and promote the adoption of best practices.
- We will make public our *Responsible Investment Policy*.
- We will report on our activities to the PRI.
- The environment is a key concern for us and we recognize that climate change represents a potential risk for the value of our future investments. We will develop a rigorous strategy to integrate climate change into our investment processes.

SASB

Incorporation of Environmental, Social, and Governance Factors in Investment Management

— FN-IN-410a.1

Total invested assets, by industry and asset class

As at December 31, 2020, iA Financial Group had \$197.5 billion in assets under management and administration. Details on our portfolio are presented in the Investments section of our annual report.

— FN-IN-410a.2

Description of approach to incorporation of ESG factors in investment management processes and strategies

The list of 2020 achievements presented describes our approach as well as our progress achieved during the year.



ENVI RON MENT



Our carbon neutral commitment



On December 13, 2019, iA Financial Group announced its commitment to offsetting its greenhouse gas (GHG) emissions through the purchase of carbon credits and therefore becoming carbon neutral as of 2020. This announcement was welcomed with great pride and enthusiasm by our employees.

Carbon-neutral company certification attests that we have calculated and offset all our GHG emissions that could not be eliminated by our reduction measures in place.

We believe it is important to make clear that offsetting does not give the right to pollute, nor does it seek to make GHG emissions more acceptable.

For 20 years, we have focused and continue to focus on initiatives aimed at reducing our GHG emissions as much as possible. We are now at the step of offsetting our GHG emissions by supporting positive initiatives to fight climate change.

16,000 trees
will be planted

7,900 hectares
of inland rainforest will be preserved,
protecting 40 species at risk

75 wind turbines
will provide clean
renewable energy

Three major projects in Canada and the United States

Through Gold Standard certified carbon credits matched to tree planting, nature conservation and wind power projects, we are contributing to initiatives that make a real difference in the fight against climate change. In conjunction with our partner, Planetair, a leader in this area, we have invested in the following projects in Quebec, British Columbia and the United States:

Reforestation project (Quebec):

Restoring forest cover by planting a variety of tree species helps remove carbon from the atmosphere, enhance biodiversity and strengthen natural ecosystems. Under this project, trees will be planted in various regions of Quebec. With iA Financial Group's investment, nearly 16,000 trees will be planted.

Conservation project (British Columbia):

This project will help preserve an area of 7,900 hectares of inland rainforest in British Columbia that would otherwise be depleted by logging. It will reduce carbon in the atmosphere and protect critical habitat for nearly 40 species at risk, including grizzly bears, wolverines, peregrine falcons, mountain caribou and whitebark pine.

Wind project (Texas):

This project helps reduce the emission of greenhouse gases into the atmosphere by replacing traditional fossil fuels with clean, renewable wind energy. In addition, the 75-turbine wind park has been designed in such a way that farming activities can continue on the ground below.

Our GHG reduction target

As soon as we announced our commitment to becoming a carbon neutral company, we adopted a comprehensive approach including not only the calculation of our greenhouse gas (GHG) emissions, but also, once they are calculated, a commitment to reduce these emissions as much as possible.

We are therefore now proud to announce our commitment to reduce our GHG emissions by 20% per employee by 2025, with 2019 as our baseline.

Reduction of our
GHG emissions by

20%

per employee by 2025

To reach this target, goals have been set and additional reduction initiatives planned in each business line affecting the following activities:

- Property management (energy consumption and waste management)
- Employee commuting
- Business commuting and travel
- Event organization (participant travel)

From year to year, we will calculate the progress of our reduction efforts to ensure that we meet or exceed our target.

Here is a summary of our GHG emissions in 2020, compared to the 2019 baseline. Full details on our 2020 GHG emissions and the methodologies used to calculate them can be found in the *2020 GHG Emissions by Source* index at the end of this report.

Source of emissions	2019* (in CO ₂ e tons)**	2020 (in CO ₂ e tons)
Building energy consumption	6,822	6,418
Waste management	928	236
Business travel	1,619	466
Employee commuting	1,584	526
Event organization	828	190
Total	11,781	7,836

* 2019 data has been adjusted for comparison purposes based on our 2020 calculation methodology.

** CO₂ equivalent: Universal measure for converting the assessment of different forms of greenhouse gas (GHG) emissions to the same unit of measure.



Our management of climate change risk



Risks related to climate change can be divided into two main categories:

1

Physical risks are the direct consequence of weather events. They may result in a loss of value of financial investments where issuers are affected and/or an increase in the cost and frequency of claims.

2

Transition risks are those related to the effects of moving to a low-carbon economic model. Changes in regulations and consumer or investor behaviour could lead to losses in the value of certain financial investments, affect business strategy or reduce the ability to attract capital.

Given its activities, iA Financial Group's main exposure is to transition risks through its investment portfolio, but this risk is not significant overall. Our exposure to high-carbon sectors remains limited. Investments in the oil and gas sector, for example, represent about 3% of our total portfolio as at December 31, 2020.

As a signatory of the United Nations-supported Principles for Responsible Investment (PRI), iA Financial Group incorporates environmental, social and governance (ESG) criteria in the investment process and our *Responsible Investment Policy* lays out guidelines for all of our investments.

In addition, under our *Sustainable Development Policy*, iA Financial Group supports the United Nations' Sustainable Development Goal (SDG) model, including SDG #13 – Climate Action.

The company could also be exposed to physical risks through its auto and home insurance subsidiary, but this risk is also not significant as the segment represents around 3% of the Group's sales as at December 31, 2020, and its pricing is adjustable annually.

To assess the impact of financial and insurance risks, iA Financial Group conducts annual exercises such as financial condition testing and the own risk and solvency assessment as part of its enterprise risk management and confirms its financial strength in the face of adverse events.

In addition, over the next year, the company will assess its existing climate change risk disclosures and then develop a plan to implement the recommendations of the Taskforce on Climate-related Financial Disclosures (TCFD).

SASB

Environmental Risk Exposure

 — FN-IN-450a.1

Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes

Our auto and home insurance subsidiary (iA Auto and Home) represents around 3% of the Group's sales as at December 31, 2020. The Probable Maximum Loss is therefore not significant.



Our property management

As a major property owner, iA Financial Group measures environmental performance based on the stringent BOMA BEST (Building Environmental Standards) and LEED (Leadership in Energy and Environmental Design) criteria.

This allows us to provide our employees and tenants with workspaces that meet the highest standards of indoor and outdoor environmental quality, thereby promoting individual health and wellbeing.

BOMA BEST certified buildings

BOMA BEST certification recognizes excellence in environmental practices.

Since 2005, the BOMA BEST national certification program has sought to improve upon conventional North American building standards by recognizing excellence in environmental practices and encouraging:

- Energy efficiency
- Water savings
- Multi-material recycling
- Sound construction waste and hazardous materials management
- Use of safe and recycled products
- Indoor air quality

Many of our buildings have obtained this certification, which has different levels:

	Floor area (in ft ²)	Current level
Calgary		
3445 114 Avenue SE	94,974	Silver
3442 118 Avenue SE	70,246	Silver
6170 12 Street SE	67,284	Silver
1816 and 1824 Crowchild Trail NW	118,160	Silver
Quebec City		
801 Grande Allée West	128,230	Gold
925 Grande Allée West	211,897	Silver
1150 Grande Allée West	147,852	Gold
1080 Grande Allée West	256,351	Silver
3810 Marly	904,926	Gold
Montreal		
1981 McGill College	639,767	Gold
2000 McGill College	339,029	Gold
2200 McGill College	126,612	Gold
2020 Robert-Bourassa	509,471	Gold
Ottawa		
300 Slater Street and 365 Laurier Avenue West	551,652	Silver
Toronto		
2425 Matheson	187,837	Gold
207 Queen's Quay West	494,901	Gold
522 University Avenue	209,853	Certified
Winnipeg		
311 Portage Avenue	102,845	Gold
Vancouver		
2207-2225 W. 41st Avenue and 5685-5687 Yew Street	27,234	Silver
1001-1085 Cambie Street	33,015	Silver
11151, 11171 and 11191 Horseshoe Road	82,030	Silver
3292 Production Way, Burnaby	113,143	Silver
2025 West Broadway	89,056	Silver
Victoria		
1001 Douglas Street	115,569	Gold
174 and 182 Wilson Street	80,844	Certified

Methodology

Each BOMA BEST certified property must meet BEST Practices based on a questionnaire determining the level of certification granted. A percentage score is given based on multiple questionnaire criteria.



Certified

Score of up to 19% on the questionnaire



Bronze

Score of 20% – 49% on the questionnaire



Silver

Score of 50% – 79% on the questionnaire



Gold

Score of 80% – 89% on the questionnaire



Platinum

Score of 90% or higher on the questionnaire

LEED® certified buildings

LEED® certification provides independent, third-party verification that a building, home or community was designed and built using strategies aimed at achieving high performance in key areas of human and environmental health:

- Location and transportation
- Sustainable site development
- Water savings
- Energy efficiency
- Materials selection
- Indoor environmental quality



iA Financial Group has obtained LEED® certification for the following buildings:

	Floor area (in ft ²)	Certification type	Certification version	Current level
Quebec City				
1150 Grande Allée West	147,852	CI	V1	Gold
3800 Marly	904,926	EBOM	V4	Gold
Montreal				
1981 McGill College	639,767	EBOM	V4	Gold
2000 McGill College	339,029	EBOM	V4	Gold
2200 McGill College	126,612	EBOM	V4	Gold
Winnipeg				
311 Portage Avenue	102,845	CS	2009	Gold
Vancouver				
13479 108 Avenue	94,507	NC	2009	Gold
988 West Broadway	100,264	CS	2009	Gold

Methodology

By fulfilling credits, LEED projects earn points that determine their certification level:

Certified: 40 – 49 points

Silver: 50 – 59 points

Gold: 60 – 79 points

Platinum: 80 points or more

Other properties in our portfolio in Canada are also in the process of obtaining certification.

LEED (NC)

for new construction and major renovations

LEED (EBOM)

for existing buildings: operations and maintenance

LEED (CI)

for commercial interiors

LEED (CS)

for core and shell

SASB

Energy Management

— IF-RE-130a.1

Energy consumption data coverage as a percentage of total floor area, by property subsector

iA Financial Group collects comprehensive energy consumption data annually for all of our commercial properties, representing 100% of the 7,875,512 square feet of total floor area.

This data, broken down by energy source (electricity, fossil fuels) and fuel type (natural gas, diesel, HCFCs), is used to clearly and reliably calculate our annual greenhouse gas emissions, which are then used to calculate our carbon neutrality. This data also allows us to respond comprehensively to certain climate studies such as the Carbon Disclosure Project's annual questionnaire. This data can be found in the *2020 GHG Emissions by Source* table at the end of this report.

— IF-RE-130a.4

Percentage of eligible portfolio that (1) has an energy rating and (2) is certified to ENERGY STAR, by property subsector

(1) Properties with an energy rating

In accordance with the stringent LEED and BOMA BEST criteria, all of our LEED and BOMA BEST certified buildings have an energy rating.

Their floor area amounts to 5,897,549 square feet, corresponding to 74.88% of the total floor area of our property portfolio.

(2) ENERGY STAR certified properties

iA Financial Group receives an annual ENERGY STAR rating for the commercial properties that we own and manage. The total floor area of these buildings amounts to 3,917,283 square feet or 49.74% of the floor area of our entire property portfolio, which totals 7,875,512 square feet. Steps will be taken as of 2021 to have these buildings certified.

For commercial properties that we own but do not manage, this data is available from our various property management partners. Steps are being taken to systematically include the data from these properties in our disclosure, which will then allow us to cover all of our commercial properties and disclose the ENERGY STAR ratings assigned to each of them, as of 2021.

— IF-RE-130a.5

Description of how building energy management considerations are integrated into property investment analysis and operational strategy

As a major property owner, iA Financial Group measures environmental performance, including energy management considerations, based on the stringent BOMA BEST (Building Environmental Standards) and LEED (Leadership in Energy and Environmental Design) criteria.

This allows us to provide our employees and tenants with workspaces that meet the highest standards of indoor and outdoor environmental quality, thereby promoting individual health and wellbeing.

SASB

Water Management

— IF-RE-140a.1

Water withdrawal data coverage as a percentage of (1) total floor area and (2) floor area in regions with High or Extremely High Baseline Water Stress, by property subsector

(1) Water withdrawal as a percentage of total floor area

iA Financial Group collects comprehensive water consumption data annually for the commercial properties that we own and manage. The total floor area of these buildings amounts to 3,917,283 square feet or 49.74% of the floor area of our entire property portfolio, which totals 7,875,512 square feet. We will provide water withdrawal data for our commercial properties as of 2021.

For commercial properties that we own but do not manage, this data is available from our various property management partners. Steps are being taken to systematically include the data from these properties in our disclosure, which will then allow us to cover all of our commercial properties, as of 2021.

(2) Water withdrawal as a percentage of floor area in regions with High or Extremely High Baseline Water Stress

According to the study *Water availability: indicator initiative* published by the Government of Canada, iA Financial Group's commercial properties are located in areas with Baseline Water Stress of Low to High.

Properties in regions at high risk (regions where more than 40% of available water is used)

Our properties located in southwest Ontario are high risk.

Their floor area amounts to 1,333,165 square feet, corresponding to 16.93% of the total floor area of our property portfolio.

Properties in regions at medium risk (regions where 20% – 40% of available water is used)

Our properties located in the Calgary, Alberta region are medium risk.

Their floor area amounts to 350,664 square feet, corresponding to 4.45% of the total floor area of our property portfolio.

Properties in regions at moderate risk (regions where 10% – 20% of available water is used)

We have no properties in this category.

Properties in regions at low risk (regions where less than 10% of available water is used)

Our properties located in British Columbia; Quebec; Ottawa, Ontario and Winnipeg, Manitoba are low risk.

Their floor area amounts to 6,191,683 square feet, corresponding to 78.62% of the total floor area of our property portfolio.

We will provide water withdrawal data for our commercial properties as of 2021.

Source:

<https://www.canada.ca/en/environment-climate-change/services/water-overview/quantity/availability-indicator-initiative.html>

— IF-RE-140a.4

Description of water management risks and discussion of strategies and practices to mitigate those risks

To implement our water conservation strategy, iA Financial Group has a program that focuses on water efficiency. This approach is consistent with the requirements of the LEED and BOMA BEST certification programs in which iA Financial Group participates. Specifically, as part of the BOMA BEST certification process, a water management audit is conducted to identify opportunities to reduce water consumption in the targeted buildings. The following activities are carried out during the water audit:

- Site visit
- Collection of information needed to produce an inventory of water consumption equipment
- Analysis of water consumption data
- Setup and calibration of water consumption balance
- Proposal of solutions to improve performance.

This detailed audit is conducted using the ENERGY STAR Portfolio Manager (ESPM) benchmarking methodology, a North American standard that establishes the performance of each building based on benchmarking data collected from the real estate market. This exercise also complies with SASB standards for water management risks.

Another important aspect of water efficiency is the replacement and/or installation of new plumbing fixtures. This is taken into account in day-to-day operations, but also in construction projects carried out in our buildings. We have implemented a plumbing replacement policy that calls for equipment replacement with fixtures that comply with LEED and BOMA BEST consumption rate requirements.

Despite the disruption of activities by COVID-19 in 2020, we took advantage of the opportunity to improve performance by adding touchless faucets in the washrooms of all iA Financial Group offices managed by our Real Estate Investments team.



Treated with care

For our head office property at 1080 Grande Allée West in Quebec City, iA Financial Group maintains a meticulous inventory of the trees on the property, as well as all the perennial and annual flower varieties found there.

For trees, in particular, more than a hundred specimens are listed in an exhaustive file including, for each one, its number, species, diameter at breast height (DBH), identification data and maintenance log.



The jewel of the property is an American elm that is more than 100 years old, with a DBH of 1.36 metres. This majestic tree, which dominates the sprawling lawn in front of the building, survived the Dutch elm disease that decimated many of its species, continuing to grow as iA Financial Group has for more than 125 years despite the toughest of times. In honour of this analogy, iA Financial Group even adopted the tree as a symbol of the company, incorporating it into the logo of Industrial Life, one of the group's founding entities, in the 1980s.

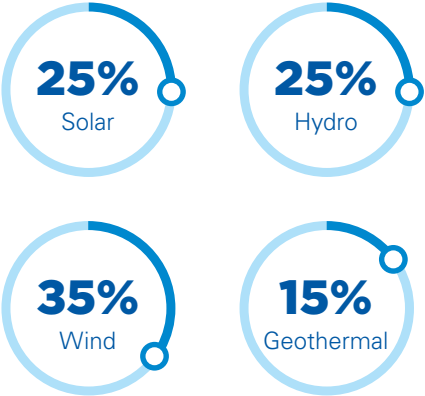
Our investments in renewable energy at the heart of the energy transition



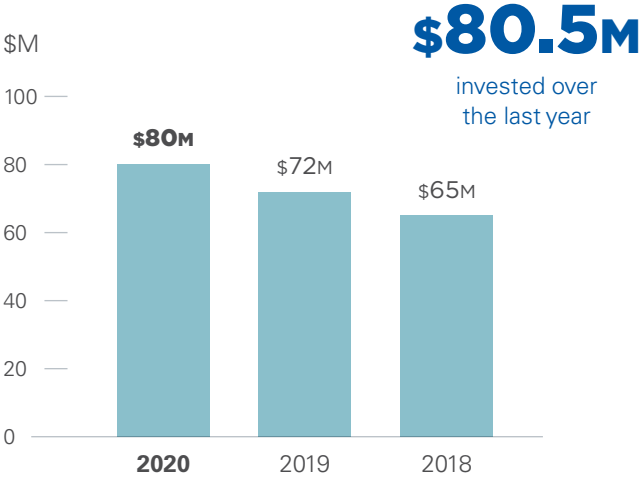
The environment is playing an increasingly central role in our societies. In 2020, we have seen an acceleration of this trend. Governments such as those of the European Union and the United Kingdom have announced ambitious “green” plans to make their economies carbon neutral by 2050. Energy transition projects in the United States are also likely to experience favourable tailwinds during the next few years. In addition, millions of citizens have been taking part in demonstrations in support of the environment.

Renewable energy is at the heart of this transition. iA Financial Group has contributed to development in this sector for over 25 years. To date, we have invested a total of \$1.8 billion in renewable energy, including \$80.5 million over the last year. In the future, we aim not only to continue to invest in this sector, but also to contribute to the development of infrastructures to make these new technologies accessible.

\$80.5M invested in renewable energy in 2020



Recent investments in renewable energy





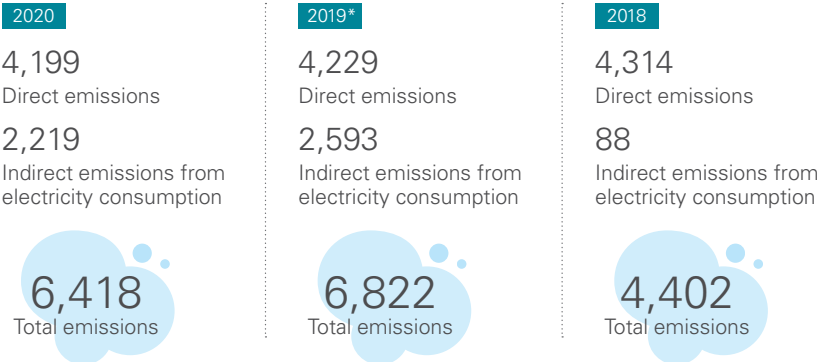
Our other environmental achievements

Building energy management

Since 2007, iA Financial Group has taken part in the Carbon Disclosure Project (CDP), which asks companies to measure and disclose their greenhouse gas (GHG) emissions.

The CDP asks companies to disclose direct GHG emissions (Scope 1) and indirect emissions from electricity consumption (Scope 2) as a priority.

Air emissions in CO₂e tons



Details on these calculations can be found in the *2020 GHG Emissions by Source* index at the end of this report. Our detailed responses to the CDP questionnaires and explanations of annual fluctuations in our emissions are available at www.cdp.net.

* 2019 data has been adjusted for comparison purposes based on our 2020 calculation methodology.

The CDP study also recommends disclosing GHGs emitted by indirect activities not related to electricity consumption (Scope 3). As such, iA Financial Group also calculates emissions related to waste management, business travel and employee commuting.

Waste management

Characterization studies

iA Financial Group commissions external firms to perform characterization studies measuring waste material recovery rates in many of our buildings in order to meet BOMA BEST and LEED certification standards.

A recovered material is one that continues its useful life through reuse, recycling or composting and thereby avoids ending up in landfill or incineration.

Paper reduction and recycling programs

For our clients

In all of our business lines, most of our documents are now produced in digital form. When we use paper, we make an effort to use paper made of 100% postconsumer recycled fibres.

This has resulted, year after year, in a significant reduction in the volume of paper mailings to our clients.

In Quebec, this tonnage is reported to Éco Entreprises Québec (ÉEQ), in accordance with the Quebec *Environment Quality Act* for deposit and separate collection. Like all other reporting companies, iA Financial Group pays an annual fee to ÉEQ for recyclable materials sent to individuals. In the case of iA Financial Group, these materials are mainly printed matter. The amount paid, administered by ÉEQ, finances separate collection by municipalities.

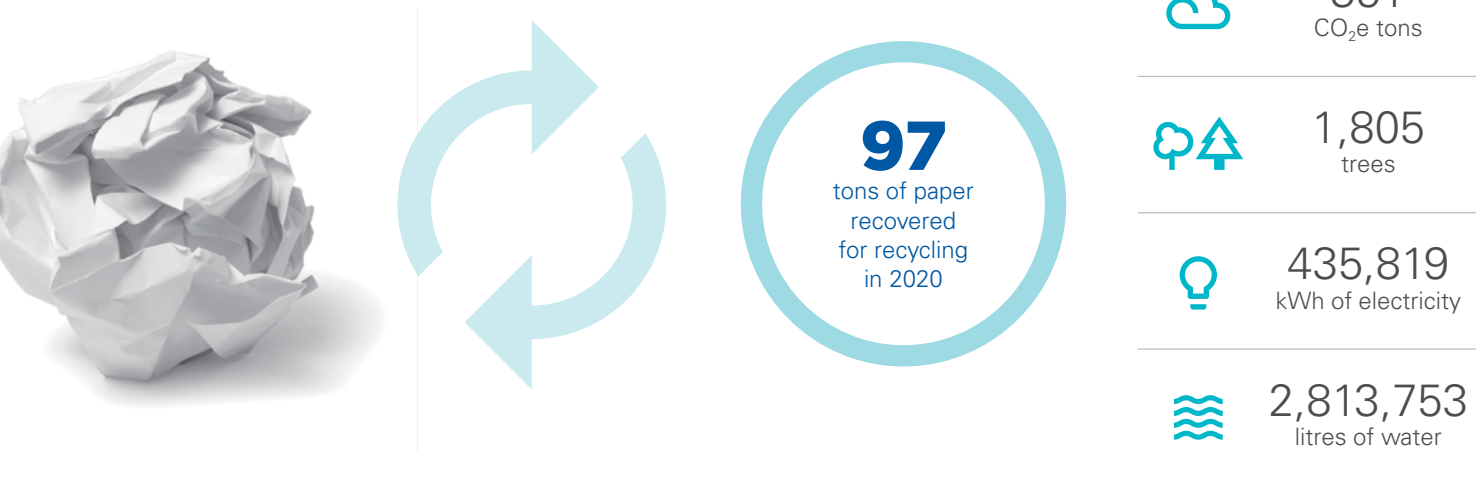
For our employees

In our offices in the various cities where we operate, efforts to reduce paper consumption in the workplace are widespread and affect all our internal business activities.

We are aware that the paper used in our offices remains of very high quality for recycled pulp producers. For this reason, we work with a partner that ensures ultra-secure destruction, at the highest level offered to its customers, of our documents.

This partner then works with local and regional industries that de-ink the material, pulp it and ultimately develop new recycled paper products. We then buy back a portion of this recycled paper, thus completing a circular economy loop.

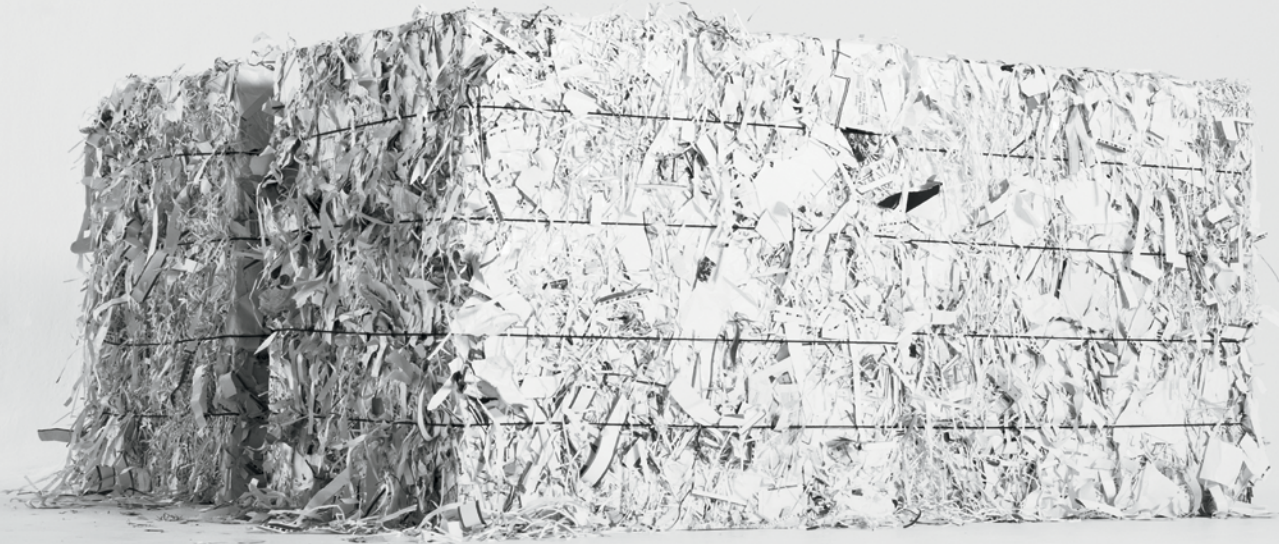
In our Quebec City and Vancouver offices, over 97 tons of paper were recovered for recycling in 2020. This measure helped save:



Paper recovered
(in metric tons)

	2020*	2019	2018	2017	2016
Quebec City	75.2 metric tons	119.3 metric tons	149.0 metric tons	161.0 metric tons	153.0 metric tons
Vancouver	21.9 metric tons	25.0 metric tons	18.5 metric tons	17.0 metric tons	17.5 metric tons
Total	97.1 metric tons	144.3 metric tons	167.5 metric tons	178.0 metric tons	170.5 metric tons

* As our employees have been teleworking since mid-March, the amount of paper recovered was exceptionally low in 2020.



Computer equipment

Since 2018, iA Financial Group has been giving new life to its outdated computer equipment through a partnership with Quantum Lifecycle.

New roads for our old equipment

Once collected directly and securely from our offices, the equipment is tracked by Quantum to its own facilities, where it is emptied of its content, cleaned and put back into circulation. Rigorous monitoring is maintained at every stage of this secure destruction process.

Equipment that cannot be reused is disassembled and its components are sold to partners who specialize in recycling them.

Equipment recovered (Quebec City, Montreal and Toronto offices)

Type of equipment	Year	Number of units processed	% of units resold	% of units recycled
Desktop computers	2020	170	98	2
	2019	533	98	2
	2018	821	99	1
Printers	2020	0	0	0
	2019	10	0	10
	2018	6	67	33
Laptop computers	2020	204	95	5
	2019	310	94	6
	2018	758	97	3
Monitors	2020	64	100	0
	2019	451	80	20
	2018	220	73	27
Networking hardware	2020	31	81	19
	2019	75	37	63
	2018	9	22	78
Servers	2020	0	0	0
	2019	28	79	21
	2018	33	85	15
Other	2020	21	43	57
	2019	217	17	83
	2018	349	14	86
Total	2020	490	93	7
	2019	1,624	78	22
	2018	2,197	82	18

A positive gesture extended to our employees and the community

At iA Financial Group, we have developed additional ways to allow our employees and the community to benefit from this initiative.

1

Equipment available at a discount to our employees

Quantum refurbishes the recovered equipment and resells it to a network of established clients through its transactional website Qnovum.ca. On this website, iA Financial Group employees can obtain the devices recovered from various partners for their own personal use. Our employees who take advantage of this offer receive a 20% discount on the purchase, as well as free home delivery, which is paid for by iA Financial Group.

Personal equipment purchases by iA Financial Group employees on Qnovum.ca



This initiative preserves the **environment** by extending the life of equipment with electronic components that are highly polluting and harmful to ecosystems and people's health when they end up in landfill, it benefits the **community** through the money and resources it allows to be reinvested, and it vitalizes the **economy** by mobilizing a forward-looking local company.

2

Donations to the community

When equipment that we once owned is resold, a portion of the sale is returned to us and, once processing and other related fees have been deducted, is held in a charitable account. At iA Financial Group, we have decided to reinvest these amounts in the community. Sometimes community organizations come to us with specific IT needs. The purchase of this equipment represents a large portion of their budget, which they cannot invest elsewhere, in care or direct assistance to beneficiaries.

We offer them the possibility of purchasing equipment that fully meets their needs on Qnovum.ca, and we pay for the purchases out of our charitable account. In 2020, we were able to donate 73 laptops to various organizations that work with youth and immigrants, for a total value of \$36,500.



Laptops offered to charities

30

laptops

Montreal school board

Value = \$15,000

20

laptops

Quebec City school board

Value = \$10,000

10

laptops

LaSalle youth centre

Value = \$5,000

10

laptops

Carrefour Jeunesse youth centre

Value = \$5,000

3

laptops

Agapogil Scouts

Value = \$1,500

Accessories and household items

In addition to very user-friendly recovery bins for waste generated in our workplaces, many other initiatives have been introduced to recover personal accessories and items that our employees may need to dispose of. These initiatives are designed to make life easier for our employees and encourage them to do more to protect the environment by diverting as many untreatable items as possible from municipal recycling.

Personal electronic devices

iA Financial Group has ElectroBac recovery containers where employees at the head office and workers at the 3800 Marly building in Quebec City can recycle their small electronic devices. Items deposited are collected and sent to a certified processing centre. Any data stored in the devices is completely destroyed and the devices are then recycled or refurbished. The centres involved in the recycling process are all audited and approved by the Recycler Qualification Office (RQO) and operate under the official program of the Electronic Products Recycling Association (EPRA).

2020*	2019	2018
1,665 devices	3,718 devices	2,657 devices
287 (lbs) Weight recovered	641 (lbs) Weight recovered	458 (lbs) Weight recovered

* As our employees have been teleworking since mid-March, the quantity of devices recovered was exceptionally low in 2020.



The devices recovered in our ElectroBacs represent the equivalent of:



- 126
mature trees
saved
- 2,098
litres of fuel
saved
- 4,731
plastic bottles
recycled**

** Data calculated based on the AllGreen Recycling carbon footprint calculator

Batteries

In partnership with one of our suppliers, three recovery boxes for all types of batteries are located in our head office buildings in Quebec City.

Small office accessories

In partnership with our office supply vendor, collection boxes for pens, markers and mechanical pencils have been installed in our three head office buildings.

The items collected are cleaned and transformed into plastic pellets that are used to manufacture new products.

Transportation

We calculate the annual GHG emissions generated by head office employees when travelling for business and commuting to and from work.

Business travel (air and train)



Business travel (personal vehicles)

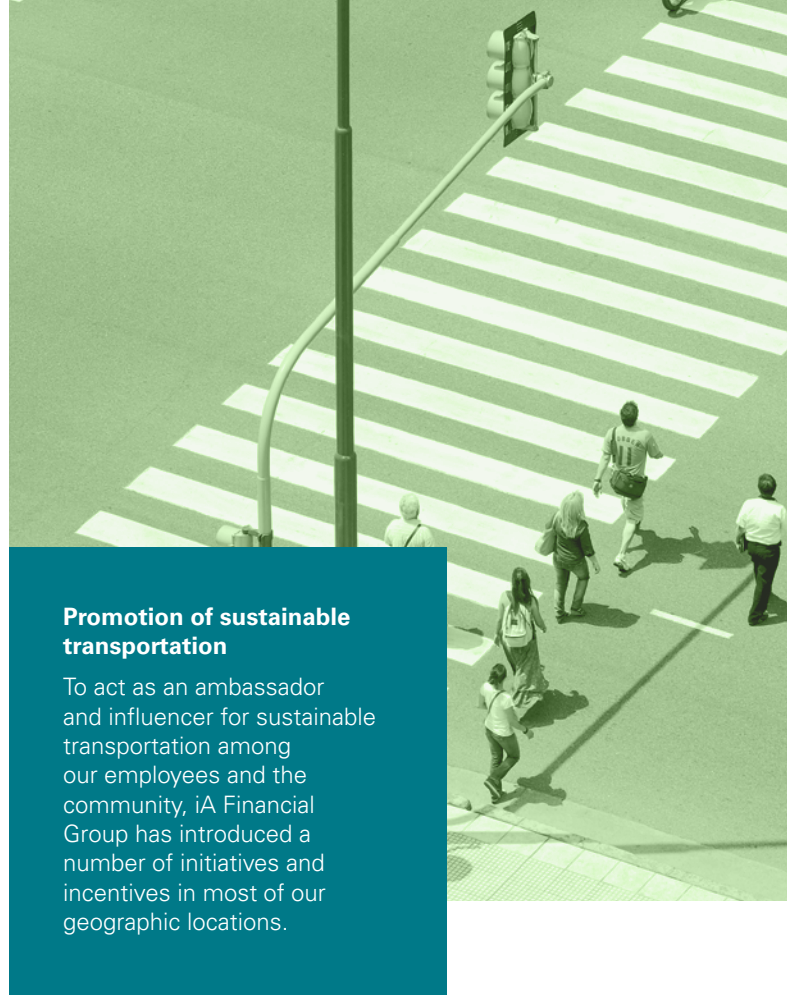


Employee commuting



2019 data has been adjusted for comparison purposes based on our 2020 calculation methodology.

* As our employees have been teleworking since mid-March, travelling and commuting were exceptionally low in 2020.



Promotion of sustainable transportation

To act as an ambassador and influencer for sustainable transportation among our employees and the community, iA Financial Group has introduced a number of initiatives and incentives in most of our geographic locations.

Public transit

In Quebec City, an incentive of 50% of the Quebec City and Lévis bus pass is paid by iA Financial Group for employees. The transport companies also offer our subscribers an additional 10% discount. For Quebec City employees of iA Auto and Home Insurance (iAAH), the entire cost of the pass is paid by the employer.

Also, through our Transit Support Program launched in February 2018, iA Financial Group provides financial support to our Montreal, Toronto and Vancouver employees who use public transit as their primary mode of transportation to the office. These employees are reimbursed \$50 per month, provided they meet the eligibility criteria. This program has had a major impact for our employees.

Carpooling

Aware of all the benefits of carpooling on mental health (e.g., reduced stress, co-worker bonding) and on the environment (e.g., reduced GHG emissions), iA Financial Group has offered employees in Quebec City and Montreal a carpooling program in partnership with ridesharing.com since 2009. In addition, 30 parking spaces are reserved for employees who carpool to work, 24 in Quebec City and 6 in Vancouver.





Electric vehicle charging stations

Over 20 electric vehicle charging stations are available to employees and tenants on 12 of iA Financial Group's properties.

Active transportation

iA Financial Group is attuned to the benefits of physical activity on the productivity and wellbeing of its employees. The following facilities therefore allow many employees to stay in shape and avoid solo car commutes.

- Bike racks on our various properties, most of them in secure indoor locations
- Locking bike racks
- Showers and change rooms

Participation in public and active transportation events

Again in 2020, iA Financial Group was a major participant in the *Défi Sans Auto Solo* car-free challenge organized as part of public and active transportation week. The challenge was maintained in 2020, despite the pandemic and lockdown measures, because it covers all activities involving travel by an individual during the period, whether for work or for other activities. During the seven day challenge, iA Financial Group participants calculated their public transit kilometres, active transportation kilometres and kilometres saved by telecommuting, which contributed to a reduction of approximately 961 kg of greenhouse gas emissions compared to travelling alone by car.

Quebec City and Montreal car-free challenge

2020	2019	2018
73 participants	149 participants	328 participants
961 GHG savings (kg)	2,287 GHG savings (kg)	3,561 GHG savings (kg)



Environmental employee recruiting initiatives

During 2020, iA Financial Group adapted and revised its strategy to ensure a memorable, distinctive and reinvented experience for its existing staff, but also for new hires.

As part of this new vision and our commitment to sustainability, our organization pledged, as of January 2021, to plant one tree per new employee, in addition to those planted as part of our carbon-offsetting activities.

In addition, our Talent Acquisition team has committed to supporting and promoting local businesses from the different territories served by iA Financial Group,

and to exposing their products by offering 100% local welcome gifts to our new employees. Because of the diversity of our suppliers, new employees will each be able to discover different companies throughout the year, depending on the partnership in place when they are hired.

Lastly, note that our onboarding process, which used to include a large volume of paper documents, is now almost entirely digital.



**SO
CIAL**

Diversity and inclusion



“Diversity and inclusion are core values that influence decision-making in an evolving way across iA Financial Group. We understand that focusing on this priority is not just the right thing to do, it is critical to the long-term success of our organization.”

Lilia Sham

Executive Vice-President
Corporate Strategy and Development

Diversity and inclusion are essential for growth. iA Financial Group has always encouraged diversity and inclusion and recognized their contribution to innovation and growth. We actively work to build a team that is as diverse as the people and communities we serve.

By offering an inclusive environment that values teamwork, respect for individuals and service quality, we strive to ensure that our employees feel safe and supported in their workplace, that they can be authentic and that they can realize their full potential.

In 2020, we took this vision a step further by creating a Diversity and Inclusion (D&I) working group, chaired by Lilia Sham, Executive Vice-President, Corporate Strategy and Development.

Mission statement

The mandate of this working group covers all forms of diversity and makes inclusion an equally important target for every form of diversity. As such, the working group clearly chose the following mission statement:

“At iA Financial Group, we support and celebrate diversity. We strive to provide and be recognized as an inclusive workplace for all regardless of ethnic origin, nationality, language, religious beliefs, gender, sexual orientation, age, marital status, family situation or physical or mental disability.”



Targets for increased gender equity

At the end of 2020, the following objectives and percentages were established for our Diversity and Inclusion (D&I) initiative and targeted measures were put in place.

The working group recommended the following targets for the representation of women in iA Financial Group senior leadership positions (as defined below), which were approved by both the executive committee and the board of directors:

- Achieve increased gender equity in iA Financial Group senior leadership positions of between **40% and 60%** for both women and men by 2025
- Now and in the future, between **40% and 60%** of iA Financial Group senior leadership position appointments will go to women

We believe that these targets are gender inclusive and that no group will be seen as advantaged or disadvantaged.

Other types of diversity

For other types of diversity, the working group has defined the following action plans for 2021:

- Increase our employees' awareness of the importance of diversity and inclusion.
- Collect data and analyse the composition of our workforce, with the help of an external firm specializing in diversity and inclusion. We are working with Catalyst, a not-for-profit organization known for its work in advancing and promoting women in corporate leadership that has broadened its mission to include equity and inclusion for underrepresented groups. This analysis will allow us to understand where we can make changes for the most positive impact.
- Implement training throughout iA Financial Group on unconscious bias and how to break or eliminate this bias.

Launch of Diversity and Inclusion initiative

In 2021, we launched our Diversity and Inclusion (D&I) initiative, first with managers in February and then with all employees beginning in March. The launch coincided with the introduction of training programs for employees.

We are also making improvements to our recruiting practices to ensure a more inclusive hiring and promotions process.



Representation of women and men in iA Financial Group senior leadership positions

We are working hard to foster a corporate culture of diversity and inclusion and to ensure the increasing participation and advancement of women in the company’s leadership.

For a more comprehensive view and to better measure the impact of our efforts, this year we adjusted our reference pool to represent the company’s executives and senior management as well as the senior management of the company’s main subsidiaries (“iA Financial Group senior leadership”).

Distribution of women/men in iA Financial Group senior leadership positions as at December 31, 2020

	Executives	Senior management	Total iA Financial Group senior leadership positions
	18% (2)	27% (13)	25% (15)
	82% (9)	73% (35)	75% (44)

Note: Figures in parentheses indicate the number of individuals.

The representation of women at different levels of management has increased steadily in recent years, thanks to a structured approach taking into account the needs of the entire organization.

This approach is yielding positive results. At December 31, 2020, women held 25% of iA Financial Group senior leadership positions, compared to 22% a year earlier. In addition, during 2020, 44% of new iA Financial Group senior leadership position appointments went to women, compared to 22% the previous year. Among the 44%, three women were appointed as President of the following subsidiaries: IAS Parent Holdings, Inc.; Industrial Alliance Auto and Home Insurance Inc.; and iA Auto Finance Inc.

The diversity and inclusion action plan detailed in the previous paragraphs joins the following measures already in place to support our goals for women’s representation in iA Financial Group senior leadership positions:

- Integrate the concept of diversity in our process of reviewing and analyzing succession candidates
- Promote training and professional development programs internally, intended for high-performing women
- Promote diversity through different tools, such as mentoring, flexible working arrangements and discussion groups
- Improve our assessment and selection tools for potential candidates
- Continue to focus on entry-level middle management positions so as to build a succession of high-quality candidates
- Continue our efforts to raise awareness by capitalizing on already implemented initiatives (such as the leadership circle for senior leadership positions and the development path focused on conscious leadership), which should provide leverage for achieving greater gender balance
- Implement a talent development committee, chaired by a member of the executive committee, with a mandate to ensure the representation of women and underrepresented groups in the pool of high-potential candidates for succession in iA Financial Group senior leadership positions

Inclusion Fund

With a contribution of \$200,000, iA Financial Group is actively participating in the Inclusion Fund, which brings together 22 financial firms that share the belief that education is the best defense against intolerance, discrimination and harassment.

This \$3.5 million fund will support in particular awareness and education programs in schools.

The purpose of these programs is to build inclusive living environments and promote greater openness in young people to diversity in all its forms.

Partnership with GRIS-Montréal

We are a major partner of the *Le GRIS part en tournée* project.

In collaboration with other research and social intervention groups and local LGBT+ organizations, GRIS-Montréal is touring Quebec to visit new schools and help demystify sexual and gender diversity in more regions of the province.

Partnership with *Femmes en Affaires* / HEC

In collaboration with *Femmes en affaires*/HEC, we awarded the \$2,000 women's leadership scholarship to a student in the BBA Finance program at HEC Montréal, along with a customized mentoring program with several of our leaders.

SASB

Employee Diversity & Inclusion

— FN-AC-330a.1

Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees

At December 31, 2020, women held 25% of iA Financial Group senior leadership positions, compared to 22% a year earlier.

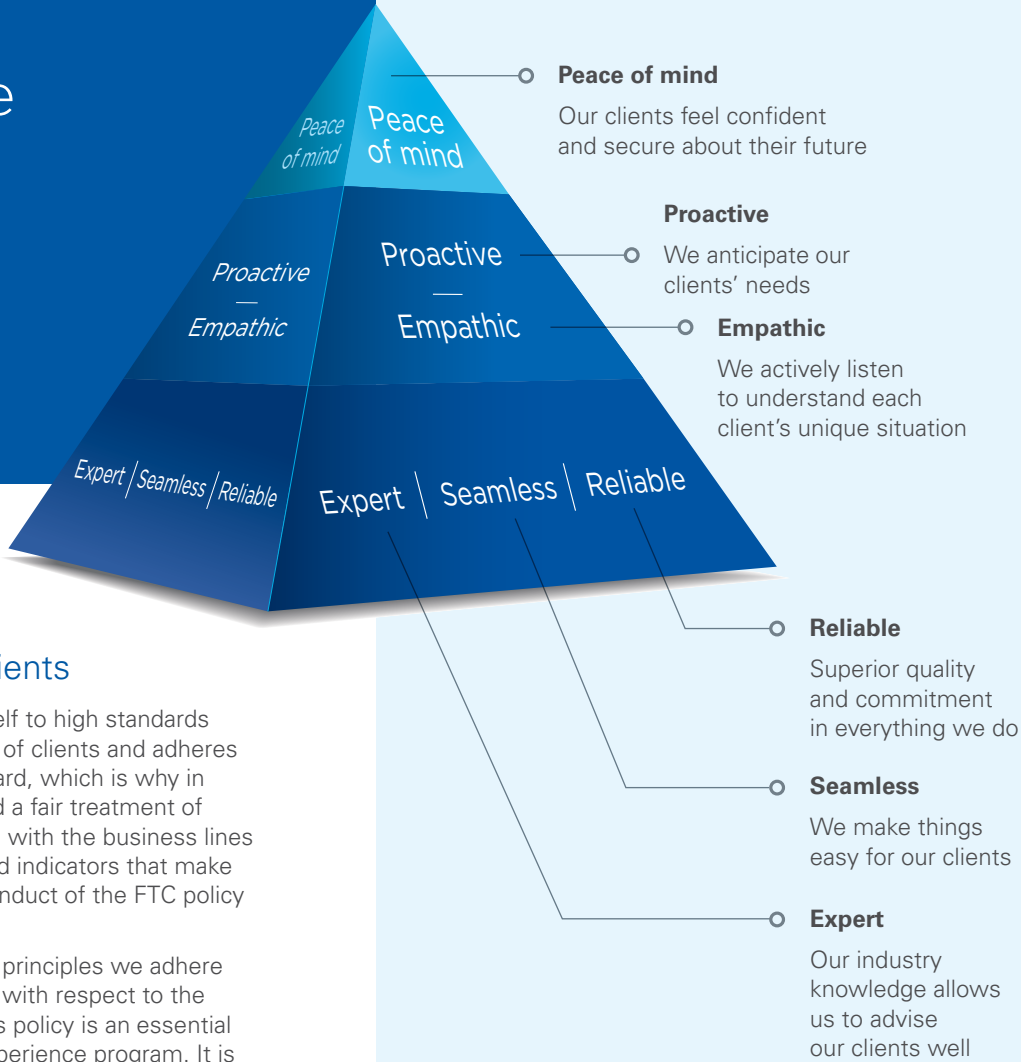
In addition, during 2020, 44% of new iA Financial Group senior leadership position appointments went to women, compared to 22% the previous year.

Starting in 2021, we will collect data and analyze the composition of our workforce regarding other forms of diversity.



Our client experience

**Our ultimate goal:
Offer our clients peace
of mind**



Fair treatment of clients

iA Financial Group holds itself to high standards regarding the fair treatment of clients and adheres to best practices in this regard, which is why in November 2019 we adopted a fair treatment of clients (FTC) policy. Working with the business lines concerned, we implemented indicators that make it possible to analyze the conduct of the FTC policy in our operations.

Our FTC policy sets out the principles we adhere to in our business practices with respect to the fair treatment of clients. This policy is an essential component of our Client Experience program. It is structured around nine key principles that reflect the behaviours expected in order to ensure the fair treatment of clients, including sound governance and culture; representations, advertising and communications about our products and services; and protection of personal information.

Indicators

We have developed indicators to analyze the fair treatment of clients in the conduct of iA Financial Group's businesses. These indicators provide an overall and accurate picture of fair treatment practices for each business line and allow us to identify gaps in applying the principles and take action to address them. Gaps are reported in accordance with the operational risk management policies of the business lines concerned.

What we achieved in 2020

In 2020, we made significant progress in establishing corporate foundations that will enable us to improve the client experience.

We selected the best suited technology for our future client relationship management (CRM) system. Once implemented, this system will help provide a 360 view of the client, offer a consistent client experience across our business lines, equip our distribution networks and support our employees and managers. Respecting client consent to the exchange and use of their personal data is a central component of this project.

We also continued to roll out our contact centre infrastructure, established new resource management processes and implemented best practice standards.

We defined our digital ambition to optimize the client experience by offering the best digital services. In line with this ambition, we improved and optimized the self-service features available to clients on My Client Space and the iA Mobile app, thus providing them with greater autonomy.

Net Promoter Score (NPS)

We have continued our efforts to harmonize and further implement NPS measures across the company to accurately reflect the experience of all our clients at targeted moments of truth.

Results and client feedback are communicated to various levels of the company for continuous improvement purposes and to act quickly on client needs when required.

We defined our digital ambition to optimize the client experience by offering the best digital services.

SASB

Transparent Information & Fair Advice for Customers

— FN-IN-270a.4

Description of approach to informing customers about products

Our policy on the fair treatment of clients and the nine key principles it contains are an integral part of our ethics culture and our commitment to our clients. In addition, iA Financial Group's purpose is to assure that our clients feel confident and secure about their future.

Our product development and marketing processes therefore include mechanisms to ensure clear writing and to provide full and accurate explanations for clients.

Our actions and measures demonstrate that everyone at iA Financial Group and our distributors is committed to putting clients' interests first, which includes providing them with reliable, comprehensive information about our products.



Our employee experience

Our ambition as an employer:

To be an employer of choice that offers a rewarding career.

At iA Financial Group, we believe that our employees are the key indicator of our success and that qualified, high-performing collaborators are an invaluable asset.

As a result, our human resources management philosophy is focused on flexibility and openness so that we can offer a unique employee experience in line with the values of both the company and the individual.

In addition to the many important initiatives we have deployed for our employees in the context of the pandemic, here are the main areas where we advanced in 2020.

Flexibility at the heart of our vision

We are currently developing a comprehensive program for a flexible work environment. This project has led us to revisit our current cultural, technological and physical environments.

Our reflection on a flexible working environment covers various aspects, including:

- A new teleworking model
- A redesigned workplace environment
- User support technologies

The program to introduce a flexible work environment is an opportunity for employees and teams to create their own flexible environments based on an optimal employee experience tailored to their needs. This program will be rolled out gradually starting in 2021.



Evolved performance appraisal approach

Altitude, our new performance appraisal approach launched in 2020, is taking a major step forward to make the experience simpler and more relevant.

More than 300 employees and managers worked together to reflect and co-create this new approach, which better reflects our values and our needs for today and tomorrow.

Because each employee plays a key role in iA Financial Group's success, this approach is designed to foster collaboration, ongoing discussion and individual development. It highlights employees' contributions to objectives as well as behaviours that are essential to our success.

Positive peer feedback initiative

In 2020, we invited employees to exchange positive feedback between peers.

During this exceptional year, we have all witnessed impressive efforts—large and small—that have made a real difference.

To underscore the fact that individually and collectively we have been learning together at breakneck speed and to help recognize everyone's dedication and contributions, we challenged our employees to highlight the good work of their peers and celebrate behaviours that often make a difference to them and their colleagues. Using a simple and effective feature built into our collaborative tools, we invited our community to take this simple, yet high-impact action.

This was a great way to further cultivate the behaviours encouraged at iA Financial Group.

Wide range of English language training

Our English language learning and development program aims to support employees who need English as part of their job.

A variety of services adapted to different needs is available to targeted employees, including courses, conversation workshops, an interactive e-learning platform and direct support for specific needs such as presentations and strategic meetings.



iA Health

Our health and wellness program, iA Health, covers many aspects of global employee health, from awareness to the implementation of concrete daily actions to maximize personal and professional wellbeing. We offer a wide array of tools and resources to encourage employees across the company to develop healthy lifestyle habits (such as regular physical activity and balanced nutrition), reliable safety skills and an enjoyable work-life balance.



Employee and Family Assistance Program (EFAP)

The Employee and Family Assistance Program (EFAP) is a confidential, optional support service that can help employees and their family members take steps to make a change.

EFAP professionals have the expertise to help employees and their families find solutions at every stage of their lives.

The EFAP provides services in the following areas:

- Mental health
- Families and relationships
- Legal and financial concerns
- Work and career

In addition to the EFAP, iA Health offers many other services, including:

- Dialogue telemedicine platform
- iA Health Portal
- Ergonomics services
- Workplace health and safety initiatives
- Virtual conferences

2020 initiatives

We introduced a stress management and wellbeing program to provide comprehensive mental health support to our employees. This program was launched to meet our employees' needs related to the pandemic.

The purpose of this program is to support employees as they work to achieve optimal psychological health. It provides access to:

- Free psychotherapy
- An integrated platform dedicated to mental health and wellbeing
- A team of mental health specialists, psychologists and psychotherapists, as well as Dialogue's regular medical team, who provide comprehensive, personalized follow-up and the best continuity of care

We also launched an initiative called *Adapt. Together.* to provide support, advice, accompaniment and guidance to our employees during the pandemic. This initiative includes an ongoing communication campaign for our employees as well as an unprecedented conference calendar.

Management of the COVID-19 pandemic

iA Financial Group's resilient business model, including the strength of our distribution networks and our sound risk management practices, has helped mitigate the impacts of the COVID-19 pandemic. As a result, the company has been fully able to continue generating growth while carrying on with our mission to ensure the financial wellbeing of our clients.



Since the very beginning, we have contributed tirelessly and in every possible way to the immense social efforts to mitigate the pandemic's effects by implementing numerous measures for our employees, clients and communities.

The various measures taken specifically for the pandemic in 2020 by iA Financial Group amount to a total of \$11.4 million.

Measures for employees

We have spared no effort to ensure the health and safety of our employees and to try to reduce the spread of the virus in the community. In mid-March 2020, we quickly took steps to enable telework for almost all employees and to ensure the safety of our offices for those required to work onsite for business continuity purposes.

We also offered our employees various support measures, including:

- Five additional paid "wellness" days
- Launch of Dialogue stress management and wellbeing program
- \$400 allowance for ergonomic home office equipment

- Distribution of masks to all employees delivered to their homes
- Introduction of wellness breaks and virtual ergonomics workshops
- Internal COVID-19 website with comprehensive news and information for employees and managers
- \$25/month allowance for telework Internet expenses
- Series of eight virtual *Adapt. Together.* program conferences
- Pandemic support tools for managers
- Support program for employees to help prevent disability leave
- 24/7 employee hotline for COVID-19 questions, test declarations and positive test result support

These measures were in addition to the services already available to employees, including the Employee and Family Assistance Program and access to telemedicine.

Measures for clients

In the early weeks of the COVID-19 pandemic, we put in place a variety of relief measures to support our clients experiencing financial hardship as a direct result of the pandemic. These measures covered multiple sectors and products, including:

- Life insurance, critical illness insurance, disability insurance, accident insurance, individual savings and retirement
- Residential mortgages
- Auto loans

Group insurance clients on short-term disability following a positive COVID-19 diagnosis received immediate coverage with no waiting period. A temporary 60% reduction in dental insurance premiums was also offered, as well as continued coverage for plan members temporarily laid off by their employer, when requested by their plan administrator. Thanks to our digital tools, we were also able to allow plan members to submit the vast majority of their claims online, speeding up processing and reimbursement.

Our iA Auto and Home subsidiary offered clients a rebate equivalent to 20% of their monthly auto premium for the months of April, May and June 2020. All clients received this rebate without having to make a request.

As the owner of numerous properties, our actions were focused on two priorities: limiting the risk of contamination in our buildings by following the instructions of public health authorities and supporting business continuity for our tenants.

To ensure the safety of occupants, we invested and deployed additional resources to support the work of our maintenance and security teams working onsite.

Here is an overview of the main measures progressively implemented since February 2020 on our properties:

- Daily maintenance and hygiene: Increased cleaning frequency for main contact points such as entrance doors and elevator buttons, widespread provision of hand sanitizer dispensers and distribution of masks
- Washroom automation: Installation of motion sensors on doors, soap dispensers, sinks and toilets

- Security, health precautions and harm prevention: Tightened access to buildings with controls and verification of COVID-19 risk factors, including taking temperatures, installation of signage promoting physical distancing and other health measures in place, and increased monitoring of people coming and going to prevent theft
- Disinfection procedures: Disinfection of work spaces and common areas visited by anyone who may have been infected
- Air quality: Replacement of ventilation filters with higher efficiency models and increase in fresh air supply to our buildings

In the same vein, we took the lead in ensuring access for essential staff as well as technological infrastructure stability for our tenants, enabling the vast majority of them to maintain their operations through telework or e-commerce. With the procedures in place and the stability of the IT systems, almost all of our tenants are able to provide the bulk of their services remotely.





Measures for communities

Since March 2020, iA Financial Group has also been committed to fighting the unprecedented effects of the pandemic on our communities. We increased our donations in the areas of health and community services, specifically targeting organizations with urgent needs due to the pandemic.

In 2020, a total of nearly \$2.5 million was donated to fight the pandemic, including donations to the COVID-19 emergency funds of various hospital and health research centre foundations, as well as to food banks in several Canadian provinces.

Here are some examples:

- Specific major donations for health research (COVID-19): Over \$500,000 donated to organizations across the country
- United Way-Centraide: \$450,000 donated to the emergency fund in March 2020
- \$100,000 in donations to student emergency funds at colleges and universities
- Mental health outreach: \$300,000 in donations to organizations across Canada working on the ground in the area of mental health prevention
- Respect for fundraising activity donation commitments, even if cancelled in 2020
- 73 laptops donated to various youth charities for a value of \$36,500

Donations of iA Financial Group hand sanitizer

Our Dealer Services division benefitted from one of its entities, WGI Manufacturing Inc., a company well known in the industry for its vehicle paint protection products.

At the beginning of April 2020, the division was able to shift its chemical production capabilities and use its extensive chemical expertise to produce a high-quality hand sanitizer.

The division first offered a free supply of this disinfectant to its dealers to help them ensure greater safety for their environments and employees.

After learning that there were shortages of personal protective equipment and supplies at local hospitals, the Dealer Services team decided to take large quantities of hand sanitizer to various hospitals in the Greater Toronto Area.

More than 150 cases of hand sanitizer were donated in support of Greater Toronto hospitals, including Mackenzie Health Hospital in Vaughan and Mount Sinai and SickKids Hospital in Toronto.

Client health and wellness

In group insurance, iA Financial Group serves some 1,000 companies and organizations across Canada, representing more than 525,000 plan members.

Here are our new features introduced in 2020, which are part of our mission to provide our clients with innovative solutions and ensure the health and wellbeing of our group insurance plan members.

Telemedicine

Our telemedicine offering, available through Dialogue, facilitates access to healthcare for plan members and their families. Telemedicine services include consultations with health professionals, prescription renewals (including free drug delivery) and referrals to external specialists.

With telemedicine, more than 70% of medical problems—which would normally require a visit to a clinic—can be treated remotely, saving both travel and waiting time. If the medical problem requires an in-person consultation, help is offered in making an appointment at a clinic.

Employee and Family Assistance Program

The Employee and Family Assistance Program (EFAP) provides plan members and their families with professional support to help them deal with issues affecting their health and wellbeing.

The arrival of Homewood Health as a new EFAP provider has allowed us, among other things, to enhance our offering with the addition of an online cognitive behavioural therapy self-treatment program for depression and anxiety.

Mental health coaching

Mental health coaching is a proactive disability prevention solution that targets the most common mental health problems: depression, stress and anxiety.

This new service, offered through Novus Health, makes it possible to intervene early with at-risk plan members to encourage them to take charge of problems related to their mental health in order to improve their quality of life.

Telemedicine, the Employee and Family Assistance Program and mental health coaching are all services provided as part of our Well-Balanced group insurance health and wellness package.

Preventive opioid management solution

This initiative, in partnership with Express Scripts Canada, focuses on reducing early exposure to opioids by implementing pharmacy measures during the dispensing process. The goal is to reduce the risk of plan members developing chronic opioid use.

Under this solution, two measures are in place to ensure better initial use of opioids. Without restricting access, the first measure aims to minimize exposure to opioids by providing patients with a short-term initial supply. The second measure contributes to safe initial therapy by encouraging patients to use short-acting opioids (which contain less opioids per dose).

In addition to helping reduce the risk of developing tolerance and dependence on opioids, these measures can also help to quickly detect the development of side effects.

SASB

Policies Designed to Incentivize Responsible Behavior

— FN-IN-410b.2

Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors

As described above, we offer many innovative solutions for our group insurance plan members and their families to help them look out for their health and wellbeing.

The new features introduced in 2020 are part of our mission to provide our clients with innovative solutions and ensure the health and wellbeing of our group insurance plan members. Telemedicine, the Employee and Family Assistance Program, mental health coaching and the preventive opioid management solution are prime examples of effective measures that are perfectly adapted to the needs of our clients in the current pandemic context.

In addition, the underwriting of individual life and health insurance policies is based on many factors related to health.

Our commitment to the community

At iA Financial Group, our commitment to the community has been a very important component of our sustainable development strategy for many years.

Vision

iA Financial Group is an engaged company that works with its stakeholders for the betterment of individuals and the community so that everyone becomes a catalyst of betterment, today and in the future.

Strategy

- Create catalysts so everyone pays it forward
- Unite forces within communities (corporate services, business lines and subsidiaries)
- Guarantee the sustainability of our community actions today and for future generations

Preferred sectors

Healthcare

- A wellbeing vector, this sector is closest to our operations and company mission
- Target: Charities that provide or want to provide or improve care, encourage recovery or provide end-of-life support

Social/community

- Driving force to help the vulnerable become social actors who can pay it forward
- Target: Charities whose mission is to help, support and reintegrate people in a given community

Education

- Base for intellectual, social and economic development
- Target: Charities whose mission is the training and academic development of individuals

Environment

- A pillar of sustainability, this sector is essential to the health of the planet and the wellbeing of future generations
- Target: Charities whose mission is to guide individuals in the application of environmental best practices

Involvement with research chairs

iA Financial Group believes in science and proudly supports university research.

This year, we signed a two-year partnership with the **Eco-Advising Chair of the University of Quebec in Chicoutimi (UQAC) Foundation**. Our donation to the Chair will be used to create scholarships supporting graduate students enrolled in the Eco-Advising Chair master's program.

The Chair's principal mandate is to support the development of the eco-advisor profession in order to ensure its implementation and long-term success in our society. The specific areas of expertise developed at the Chair relate to greenhouse gas management, climate change mitigation, residual materials management and the design of sustainable development analysis tools.

iA Financial Group is certain that its support will enable the Chair's innovative projects to generate new knowledge and new practices that can benefit the scientific community and society as a whole.

We are also continuing our support for the **Université Laval Research Chair on Leadership in Community Support Education**. This Chair builds ties with community organizations in the Quebec City area. Our donation allows the managers of these organizations to receive a year of instruction on management functions from administrative sciences experts. Their interactions promote the sharing of knowledge and best management practices. This is a concrete way for iA Financial Group to contribute to the development of a solid, sustainable community ecosystem.

Scholarships

iA Financial Group's support for higher education also goes beyond our funding of research chairs. We take part in a number of scholarship programs, in particular with several departments at Université Laval.



Donation program supporting employee community involvement

iA Financial Group facilitates employees' community involvement by consolidating various resources and tools on an employee community involvement website. In 2020, this site was fleshed out with references to help employees find out how to stay involved with their communities safely and virtually.

In addition, iA Financial Group provides donations to charities for which employees volunteer. These donations are based on an analysis grid that takes into account the employee's level of involvement as well as the organization's outreach.

We also have a shared platform where employees can promote their community involvement, solicit donations and invite their colleagues to sign up for various activities.

Again in 2020, \$200,000 was paid in connection with employee community involvement. We are particularly proud of this contribution, which speaks to the reach of our commitment when it counts the most.

Skills volunteering

We encourage employees to share their professional knowledge and expertise to lend a helping hand by allowing them a half-day leave for skills volunteering. These efforts are organized by Bénévoles d'Expertise Capitale-Nationale et Chaudière-Appalaches, whose mission is to help provide community organizations with management and governance support.

2020 Canada-wide philanthropic contest

Since our 125th anniversary in 2017, iA Financial Group has held a major annual donations contest in order to actively contribute to the wellbeing of individuals and communities. Each year, a theme is selected based on pressing issues of the moment. This has allowed us to support the missions of a broad diversity of charities over the years.

“The COVID-19 pandemic has put a strain on a lot of organizations, many of which need a hand. These challenging times call for goodwill, mutual aid and generosity in order to help others. It’s in this spirit that we are proud to provide financial support to Canadian charities. We invite them to enter the contest in large numbers.”

Denis Ricard, President and CEO of iA Financial Group, at the launch of the 2020 edition of the contest

In this context, for the 2020 edition, we wanted to focus on resilience, innovation and hope. A total of \$400,000 in donations was made. Here is the question asked of charities this year:

How would \$100,000 help you get your activities back up and running, start a project or pursue your mission?

Nearly 250 charities across Canada responded to the call launched by iA Financial Group in September. A jury reviewed all projects received and chose the ten finalists, which were submitted to a public vote. The three charities that received the most votes were each awarded \$100,000, while the seven remaining finalists each received \$10,000. An additional \$30,000 was donated to the charity voted the iA Financial Group employee favourite.

★ La Fondation prévention du suicide Accalmie Trois-Rivières, Quebec

\$130,000 donation (\$100,000 + \$30,000 employee favourite, having received the most votes from iA employees)

As a consequence of the pandemic, mental health needs and psychosocial support will be more important than ever in the coming months. With the donation from iA Financial Group, the foundation will continue to offer and improve the professional and specialized support services it offers to the public and thereby tighten the human safety net and boost social mobilization in suicide prevention. This will help the organization increase its capacity to act within the community with strategies adapted to a vulnerable clientele.

“Your support allows us to continue to establish roots in the community and absorb the 1,500 new requests that will receive the intensity of services needed for their situation. We will also be able to develop new strategies for the wellbeing of the community. In this way, the “Cultivons notre bonheur” campaign will last all year. This campaign is for everyone, and for those experiencing difficulties. It aims to promote mental health and focuses on protective factors, in line with positive psychology. Several components will be developed, including an introductory tool that will be distributed to all households in the Mauricie region. We thank you 130,000 times over!”

Mylène Davignon, Philanthropic Coordinator



3 x \$100,000
to the 3 winning
finalists

7 x \$10,000
to the 7 remaining
finalists

\$30,000
to the iA employee
favourite



Children's Health Foundation – London, Ontario

\$100,000 donation

iA Financial Group's donation will help the Children's Hospital at London Health Sciences Centre, which provides care to children with life-threatening health problems or conditions that limit their life expectancy. The organization will be able to rethink its Paediatric Family Resource Centre and make it mobile to help families be more resilient and hopeful, wherever they are and when they need it the most.

"It is never easy to support a child through a serious health issue. The global pandemic has made the experience more stressful for caregivers by complicating the care environment. That's why we are truly grateful for iA Financial Group's generous donation to Children's Hospital at London Health Sciences Centre. You are fostering hope and strengthening family resilience by providing access to vital caregiver support programming at the bedside. Because of you, hundreds of families facing economic hardship will receive financial assistance so they can focus on their child's health. Because of you, parents will have a shoulder to lean on when they are overwhelmed. Because of you, families will have technology to connect with their loved ones, and more. Thank you for standing by our kids and their families when it is needed most."

Scott Fortnum, MA, CFRE, ACFRE, President and CEO



Crossroads for Women – Moncton, New Brunswick

\$100,000 donation

The biggest domestic violence shelter in Atlantic Canada, Crossroads for Women will be able to expand and improve its transition house by adding more beds and by updating its food storage system. These changes will help empower female survivors of domestic violence by providing education, resources, emergency shelter, and counselling 24/7. This is all the more important as the number of women in need of assistance has greatly increased since the beginning of the pandemic.

"Crossroads for Women provides shelter, training, and support to assist women fleeing abusive relationships, helping them find a path to a new life for themselves and their children. The change in weather has made the situation life-threatening. A lack of beds means we have to turn many women and children away. The planned renovations for additional accommodations and a much-needed overhaul of our food pantry are costly. These new funds will undoubtedly turn Crossroads' vision of an expanded safe space into a reality. This is vital since the pandemic increased cases of women seeking shelter at precisely the same time Crossroads fundraising activities, which traditionally rely on events involving social gatherings, have been non-existent or have had to go virtual. Now, vulnerable women at the lowest point in their lives have a real shot at a new life thanks to iA Financial Group. Thank you for making our dream a reality!"

Jennifer Woods, HR Generalist

Seven other winners

Seven remaining finalists from across Canada each received \$10,000:

- Covenant House Vancouver – Vancouver, BC
- Karis Support Society – Kelowna, BC
- University Hospital Foundation – Edmonton, AB
- DASCH – Winnipeg, MB
- Mikinakoos Children's Fund – Thunder Bay, ON
- Nanny Angel Network – Toronto, ON
- Éducaide – Quebec City, QC

iA Day of Caring

The iA Day of Caring didn't take a break in 2020! Given the pandemic, iA's annual day of caring was reinvented as a Virtual Week of Caring. Our employees were invited to perform an act of virtual caring or volunteering during the week of September 28 to October 2. A total of 55 employees took part in this Week of Caring. They got involved in all regions from Halifax to Vancouver, including Montreal, Toronto and several cities in the United States. All of the projects positively impacted the community, and each participant scrupulously followed distancing rules and the other health measures imposed by local and government authorities.

Here are some examples of their caring acts:

- Conversations with senior family members or acquaintances to break isolation
- Donations of blood
- Delivery of baskets and food items
- Drawings for non-profit organization Color A Smile that delivers them to anyone in need of a smile
- Correspondence with primary school children through Courier Plume, which provides mailboxes for children to send drawings, questions and sometimes needs for advice

All together, even virtually, we found ways to keep paying it forward!

Food recovery program

In 2019, iA Financial Group became a national partner of the La Tablée des Chefs food recovery program. Beyond our donation, our head office food services team has also mobilized over the past few years to donate freshly cooked food every week to a charity to feed people in need.

Although this involvement is being curbed as a result of the pandemic, we are motivated to continue supporting La Tablée des Chefs. In the meantime, we have redirected our donation to the project Les Cuisines Solidaires, which helps food banks in Quebec. Under this project, a number of restaurant owners have opened their kitchens to prepare meals for food banks. More than 1.85 million meals have been provided to food banks in Quebec.

1.85 million
meals

provided to food
banks in Quebec



Contribution to the Canadian Red Cross – Explosion in Lebanon

Because solidarity and aid are such an important part of our values, iA Financial Group made a significant donation to the Canadian Red Cross to help victims of the tragedy that occurred in Beirut last summer. Our thoughts remain with our coworkers and fellow citizens from Lebanon.

Socially responsible and fossil fuel free funds

iA Clarington, our mutual fund subsidiary, offers a suite of socially responsible mutual funds and portfolio solutions under the IA Clarington Inhance SRI brand. The IA Clarington Inhance SRI funds and portfolios are sub-advised by Vancity Investment Management Ltd. (VCIM), a leader in socially responsible investing (SRI).

The VCIM team uses an integrated approach, combining financial analysis with environmental, social and governance (ESG) analysis to screen for quality companies. In their ESG screen, they identify potential candidates by reviewing company performance in seven key areas:

- Corporate governance
- Environmental commitments
- Employee relations
- Diversity
- Community relations
- Human rights
- Sustainable products

All IA Clarington Inhance SRI funds are fossil fuel free. This means the funds do not invest in:

- Oil, gas and coal producers
- Pipeline companies
- Natural gas distribution utilities
- Liquefied natural gas operations

VCIM also does not invest in securities issued by companies whose primary line of business includes tobacco, nuclear power, military weapons, adult entertainment, or gaming.



Performance of our socially responsible investment funds

(As at December 31, 2020)

	1-Year	3-Year	5-Year	10-Year	Since PSD ¹
IA Clarington Inhance Bond SRI B	4.1	4.2			3.2
IA Clarington Inhance Bond SRI F	4.6	4.8			3.7
IA Clarington Inhance Monthly Income SRI T6	2.0	4.3	6.2	5.2	6.1
IA Clarington Inhance Monthly Income SRI F6	3.3	5.6	7.5	6.5	7.4
IA Clarington Inhance Canadian Equity SRI Class A	14.9	7.7	10.2	5.7	6.7
IA Clarington Inhance Canadian Equity SRI Class F	16.4	9.1	11.6	7.1	8.0
IA Clarington Inhance Global Equity SRI Class A	31.2	17.1	13.8	12.1	11.0
IA Clarington Inhance Global Equity SRI Class F	32.8	18.4	15.2	13.4	12.3
IA Clarington Inhance Conservative SRI Port T6	8.4	6.2	5.5	4.8	4.8
IA Clarington Inhance Conservative SRI Port F6	9.6	7.4	6.7		5.6
IA Clarington Inhance Balanced SRI Portfolio A	12.0	7.8	7.2	5.9	5.9
IA Clarington Inhance Balanced SRI Portfolio F	13.2	9.0	8.4		6.9
IA Clarington Inhance Growth SRI Portfolio A	14.9	9.2	8.6	6.7	6.8
IA Clarington Inhance Growth SRI Portfolio F	16.3	10.4	9.9	8.0	8.1

Disclaimer:

¹ Performance Start Date (PSD). Returns are calculated from December 30, 2016 for IA Clarington Inhance Bond SRI Fund. Returns for IA Clarington Inhance Conservative SRI Portfolio Series F6 and IA Clarington Inhance Balanced SRI Portfolio Series F are calculated from June 29, 2015. Returns for all other funds are calculated from December 4, 2009, the date of a material fund merger. The information provided herein does not constitute financial, tax or legal advice. Always consult with a qualified advisor prior to making any investment decision. Indicated mutual fund rates of return include changes in share or unit value and reinvestment of all dividends or distributions and do not take into account sales, redemption, distribution or optional charges or income taxes payable by any securityholder that would have reduced returns. Returns for time periods of more than one year are historical annual compounded total returns while returns for time periods of one year or less are cumulative figures and are not annualized. Where applicable, compound growth charts are used only to illustrate the effects of a compound growth rate and are not intended to reflect future values or returns of a fund. A mutual fund's "yield" refers to income generated by securities held in the fund's portfolio and does not represent the return of or level of income paid out by the fund.

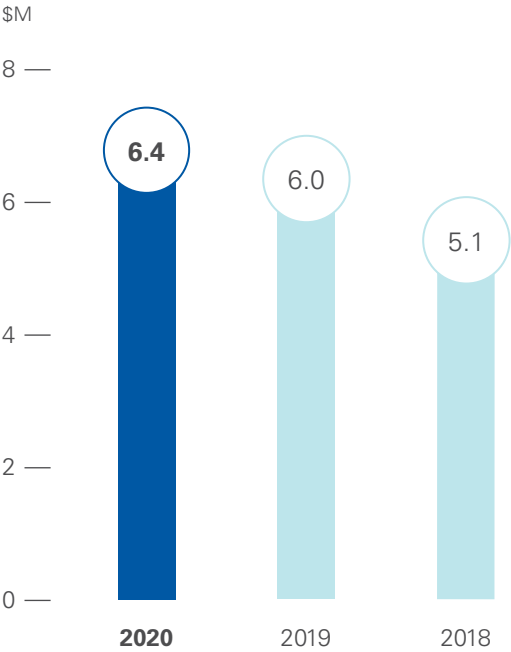
Commissions, trailing commissions, management fees, brokerage fees and expenses all may be associated with mutual fund investments, including investments in exchange-traded series of mutual funds. Please read the prospectus before investing. Mutual funds are not guaranteed, their values change frequently and past performance may not be repeated. Trademarks displayed herein that are not owned by Industrial Alliance Insurance and Financial Services Inc. are the property of and trademarked by the corresponding company and are used for illustrative purposes only.

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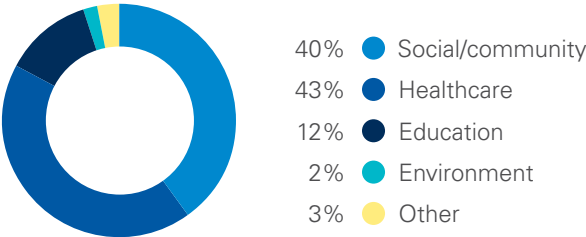
Our other social achievements

2020 donations

In 2020, iA Financial Group donated \$6.4 million, or the equivalent of \$820 per employee, to close to 500 different organizations. These figures exclude subsidiary donations.



Distribution of donations by sector in 2020*



* Excludes amounts for carbon neutrality and additional donations related to COVID-19

iA Financial Group Foundation for Learning a Second Language

As students were unable to go on language immersion trips in 2020, we redirected a portion of the money generally allocated to our second language learning grants to student emergency funds at various colleges and universities. This represented an amount of \$110,000.

Since 2010, over \$1 million has been awarded to college-level students for language immersion trips.

Donation program for employees involved with charitable organizations

2020	2019	2018
\$350,000 in total donations	\$275,000 in total donations	\$80,000 in total donations
60 organizations	45 organizations	30 organizations
80 participants**	275 participants**	250 participants**

** Company employees, retirees or representatives serving as volunteers or benefit attendees. In 2020, the number of participants decreased significantly as volunteering activities had to be done individually instead of in groups due to social distancing measures.

United Way-Centraide campaigns

Altogether, our 2020 campaigns allowed us to give a total of \$1,800,000 to community organizations supported by United Way-Centraide. This is once again a new record for the company! Accustomed to gathering in our respective offices at the beginning of the campaign to mark the kick-off, this year we held a virtual launch.

In addition, in response to the critical needs arising from the pandemic, this year we made a special contribution of \$450,000 to the United Way-Centraide emergency fund to address food insecurity, senior isolation, and homelessness.

Our community involvement in pictures



Montreal, Quebec

This initiative took place before social distancing measures were in place.

On February 24, Tad Milmine, founder of Bullying Ends Here, one of the organizations that received \$125,000 during the 2017 edition of our philanthropic contest, spoke at a conference before employees at our Montreal office. Our colleagues Isabelle Blackburn (left) and Catherine Tardif (right) put their hearts into organizing this awareness event.

On February 26, our Vancouver colleagues showed their support to end bullying by participating in Pink Shirt Day. This day is to promote support and awareness of this important cause. This great initiative was started by two high school students in Nova Scotia who wanted to show their support for a boy in ninth grade who was being bullied for wearing a pink shirt. These students went further in promoting the message of acceptance and intolerance of bullying by distributing pink shirts to all of the boys at their school.



Vancouver, British Columbia

This initiative took place before social distancing measures were in place.



Quebec City, Quebec

Given the pressing need for visors to protect healthcare professionals during the pandemic, several employees from our IT department in Quebec City decided to make visors for free, using their personal 3D printers during their free time.

In total, over 150 visors were sent to various organizations and clinics, where they were then disinfected so that they could be used safely.

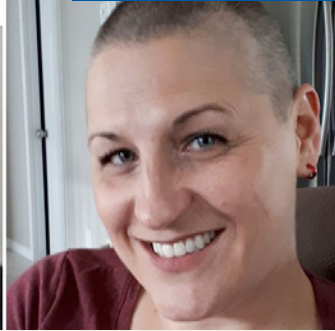
Our colleague Jacqueline Franciosi from iA Portfolio Management, along with her husband, works with a small group of individuals to collect leftover bakery items from six to eight local restaurants six times a week and drop them at a St. Vincent de Paul kitchen centre where they are used to feed the homeless, low income families or individuals, and any person that wants a meal.



Scottsdale, Arizona



Quebec City, Quebec



In May, our colleague Marie-Christine Bernard from iA Auto and Home Insurance participated in the Leucan Shaved Head Challenge.

This fundraiser brings the community together to help provide services to cancer-stricken children and their families and to invest in clinical research. Because of the isolation measures in place, the event was live-streamed on Facebook for Marie-Christine's supporters and on Zoom with the Leucan team.

Since inception, Tony Coffey has been involved with We Are Young (WAY), a charitable organization that grants unfulfilled wishes to seniors in Nova Scotia. Tony currently sits on the board of directors as President and has devoted a tremendous amount of heart to this cause over the last five years. Since the beginning of COVID-19, WAY immediately adapted their operations to maximize the impact they could have on individual seniors throughout the province.



Halifax, Nova Scotia



Toronto, Ontario



With the isolation measures in place, our Toronto IT Service Centre team usually has an informal virtual get together every week. In early May, a friendly joke turned into a real challenge. When his co-workers asked Ryan Lopes how much money it would take for him to shave his beard, our colleague replied that he would shave it live to support the Toronto Daily Bread Food Bank. Thanks to his many supporters, Ryan was able to raise \$2,600 for the organization.

In July, members of the Investia social club helped their colleague Caroline Drouin organize a book drive for the *Maison des Enfants de Saint-Roch* organization where Caroline helps out. This organization helps children and their families in the Saint-Roch neighbourhood of Quebec City.



Quebec City, Quebec



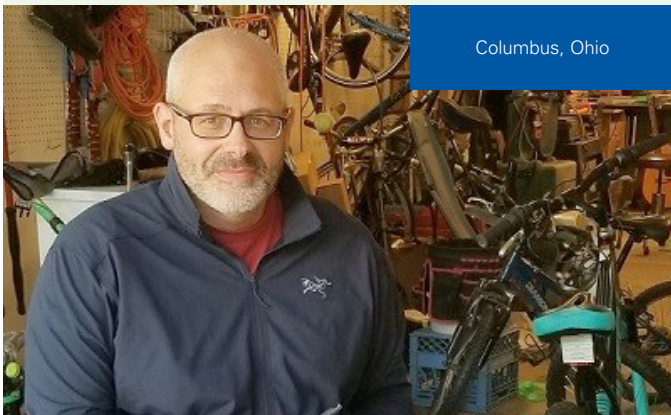
Vancouver,
British Columbia

Our colleague Ken Godfray is very involved with the Leukemia & Lymphoma Society of Canada (LLSC). In 2020, he set up a friendly competition for insurance companies: The Insurance Cup presented by iA Financial Group. This challenge among competitors was a big success. A short promotional video filmed in the summer of 2020, in which Ken identifies good reasons for taking part in this fundraiser, promotes the 2021 edition.

On August 29, a team organized by Daphne King (top right) participated in the Enbridge Ride to Conquer Cancer. Each rider made a valiant effort and, as a team, raised \$31,907.75 for cancer research. On September 12, in La Côte-de-Beaupré near Quebec City, another one of our iA teams successfully completed the Ride to Conquer Cancer. This team raised over \$27,000 for research and patient care at Montreal’s Jewish General Hospital and the CHU de Québec.



Toronto, Ontario



Columbus, Ohio

During our Virtual Week of Caring, Eric Altherr from IAS provided free bicycle service/repair for his community in Dublin, Ohio, which has a large concentration of Nepalese and Bhutanese immigrants—often hesitant to seek assistance due to language barriers. All repairs were provided with no labour charges, and parts were mostly provided through generous donors in the community and surrounding area. All the necessary precautions were taken, including masking, disinfecting surfaces, etc.

Our colleague Julie Martel participated in the 2020 CIBC Run for the Cure to help raise money for the Canadian Cancer Society. This year, Julie raised more money than ever, a whopping \$7,455! This was the most money raised by an individual in the Quebec City race.



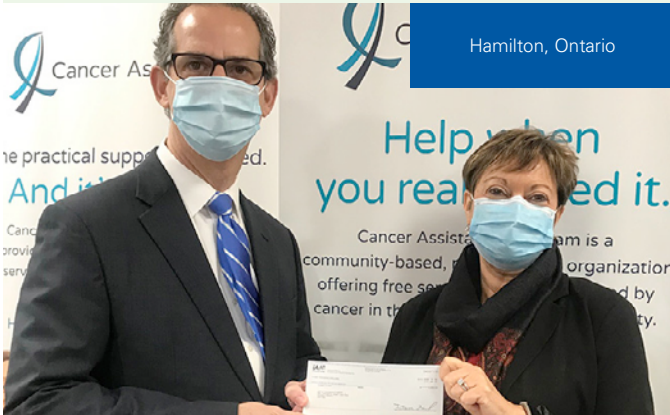
Quebec City, Quebec



Our colleague Marke Dally took part in the Winnipeg Light the NightWalk as an "Honoured Hero." This year, his team raised over \$10,000 in charitable donations from individuals and businesses.

In January of 2016, Marke was diagnosed with acute myeloid leukemia (AML) and given the information that if he were not to start intensive treatment immediately, he may not make it another three weeks. Today, Marke is energetically and enthusiastically committed to the cause.

Sylvie Deshaies took part in the *Grand dévouement* walkathon at the Sainte-Foy outdoor recreational area in Quebec City. In addition to this walkathon, Sylvie and her team, *Les Sunshine*, made up of family and friends, committed to walking 90 or more minutes per week or a minimum of 900 minutes in order to raise money for the Quebec Cancer Foundation. Obviously, every step is taken while respecting public health guidance. *Les Sunshine* raised \$3,815, which is nearly 130% of their goal of \$3,000.



Michael Ecker, iA Securities Investment advisor is president of the board of the Cancer Assistance Program (CAP) in Hamilton, Ontario. Debbie Logel Butler, CAP Executive Director, sent us the following kind words about Michael's involvement:

"Michael began his term as president of the board when the pandemic started and has been a tremendous leader during this past year. He is a remarkable advocate for our charity, continuing to share the work that we do amongst his business networks. We are very appreciative of Michael's work."

A woman with dark hair pulled back, wearing a black and white striped turtleneck under a dark blazer, sits at a desk. She is looking directly at the camera with a slight smile. Her hands are resting on papers on the desk. A green circle is overlaid on the left side of the image, containing the word 'GOVERNANCE' in white, bold, uppercase letters.

**GO
VER
NAN
CE**

iA Financial Group formalizes its Governance Framework

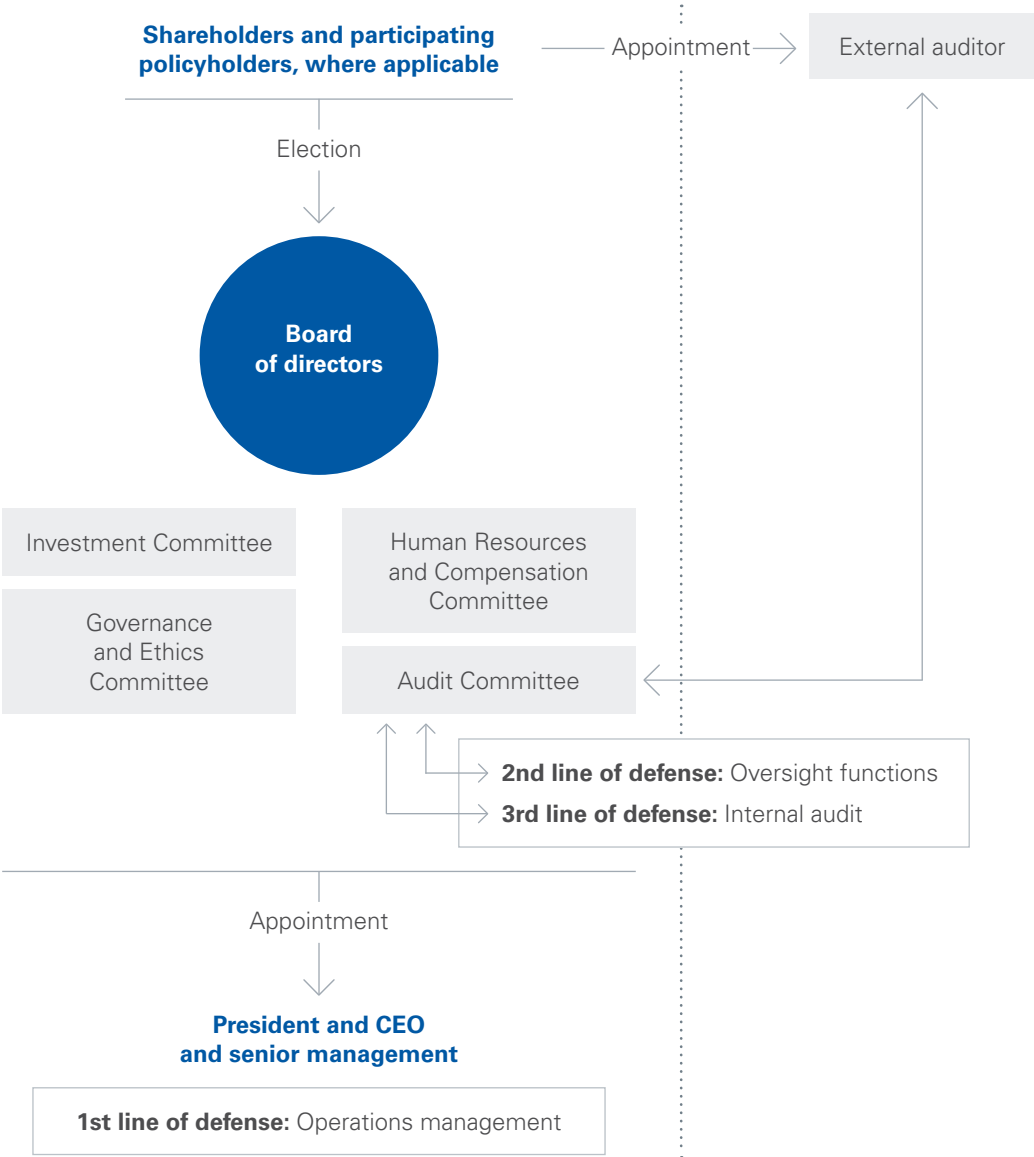
While the foundations for sound governance were already in place through our various practices, charters, job descriptions and policies, in November 2020 we combined the various governance components to create a *Governance Framework*.

This framework provides a single gateway for accessing the governance structure and the main strategies and policies in place to ensure the company's sound and prudent governance for the benefit of the company and its stakeholders.

Our governance structure supports our purpose, which is to assure that our clients feel confident and secure about their future.

The governance structure illustrated below represents the relationship between the board of directors, senior management, shareholders and other stakeholders. It is through this structure that the company establishes its strategy and determines its objectives and the means to achieve them, all while monitoring risks and opportunities to protect the interests of iA Financial Group and its stakeholders.

Our governance structure supports our purpose, which is to assure that our clients feel confident and secure about their future.



The board has delegated certain responsibilities to its committees and to senior management. It has established written charters and position descriptions for the board, each board committee, the Chair of the Board, the chair of each committee, and the President and Chief Executive Officer. These documents are available on the iA Financial Group website at ia.ca and are summarized in the *Governance Framework*.

First line of defense

The first line includes the President and Chief Executive Officer, senior management responsible for the business lines and corporate sectors, and operations management. They are responsible for selecting and carrying out the business strategies in accordance with the company's risk appetite and tolerance, while ensuring a balance between risk and return. They are also responsible for ensuring the application of the policies and procedures and for identifying, communicating and managing the risks that threaten the achievement of the objectives established in their respective areas of responsibility. They are responsible for the day-to-day management of risks.

Second line of defense

The supervisory functions created by senior management make up the second line of defense responsible for ensuring the proper design, effectiveness and functioning of the first line of defense. These include the risk management and compliance functions. They also include IT security, data management, finance, actuarial and investment risk monitoring.

The supervisory functions contribute to the ongoing development and/or monitoring of operational controls and are responsible for keeping the board regularly informed about the company's main risks and the steps taken to manage them.

Third line of defense

Independent of the first two lines of defense, internal audit is the company's third line of defense. Following a risk-based approach, it is responsible for providing the board and senior management with assurance as to the effectiveness of the governance, risk management and internal control processes and their adequacy with respect to the company's activities. It recommends improvements to the people involved in these processes and reports on the situation to the board's Audit Committee.

External auditor

The external auditor is appointed by the shareholders. It is responsible for providing the board and senior management with assurance that the financial information disclosed is reliable and that the governance, risk management and internal control processes are effective and adequate for the company's operations.

Our sound governance practices

We believe it is essential to regularly follow best governance practices in order to foster the sustainable growth of iA Financial Group, increase value for common shareholders and maintain the confidence of clients, investors and other stakeholders. These best governance practices are consistent with our core values and support the pursuit of our purpose.



Here are a few of the policies
and practices on which
our governance is based:

Board of Directors Composition and Renewal Policy

The main principle of this policy is the ongoing renewal of the talent and competencies of the board of directors, its committees and its members, taking into account the company's strategic priorities and changes in the business environment.

Policy Regarding the Majority Election of Directors

Directors are elected by majority vote at the Annual Shareholder Meeting. Our policy provides that a nominee for election as a director for whom the number of votes withheld or abstentions exceeds the number of votes cast in favour is required to submit his or her resignation to the board.

Integrity and competency criteria assessment

We consider that the integrity and competency of the members of the board of directors, senior management and, where applicable, the persons responsible for the supervisory functions are intrinsic elements of sound governance. The integrity and competency criteria assessment processes therefore aim to ensure that the members of the decision-making bodies possess the attributes required to carry out their functions and to structure the practices surrounding the assessment of integrity and competency criteria for the persons concerned.

Board Independence Policy

This policy ensures that the company's board of directors and its committees have the independence required to perform their decision-making and oversight duties effectively.

Board Diversity Policy

This policy confirms the company's desire to encourage diversity on the board of directors. It also stipulates that when seeking and selecting candidates for director positions, the Governance and Ethics Committee and the board of directors recruit the best possible candidates, while aiming to improve diversity based on established objectives. The notion of diversity includes not only gender diversity, but also diversity regarding ethnic origin, geographic origin, cultural identity, sexual orientation and age.

Code of Business Conduct

This stringent code applies to employees, officers and directors of iA Financial Group. Its main objective is to emphasize the high standards of behaviour expected and required of them and the importance of acting ethically, honestly and with integrity at all times.

Code of conduct for suppliers

This code establishes iA Financial Group's principles and expectations with respect to the way in which the suppliers of goods and services and their representatives and employees must do business and deal with us. Suppliers who wish to establish a business relationship with iA Financial Group must make sure to always behave in an ethical manner and with integrity and honesty as part of this relationship.

Risk Management Policy Regarding Fraud and Other Practices Associated with Financial Crime

This policy establishes the basis of the risk management program regarding fraud and other practices associated with financial crime. It deals with, among other things, accounting, internal accounting controls and auditing matters. It applies to all employees, officers and directors. Risk management regarding fraud and financial crime is a continual process supported by the implementation of measures for prevention, detection and monitoring, and by effective governance.

Incorporation of ESG criteria into executive compensation

iA Financial Group's approach to executive compensation has always been aligned with performance and competitive imperatives. It's also important that the compensation be competitive, weighted and fair, while continuing to serve the interests of the shareholders.

At our 2019 Annual Meeting, our shareholders—including the *Mouvement d'éducation et de défense des actionnaires* (MÉDAC)—asked us to consider incorporating environmental, social and governance (ESG) criteria into executive compensation. After carrying out a detailed analysis of these practices in our reference market, we decided to act on this request.

We are pleased to confirm that an ESG component came into effect this year in the variable compensation of senior executives, that is, in the calculation of their annual bonus. This ESG component is the Net Promoter Score (NPS), a unit of measurement that takes into account client satisfaction and is perfectly aligned with the company's core values.

iA Financial Group has been regularly measuring the NPS in each of its business lines for a few years already, and has therefore developed rigorous mechanisms for researching, calculating and analyzing the NPS, which has become a key part of its extensive Client Experience program.

On January 1, 2021, the NPS was added to the executive bonus calculation formula. As a multiplier in the annual bonus plan, the NPS metric can increase or decrease the amount of the bonus.

This approach enables us to further tie executive compensation to the importance of client satisfaction.



About the Net Promoter Score (NPS)

The Net Promoter Score (NPS) was introduced gradually at iA Financial Group starting in 2010.

The NPS measures the likelihood that clients will recommend iA Financial Group to their friends and family following an interaction with us.

Question 1

“Based on your experience with (business line), how likely are you to recommend iA Financial Group to a friend or family member?”

(This question is commonly known as the ultimate question in NPS methodology, and is answered on a scale of 1 to 10.)

Question 2

“Please explain your answer to the previous question.”

Question 1 respondents are divided into three categories:

1. Promoters (scores of 9 or 10): These clients are very satisfied with their most recent interaction with us; they're loyal to iA Financial Group and speak highly of the company to others.
2. Passives (scores of 7 or 8): These clients are satisfied with their most recent interaction with us; they're vulnerable to competitors' offers and don't talk about us to others, either positively or negatively.
3. Detractors (scores of between 0 and 6): These clients are dissatisfied, are at risk of cancelling their policies, and speak negatively about us to others.

The NPS is calculated by subtracting the percentage of Detractors from the percentage of Promoters. Passives are not included in the calculation.

The NPS is highly correlated with client satisfaction and the likelihood that a client will keep their business with us.

All iA Financial Group business lines and subsidiaries are or will be assessed using the NPS.

The metric is used for four types of client interactions:

- Purchases (opening an account or buying a policy)
- Customer service interactions
- Financial transactions
- Claims

The timing varies slightly depending on the type of client and the business line involved.

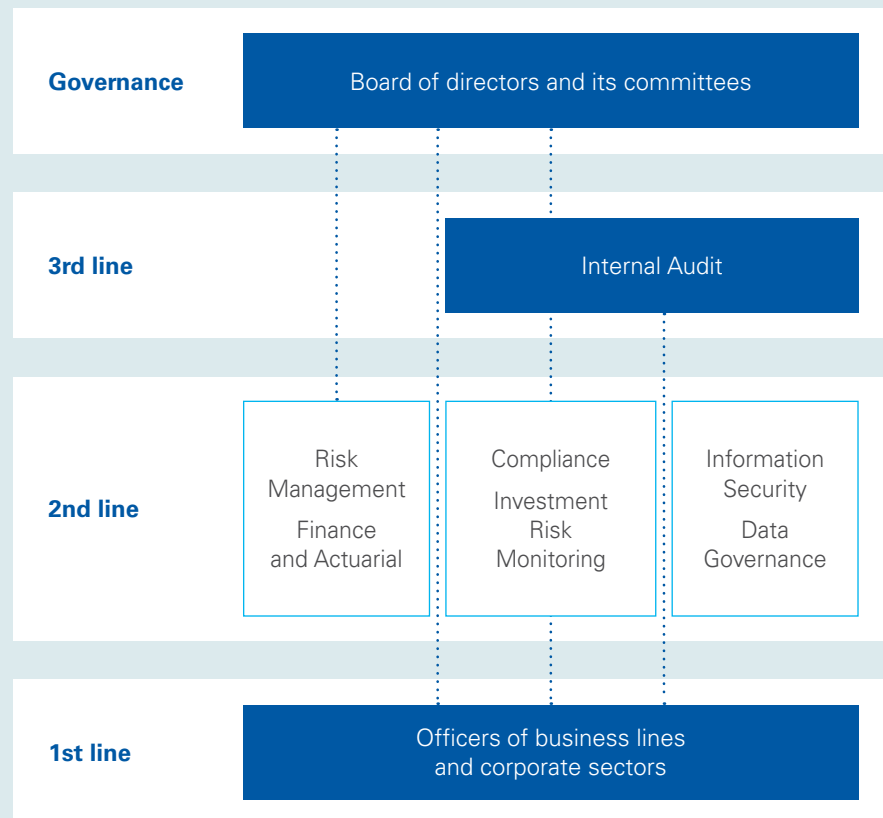
To explain the NPS results and get a better understanding of our clients' experience, the NPS question is followed up with client satisfaction questions (CSAT indicators) and client effort questions (CES indicator).

Client comments are read and categorized into about 20 themes so we can monitor the main problems clients are experiencing. The main positive points are also monitored to ensure that we keep the things clients are happy with and that help make them Promoters.

In addition to being categorized, comments from Detractors (scores of between 0 and 6) are automatically sent to an inbox for continuous processing by a dedicated team from the appropriate business line. This is done within minutes of the client's response. The comment is read and analyzed, and action is taken if needed, such as following up with the client or with an employee.

Enterprise risk management framework

At iA Financial Group, we have an enterprise risk management framework that provides the board of directors with all required elements to ensure effective risk management. The board relies on a governance model implemented within the organization to obtain a full view of our position. It is thereby able to periodically review the significant and emerging risks likely to affect the company's risk profile and the control mechanisms in place to mitigate these risks.



One of the eight guidelines of our *Sustainable Development Policy* is to effectively manage risks.

We manage a variety of risks inherent to our operations on a daily basis.

Our enterprise risk management

- Allows us to maintain a long-term balance between risk-taking and our appetite and tolerance for risk.
- Guarantees the sustainable growth of our operations and the development of our business while ensuring our company's solvency and long-term viability as well as our clients' and shareholders' peace of mind.
- Enables us to meet our financial commitments and comply with regulatory requirements.

What we do:

We implement an enterprise risk management framework that is consistently applied and taken into account in developing our business strategies and in all of our operations.

The goal of our enterprise risk management framework is to:

- Identify, assess, manage and monitor the risks to which we are exposed.
- Ensure that pertinent information regarding risks is communicated and shared on a regular and timely basis between the various people involved.
- Provide the board of directors with reasonable assurance that sufficient resources and appropriate procedures are in place to ensure sound risk management.

As part of our enterprise risk management framework, iA Financial Group assesses the impact of the financial and insurance risks once a year through exercises like Financial Condition Testing (FCT) and the Own Risk and Solvency Assessment (ORSA), and confirms the company's financial strength for dealing with adverse events.

Our risk management is supported by a code of conduct, a strong risk culture and an effective framework. We maintain an overall vision and demonstrate prudence in implementing our strategies and business decisions in order to protect our reputation, our value and our clients' peace of mind.

SASB

Systemic Risk Management

— FN-IN-550a.3

Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities

As a financial group, iA assumes a variety of risks inherent in the development and diversification of our business. Our risk management is therefore aligned with our expansion strategy. The company's primary risk management objective is to generate maximum sustainable value for our clients, shareholders and employees, and for the communities where we remain actively present. Our risk management approach is described in our annual report available on our website at ia.ca.



Information security

iA Financial Group is committed to making every effort to ensure the security of information within the Group and its various entities. In 2020, we reviewed and reassessed our practices and put a solid governance structure in place. Here are the highlights.



Creation of a Chief Information Security Officer (CISO) role

The CISO oversees all activities related to information security management for iA Financial Group to ensure strategic governance and appropriate oversight of the function by managing the development, maintenance and evolution of the information security master plan.

Implementation of the Information Security Steering Committee (ISSC)

To support global information security governance, an Information Security Steering Committee (ISSC) is responsible for implementing all of our information security, sensitive information protection, work environment, identity and access management and IT risk management initiatives.

Establishment of an information security normative framework

iA Financial Group's information security (IS) normative framework consists of a policy that covers the themes of IS risk management and governance, information and employee protection, security event monitoring and analysis, acceptable use of technology, compliance and information security resilience. This normative framework is based on industry best practices.

Protection of personal information

As stipulated in our *Privacy Policy*, we are committed to doing everything we can to protect the privacy of our clients, employees and advisors, and to guarantee the confidentiality of the personal information entrusted to us in the course of our and our subsidiaries' operations.

iA Financial Group has a comprehensive cybersecurity program, which is applied to all of the company's business lines, subsidiaries and distribution networks. This program includes the deployment of advanced privacy systems and broad awareness and training activities. It is composed of several facets, including information security management, asset protection, and identity and access management. Moreover, every year, iA Financial Group makes major investments in its information technologies.

What we do to protect the security of personal information

We protect our systems

We use the necessary means to safeguard our IT infrastructures. Access to our clients' personal information is continually protected by a team of professionals as well as the latest in equipment and monitoring tools.

We handle information with care

Our employees and advisors are trained to handle personal data with great care and respect, in accordance with best practices. We require the same diligence from our suppliers.

We secure our properties

Access to most of our buildings, computer equipment and digital infrastructures is limited to authorized persons only, and we have continuous surveillance in place.

We verify identities

Whether online, by telephone or in person with an advisor, we always first confirm the identity of the people involved.



Engagement with shareholders

The board of directors and senior management strongly promote interaction with shareholders and believe it is important to maintain direct, regular and constructive engagement with them to allow and encourage open dialogue and the exchange of ideas.

The board recognizes that engagement with shareholders is a practice that is continually evolving, and will review its actions in this regard.



Senior management

Despite the COVID-19 pandemic, iA Financial Group's senior management has continued to engage with shareholders by communicating with them and other stakeholders in various ways, including:

Public documents

- The Annual Report and quarterly reports
- News releases on quarterly results and other topics of interest
- Annual information circular for the solicitation of proxies
- Annual Information Form
- Annual sustainability report

Conferences and presentations

- Annual Meeting
- Quarterly conference calls with financial analysts, which are accessible to all shareholders
- Periodic investor events
- Participation in industry conferences and other events
- Live and recorded webcasts of quarterly conference calls to present financial results and the annual shareholders' meeting
- In-person or telephone meetings on request
- The ia.ca website, particularly under *About iA*, in the *Investor Relations* section

In 2020, senior management met with investors at the following events:

- March 4, 2020 – BMO 7th Wealth Management Forum Toronto
- March 26, 2020 – NBF 18th Annual Financial Services Conference (virtual)
- March 30, 2020 – Fireside chat organized by TD Securities Inc. (virtual)
- June 10–11, 2020 – One-on-one meetings organized by BMO Capital Markets (virtual)
- June 16, 2020 – NBF 10th annual conference in the province of Quebec (virtual)
- September 10, 2020 – Scotiabank Financials Summit 2020 (virtual)
- November 13, 2020 – Roadshow organized by Scotiabank (virtual)
- 2020 – 16 conference calls at the request of institutional investors (virtual)

Investor Relations

Our Investor Relations department provides shareholders with a wealth of information, including financial results, information about dividends and credit ratings, as well as conferences and presentations.

The department also publishes a newsletter for investors that provides the latest financial information.

This information can be found online at ia.ca under *About iA*, in the *Investor Relations* section.

Integrity Hotline

Since its launch in 2014, the purpose of the Integrity Hotline is to reinforce our ethics culture by making it easier for our employees and suppliers to report any integrity issues related to accounting, accounting controls or personal or professional ethics.



It is a quick, effective, independent, confidential and anonymous way to report:

- Irregular activities and practices
- Suspicious behaviours that appear illegal, fraudulent or unethical
- Violations of the *Code of Business Conduct*
- Irregularities with respect to accounting, accounting controls and the law
- Activities that have negative repercussions on the company
- Allegations, suspicions and incidents associated with financial crime and fraud

Complaints are received by an external company, thus guaranteeing the confidentiality of calls and written statements and the impartiality of measures taken in response thereto.

Employees and suppliers who call the Integrity Hotline to report an incident in good faith are also assured that they will not face any retaliation from iA Financial Group or its members, regardless of the investigation outcome.

SASB

Business Ethics

— FN-AC-510a.2

Description of whistleblower policies and procedures

Since its launch in 2014, the purpose of the Integrity Hotline is to reinforce our ethics culture by making it easier for our employees and suppliers to report ethics violations. It is a quick, effective, anonymous and secure way to report such issues.

The main aspects of our whistleblower policies and procedures are described on this page.

Government relations

Active participation in policy work in cooperation with the government, the public and other economic agents in the community has a considerable impact on the sustainable and responsible development of industry practices. Whether we take part directly or through the Canadian Life and Health Insurance Association (CLHIA), we feel that it's important to contribute to the public debate so we can represent not only our own concerns, but also those of our clients.

To ensure that these discussions take place in accordance with the laws and our company values, our *Code of Business Conduct* sets out certain obligations in this regard.



Excerpts from our *Code of Business Conduct*

Dealings with public service employees

"All dealings with public service employees are to be conducted in a manner that will not compromise their integrity or discredit their reputation or that of the Company. Any gifts or invitations can only be offered if authorized by a member of senior management and only if their value is minimal."

"Any lobbying activity must first be authorized by the Legal Department. Employees who engage in such activity must do so in accordance with the various applicable laws."

With regard to government relations, we take our direction from standard BNQ 21000 pertaining to business ethics and the code of conduct. According to the standard:

"The company maintains lobbying relationships with political leaders (see section 7.3.3 ISO 26000), but does so in strict compliance with its code of conduct. This assumes adherence to three fundamental values:

1. honesty: compliance with laws (no attempted bribery in the form of kickbacks or extortion);
2. integrity: consistency between what the company says in its code of conduct and what it does on a day-to-day basis through the decisions it makes;
3. social justice: it puts community interests ahead of its own interests."

Our other governance achievements

In addition to adopting a *Governance Framework*, which is outlined at the beginning of this section, we continued to update our governance practices in various ways.

Virtual Annual Meeting

To minimize the health and safety risks for our shareholders, employees and other stakeholders amid the pandemic, our May 2020 Annual Meeting was held virtually for the first time ever.

The meeting was webcast live with shareholders able to participate online, regardless of geographic location. Shareholders had the opportunity to exercise their voting rights online and ask questions about a number of key issues. We're pleased that this meeting could be held in accordance with our governments' public health directives while preserving the rights of our shareholders.

Committee work

Audit Committee

- Reviewed reports on the impact of COVID-19 on business continuity management and risks
- Recommended that the board approve the *Data Governance Policy*
- Reviewed periodic reports on information security and data governance programs, including programs on cybersecurity and other technology risks
- Recommended that the board approve the committee's revised charter

Investment Committee

- Reviewed and recommended that the board approve the revised *Investment Policy*
- Reviewed the various reports on investment portfolio behaviour in the pandemic environment
- Reviewed the report on integrating environmental, social and governance (ESG) criteria into the investment processes

Human Resources and Compensation Committee

- Analyzed the work to integrate ESG criteria into executive compensation for inclusion in the annual bonus plan starting in 2021
- Reviewed the measures taken by management to ensure employee wellbeing amid the COVID-19 pandemic
- Reviewed management's strategy and initiatives for promoting diversity and inclusion within the company

Governance and Ethics Committee

- Reviewed and recommended that the board approve the *Governance Framework*
- Reviewed the process for evaluating the performance of the board, its committees and board and committee chairs
- Reviewed the company's compensation approach for directors, committee members and chairs and the chair of the board, and recommended adjustments to the board
- Reviewed and recommended that the board approve the strategic framework and the SASB disclosure framework for sustainable development

Board policy documents updated in the past year:

- Governance and Ethics Committee Charter
- Human Resources and Compensation Committee Charter
- Audit Committee Charter
- Position description for the President and Chief Executive Officer
- Code of Business Conduct
- Directors' On-boarding and Training Policy and the related program
- Policy Regarding the Majority Election of Directors

Our initiatives over the years

1964

First annual blood drive

1982

Implementation of a preventive maintenance plan for the trees on our head office property

1995

Introduction of paper and cardboard recovery

1998

Introduction of returnable container recovery and work methods to reduce paper and cardboard use at the source

2004

- Introduction of printer cartridge recycling
- Initial *ICI ON RECYCLE!* certification – iA Financial Group was the first company in Quebec's insurance and financial services sector to receive this certification
- First publication of a corporate Social Responsibility Report (2 pages), within the 2003 Annual Report

2006

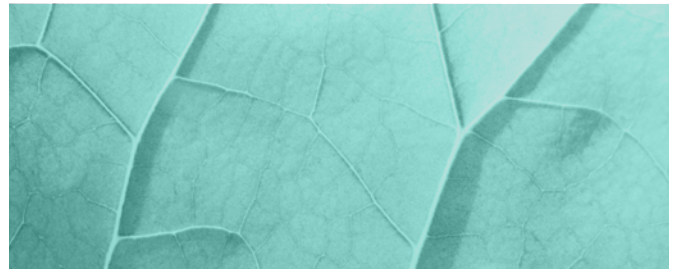
Introduction of organic cleaning products for building maintenance at the iA Financial Group head office

2008

Partnership with the Réseau de transport de la Capitale (RTC) to offer discounts on Quebec City bus passes for employees

2007

- Installation of locker rooms with showers for employees commuting by bicycle
- Implementation of heat recovery systems to reduce energy consumption and, by extension, greenhouse gas (GHG) emissions
- First time taking part in the Carbon Disclosure Project, which asks companies to measure and disclose their GHG emissions
- Introduction of composting program in the cafeteria at the iA Financial Group head office in Quebec City



2009

Entry into the socially responsible investing (SRI) market through the acquisition of the SRI mutual fund business of Inhance Investment Management Inc. (Vancity) in Vancouver



2011

First time taking part in the *Défi Sans Auto Solo* (solo car-free challenge), with iA Financial Group taking first place in the regional large business category

2012

- Additional incentive on RTC monthly bus passes (50% paid by iA Financial Group)
- Initial calculation of annual GHG emissions generated by employees commuting to and from work and by employee business travel

2015

- Statement in Social Responsibility Report declaring iA Financial Group's intention to progressively integrate ESG principles into all activities
- Installation of Electrobac smart bin for the recovery of small electric and electronic devices at the head office
- Expansion of compostable waste collection inside and outside the head office building, recovering waste from the preparation and consumption of some 200,000 meals per year

OUR INITIATIVES

2013

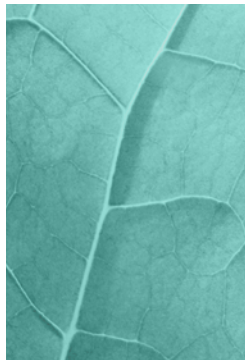
Introduction of emergency return home policy for employee carpoolers and public transit users

2017

- Establishment of Extended Advisory Committee on sustainable development, with 60 members representing all subsidiaries, business lines and corporate services departments
- Completion of phase 1 of the iA carpooling program with the implementation of reserved carpool parking spaces at 1150 Grande Allée West in Quebec City
- Introduction of an annual philanthropic contest offering \$125,000 to help a charitable organization realize a project to grow and expand its impact
- Creation of a sustainable development page on the ia.ca website
- Launch of the annual Day of Caring inviting all iA Financial Group employees to participate in volunteering activities in their communities

2016

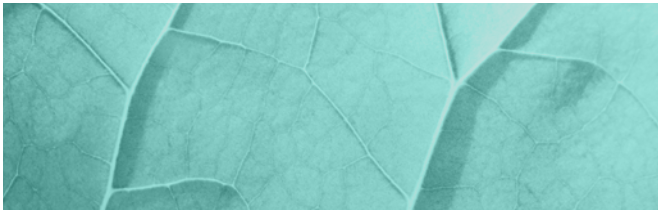
- Introduction of a supplier code of conduct
- Installation of electric vehicle charging stations at the head office





2018

- Adoption of a Sustainable Development Policy by the board of directors
- Optimization of our donation and community involvement policy
- Launch of the Dialogue telemedicine app for all permanent employees and their family members across Canada
- Launch of a \$50 monthly reimbursement program for our Montreal, Toronto and Vancouver employees who use public transit as their primary mode of transportation to the office



2020

- Implementation of iA Financial Group Sustainability Steering Committee
- Selection of five United Nations Sustainable Development Goals (SDGs) and identification of ways to actively contribute to them
- Announcement of commitment at the 2020 Annual Meeting to adopt sustainability targets and to use a recognized disclosure framework
- Creation of a task force on diversity and inclusion

2019

- Signing of the United Nations-supported Principles for Responsible Investment (PRI)
- Relocation of Vancouver employees into a newly built LEED Gold certified building owned by iA Financial Group
- Launch of the communityinvolvement.ia.ca website to support iA Financial Group employees and Career Network representatives wanting to get involved and make a difference in their communities
- Establishment of a national partnership with the *La Tablee de Chefs* food recovery program
- Commitment to offsetting GHG emissions through the purchase of carbon credits and becoming carbon neutral as of 2020

2021

- Commitment to reduce GHG emissions by 20% per employee by 2025
- First time disclosing our sustainability results in accordance with SASB (Sustainability Accounting Standards Board) standards in our 2020 Sustainability Report

OUR INITIATIVES



Awards and distinctions

Quebec Transit Management Centers Association (ACGDQ)

- ★ Provincial grand prize winner, 2020 *Défi Sans Auto Solo* car-free challenge

United Way-Centraide Canada

- ★ Thanks a Million distinction for raising over \$1 million in our 2019 campaigns across the country

United Way-Centraide Québec and Chaudière-Appalaches*

- ★ Distinction Award, Insurance and Financial Services category – over 1,000 employees, awarded to the best campaigns in each sector, meaning those with the highest participation rate combined with the highest average donation
- ★ Visionary Partner Award, awarded for campaigns raising \$1 million or more

* All participating iA Financial Group entities, including iA Financial Group, iA Auto and Home and Investia Financial Services Inc., were recognized with these honours.

Canadian Forces Liaison Council – Quebec

- ★ Award of Excellence for Support to Canadian Forces Operations – National (private sector)

The Council cited our leave policy for reservists as the basis for this award. More specifically, the Council cited the example of our colleague Nathalie Gagnon, Manager, IT Solutions Delivery, who allowed Bastien Beaudry, then on her team, to participate in various operations as a reservist.

Recyclage Vanier

- ★ Eco-partner certificate awarded in recognition of our outstanding participation in the circular economy and sustainable development

***Finance et investissement* magazine**







- ★ Top spot for the eight criteria in the Life Insurance category and top spot for the seven criteria of the Annuities and Segregated Funds category in *Finance et investissement* magazine's 2020 insurance barometer






This ranking measures financial security advisors' perception of the different services offered by the 21 biggest insurance companies in terms of Quebec market share.




Urban impact

- ★ Certificate of Diversion recognizing our recovery and recycling initiatives in our Vancouver offices

Index – 2020 SASB Standards

Topic	Standard	2020 result	Page
Incorporation of Environmental, Social, and Governance Factors in Investment Management	 — FN-IN-410a.1 Total invested assets, by industry and asset class	As at December 31, 2020, iA Financial Group had \$197.5 billion in assets under management and administration. Details on our portfolio are presented in the Investments section of our annual report.	12
Incorporation of Environmental, Social, and Governance Factors in Investment Management	 — FN-IN-410a.2 Description of approach to incorporation of ESG factors in investment management processes and strategies	The list of 2020 achievements presented describes our approach to responsible investment as well as our progress achieved during the year and our vision for 2021.	12
Environmental Risk Exposure	 — FN-IN-450a.1 Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	Our auto and home insurance subsidiary (iA Auto and Home) represents around 3% of the Group's sales as at December 31, 2020. The Probable Maximum Loss related to physical risks (damage caused directly by weather events) is not significant.	16
Energy Management	 — IF-RE-130a.1 Energy consumption data coverage as a percentage of total floor area, by property subsector	iA Financial Group collects comprehensive energy consumption data annually for all of our commercial properties, representing 100% of the 7,875,512 square feet of total floor area in our property portfolio. This data can be found in the <i>2020 GHG Emissions by Source</i> table at the end of this report.	20
Energy Management	 — IF-RE-130a.4 Percentage of eligible portfolio that (1) has an energy rating and (2) is certified to ENERGY STAR, by property subsector	iA Financial Group receives an annual ENERGY STAR rating for the commercial properties that we own and manage. The total floor area of these buildings represents 49.74% of the floor area of our entire property portfolio.	20
Energy Management	 — IF-RE-130a.5 Description of how building energy management considerations are integrated into property investment analysis and operational strategy	As a major property owner, iA Financial Group measures environmental performance, including energy management considerations, based on the stringent BOMA BEST (Building Environmental Standards) and LEED (Leadership in Energy and Environmental Design) criteria.	20

Topic	Standard	2020 result	Page
Water Management	 — IF-RE-140a.1 Water withdrawal data coverage as a percentage of (1) total floor area and (2) floor area in regions with High or Extremely High Baseline Water Stress, by property subsector	iA Financial Group collects comprehensive water consumption data annually for the commercial properties that we own and manage. The total floor area of these buildings represents 49.74% of the floor area of our entire property portfolio. iA Financial Group will provide water withdrawal data for its commercial buildings as of 2021.	21
Water Management	 — IF-RE-140a.4 Description of water management risks and discussion of strategies and practices to mitigate those risks	To implement our water conservation strategy, iA Financial Group has a program that focuses on water efficiency. This approach is consistent with the requirements of the LEED and BOMA BEST certification programs in which iA Financial Group participates.	21
Employee Diversity & Inclusion	 — FN-AC-330a.1 Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	At December 31, 2020, women held 25% of iA Financial Group senior leadership positions, compared to 22% a year earlier. In addition, during 2020, 44% of new iA Financial Group senior leadership position appointments went to women, compared to 22% the previous year. Starting in 2021, we will collect data and analyze the composition of our workforce regarding other forms of diversity.	36
Transparent Information & Fair Advice for Customers	 — FN-IN-270a.4 Description of approach to informing customers about products	Our policy on the fair treatment of clients and the nine key principles it contains are an integral part of our ethics culture and our commitment to our clients. Our product development and marketing processes therefore include mechanisms to ensure clear writing and to provide full and accurate explanations for clients.	38
Policies Designed to Incentive Responsible Behavior	 — FN-IN-410b.2 Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	We offer many innovative solutions for our group insurance plan members and their families to help them look out for their health and wellbeing. In addition, the underwriting of individual life and health insurance policies is based on many factors related to health.	45

Topic	Standard	2020 result	Page
Business Ethics	 — FN-AC-510a.1 Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations.	iA Financial Group is not the target of any legal proceedings associated with fraud, insider trading, anti-competitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations.	–
Systemic Risk Management	 — FN-IN-550a.3 Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	As a financial group, iA Financial Corporation assumes a variety of risks inherent in the development and diversification of our business. Our risk management is therefore aligned with our expansion strategy. The company's primary risk management objective is to generate maximum sustainable value for our clients, shareholders and employees, and for the communities where we remain actively present. (For more details, please refer to the Risk Management section of our 2020 Annual Report.)	66
Business Ethics	 — FN-AC-510a.2 Description of whistleblower policies and procedures	The purpose of our Integrity Hotline is to reinforce our ethics culture by making it easier for our employees and suppliers to report any integrity issues related to accounting, accounting controls or personal or professional ethics.	70

Index – 2020 GHG Emissions by Source

2020 methodologies

Here are the methodologies we used to collect data and calculate our GHG emissions for the year 2020. Detailed results follow.

Building energy consumption (fossil fuels)

For the data on diesel consumption (for mechanical equipment such as generators) and natural gas, on the recommendation of Planetair, our external partner for our greenhouse gas (GHG) calculations and our carbon neutrality program, we multiplied our consumption data by the emission factors of the *GHG Protocol, Emission Factors from Cross-Sector Tools*, dating from March 2017.

To calculate R22 and R134a refrigerant leaks, whereas the LEED standard estimates at 2% the total refrigerant load over the lifetime of the equipment and given that the typical lifespan of the equipment is 15 years, we used the following formula: refrigerant load \times 0.02/15 years. The emission factors retained to multiply our gross data for each of these gases are those of the *Greenhouse Gas Protocol Fifth Assessment Report (AR5)*.

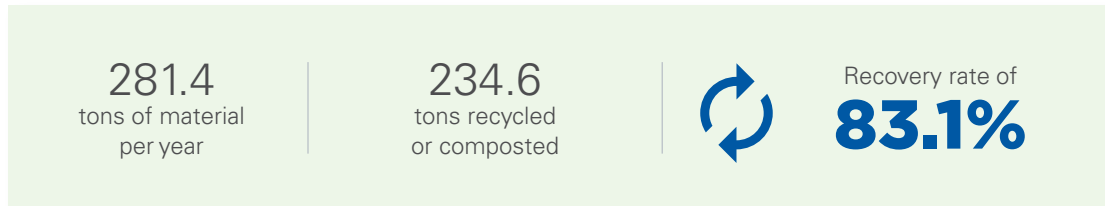
Finally, for buildings held in co-ownership, the data have been adjusted according to the percentage that we hold in each property. For example, for 1981 McGill College, in Montreal, for which we are 50% owners, the gross consumption data have been multiplied by 0.5, and the GHG emitted calculated from this adjusted data.

Building energy consumption (electricity)

For GHG emissions linked to electricity consumption, on the recommendation of Planetair, our external partner for our GHG calculations and our carbon neutrality program, we multiplied our consumption data by the emission factors of the *National Inventory Report 1990–2019: greenhouse gas sources and sinks in Canada*, for each province where our various buildings are located.

Waste management

The gross data is only available for our head office at 1080 Grande Allée West. In 2015, iA Financial Group mandated an outside firm (Chamard Stratégies environnementales inc.) to conduct a characterization study of the waste materials produced at its head office. The study determined that iA Financial Group was producing 281.4 tons of material per year, of which 234.6 tons were recycled or composted, which provides a recovery rate of 83.1%.



The GHG emissions were then calculated respectively:

- For material not recovered (landfilled materials), using the waste disposal-municipal landfill emission factor of the *Defra complete 2019 greenhouse gas conversion factors for company reporting v 2.0*
- For recovered materials destined for recycling, by using the municipal waste closed loop emission factor of the *Defra complete 2019 greenhouse gas conversion factors for company reporting v 2.0*
- For recovered materials destined for composting, by using the municipal waste composting emission factor of the *Defra complete 2019 greenhouse gas conversion factors for company reporting v 2.0*

To extrapolate the data for all buildings owned by iA Financial Group, we applied the GHG results obtained for 1080 Grande Allée West based on its area in square feet over the total area of our real estate holdings, which totals 7.4 million square feet, which gives:

$$7,400,000 \times 32,096 \text{ kg of CO}_2\text{e} / 256,000 = 927,775 \text{ kg of CO}_2\text{e}$$



☒ COVID-19 adjustment

Due to the lockdown measures implemented on March 14, 2020 in all our offices, we had to subsequently apply a COVID-19 adjustment, according to the following method.

Considering that the materials generated during the first 12 weeks of the year followed a normal course, we first calculated GHG for these first 12 weeks, namely: $927,775 / 52 \times 12 = 214,102 \text{ kg CO}_2\text{e}$, then for the remaining 40 weeks of 2020: $927,775 / 52 \times 40 \times 0.03$ (considering that an average of 3% of employees returned to the buildings for essential needs) = $21,410 \text{ kg CO}_2\text{e}$.

First 12 weeks of the year	214,102 kg of CO ₂ e	+	Remaining 40 weeks	21,410 kg of CO ₂ e	=	235,512 kg of CO ₂ e
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Here are the complete data by type of material:

Category of materials	Generation (tons/year)	Recovery rate
Commingled papers	157.5	99.1%
Cardboard	21.0	95.2%
Glass	0.8	43.2%
Metal	18.5	97.1%
Refundable containers	0.2	35.1%
Plastic Nos. 1 to 5	3.8	40.4%
Plastic Nos. 6 and 7*	3.5	20.3%
Plastic bags and wrap	2.8	29.6%
Wood	4.5	97.2%
Organic materials	46.9	52.3%
Paper towel	11.3	59.1%
Green residues	2.0	66.7%
Tetra Pak containers	0.4	32.7%
Cardboard cups	1.8	9.5%
Batteries and hazardous domestic waste	0.6	0.0%
Other recoverable materials	5.9	0.0%

* White polystyrene (plastic No. 6) is 90% composed of air and 10% plastic. By removing the air, the plastic can be extracted and recycled. Plastic No. 6 includes Styrofoam cups. iA Financial Group's partner recovers them.

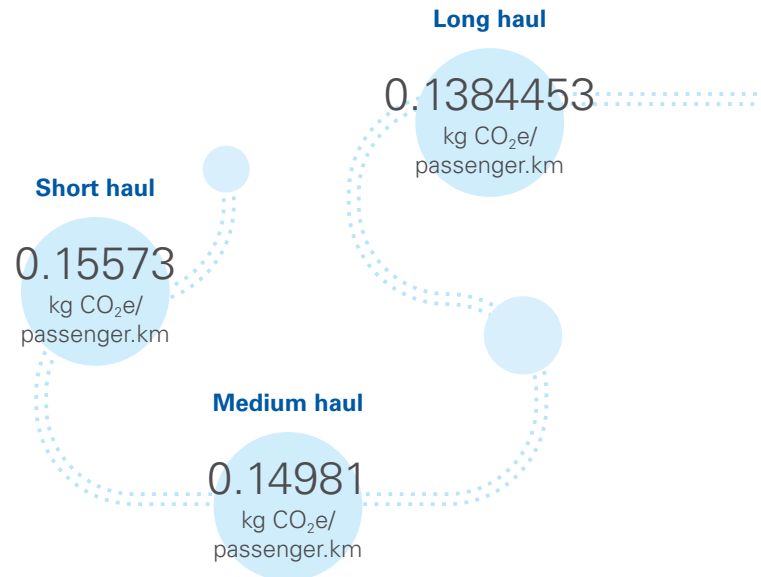
Even though the calculation by material is thorough, certain orphan material from this calculation could be included in the calculation of the next characterization study. We are primarily referring to used computer equipment from our information technology sectors, which is recovered and put back into circulation (partnership with Quantum), small office accessories such as pens and markers (partnership with Terracycle), and personal small format ICT devices (partnership with Électrobac).

Business travel (air and train)

The gross data on trips by airplane and by train have been provided by Direct Travel, our partner for employee business trips by airplane and by train. These data have been divided into short haul, medium haul, long haul.

1. Short haul = Less than 480 km
2. Medium haul = Between 480 and 1,120 km
3. Long haul = More than 1,120 km

We then multiplied the total kilometrage of each category by the emission factors of the *Defra complete 2019 greenhouse gas conversion factors for company reporting v 2.0*, namely:



The emission factors are different for the long, medium and short haul categories; the short haul emission factor is higher. In the last fifteen years, an increase in videoconference meetings has contributed to a reduction in business travel.

Business travel (personal vehicles)

For business trips made with employees' personal vehicles, we added the expense report statements for the 4 quarters of 2020, on which the kilometrage of each trip appears and, on the recommendation of Planetair, our external business partner for our GHG calculations and our carbon neutrality program, we multiplied it by the Passenger vehicles-Average car petrol emission factor of the *Defra complete 2019 greenhouse gas conversion factors for company reporting v 2.0*.

Employee commuting

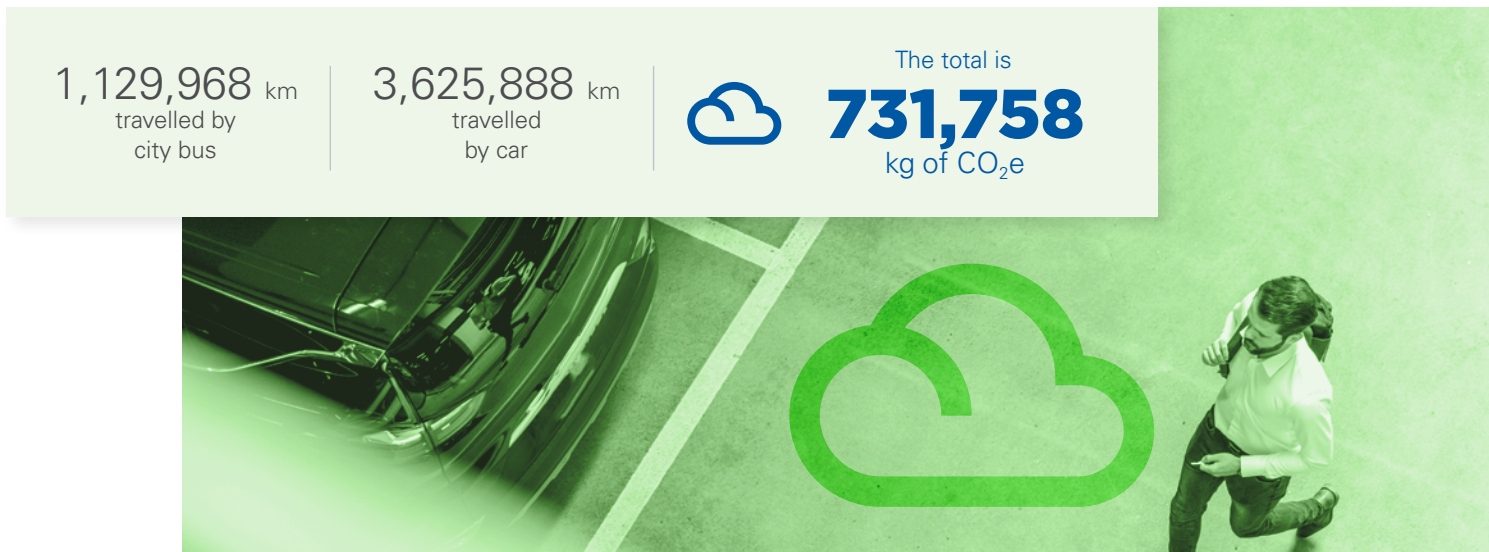
For starters, we must state that our gross data for the moment are only available for the city of Quebec.

For each mode of transport, using the data collected in the travel management plan (TMP) for which we mandated an outside firm (the Mobili-T travel manager) and given 4 categories of distance (< 5 km, 5 km to <15 km, 15 km to <25 km, 25 km +), the following formula was used:

$$\text{Number of employees in the distance category} \times \text{median distance of the category} \times \text{average number of days worked/year} = \text{kg of CO}_2\text{e}$$

The number of employees who use a car is calculated according to the number of available parking spaces. Thanks to various initiatives, including a valet service and better control of access to our parking areas, we can provide more accurate data on our employees' car use.

The GHG emissions were then calculated respectively for:



For all iA Financial Group employees, which totalled 7,794 as at December 31, 2020 when the calculation was made, we extrapolated based on the number of Quebec employees, which totalled 2,734 as at September 30, 2020, which provides

$$7,794 \times 731,758 / 2,734 = 2,074,028 \text{ kg of CO}_2\text{e}$$

COVID-19 adjustment

Due to the lockdown measures implemented on March 14, 2020 in all our offices, we had to subsequently apply a COVID-19 adjustment, according to the following method.

Considering that home-work travel in the first 12 weeks of the year followed a normal course, we first calculated the GHG for these first 12 weeks, namely: $2,074,028 / 52 \times 12 = 478,621$ kg CO₂e, and for the remaining 40 weeks of 2020, $2,074,028 / 52 \times 40 \times 0.03$ (considering that an average of 3% returned to the buildings for essential needs) = 47,862 kg CO₂e.

We then added these two values, which provides 526,483 kg CO₂e.

First 12 weeks of the year		Remaining 40 weeks			
478,621 kg of CO ₂ e	+	47,862 kg of CO ₂ e	=	526,483 kg of CO ₂ e	

Event organization

First, our business events are divided into 3 categories:

1. Corporate events
2. Events for our financial security advisors exclusive to iA Financial Group (Career network)
3. Events for financial security advisors not exclusive to iA Financial Group (brokerage network)

For calculation purposes, we used the third category as a sample.

Business events often vary a great deal from one year to the next, and in a same year, from one quarter to the next. Certain recurring events are held every two years, while others are organized on an ad hoc basis. There are fewer events in summer.

Furthermore, 2020 was one of the most atypical years due to COVID-19, which affected all countries and all regions of Canada. This resulted in unprecedented lockdown measures and temporary airport closures. We used a typical year, namely 2019, as the basis to estimate our 2020 calculations.

For our 2019 business events, we documented all of the year's events by quarter, as well as the number of people present at each event, based on the average distance travelled to go to the event by car.

For the transportation of participants using a personal vehicle, we calculated our gross data according to the average distance travelled by the various participants versus the location of the event.

For personal vehicles, given 4 distance categories (< 50 km, 50 km to <150 km, 150 km to <250 km, 250 km +), the following formula was used:

Number of participants in the distance category × median distance of the category (for the 250 km + category, we calculated an average kilometrage of 300 km)

On the recommendation of Planetair, our external partner for our GHG calculations and our carbon neutrality program, we subsequently multiplied the various kilometrage subtotals of each category by the Passenger vehicles-Average car petrol emission factor of the *Defra complete 2019 greenhouse gas conversion factors for company reporting v 2.0*.

For airplane travel, we established an average distance of 3,000 kilometres, given that the events were generally held in far away destinations.

The 1,635,0005 km travelled by airplane (*long haul* category) were multiplied by the long haul emission factor of the *Defra complete 2019 greenhouse gas conversion factors for company reporting v 2.0*.

We multiplied the result of 276,022 kg of CO₂e by 3 to obtain an extrapolation of the GHG generated by all three of our event categories, for an estimated total of 826,066 kg of CO₂e.

$$\begin{aligned} &276,022 \text{ kg of CO}_2\text{e} \times 3 \\ &= \\ &826,066 \\ &\text{kg of CO}_2\text{e} \end{aligned}$$

COVID-19 adjustment

Due to the lockdown measures implemented on March 14, 2020 in all our offices, we had to subsequently apply a COVID-19 adjustment, according to the following method.

Considering that certain events nevertheless took place during the first 12 weeks of 2020, we first calculated the GHG for these first 12 weeks, namely: 826,066/52 × 12 = 190,630 kg CO₂e. Due to the closing of offices and the adoption of strict measures by iA Financial Group to protect its employees and visitors, all other corporate events for the last 40 weeks of 2020, of which there were a fairly large number, were organized virtually.

First 12 weeks
of 2020
190,630
kg of CO₂e

Index – 2020 GHG Emissions by Source

January 1 - December 31, 2020

GHG sources and sinks	Operations data	Emissions factor	Emissions (kg CO ₂ e)	Real GHG (kg CO ₂ e)	Estimated GHG (kg CO ₂ e)	COVID-19 adjustment (kg CO ₂ e)
Building energy consumption (fossil fuels)				4,196,567		4,196,567
Diesel (L)	16,096	2.69	43,298			
Natural gas (m3)	2,024,481	1.89	3,826,269			
R22 refrigerant (lbs)	75	1,760	132,000			
R134 refrigerant (lbs)	150	1,300	195,000			
Company vehicle fleet energy consumption				500	2,000	2,000
Truck (km)	2,500	0.2	500			
Building energy consumption (electricity)				2,219,189		2,219,189
Alberta (kWh)	1,949,901	0.9	1,754,910.9			
British Columbia (kWh)	11,394,844	0.0117	133,319,674.8			
Manitoba (kWh)	1,882,800	0.021	39,538.8			
Ontario (kWh)	2,959,924	0.04	118,396.96			
Quebec (kWh)	86,511,744	0.002	173,023			
Waste management				32,096	927,775	235,512
Landfilled materials (T)	46.8	586.514	27,449			
Recycled materials (T)	202.1	21.354	4,316			
Composted materials (T)	32.5	10.204	331.63			
Business travel (personal vehicles)				315,584		315,584
Car (km)	1,753,248	0.18	315,584.64			
Business travel (air and train)				150,134		150,134
Air travel (short haul)	1,340	0.1557	208.638			
Air travel (medium haul)	122,132	0.1498	18,295			
Air travel (long haul)	865,931	0.1384	119,845			
Train (km)	98,217	0.12	11,786			
Employee commuting (home-work travel)				731,758	2,074,028	526,483
City bus (km)	1,129,968	0.07	79,098			
Car (km)	3,625,888	0.18	652,660			
Event organization (travel)				276,022	826,066	190,630
Car (km)	276,320	0.18	49,738			
Air (km)	1,635,000	0.1384	226,284			

Total GHG emissions (in kg CO₂e)

7,836,099

SUSTAINABILITY

Find us on our website

This report, our sustainable development policy and various other documents related to sustainable development are available on our website at ia.ca, under *About iA*, in the *Sustainable development* section.

To reduce our production of printed materials at the source, iA Financial Group has decided not to print this *Sustainability Report*. An electronic version of this document is available at ia.ca.

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