

Highlights

of the 2023 Sustainability Report



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Our purpose: “For our clients to be confident and secure about their future”

Over
5 millions
clients

Over
9,400
employees

Over
50,000
representatives

Over
20
subsidiaries

Our sustainability roadmap

Our first materiality assessment

To identify our priorities for the coming years, iA Financial Group conducted its first materiality assessment by consulting a representative range of stakeholders:

- **25 individual interviews** with senior management, suppliers, investors and clients
- **8 workshops** with Canadian and U.S. teams
- **99 voices** heard in the interviews and workshops
- **6,000+ responses** to the Board members and employee surveys

Using these results, we prioritized three action levers that support these UN's Sustainable Development Goals:



- 1. Physical, mental and financial health:** Through its business model and the positive benefits it can create, iA Financial Group prioritizes physical, mental and financial health as an essential lever for sustainability.
- 2. Education and learning:** iA Financial Group has made education and learning its second priority. It is essential to both share our knowledge and keep learning.
- 3. A sustainable future:** iA Financial Group is convinced that everyone, in their own way, can contribute to making the world a better place and to working together for a sustainable future.

¹This GHG reduction target was established in accordance with the Carbon Risk Real Estate Monitor (“CRREM”) international standard. This standard helps companies in the real estate sector draw up a sustainable development strategy by assessing their GHG emissions to limit global warming to 1.5°C or 2°C.

Our climate strategy

In 2023, we updated our climate strategy which includes five long-term objectives:

1. Reduce greenhouse gas emissions in our operations and investment portfolio. By 2035 (using 2022 as the base year), we aim to:
 - Act as a responsible corporate citizen **by reducing the GHG emissions intensity of the Canadian real estate holdings by 60%¹**, based on 36 buildings in Canada, located primarily in Quebec City, Montreal, Toronto and Vancouver.
 - Act as a responsible investor **by reducing the carbon intensity of our public corporate bond portfolio by 40%**. This portfolio currently represents investments of around \$13.5 billion².
2. Integrate climate considerations into all processes and decision, including our investments.
3. Implement sound climate change risk management and build resilience to the physical impacts of climate change across our operations.
4. Strengthen climate-related disclosure in line with the Task Force on Climate-Related Financial Disclosures (“TCFD” or any future equivalent) recommendations and facilitate disclosure by investment portfolio companies.
5. Contribute to advancing the understanding of the impacts of climate change on the insurance industry.

In 2023, iA Financial Group adopted the *Climate Risk Management Corporate Policy* and began work on deploying a roadmap in this area.

To learn more, consult our [2023 TCFD Report](#) or our [CDP 2023](#).



²As of January 16, 2023.

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Our 2023 GHG emissions (vs 2022)

- **6.8% reduction of the GHG emissions of our Canadian real estate holdings³**
- **24% reduction in the carbon intensity of our financed emissions**

Our actions to reduce emissions

Water resource management program

Work From Anywhere program: Telework and compressed work schedules

- 24% reduction in our office space across Canada

Waste materials:

- 69% reduction in our printer fleet

Circular economy:

- 5,411 pieces of computer equipment recycled
- 381 cell phones recycled
- 19 laptops, 36 monitors, 17 docking stations and other accessories donated to charities

Sustainable finance

Our investment subsidiary, iAGAM⁴, has been a signatory to the Principles for Responsible Investment since 2019.



Release of our first publicly accessible *2023 Private Transparency Report*.

Part of two initiatives since 2022: Climate 100+ and Climate Action Canada.

Our sustainable investing approach is guided by three principles:

1. ESG integration
2. Stewardship
3. Advocacy

33 manager ESG assessments for our three trading platforms.

53% of the private investment portfolio⁵ is exposed to renewable energy, health and mobility sectors.

Our employee experience

iA Financial Group ranked 48th on the Forbes 2024 list of Canada's Best Employers.

Employee engagement

86.5% participation rate to our "Pulse Survey"⁶.

Learning organization

Being a learning organization is part of our vision and is a key component of our cultural transformation.

- 74,191 course registrations
- 64,847 courses completed

New immersive learning platform with more than 20,000 items of learning content in French and English available to nearly all our employees.

³Based on 36 of our Canadian real estate holdings

⁴"iA Global Asset Management" and "iAGAM" are trademarks of and other names under which Industrial Alliance Investment Management Inc. and iA Global Asset Management Inc. operate.

⁵Includes only private debt, private equity and infrastructure.

⁶Excluding some of our subsidiaries in Canada and the United States..



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Wellbeing and personal development

The Wellness account was increased to \$700 per year, for a majority of our employees.

Equity, diversity and inclusion

At iA Financial Group, we support and celebrate diversity.

- 1st annual voluntary Canadian employee self-identification campaign⁷: 73% of employees self-identified as women, visible minorities, Indigenous peoples, persons with disabilities or a neurodivergent condition, LGBTQ+
- Our employees have formed four employee resource groups: Women's network, LGBTQ+, Afrod descendant and Indigenous peoples
- Silver Parity Certified by Women in Governance
- Phase 1 of Progressive Aboriginal Relations™ (PAR) certification successfully completed

Our gender parity goals:

- In 2023, 38% of new appointments to iA Financial Group Senior Leadership Positions went to women.
- For all of iA Financial Group's Senior Leadership Position⁸, we aim to continue to make progress in order to reach our target being, to achieve increased gender equity in iA Financial Group Senior Leadership Positions with women and men each holding between 40% and 60% of positions by 2025. (39% women in 2023, compared with 36% in 2022).

iA Health

Health and safety: Program prioritized and risk identification and analysis process initiated to reflect employees' new reality and our adoption of the FLEXIBLE working model.

- 12 "Adapt. Together" seminars with a total of 3,255 attendees
- 48 ergonomic assessments
- 70 workplace first aid training courses

Health & wellness:

- 250+ managers received mental health training
- 195 active mental health ambassadors

⁷Excluding some of our subsidiaries in Canada and the United States.

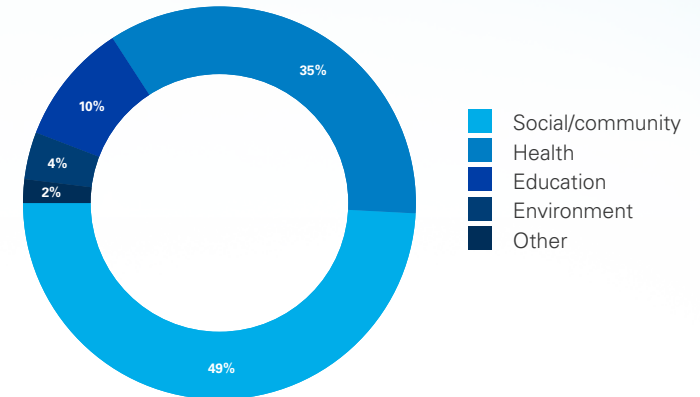
Physical health:

- Physical activity encouraged and two sports challenges organized with 1,500+ employees taking part each challenge via mobile app. The challenges included a quiz on sustainability, with a participation rate of 74% and a pass rate of 90% on the last quiz.
- 2022-2023 Distinction Awards: Healthy Enterprises Group in the Large Companies category (2nd year running), Health and Mental Wellness category.

Philanthropy

\$9.4 million donated to 600+ organizations across Canada and the United States.

Breakdown of our donations by the sectors we support:



Record year for the United Way/Centraide campaign

\$2,640,000 in donations, up 8.5% over 2022, and 4,000 donors.

iA Day of Caring

950 employees across Canada and the U.S. get involved in their communities by supporting organizations they care about.

⁸iA Financial Group Senior Leadership Positions means the Group's executives and senior management as well as senior management of the Group's main Canadian subsidiaries.

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Client experience and ESG products

We created a new team dedicated to deliver a consistent, seamless and transparent client experience across iA Financial Group and generate more value from each collaboration to deliver more than the sum of our parts. The new Global CX team is now positioned as a business function.

Through our various subsidiaries and expertise, we strive to develop products and services that meet the needs of our clients, while also integrating sustainability for a positive impact on the environment and society.

Some examples of products and services that integrate ESG factors:

Group insurance and retirement savings

- Mental and physical wellbeing: Education and awareness campaigns about services available to plan members

Individual Insurance, Savings and Retirement

- 7 ESG funds in the segregated fund product line
- FHSA: A savings solution designed to make it easier for people aged 18 to 40 to buy their first home

iA Auto and Home

- Insurance sales through digital channels increased by 50%
-

Financial literacy

In 2023, financial literacy podcasts were produced to explain topics such as finances, insurance, and sustainability to listeners. Episodes included “Sustainability in the insurance sector” and “Philanthropy and community involvement: making a difference”. Short videos were also posted in a simple, understandable language on a various range of economic and financial topics.

Our governance

Our [Sustainability Policy](#) was revised with the aim of establishing an organization-wide sustainability framework based on the three levers mentioned above.

Our [Code of Business Conduct](#) is read and signed annually by all members of staff, management and the Board of Directors.

Our Integrity Hotline is an anonymous and confidential line for reporting potential breaches or suspicious or fraudulent behaviour.

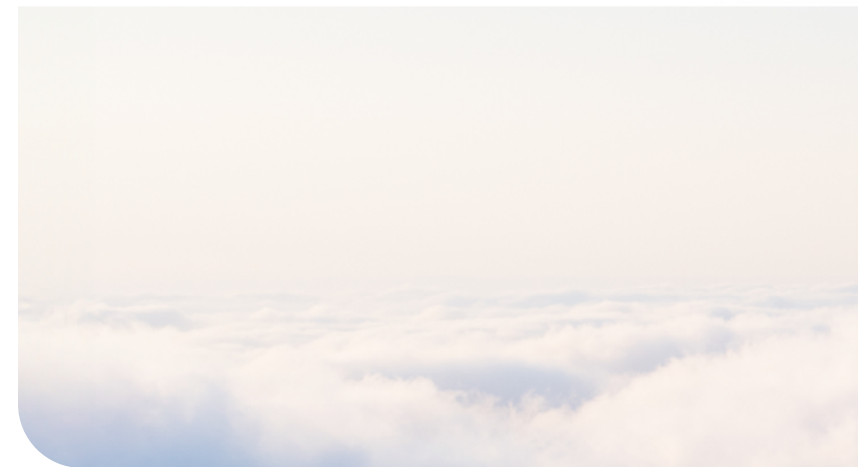
Indicators are in place to measure and monitor iA Financial Group’s fair treatment of clients.

Our [Supplier Code of Conduct](#) sets out the ethical practices that must be followed by representatives and employees of iA Financial Group goods and services suppliers.

Awards and Distinctions

Globe and Mail’s “Board Games”: Ranked 7th out of 219 Canadian businesses

To learn more, consult the [2023 Sustainability Report](#)





Proven Values, Looking to the Future

INVESTED IN YOU.

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