

A photograph of two women standing in front of a building. The woman on the left is wearing a white sleeveless top and pink pants. The woman on the right is wearing a blue blazer over a white top. The background shows a building with a green lamp post and a car.

2018 Corporate Social Responsibility Report

CWB.COM



About us

CWB Financial Group is a diversified financial services organization that provides highly responsive specialized service across Canada in business and personal banking, equipment financing, trust services and wealth management.

Headquartered in Edmonton, Alberta, we've offered customized financial solutions for more than 35 years and operate with a clear focus on meeting the unique financial needs of business owners.

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

Our companies

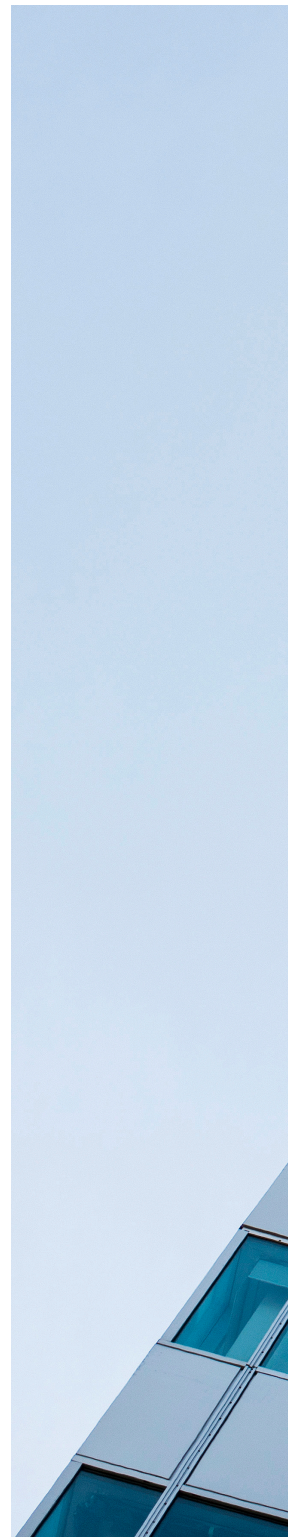
BANK	Canadian Western Bank, CWB Equipment Financing, CWB Franchise Finance, CWB Maxium Financial, CWB Optimum Mortgage, Motive Financial, CWB National Leasing
TRUST	CWB Trust Services
WEALTH MANAGEMENT	CWB Wealth Management, which includes CWB Canadian Western Financial and CWB McLean & Partners Wealth Management

About this report

Follow along as we share what makes us who we are. The information included represents new or ongoing initiatives that took place across our group of companies during our most recent fiscal year (Nov. 1, 2017 to Oct. 31, 2018).

Front cover image:

Sofia Sayani and Farida Sayani
Executive Group Development
Coquitlam, British Columbia







Chris Fowler
President and CEO
CWB Financial Group
Edmonton, Alberta



CEO Address

At CWB Financial Group, we believe in doing our part to help develop strong, healthy and sustainable communities. Our successes are rooted in our ongoing commitment to deliver an exceptional client experience, cultivate a culture our people want to be a part of and contribute to a healthy society for future generations.

For the past 35 years, our approach to meeting the needs of our clients, employees, shareholders and community members has been the cornerstone of our growth. We have always put people first and will continue to do so.

We succeed when we deliver an outstanding client experience. Our highly-responsive personal service and specialized industry expertise is at the core of everything we do. Through complementary investments in technology, business transformation and process improvement, we are continually enhancing our capability to provide best-in-class client experiences. And to succeed in a rapidly changing market, we are also continuing to invest in our employee experience, including delivery of more than 23,000 hours of training and development in 2018.

Just as we strive to help our clients and people succeed, we also endeavour to make a positive difference within our communities. In 2018, we gave more than \$2 million to charities and not-for-profit organizations that have a mandate to create strong, sustainable communities. In addition, our dedicated employees spent over 6,500 hours volunteering and fundraising for various non-profits, raising \$640,000 for the United Way and \$25,000 through employee volunteer grant programs. We also strive to make a positive difference for the environment, and always look for opportunities to do more. We are a founding member of the City of Edmonton's Corporate Climate Leaders Program. We also signed on with Climate Smart to help measure CWB's greenhouse gas emissions and identify ways to reduce. We look forward to creating value from this initiative over the next few years.

We want to ensure we are making the greatest possible contribution to economic prosperity and wellness within our communities. Through our strategic direction and our commitment to corporate social responsibility, we will continue to transform ourselves into the bank of the future – for our clients, our people and our communities.



President and CEO
CWB Financial Group

Our approach to Corporate Social Responsibility

CWB works to create economic, social and environmental value through our corporate social responsibility activities. Our commitment to making meaningful contributions in our communities has been part of our philosophy since day one. It's driven by the proactive belief that healthy communities make a prosperous economy, thus a better society overall. As we strive to make meaningful contributions in the communities where we operate, we are committed to philanthropic giving, community sponsorships, employee volunteerism and providing financial services for community organizations.



Shareholders

What we do as a good corporate citizen provides strong results for our investors.



Employees

We invested 23,767 hours in employee training and development.



Clients

We offer a Community Banking Program to eligible not-for-profit organizations, where their monthly fees are donated back to them.



Communities

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



Environment

As a founding member of the City of Edmonton's Corporate Climate Leaders program, we measured the greenhouse gas emissions of our corporate and Edmonton-area branches to set a baseline, and will work towards future reductions.

Corporate Governance

Why it matters

Our strong corporate governance culture is founded on the principles of integrity and accountability. Corporate governance practices are designed to foster ethical conduct, promote responsible business practices and ensure that our organization is managed to ensure shareholder value is built over the long term.

Our approach

The mandate of the Board of Directors (the Board) is to develop and monitor governance structure, review and approve our risk management framework, ensure that CWB meets or exceeds legal and regulatory requirements, and cultivate a culture of ethics and accountability.

Our corporate governance framework is supported by clearly defined roles for our Board and committees. The Governance Committee provides direction, reviews best governance

practices, monitors compliance and makes recommendations to the Board to enhance corporate governance practices and Board effectiveness.

Board of Directors

Strong corporate governance practices start with an independent chair leading a board of independent, committed directors who oversee strategy and risk management and promote ethical behaviour throughout our organization. Our directors have a diversity of experience, perspectives and skills that are critical to providing effective oversight. Of our directors, 33% are women. To help the Board fulfil its duties and responsibilities, the Board delegates certain powers, duties and responsibilities to its committees. The current committee structure of the Board is comprised of the Audit, Governance, Human Resources and Risk Committees.

Key governance highlights

Board independence	CWB's President and CEO is the only non-independent director. It is a requirement of the Bank Act (Canada) that the CEO be a member of the Board of CWB.
Separate Chair and CEO positions	The Chair of the Board is an independent director. Separating the roles of CEO and Chair of the Board allows the Board to more effectively oversee management, enhances accountability and helps avoid potential conflicts of interest.
Annual election of directors	Shareholders vote for each director nominee individually at the annual shareholder meeting.
Majority voting policy for directors	Any director nominee in an uncontested election who receives more "withheld" votes than votes in their favour is considered to not have received the support of shareholders, and is expected to immediately tender their resignation.
Board diversity policy	The Governance Committee considers a number of factors, including gender, geographic and ethnic diversity, when seeking new directors for nomination. The Board diversity policy sets a target that at least 25% of the Board be comprised of women by the end of 2018. The Board achieved this target in 2017.
Share ownership requirements for directors	All independent directors of CWB are required to hold, either directly or indirectly, CWB common shares or deferred share units with a value equivalent to five times the annual Board retainer paid to directors in fiscal 2018. As noted in our latest proxy circular, effective May 1, 2019, changes have been made to directors' compensation, including an increase in the shareholding requirements beginning in fiscal 2019 to six times the maximum cash portion of the annual Board retainer.
Share ownership requirements for executives	Officers are required to maintain share ownership levels equal to a multiple of annual salary.
Retirement age for directors	The Board has mandated a retirement age of 75.
Code of business conduct and ethics	CWB has a strong ethical culture based upon CWB's core values of integrity, accountability, respect, common-sense thinking and caring. This is reflected in the CWB Financial Group Code of Conduct, which sets standards of legal, ethical and responsible behaviour.
Annual advisory vote on executive compensation	Shareholders have the opportunity to vote on CWB's approach to executive compensation at each annual shareholders meeting.
Board assessment process	In "even" years, the Board members assess the effectiveness of the Board as a whole. In "odd" years, the Board members assess the effectiveness of their peers, the Chair of the Board and the chairs of the committees in regard to their performance as chair. In 2018, each director completed a survey to assess the functioning of the Board.
Shareholder engagement program	CWB is committed to transparent and effective communication with its shareholders.

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

Learning from clients and employees

Our clients and employees provide us insight on how we are doing and what we can do better. Ongoing dialogue with these groups allows us to gain feedback on our strategy and priorities.

We regularly conduct the following client research:

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

Topics for client feedback include:

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

Employee feedback

In 2018, we launched our own Employee Insights Community as a research tool to gather targeted, diverse employee feedback to help make more informed business decisions. This tool also allows more of our people to meaningfully contribute to the successful outcome of a project or initiative, gain valuable insight into what's happening in the organization and apply their business expertise in a different way. The voluntary community grew quickly to more than 250 employees, with diverse representation of business lines, roles and levels. In 2018, these employees participated in 43 research initiatives, from product training assessments to campaign analysis, and helped 25 teams roll out better projects, products and business initiatives.

Supporting responsible banking

At CWB, we are committed to ensuring our clients feel safe, secure and heard.

Securing your information

Keeping our clients' information secure is a critical part of our job. That's why we've expanded our cybersecurity team, while also implementing new data governance practices and protection technologies. We're well positioned to proactively manage potential issues as they arise so our clients' online banking experience is safe.

Maintaining your privacy

Effective February 26, 2018, we updated our Privacy Statement to make it even clearer for our clients. Maintaining our clients' privacy is important to us, and our Privacy Office strives to ensure compliance with applicable rules and regulations and apply best practices across our business.

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

Resolving your complaints

Mistakes happen, which is why we're prepared to take the right steps to resolve any issues. If a client is unhappy with their experience, we encourage them to speak first with the applicable branch, department or regional manager. From there, we have a thorough complaint resolution process that includes our centralized complaint-handling office, an independent ombudsman and support of an industry alternative-dispute resolution service. Further information about resolving your concerns is available at cwb.com/about-us/resolving-your-concerns.

CWB has also established the CWB Financial Group Ethics Hotline as a channel for all CWB Financial Group employees and contractors to ask questions and report concerns about illegal, fraudulent or corrupt activity; accounting or auditing matters; retaliation for having reported matters in good faith; or other Code of Conduct violations. Further information can be found at cwb.com/about-us/corporate-governance/cwb-ethics-hotline.



Scott Ward, Scott Morrison, Bruce Fox, Kimberley Hollett
Senior Leadership Team, Browns Restaurant Group
Vancouver, British Columbia

Helping our clients succeed

We're experts at providing small- and medium-sized business owners the financing, financial services and advice they need to meet their goals. We listen intently, ask the right questions and understand our clients' industries so we can deliver the best solutions.

Working with clients who drive change

We're honoured our clients value our advice and trust we'll do our part to make their ambitions a reality. Talk to our clients and they'll tell you how CWB Financial Group's expertise, solutions and personal approach translate into strong relationships that grow alongside their business.

Clients like Executive Group Development, who feel like CWB's hands-on and customer service approach is similar to how they operate business. In 1984, Noordin and Farida Sayani merged business and family together – creating one of the largest development and hospitality companies in the country. With their children Sofia and Salim helping to steer the ship, business lives and breathes in their family. Working with CWB on both personal and business banking feels like a natural extension of the business for the Sayanis. Since they switched one project's banking needs to CWB nine years ago, they've noticed a close alignment in values and business approach that's made for a strong partnership.

They see CWB as the bank that better understands the needs of businesses based in Western Canada, and that the smaller team and more accessible team members make it feel like it's not a nameless entity they are dealing with, but instead people and friends.

Another of our clients has innovated and reimagined the restaurant business model to maximize growth. As one of the fastest growing restaurant brands in Canada, Browns Restaurant Group was born of a desire to create a simpler business model, with smaller restaurant space and in a more creative environment. CWB Franchise Finance provided a tailored approach with clearcut data and information Browns needed, particularly when it came to the Canadian market. Given their unique sector, Browns has valued the practical and dedicated resources they've received from CWB.

“CWB has shown great interest in our business and have kept true to their character... They have different teams who do different things but they also have a dedicated team who understands the hospitality, restaurant and franchise markets across Canada.”

Bruce Fox
Executive Vice President of Business Development
Browns Restaurant Group

Partnering with vendors to streamline and expand our offering

We believe banking needs to be easy for our clients. To achieve this, we implemented new measures providing more efficient and expertly tailored service to meet their needs. Our teams are always looking for new ways to enhance our client experience. Whether it's through technology, process improvement or new service offerings, we're committed to meeting our clients' needs. This year, we took steps to introduce an “innovation lab” within Motive Financial, where we can test new products and services in a virtual setting. Once deemed successful, offerings may be rolled out to our broader client base in the future.

In partnership with our core banking system provider, Temenos, we have been working hard to enhance and streamline a myriad of internal and external processes to make banking with CWB easier than ever.

For business clients with activities outside Canada, we expanded our excellent relationship with Western Union to add FX Management Solutions, providing hedging and other sophisticated foreign exchange options.

Our online banking platform was expanded in 2018 to add a third option for clients – we now offer CWB Direct Business Online Banking for larger commercial clients, CWB Direct Enhanced Online Banking for small- and medium-sized companies and CWB Direct Online Banking for personal clients. Each option is tailored specifically to make online banking easier for our clients.

Offering accessible services

We strive to create an inclusive environment where clients from all backgrounds can work with us. That's why we offer a number of accounts and perks to students, seniors and others with basic banking needs, including:

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

We maintain wheelchair-accessible branches and provide a variety of sit-down banking options.

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

We offer:

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

When language is a barrier, we do our best to engage one of our 75+ bilingual employees to offer streamlined service. For our businesses operating in Quebec, such as CWB National Leasing and CWB Franchise Finance, literature and documentation are available in French.



Marcus Miller, Lauren Thorson, Kate Lister, Joan Friesen,
Davina Borzel, Olu Abiola, Lacey Jansen,
Nadine Cotter, Paige Pennifold

CWB's Corporate Communications Team
Edmonton, Alberta

Advancing our employees

We know our people are the key to our success, so we take every opportunity to empower them.

Providing growth and development opportunities

To enhance the knowledge and operational skills of our employees, we're proud to offer a variety of in-house professional development programs and learning opportunities. Many of our learning resources are located on our intranet and online Learning Centre, providing our people the opportunity to increase their skill set and expertise through in-class sessions, webinars, workshops and learning materials. We provide support and guidance to teams wanting to improve their overall effectiveness in areas such as team building, communication and conflict resolution.

In 2018, CWB delivered 53,485 learning opportunities to 1,829 employees (an average of 29 per employee) and 23,767 hours of learning (an average of 13 hours per person). Many learning opportunities incorporated embedded videos with closed-captioning to further accommodate the learning needs of CWB employees.

The Learning Centre allows CWB to provide equitable access to training and resources. 2018 saw the addition of a content library, which introduced close to 1,000 eLearning modules on a wide range of topics, such as Microsoft Office, leadership, workplace well-being and communication. Employees have self-serve access to these user-friendly modules, allowing them to focus on their personal development on their own time, at their own pace and on topics that matter to them. In addition, managers have access to many learning resources related to effective hiring, performance management, setting goals and objectives, and holding regular career discussions with their staff.

In 2018, CWB offered two specialized leadership training programs, Essentials in Leadership and Aspiring Leaders. In the Essentials in Leadership program, 55% of the participants were male and 45% female. In the Aspiring Leaders program, 44% of the participants were male and 56% female.

CWB's Commercial Banking Associate Program helps new undergraduates kick-start their careers in commercial banking. Associates participate in a 12-month experiential training program that leads to permanent positions in commercial banking, equipment financing or real estate lending. All associates start together in June and have opportunities to build relationships with each other and network within the business. We also run an annual conference focusing on professional development and networking. These activities provide clarity around setting career paths and equipping associates to build their reputation and take control of their career direction. Building stronger relationships among the cohort also fosters engagement and retention when associates graduate from the program. In 2018, 20 new graduates joined CWB through this program.



“The Commercial Banking Associate Program allowed me to enter the commercial banking world in a role that centered around my learning. I was given the opportunity to analyze a wide variety of industries and businesses under the guidance of experienced Commercial Lenders. Being a Management Associate made the transition from student-life to working-life natural and seamless.”

**Julia Latuskie, Commercial Account Specialist
Vancouver, British Columbia**

Creating inclusion, cultivating diversity

We're on a journey to build an inclusive, diverse and flexible organization that attracts and retains top talent and reflects our diverse clients. By leveraging the power of our differences, we'll build a workforce that enhances creativity and decision-making to grow our competitive advantage and deliver on results.

With a new three-year inclusion and diversity strategy, we've made important strides in increasing awareness and making important commitments to future actions. We remain a member of the 30% Club, a global organization aiming to promote more women to senior corporate roles. Today, women make up 33% of our Board of Directors, and 29% of our executive team. Our grassroots CWB Women organization grew significantly, hosting panel events, International Women's Day events and social events for hundreds of women across CWB. Following the success of this initiative, we are using the CWB Women framework to build more employee resource groups to support a variety of sectors. We also recognized and planned events and communications around anti-bullying day, Employee Appreciation Day and National Mental Health Week.

We continued to participate in a variety of community programs that support women, including:

- NorQuest's 1,000 Women: A Million Possibilities luncheon
We once again sponsored a table at this event, which supports this movement committed to empowering individuals through education.

- **What I Wish I Knew with Workplace Equity Action Leadership League**
This Edmonton-based organization supports women in their early career, offering mentoring and leadership events. CWB offers tickets for employees to attend and has had several leaders speak on panels.
- **Women and Money**
CWB sponsored a financial literacy event for women called Show Your Money Who's Boss. CWB employees attended, and one of our employees is part of the planning committee.
- **Women in Leadership Award with the University of Alberta**
CWB sponsors a \$5,000 scholarship (funded annually for five years), awarded to a female student with satisfactory academic standing and a minimum GPA of 3.0 who is continuing in the third or fourth year of study of a Bachelor of Commerce degree. Preference is given to a student with demonstrated leadership through involvement in community or extracurricular activities.
- **Habitat for Humanity Edmonton's Women Build**
Twelve CWB female employees came together to learn new construction skills and support their community.
- **Other partnerships**
CWB partnered with other local employers to host Tiffany Pham, The New York Times Best Selling author and CEO of Mogul, a global platform and mobile app for women. Tiffany spent an evening in Edmonton with a group of women at CWB and shared her story about following her passions and forging her own path in an age of disruption.

Celebrating multiculturalism

CWB has been celebrating Multiculturalism Day across the organization for 17 years. It has become a highly recognized and appreciated occasion every year, with all CWB locations participating in their own unique ways to celebrate multiculturalism and our diverse country. The continued inclusion of clients from the communities where our branches do business and the increasingly creative events that take place impact our employees and our business positively. Each branch/location does something different, usually including a celebration of our diverse cultures through food, dress, music and cultural activities.

Over the course of the 2018 calendar year, in support of diversity and inclusion, CWB celebrated religious and culturally significant days practised by our employees. These events included Diwali, Eid, Chinese New Year, Valentine's Day and St. Patrick's Day. We also expanded our accommodation of Ramadan by providing temporary prayer space in our corporate office.



“CWB’s progressive culture encourages staff members to contribute their creative ideas. Our senior leaders have been very supportive and, more importantly, available for one-on-one coaching and mentorship during my tenure with the company.”

Jon Wesling

Senior Account Manager, Cash Management
Vancouver, British Columbia

Putting people first

Our team members come to work each day and give their all for our clients and our company. Taking care of them in all parts of life isn't just something we do, it's the most important thing we do. Whether it's through our formal Employee Assistance Program providers, offering employees access to support, guidance and resources for work and life, or less formal activities like a special thank-you video and a two-hour "time off" coupon (come in late, take a long lunch, leave early!), we're offering our employees great experiences every day.

In 2018, CWB recognized National Mental Health Day for the first time, with a series of wellness workshops and video interviews with employees about their mental health journeys. CWB National Leasing offers free monthly meditation classes, free healthy snacks every second week and a well-used Zen Zone for daily mindfulness, meditation or mental wellness breaks.

We regularly recognize employees for their achievements with various programs to reward commitment, attitude and suggestions to improve workplace processes. The programs are accessible across the Group and include formal and informal peer recognition programs. Being Crucial is a peer program that enables employees to formally recognize one another for above-and-beyond effort aligned with our values. We also continue to operate the Idea Program, an employee suggestion program, and our Years of Service Awards. In addition, CWB supports team functions by providing budgeted funds to business units to engage employees in social and team-building events.

On a quarterly and annual basis, CWB presents the Pillars of Excellence Awards to team-focused individuals who have gone "above and beyond" in contributing to a key objective(s) within the four pillars of CWB's Strategic Direction and who actively display the qualities for which CWB is known. In 2018, 18 Annual Pillars of Excellence awards were presented. In addition to this annual award, the Quarterly Pillars of Excellence Award received 197 nominations with 42 awards given. Employees are nominated by their peers, with the final decision made by a team of senior executives and the President and CEO.

“CWB continues to find opportunities to keep me challenged. Even if you hit one milestone, it doesn't stop there, which I value.”

Shaina Sowles, CPA
Senior Manager, External Reporting
Edmonton, Alberta



Devin Reichelt, Stephen Otis, Jennifer Anda, Raymond Pai,
Kerri Smith, Kaushik Banerjee, Valerie Gingras

Week of Caring
Calgary Team

Promoting strong communities

We take pride in actively participating in the growth, development and sustainability of the communities where we operate. For us, this means helping our charitable and not-for-profit partners through volunteerism and financial support.

Setting priorities

Our community investment program is aligned with our business goals and strategies, and has been designed to ensure our contributions have the greatest impact possible. We're focused on helping local charitable and community organizations fulfil their respective mandates in the areas of:

- Education
- Health research and promotion
- Community development

Within these pillars, we're committed to supporting:

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

Committed to giving

We're committed to putting a percentage of annual net income, based on a five-year rolling average, back into the communities where we operate to support charitable and not-for-profit organizations in any given year. This year, we supported our community and charitable partners across Canada with donations and sponsorships totalling more than \$2 million.

Supporting volunteerism with Week of Caring

In October 2018, we held our second annual employee volunteer initiative to enable our people to give back in their communities. Week of Caring drew more than 600 employees to local charities, resulting in 1,800-plus volunteer hours over the course of a week. Encouraged to volunteer with a charity close to their hearts, our employees gave back in a variety of ways: creating care packages, meal service, building maintenance and seasonal outdoor cleanup.

During this Week of Caring, CWB Wealth Management's corporate team held a series of raffles to raise money. Employees also volunteered their time for the Meals on Wheels Christmas hamper and Grow a Row programs, which helps the organization plant fresh vegetables for families in need. The team in Vancouver volunteered time at the Downtown Eastside Women's Shelter and also did beach cleanup activities.

Ramping up for United Way

With a renewed focus to help United Way agencies across Canada create pathways out of poverty, CWB employees raised more than \$640,000 for the cause, which matched our campaign from 2017. Employees stepped up with personal donations to access corporate matching and planned various activities and events to raise additional funds.

Supporting causes

Our Employee Volunteer Grant program provides a donation to the causes our employees care about. Employees who spend 30 or more hours volunteering throughout the year are awarded a \$300 grant for the charity or community organization of their choice. In 2018, CWB Financial Group awarded 87 grants totalling \$26,050. Recipients included Valour Place Society, Special Olympics Association and Ronald McDonald House.

The Funds for Fundraisers Grant awards matching dollars for pledge-based fundraising in support of registered charities. Employees apply solo or as a team and are awarded a matching contribution from \$250 to \$5,000 depending on the number of CWB Financial Group employees participating. We funded 27 applications totalling \$36,004 to organizations such as the Habitat for Humanity Edmonton, Make-A-Wish Foundation of Southern Alberta and Stollery Children's Hospital.

Take a Stand puts community investment, employee volunteerism, fitness and wellness under the same umbrella, giving employees who take a stand the opportunity to earn rewards. CWB National Leasing employees claimed Take a Stand benefits approximately 85 times, for sports team fees, charitable fundraising matches, volunteering and more.

In addition, CWB National Leasing employees raised more than \$15,000 for CancerCare Manitoba Foundation as part of a 30-person volunteer effort at Challenge for Life 2.0.

The CWB McLean & Partners team sponsored the Calgary Drop-in Centre Kindness Open Golf Tournament, which challenged guests to hit a golf ball with a child's club, highlighting the reality of what it's like to go without the basic tools and necessities that many of us take for granted. They also sponsored the Calgary Stampede Fundraiser – Strong Youth, which supports exceptional youth programs including The Young Canadians and the Calgary Stampede Showband.

Giving back

Giving back to our communities is a big part of what we do. In July, when the forest fires spread through the B.C. Interior, not only did our employees step up to help, but we provided \$15,000 in corporate donations to the United Way. Following the Humboldt tragedy, we also donated \$15,000 to the Saskatchewan Junior Hockey League (SJHL) assistance program, which provides mental health assistance and counselling for all players in the SJHL.

CWB is proud to partner with and help the YWCA create brighter futures for women and families across the country. For over a century, YWCAs across Canada have worked tirelessly in support of women and families. Each year, 300,000 women and girls are supported through a variety of YWCA programs and initiatives to help them build stronger futures. And empowerment programs like YWCA's GirlSpace are a shining example of how powerfully women can make a difference as mentors in the lives of other women and young girls on their paths to adulthood. With a recent \$100,000 contribution from CWB towards YWCA's empowerment programs across Canada, the organization will continue to have a meaningful impact on the girls and young women it serves. Fundraising is the lifeblood of YWCA's support programs, such as GirlSpace. Without the fundraising efforts and support of organizations like CWB, these opportunities for girls to find help and community wouldn't exist.

CWB is committed to influencing economic prosperity through our corporate social responsibility efforts. We provided \$125,000 to Enactus Canada towards being the name presenter of the CWB Financial Education National Challenge. Enactus is an experiential learning platform that helps students unleash their entrepreneurial spirit, develop the skills and perspectives essential to leadership

in our ever-changing world, and apply that learning within their communities. At annual regional and national events, students demonstrate through a variety of competition platforms how their community empowerment projects and business ventures are shaping the economic, social and environmental landscape of Canada. CWB and Enactus Canada's partnership first began last year with CWB taking a more proactive approach to building business leaders in Canada. After the first regional event in Calgary, CWB quickly realized the power of these programs. With the aim of improving livelihoods, the CWB Financial Education Challenge empowers Enactus teams to identify, create and deliver projects to address the specific and unique financial education needs and opportunities in their communities.

We committed to a three-year donation agreement of \$85,000 per year to Rise Asset Development, a group helping individuals with addictions or mental health challenges, by providing low-interest business loans to launch or grow a business. This program began in Ontario; with our funding, they were able to launch it in Edmonton.

We also donated to Windmill Microlending, an organization providing microloans to help skilled immigrants and refugees continue their careers in Canada.



“The girls look up to their mentors and, as a volunteer, that led to some serious self-reflection of my own. I was also struck by the deep bonds girls naturally formed when given a safe space, free from external pressures and outside judgment.”

Amber Niemeier

Director, External Relations

YWCA Edmonton



Reducing our impact on the environment

Waste management continues to be a key focus. We commit to this through abiding by our sustainable practices and ongoing partnerships with stakeholders who are helping decrease our environmental impact.

Reducing, reusing and recycling

Every year, we strive to ensure our waste management processes are managed and followed rigorously by encouraging our employees to reduce, reuse and recycle. In our Edmonton offices, we have designated areas for employees to recycle their cardboard, paper and bottles. There are recycle areas on every floor and in our lunchroom areas to encourage participation. We have formal bottle recycling programs at many of our locations as well, with all proceeds sent to different charities in our communities.

Our paper usage continues to decline due to our cutback in printing reports and less printing in general. Not only did we save by reduced printing but, by using our paper shred service on every floor in our offices, we have saved 2,151 trees Group-wide.

We partner with Green4Good to recycle old technology. In 2018, we recycled more than 220 individual items such as computer monitors, laptops and printers, after they were securely wiped of all files and information. Through this effort, we donated more than 3,600 pounds of refurbished technology and recycled 1,000-plus pounds.

CWB National Leasing also held two electronics recycling days, in the spring and fall of 2018, giving employees the opportunity to recycle old, personal electronics in an environmentally friendly way.

Planning for emissions reductions with Climate Smart

Climate change is a serious global threat. Reducing greenhouse gas (GHG) emissions to safe levels will take a collective effort from individuals, corporations and the overall community.

A working committee within CWB was formed in June 2018 to establish a corporate GHG inventory and develop plans and targets for reducing GHG emissions. Through the assistance of the City of Edmonton's Energy Transition Unit, and attending education sessions like the Corporate Climate Leader summit, the team is preparing five- and 10-year plans to reduce emissions based on electricity, heat and employee commuting. Inventory emissions will be gathered on an annual basis to determine progress towards the goals.

Lending responsibly

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

Building sustainably

When we build a new branch or renovate a space, we like to ask ourselves: how can we do this greener and more sustainably? When we make improvements, we use features such as lights-on sensors, LED lighting and energy-efficient mechanical systems where possible. These actions result in our spaces being more ecologically friendly, thus reducing our environmental impact.

