

OUR COMMITMENT TO OUR COMMUNITIES IN 2018

STRENGTHENING CANADIAN COMMUNITIES



Canadian
Red Cross

Assisted **165 families** affected by small-scale disasters in **300 communities** through our partnership with the Canadian Red Cross.



Junior
Achievement®

Sponsored **108 program** deliveries through our partnership with Junior Achievement Canada.



Safety messages reached more than **5,000 students** directly in their classrooms through our partnerships with Crime Stoppers.



Waves program to **30,000 students** across the country in partnership with Parachute Canada.

CLAIMS SATISFACTION



of our policyholders who filed a claim indicated that they are satisfied or very satisfied with the quality of their service experience.

PARTNERING WITH BROKERS



\$75,000

donations to charities nominated by our broker partners.



To support our brokers in implementing Vyne, we held **565 training sessions** across Canada for **13,641 participants** resulting in **94% adoption of Vyne**.

ADVANCING DIVERSITY AND INCLUSION



of our employees said that we have a work environment that is open and accepts individual differences.

EMPLOYEES GIVE BACK



We matched employees' personal donations to **109 charities** across Canada.



252

volunteer days in 2018

RECOGNITION FOR OUR ACHIEVEMENT



A.M. BEST RATINGS FOR
ECONOMICAL INSURANCE



GUIDEWIRE INNOVATION
AWARD



CANADIAN INSURANCE
CARRIER OF THE YEAR AWARD



GLOBAL ENTERPRISE
ARCHITECTURE EXCELLENCE
AWARDS