



**Working  
together**

**2019 highlights**  
Desjardins Group

**Exclusive  
Desjardins  
Identity  
Protection**

for all members  
and clients

**47,849**  
employees

**\$445 million**  
redistributed to  
members and the  
community

**21.6%**  
Tier 1A capital ratio

**\$2,598 million**  
in surplus earnings, an  
indicator of our financial  
strength

**7 million**  
members and clients

**\$100 million**  
fund for the sustainable  
development of local  
communities

**\$313 billion**  
in assets

**2,930**  
directors

# Your protection is our priority

Our members and clients matter to us. That's why we developed Desjardins Identity Protection for all Desjardins members and clients.

Visit [desjardins.com/personal-information](https://desjardins.com/personal-information) for all the details.

## New features for members and clients

**My First Home**, available through AccèsD and our mobile app, has tools to empower members who are buying their first home.

**Plain-language mortgage agreements** are now given to members who renew a mortgage or get a Versatile Line of Credit or linked loan.

**An improved credit service for very small businesses** means we can process credit applications in 48 hours and disburse loans in as little as 5 days. New solutions rolled out in 2020 will reduce wait times even more.

**Members can choose a transaction plan** on their own, based on their individual needs.

**An online calculator** helps members and clients determine how much life insurance they need.

**A new SocieTerra Growth Portfolio** rounds out our responsible investment product lineup.

**The Women's Impact guaranteed investment** focuses on corporate governance, with returns linked to the growth of 20 companies whose boards are made up of at least 40% women.

We're the first and only financial institution to offer this type of market-linked guaranteed investment in Canada.

## More changes to member dividends

Individual member dividends now take insurance holdings into account. Individual dividends are now calculated based on the business volume of more products and services to better and more fairly reflect the business relationships that members have with their caisses and Desjardins as a whole.

# Manage your money, your way



**AccèsD is an online and mobile** banking platform that lets you manage your accounts anywhere, anytime. Pay your bills, check your balance, transfer money and more with a simple, intuitive interface.



**The mobile branches** are buses turned financial service centres on wheels. They offer teller, advisory and ATM service—just another way we're making it simple to bank with us. Plus, they're powered by solar panels and biofuel.



**The Studio** delivers an innovative banking experience with a human touch, 7 days a week.



**Our Signature Service** assists members with sophisticated financial needs.



**Our ATMs** feature touchscreens and accept envelope-free deposits for a simpler, more user-friendly experience.

## Coopérathon<sup>MD</sup>

### Innovating with the Cooperathon

The Cooperathon is the brainchild of the Desjardins Lab and its partners, and it's the largest open innovation competition in Canada.

The 4th annual Cooperathon welcomed 1,300 participants and featured 125 projects in 6 project tracks: finance, health, education, energy, the environment and agriculture.

Participants developed innovative solutions to support the United Nations Sustainable Development Goals. More than 2,000 people participated globally across 14 sites and 4 countries: Canada, France, Belgium and Chile.

### In the footsteps of Alphonse and Dorimène Desjardins

In 2019, the Alphonse Desjardins Historical Society contributed to an episode of the documentary series "Dans les pas de..." on the Historia channel. Employees can also visit the Maison Alphonse-Desjardins virtually to learn more and immerse themselves in the history of our organization.



# Always there to help young people shine



## \$50 million per year to support youth

Young people have big dreams and plans. To help make them a reality, we're committed to investing \$50 million per year in initiatives that benefit youth.

It's how we—as members, clients, employees and directors—help create a brighter tomorrow for thousands of youth aged 6 to 30 and young entrepreneurs aged 35 and under in Quebec and Ontario. We're proud of this commitment.

## Desjardins 360<sup>d</sup>

Desjardins 360<sup>d</sup> is the only concept of its kind in North America. These hip, friendly financial service centres work with caisses to serve young members and workers ages 18 to 30 on university campuses.

**There are Desjardins 360<sup>d</sup> locations on the following campuses:**

- Concordia University
- Université de Montréal
- Université du Québec à Montréal
- Université du Québec à Trois-Rivières
- Université Laval
- Université du Québec à Chicoutimi
- Université de Sherbrooke **New!**

## Working together to support education and cooperation

**The Desjardins Foundation helps young people stay in school and succeed academically by:**

- Awarding scholarships
- Giving grants to support special projects benefiting young people
- Providing direct assistance to young people through partner organizations
- Giving parents tools to support their children throughout their schooling

**2019 snapshot:**

- \$3 million invested to help young people succeed
- Over 220,000 young people supported in Quebec and Ontario
- 850 volunteer jury members to choose scholarship winners

**School caisses are an institution in 1,489 schools.**

**2019 snapshot:**

- 93,872 school caisse members

**Finance Labs are associations set up in high schools that operate like cooperatives.**


**2019 snapshot:**

- 37 Finance Labs in operation
- 33,000 students with access to these services
- Nearly 200 students gaining real-life experience as directors

**Personal Finance: I'm in Charge<sup>®</sup> is a financial literacy program for 16 to 25 year olds and newcomers to Canada with 17 modules on such pressing issues as high debt levels and peer pressure to spend.**

**2019 snapshot:**

- Over \$3.3 million invested
- 86,678 registrations, for a total of 292,038 since 2013
- 98% satisfaction rate
- 207 participating caisses in Quebec and Ontario
- 103 partner organizations, including 4 CEGEPs
- 340 accredited trainers



## 2nd coolest financial institution in Quebec according to Leger's 2019 Youth Study



### Encouraging entrepreneurship...

**With the Momentum Fund**, we support entrepreneurs by providing non-repayable funding of up to \$10,000 for projects in the fields of innovation, global market development, energy efficiency, business transfers, and talent acquisition and retention.

**We participated in the GoodSpark segments on Dragons' Den** highlighting Canadian social entrepreneurs working with youth in the areas of education, employment, health and social engagement. The Dragons provided additional funding to ventures featured on the show.

### ...and encouraging young people to become entrepreneurs

**The Immigrant Entrepreneurs in Regions of Quebec program** is a provincial government initiative backed by Desjardins and the Regroupement des jeunes chambres de commerce du Québec. It runs trade missions in outlying regions of Quebec to help young immigrant entrepreneurs settle in these areas.

**Devenir Entrepreneur** is a wide-reaching campaign that aims to inspire young people to become entrepreneurs and help them get their business off the ground. We joined forces with 2 other finance leaders to develop it.

**OSEntrepreneur** cultivates the entrepreneurial spirit in students from elementary school to university. We've been working with this organization for more than 20 years.

**The Adopt Inc. program** is open to all Quebec entrepreneurs between the ages of 18 and 39 who have started their own business. The program allows young entrepreneurs to fully focus on growing their business for a year.

# Supporting sustainable socio-economic development

**The \$100 million fund** supports and raises awareness about entrepreneurship, education, social responsibility, sustainability, community action and other initiatives that tie in to our socio-economic mission.

**As at December 31, 2019:**

- 413 projects supported since the fund's creation
- \$94 million committed

The fund supported:

- The Véro & Louis Foundation, which builds secure, custom care homes for adults over 21 with autism spectrum disorder
- A project by Les Grocs Beccs, a youth theatre dedicated to introducing kids to the arts and expanding their horizons, to build a professional theatre venue where kids and young adults can perform
- A project to develop a self-sustaining urban farming ecosystem in partnership with the Cégep de Sherbrooke, which provides an educational space to test ecological and technological production systems
- A project by the Carrefours jeunesse-emploi in Abitibi-Témiscamingue, to launch a strategy to attract, recruit, integrate and retain qualified young workers
- A project by Dis-moi, a startup created at the Desjardins Cooperathon, to develop an interactive platform where young people can reach out and access resources when they need help

**Our Community Development Funds (CDFs)** are just one way caisse members show their generosity. At caisse annual general meetings, members decide how they want to split the surplus earnings between member dividends and the CDF to support community development projects.

**During the Desjardins Cares and Shares Campaign,** employees, directors and retirees showed their solidarity and generosity and raised \$5.2 million for Centraide/United Way, the Desjardins Foundation, and the Canadian Red Cross.

**We donated \$2 million to the Montreal Heart Institute for research on cardiovascular genetics,** which will allow people to get diagnosed faster and receive more specialized care.

**We earmarked over \$1 million for a 3-year partnership with the Heart & Stroke and the Canadian Cancer Society** to contribute to improving health and reducing risk factors with prevention.

**We helped people with our solidarity-based finance programs.** In 2019, the Desjardins Mutual Assistance Fund provided 18,078 people with financial education and support. Desjardins Microcredit to Businesses and the Créavenir Youth Entrepreneurship Program contributed to creating and maintaining 715 jobs.

**The Desjardins Disaster Relief Fund** provides emergency financial support to members and clients affected by disasters not covered by their insurance. The fund has an annual budget of 1% of the net income of Desjardins General Insurance Group, up to \$1 million.

## Parity

In 2019, women's representation on caisse boards of directors reached 44.5%. 59% of managers across the organization are women, and the Desjardins Group Management Committee has achieved parity.



**\$4.6 billion**

held in responsible investments by our members and clients

## Responsible finance and climate

### Concrete commitments to climate action and adaptation

- We were the first Canadian financial institution to sign the UN's *Principles for Responsible Banking*.
- Desjardins Insurance signed the UN's *Principles for Sustainable Insurance*.
- We continue to prioritize environmental, social and governance (ESG) factors in the areas of wealth management, life and health insurance, property and casualty insurance, financing, property management, and sustainable procurement.
- We set a new goal to reduce our greenhouse gas (GHG) emissions to 20% below 2018 levels by 2024.
- We moved up the timeline for installing 200 electric vehicle charging stations across Quebec and Eastern Ontario.

### Carbon neutral since 2017 with verified carbon credits

In 2019, we chose to support the following carbon capture and emission reduction initiatives to offset GHG emissions for 2018:

- Great Bear Forest Carbon Project (British Columbia)
- Niagara Escarpment Forest Carbon Project (Ontario)
- Les serres de Productions Horticoles Demers (Quebec)
- Les serres coopératives de Guyenne (Quebec)
- Terreau Biogaz inc. (Quebec)

### Investing in renewables


We're a Canadian leader in renewable energy infrastructure investments. As at December 31, 2019, in partnership with the Desjardins Group Pension Plan, we had invested almost \$1.25 billion, or 46.3% of our infrastructure portfolio, in the sector.

We recently confirmed development support for the renewable natural gas sector by working with other partners to support the creation of Coop Agri-Énergie Warwick, the first farming cooperative in Quebec entirely dedicated to producing renewable energy.

### Reducing the carbon footprint of our own investments

By December 31, 2020, we're going to ensure that the carbon footprint of our own assets invested in publicly traded securities is 25% less than the average greenhouse gas emissions of the companies that make up the stock and bond market indexes.

As at December 31, 2019, we had already reduced that footprint by almost 15% compared to the benchmark indexes.



*We also allocate additional financial support equivalent to 1% of our carbon footprint to support Coop FA's Bourse du carbone Scol'ERE. This educational program teaches school-aged children and their families about the importance of protecting the environment.*



# Awards and recognition

## Desjardins

- 2nd coolest financial institution – Leger’s 2019 Youth Study
- Quebec’s most influential financial institution – 2019 Ipsos Infopresse index
- Best overall digital experience of Canadian P&C insurance providers – J.D. Power
- Desjardins Online Brokerage ranked highest in self-directed investor satisfaction in Canada – J.D. Power
- 2nd most generous Quebec company – Épisode
- 3 prizes at the 2019 Structured Retail Products Americas Awards
  - Deal of the Year, Americas, for our Optimal Start Principal-Protected products
  - Best Capital Protected Distributor, Americas
  - Best Distributor, Canada
- Desjardins Québec Balanced Fund (Class A) won Best 10-year Neutral Balanced Fund for the 4th year in a row – 2019 Lipper Awards

## Employer

- One of Canada’s Top 100 Employers – MediaCorp Canada
- One of Canada’s Top Family-Friendly Employers, Best Diversity Employers, and Top Employers for Young People – MediaCorp Canada
- Gold-level Parity Certification for a 3rd consecutive year – Women in Governance
- Platinum-level Governance and Vision (Strategy) Certification – Women in Governance

## Sustainability

- #7 on Corporate Knights’ ranking of the Best 50 Corporate Citizens in Canada
- Named a provincial role model for responsible procurement by Quebec’s Ministère de l’Économie et de l’Innovation
- #2 on Baromètre de la consommation responsable’s 2019 list of most responsible organizations and brands
- Desjardins Investments Inc. earned an A+ in the Strategy and Governance category for the 3rd year in a row from the Principles for Responsible Investment committee
- L’actualité magazine’s social impact award in the Environment category
- Rated one of Canada’s Greenest Employers by MediCorp Canada
- BOMA Quebec’s 2019–2020 Building of the Year award for 150 Rue Des Commandeurs in Lévis
- BOMA Canada’s TOBY national awards for 95 St. Clair Avenue West in Toronto and 150 Rue Des Commandeurs in Lévis