



# 2024 Principles for Sustainable Insurance





# Sustainability at Desjardins Insurance<sup>1</sup>

At Desjardins Insurance, we believe it's our duty as an insurer and a wealth manager to place sustainability and social responsibility at the heart of what we do. As part of the cooperative financial institution Desjardins Group, we share the organization's cooperative values and vision.

Through our property and casualty (P&C) insurance, life and health insurance, and wealth management offerings, our products and services cover the full range of our members' and clients' financial needs and are designed with a special focus on environmental, social and governance (ESG) criteria.

In 2019, we signed on to the Principles for Sustainable Insurance of the United Nations Environment Programme Finance Initiative (UNEP FI) as a way to confirm our commitment to incorporating sustainable and responsible practices into our business operations.

<sup>1</sup> Desjardins Insurance is composed of two Desjardins subsidiaries: Desjardins Financial Security for life and health insurance and Desjardins General Insurance Group for P&C insurance.



# PRINCIPLE 1

We will embed in our decision-making ESG issues relevant to our insurance business.

## Integrating ESG factors into our corporate strategy

- Desjardins Group uses a sustainable development policy to incorporate ESG factors into all its operations. At Desjardins Insurance, we've also adopted this policy.<sup>2</sup>
- The ESG Steering Committee, composed of vice-presidents from each of our business segments, makes recommendations on ESG issues directly to decision-making bodies and ensures consistency in our actions.<sup>3</sup>
- We implement the positions approved by the ESG Steering Committee regarding the sectors we insure and invest in.<sup>4</sup>
- We've incorporated the Principles for Sustainable Insurance into our strategic planning initiatives and monitor our progress through the governance process.

We launched a series of sustainable development and responsible finance training programs for the whole organization and for our business segments:

- We rolled out mandatory training on the principles of sustainable development, with a goal of training at least 85% of all our employees. As at December 31, 2024, 94% of our employees had completed the training, which provides an introduction to key sustainability principles and how they apply to what we do as a financial institution. It explains the fundamental concepts of sustainable development and responsible finance so that we can all align behind a shared vision and include sustainability in the decisions we make.

- To complement the mandatory training, we also offer Climate School, a fun module-based learning path to help employees better understand the climate system, how it affects biodiversity, society and the economy, and what we can do now to fight climate change.
- We created a responsible investment learning path, based on employees' roles and responsibilities. It includes an introduction to the Principles of Responsible Investment and specific training for employees providing investment advice or overseeing asset management. Some of the training was developed in-house and the rest comes from well-known organizations (CSI, Responsible Investment Association, Sustainability Accounting Standards Board, CFA Institute, etc.). By the end of 2024, more than 3,600 employees from the Wealth Management and Life and Health Insurance business segment and the caisse network had taken this training.
- We developed training on the Principles for Sustainable Insurance and how to incorporate them into our operating and decision-making procedures. The training includes a module on climate change issues and how they affect the health of Canadians to help us anticipate the changing needs of our members, clients and partners.

<sup>2</sup> See the [Sustainable development policy section in the Social and Cooperative Responsibility Report \(page 69\)](#).

<sup>3</sup> See the [Governance section of the Climate Action at Desjardins report \(page 9\)](#).

<sup>4</sup> See the [ESG positions section in the Social and Cooperative Responsibility Report \(page 70\)](#).



We've developed a strategic positioning for our sustainable insurance offer. This positioning helps us incorporate ESG factors faster and meet the growing expectations of members and clients, who are looking for concrete, win-win solutions to environmental and social issues.



## Help members and clients deal with the impacts of climate change and find ways to reduce their carbon footprints

### Examples:

- Radar<sup>5</sup> – Weather alerts to help prevent damage
- Employee Assistance Program (group insurance) to help employees cope with difficult situations
- Property and casualty insurance contracts now include resilient reconstruction measures following a loss—see the Responsible Products and Services section (page 8)



## Financially empower members and clients and implement practices that promote equity, diversity and inclusion

### Examples:

- Articles with tips on financial empowerment, health and wellness, and home and auto loss prevention
- Free assistance services (travel, roadside, legal, psychological) based on offers
- Accessible insurance, including affordable life insurance, critical illness insurance and visitor's insurance for newcomers to Canada
- Group retirement savings support tools and training
- Group insurance solutions promoting wellness, including health and disability insurance, gender affirmation coverage, telemedicine, cognitive therapy and a sleep health program



## Integrate ESG factors into products, services and investments, and communicate the benefits transparently

### Examples:

- ESG factors taken into account when managing our investment assets (premiums)
- Responsible annuities
- ESG guaranteed investment fund portfolios
- ESG market-linked term investment
- Group retirement savings ESG funds and portfolios

<sup>5</sup> Radar™ is a trademark of Desjardins General Insurance Group Inc., used under licence.






## Our climate and responsible finance commitments and initiatives

To learn more, see section 5.2 Governance and ESG Frameworks in the [2024 Social and Cooperative Responsibility Report](#) (page 69).

### Climate change risk management

In 2024, Desjardins published its seventh report on climate-related risks and opportunities in four thematic areas: governance, strategy, risk management, and metrics and targets (see the [Climate Action at Desjardins report](#)).

We conducted studies to inform our understanding and assessment of the physical and transition risks, including:

-  Participating in the standardized climate scenario exercise (SCSE), as required by the Autorité des marchés financiers (AMF) and the Office of the Superintendent of Financial Institutions (OSFI)<sup>6</sup>
-  Developing internal climate scenarios
-  Integrating disaster models into our tools to improve our ability to quantify climate-related risks

These studies are in addition to the exercises we carried out previously:

- Evaluating the physical risks associated with the increase in vector-borne diseases, which allowed for a better appropriation of the data to draw up a profile of populations at risk
- Improving how we measure the impact of transition risk on an insurer's investment portfolio in different scenarios using an external supplier model
- Developing a crisis scenario related to the risk of greenwashing, which has led to a better understanding of this widespread phenomenon

We defined indicators based on financed emissions to assess and track our vulnerability to climate-related risk in the investment portfolios of our insurers. We developed the indicators while defining and monitoring targets according to the approaches of the Science Based Targets initiative and as part of Desjardins Global Asset Management's commitment to the Net Zero Asset Managers initiative.

### Asset management

Our investments are predominantly managed by Desjardins Global Asset Management (DGAM), a Desjardins Group subsidiary that became a signatory of the Principles for Responsible Investment (PRI) in 2017. DGAM bases its decision-making on four broad sustainability themes that represent priority issues identified in its ESG analyses, research, ESG strategy design and engagement activities. DGAM relies on the United Nations Sustainable Development Goals (SDGs) and Desjardins Group's ESG risk management practices to inform the selection of priority issues. DGAM's four priority ESG issues are:

- Transitioning to a low-carbon economy
- Developing a fair, equitable and inclusive economy
- Protecting biodiversity and natural capital
- Ensuring governance with strength, integrity and resilience

To learn more about DGAM's approach to responsible investment and shareholder engagement<sup>7</sup> and how the priorities are being addressed, see the [Responsible Investment Activity Report](#).

DGAM's climate strategy for responsible investment is aligned with Desjardins Group's ambitious climate objectives. By 2040, Desjardins aims to reach net zero emissions from operations (buildings, business travel and supply chain) and financial activities (insurers' investments and lending activities) in three high-emissions sectors: energy, real estate and transportation.

To achieve the climate ambition, Desjardins has adopted two positions to support the transition to a low-carbon energy sector, aligned with the objectives of the Paris Agreement ([Desjardins's Position on Coal](#) in 2020 and [Desjardins's Position on the Energy Sector](#) in 2023). These positions reflect detailed analysis work and continuous efforts to measure exposure, identify investment and financing opportunities, and support members and clients as well as the companies invested in as part of the transition.

The interim targets for the climate ambition (2025 and 2030) are detailed in the Metrics and Targets section of the [2024 Climate Action at Desjardins report](#).



<sup>6</sup> See the [Climate Action at Desjardins report](#).

<sup>7</sup> See the [Social and Cooperative Responsibility Report](#) (page 29).



Some of the interim targets aim to decarbonize insurer investments, including the equity and corporate bond portfolio and the direct real estate investment portfolio. To incorporate these ambitious decarbonization targets into its investment portfolios, DGAM has developed tools to track the evolution of its portfolios in line with all targets.

For example, as at December 31, 2024, absolute financed emissions for companies in the oil and gas sector in the insurer investment portfolio (equity and corporate bonds) had decreased by 18% compared to our reference year (2020).

In addition to our decarbonization objectives, we've set the following targets for our insurer investments by 2025:

- Increase our direct investments in renewable energy infrastructure to \$2B. As at September 30, 2024, the portfolio held approximately \$2.1B in assets.
- Obtain BOMA BEST or LEED sustainable certification for 100% of our real estate assets. As at December 31, 2024, 96% of the properties in our real estate portfolio had sustainable certification.
- Roll out an engagement strategy to encourage 25 Canadian companies with high carbon emissions to align their targets with the Paris Agreement objectives. In 2024, we introduced all 25 companies to the engagement strategy.

To learn more about DGAM's targets, objectives, ESG integration model and responsible investment strategies and solutions for clients, see the [Responsible Investment Activity Report](#).

## Responsible management practices

**N** In 2024, Desjardins was once again rated one of the top employers in Canada when it comes to work-life balance, skills development, and diversity and inclusion. Desjardins was also named one of Canada's Greenest Employers.

Desjardins remains committed to diversity, equity and inclusion through a variety of initiatives<sup>8</sup> and has increased the number of EDI indicators we report on.<sup>9</sup>

**N** In 2024, for the first time, Desjardins disclosed EDI representation targets for women, young people under age 35 and members of visible minorities in the workforce through to 2028.<sup>10</sup>

Desjardins also updated its operational emissions reduction targets:

- The organization is aiming to reduce absolute Scope 1 direct and Scope 2 indirect GHG emissions by 50% compared to 2020 levels by 2030 (target approved by SBTi).

**N** • In 2024, energy consumption in buildings used by Desjardins (as an owner and as a tenant), business travel and paper consumption stood at 18,975 tCO<sub>2</sub>e, which is slightly below the 2023 level (-6%).<sup>11</sup>

- Since 2021, all group P&C insurance agreements have been signed paper-free. First introduced during the pandemic, paper-free agreements have become standard practice for The Personal.
- By transferring some of our P&C insurance core business systems to the cloud to improve the member/client experience and expand our omnichannel capabilities, we're also aiming to enhance the future energy performance of our technology portfolio. The project was rolled out in 2019 and should cut our annual GHG emissions by 261 tCO<sub>2</sub>e—comparable to the emissions from 110,000 litres of automotive fuel.
- We're gradually electrifying our vehicle fleet. The bulk of this Desjardins-wide initiative will happen here at Desjardins Insurance. As at December 31, 2024, we had 404 vehicles across Canada, including 35 electric, 114 plug-in hybrid and 250 hybrid vehicles (99% of our fleet). We're aiming to eventually have an 85% electric vehicle fleet, and for the rest to be hybrids or plug-in hybrids.

## Responsible business practices

We reviewed our product design, underwriting and claims processes to ensure our members and clients are treated fairly.

### Accessible digital content

We care about social inclusion and understand that there are barriers preventing people with physical, cognitive and functional limitations from finding the information they need about insurance products. That's why we've made sure all our online platforms are on the way to complying with local accessibility standards for users all across Canada.

### Transparency at the core of our communications

- We created a series of legal fact sheets and made them available. The fact sheets contain additional information and references adapted to the problems most frequently addressed by our Legal Assistance Service.

**N** • We send emails to policyholders with important renewal information and regularly update the blogs on our websites. In 2024, we also launched campaigns to raise awareness about the importance of regularly updating insurance information to make sure policyholders have the coverage they need.

- We rolled out a number of initiatives to help get the word out about responsible investment to members and clients. We produced educational videos and held webinars on the benefits of responsible investment and the positive impact it has on the environment and communities.

<sup>8</sup> See the [Social and Cooperative Responsibility Report \(page 57\)](#).

<sup>9</sup> See the [Social and Cooperative Responsibility Report \(page 82 – Appendix\)](#).

<sup>10</sup> See the [Social and Cooperative Responsibility Report \(page 82 – Appendix\)](#).

<sup>11</sup> See the [Social and Cooperative Responsibility Report \(page 32\)](#).





Member/client experience<sup>12</sup>

Some of our initiatives to increase member and client satisfaction included:


P&C insurance:

- We brought all our personal lines P&C insurance information sites under Desjardins.com to have all P&C insurance products sold by Desjardins on a single platform and provide a simple, consistent and personalized experience by province.

Enhancing our digital solutions:

- Omnichannel auto insurance transactions are available in and outside Quebec, allowing personal and business members and clients to do business with us and to obtain the same quality of service regardless of the channel they use.
-  • All Desjardins Insurance clients in Quebec who have an auto insurance policy and an online account can now add a vehicle and another driver to their policy entirely themselves in a single transaction.
-  • To simplify payment management, online accounts and the Desjardins Insurance Home-Auto app now include a page featuring upcoming payments, related products and possible actions.



Accelerating the adoption of digital solutions:

-  • We put in serious effort in 2024 to encourage members and clients to use our digital solutions to make it easier for them to access their insurance documents and make transactions online. In addition to offering the Paper-Free option as always, we ran a call campaign to help members and clients activate their online account and download the mobile app.



Communicating proactively with members and clients:

- There is a renewal space on our information sites (Desjardins.com and thepersonal.com) so our clients can easily find practical advice and tools, understand their premiums and get the right coverage at the best possible price.
- We updated the blog content on our websites to help people better understand how insurance works and choose the right coverage for their needs. We also share prevention tips to help them avoid unpleasant surprises.

Continuing to enhance anti-theft protection for vehicles:

-  • For our clients in Ontario who own vehicles at high risk of theft, we offer a \$100 rebate on the installation of Tag tracking systems.
-  • We launched an awareness campaign with our policyholders to share advice on simple ways to protect against car theft.

Life and health insurance:

-  • In 2024, we began sending policyholders with participating life insurance an annual statement, which replaces the anniversary notice and gives them a complete and detailed overview of their product. Since some of the more complex details about this type of insurance are addressed in the statement, we’re receiving fewer calls from policyholders asking for explanations. The goal is to improve their experience and make sure we’re being transparent in communications about our products.
-  • Starting in 2024, eligible members can see what insurance is available to them when they renew their mortgage online. They can take out Loan Insurance or Loan Insurance – Versatile Line of Credit on their own, protecting their financing in just a few clicks. Most applications are approved automatically and can be signed electronically, which simplifies the process. Caisse advisors can assist members with special cases.
- By simplifying Credit Balance Insurance, we’re addressing member concerns about the complexity of the product and improving value for policyholders. By 2027, all credit card activations will be done via digital channels, with an integrated credit balance insurance offer. The changes to Credit Balance Insurance include increasing monthly benefits from 10% to 20% if you become disabled or lose your job and removing the age limit for death benefits.





<sup>12</sup> See the [Social and Cooperative Responsibility Report \(page 23\)](#).




## Responsible products and services


### P&C insurance products

-  In 2024, we acquired The Insurance Company of Prince Edward Island (ICPEI), meaning we can now offer more complete and extensive property and casualty insurance solutions to our commercial lines members and clients.
-  Throughout 2024, the commercial lines insurance sector reviewed the eligibility of certain risks and, as a result, we now offer responsible coverage options to members and clients (such as for buildings with green roofs).


Our personal lines insurance contracts now include three resilient reconstruction measures following a loss:

-  Siding in Alberta: \$1,000 per side of a house to replace vinyl siding with hail-resistant siding.
- Roofing in Alberta: \$2,500 for replacing damaged standard shingles with Class 4 impact resistant shingles following an insured hail-related loss, for 69 high-risk municipalities in Alberta.
- Sewer backup: \$1,000 for devices to mitigate damage following a loss caused by sewer backup.

### Group retirement savings and investment solutions

- Since 2022, all new individual annuities purchased at Desjardins automatically go into investments that meet strict ESG criteria. We published an [annual report on responsible investment for responsible annuities](#) for the first time in 2024.
-  The [responsible investment policy for structured products](#), published in 2024, sets out how we apply our responsible investment approach to structured products.
- We enhanced our responsible investment offer by adding new unit classes for individuals. The group retirement savings platform includes 10 responsible investment funds.

- Desjardins Investments Inc. signed on to the Net Zero Asset Managers initiative, a UN-backed alliance of investors committed to achieving net zero emissions in their portfolios by 2050.

-  We rolled out a new online guide to our responsible investment approach in 2024 for group retirement savings.

### Improving access to insurance and closing the insurance gap

- We're making basic insurance coverage more accessible with no medical exam for products like Select Accirance accident insurance and 50+ Life Insurance.
- Newcomers face all kinds of challenges when they get to Canada. That's why Desjardins has developed [offers for newcomers](#), including Visitors to Canada Insurance (healthcare and emergency services) and online resources to help them learn about the Canadian financial system.
- We completely overhauled our Visitors to Canada Insurance product for policyholders, enabling us to increase the coverage limit to \$300,000. We also expanded eligibility and improved benefits, including adding mental health specialists and coverage for dental pain.

### A fast, streamlined and user-oriented claims process

We aim to offer a claims process that is simple, quick, and people-focused to help members and clients when they need it most.

- We set up a critical illness advisory service for personal members to provide quick, clear responses to questions about critical illness insurance. Our goal is to reduce stress for clients and provide effective support throughout the process.
- We removed the time limit for submitting critical illness insurance claims so that our clients can focus on their recovery rather than on the financial side and urgency of their claim.
- We have a fully automated experience for submitting healthcare insurance claims from 26 types of healthcare professionals so that claims can be processed and reimbursed within 48 hours.

- We reviewed the home care insurance claims process so that clients can submit claims without receipts for products associated with a critical illness to receive a monthly payment.

- We launched My Secure Space to upload communications to group insurance clients, plan sponsors and claimants that may contain confidential information.

- We made healthcare transactions like adding supporting documents for claims right in their online accounts available for all group insurance plan members.

- We've simplified and digitalized our processes so members and clients can stay home and get answers quickly:

- In 2024, we completed 44,797 vehicle damage appraisals using our photo-based estimate feature, saving our members and clients a trip to the auto body shop.

- Omnichannel features mean clients can submit auto and home insurance claims online. Clients can use our mobile app to view the latest information on their home insurance claim and track its progress.

- We revamped some processes for urgent situations, such as natural disasters.

- During extreme weather events, we make proactive calls to clients who may be affected by the situation. We initiate accelerated claims processes to help people get back to normal more quickly.

- In 2024, we sent employees to the places where several extreme weather events occurred to act as resource people, answer clients' questions and help them with their claims, and be there for the community. For example, our employees were out in communities after tropical storm Debby in Quebec, flooding in Ontario, and hail and the Jasper fires in Alberta.





# PRINCIPLE 2

We will work together with our clients and business partners to raise awareness of ESG issues, manage risk and develop solutions.

## Initiatives for members and clients

We put members and clients first by developing and using different tools and channels to educate them about risk prevention, help them better protect themselves and encourage them to adopt healthy lifestyles. By raising their awareness and providing information, we support their financial empowerment.

## Ongoing dialogue for prevention and education

- We use our various platforms to publish [advice](#) on health management, financial empowerment and stress reduction, with articles targeted to our group insurance plan members, other Desjardins members and clients, and the general public. We provide reliable information on financial well-being, interactive tools to help people empower themselves, and one-on-one phone support to help them lead healthier lives. We share tips and newsletters about preventing home and auto claims, with a focus on weather events and natural disasters.

## Solutions with real results

As part of a cooperative financial group, we make a point of developing innovative tools and practices to help members and clients manage risk and find concrete solutions.

## Taking steps to prevent loss and injury risks

We offer the Desjardins Insurance Home-Auto app for our members and clients with features like Radar and Ajusto.

- With Radar, policyholders get a notification when severe weather is in the area so they can prevent damage to their home and property.
- With our telematics offer, Ajusto, drivers get feedback sent right to their smartphone, which helps them improve their driving and make the roads safer.
  - Our teams are always working on improving the Ajusto feature in our app and increasing its use so that more drivers in Canada can benefit from advice and reminders on safe driving. The dashboard we launched in 2024 gives drivers a summary with information they can use to see what they're doing well and what they can improve.

## Taking steps to encourage health and wellness among group insurance plan members

- Family Focus: Our commitment to equity and diversity inspired this initiative that improves access to fertility services and helps organizations support their employees. The Family Focus offer is for everyone who wants to have children or grow their family. Desjardins Insurance is working with Prenato to offer exclusive support services to plan members who would like screening tests and perinatal support in private clinics.
- Women's Health Focus: Although both men and women are affected by a variety of health issues, some affect women differently and more frequently. For example, in most age groups, women have more chronic illnesses than men, particularly migraines, allergies, arthritis and rheumatism. We can help employers create a more inclusive and welcoming workplace where women feel supported by providing products and services specific to women's health needs.
- Mental Health Focus: Access to care for mental health is more than a hot topic—it's a societal issue. Mental health can be affected by many factors (stress, work-life balance, personal life, medical conditions, etc.) and can have a direct impact on the well-being and loved ones of people living with mood, anxiety, addiction or eating disorders. Mental Health Focus is a combination of our products and services that plan sponsors can choose to help them cope with these situations and support their employees and dependents.
- We made mental healthcare more accessible by adding internet-delivered cognitive behavioural therapy to several types of insurance. This psychotherapy treatment is the most studied and clinically proven treatment for mental health disorders like depression, anxiety and insomnia.
- Plan members also have access to an assistance program: The program offers employees and managers, as well as their families, confidential assistance services, including counselling in person, by phone or online for personal, relationship or family problems, or problems at work.
- We also provide a telemedicine service to plan members and their families, giving them anytime access to online healthcare.



**Taking steps toward financial empowerment**

- The group retirement savings online Education Centre offers a variety of interactive webinars and self-service courses on topics such as budgeting, debt management, responsible investing and retirement planning to boost financial literacy.
- Group retirement savings plan members have access to educational and personalized videos, a retirement income simulator, a virtual guide and an investment instruction recommendation module to help them set retirement goals at every stage of their life, stay on track and make informed decisions.
- We make tools and materials available to employers so they can track employee enrollment in their pension plans and encourage people to develop retirement plans.
- We’ve created an online user path so that members and clients can transfer savings plans from another institution to Desjardins online on their own.

**Partner initiatives**

- We were one of the first in the industry to incorporate ESG factors into fund selection on our group retirement savings platform. Employers and intermediaries can use the fund valuation and rating framework.
- We offer a responsible investment certification program to better equip our advisors on how RI can help members and clients reach their financial goals while generating positive impacts for the environment and communities. To date, 5,152 advisors have completed the certification program.

**Supplier initiatives**

We value responsible business relationships.

- We incorporate ESG clauses into contracts with P&C insurance claims suppliers.
- We follow established responsible procurement practices, including:
  - Using resources responsibly
  - Incorporating ESG factors into all procurement processes
  - Adopting the 5Rs (rethink, reduce, reuse, recycle and repurpose).
- We include ESG criteria in the reinsurer selection process.










# PRINCIPLE 3

We will work together with governments, regulators and other key stakeholders to promote widespread action across society on ESG issues.

## Collaborating and dialoguing with governments and industry stakeholders

-  • In 2024, DGAM took part in the PRI in Person event, the world's leading responsible investment conference, in Toronto.
-  • In 2024, Desjardins Group's chief sustainability officer was selected to join the advisory committee working to develop Quebec's sustainable finance roadmap. This initiative is supported by the Quebec government and Finance Montréal.
-  • In March 2024, Desjardins received a credit rating of AAA from MSCI Inc. for our efforts to integrate environmental, social and governance issues into our activities. We were also in the top 9% of MSCI's global ranking of financial institutions, as at December 31, 2024.
- We have an ongoing dialogue with different levels of government to increase awareness and understanding of climate change, its connection to natural disasters, and its impact on financial services and P&C insurance.
-  – In 2024, Desjardins General Insurance Group (DGIG) worked with the Insurance Bureau of Canada and the federal government to develop the National Flood Insurance Program—a program offering affordable flood insurance coverage to Canadian households in high-risk areas not currently covered by private insurance.
- In 2024, DGIG once again participated in National Climate Adaptation Summit Day, organized in Ottawa by the Climate Proof Canada Coalition, bringing together senior ministers and members of Parliament from all parties. The summit provided a unique platform for engaging in meaningful discussions on strategies to build a more resilient Canada.
- DGIG is an active member of the Institute for Catastrophic Loss Reduction.
- We're part of climate change working groups with the Canadian Life and Health Insurance Association and the Insurance Bureau of Canada.
- DGAM is a member of the IFRS Sustainability Alliance, a global membership program for sustainability standards and integrated reporting, and participates in GRESB, a global reference for the financial markets that assesses the ESG performance of real estate and infrastructure assets.
- DGAM is a member of the Canadian Coalition for Good Governance, whose mission is to promote best practices in governance, including the governance of environmental and social issues.
- Our employees have participated in a number of events as panellists and speakers, and have written articles to inform and raise awareness in the financial community. The events and articles were about:
  - Prescription drugs, disability management, obesity, mental health and technological innovations in healthcare
  - Responsible investment, shareholder engagement, diversity and inclusion, and compensation in the investment world
  - Biodiversity and natural capital challenges and how they affect portfolio managers



# Involvement and partnerships with community associations and organizations, universities and research institutes

## Helping people in need

- Between 2022 and 2024, we invested over \$3M to support organizations that promote road safety in Canada, including Parachute, the Traffic Injury Research Foundation, arrive alive DRIVE SOBER® and Operation Red Nose.
- Every year, we run the Desjardins Cares and Shares campaign to help United Way, the Desjardins Foundation and the Canadian Red Cross build inclusive communities and make a real difference in the lives of those in need. In 2024, a total of 34,383 donors—made up of Desjardins employees, directors and retirees—took part in a campaign that, combined with Desjardins’s contribution, raised a record \$10.2M.
- We created the Desjardins Disaster Relief Fund to support our members and clients who are affected by disasters not covered by their property and casualty insurance.
- We also run the P&C Insurance Outreach program, which values, encourages and promotes volunteer and charitable work by our employees.

## Joining forces to help enrich the lives of people and communities

- We partner with organizations like the [Heart and Stroke Foundation of Canada](#) and the [Canadian Cancer Society](#) to support research and promote wellness.
- We partnered with Obesity Canada, which leverages resources from Canadian research, business and public sector leaders to fund obesity research, education and outreach initiatives.
- We have a partnership with [cœsion SP \(in French only\)](#) (formerly the Healthy Enterprises Group), whose mission is to create a movement to provide workplaces that promote employee health and safety.

## Supporting research and innovation to address ESG issues

- We helped the Center for Intersectoral Studies and Research on the Circular Economy at the École de technologie supérieure launch an ecosystem of circular economy acceleration labs to promote research and development for innovative practices and technologies. With a contribution of \$2.1M over five years, we’re a major partner of this initiative.
  - We continue to work with the Institute for Catastrophic Loss Reduction, a world-class centre for multidisciplinary disaster prevention research and communication. Through this partnership, we contribute to the Institute’s mission to identify and support sustained actions that improve society’s capacity to adapt to, anticipate, mitigate, withstand and recover from natural hazards.
  - We’re a founding member of The Conference Board of Canada’s Centre for Workplace Wellbeing and Effectiveness, previously known as the Workplace Mental Health Research Centre. This partnership supports research devoted to making discoveries in mental health and exploring current and future initiatives that could be used to support wellness in the workplace.
  - We have a partnership with Relief, a non-profit organization whose mission is to help people with anxiety, depression and bipolarity and their loved ones, with an emphasis on self-management and support groups. This partnership supports the Canada-wide rollout of the organization’s anxiety self-management workshop.
- N** • In 2024, we set up a new partnership with EHN Canada to better support plan members with addiction issues. EHN Canada has the largest network of private clinics in the country for treating all types of addictions and related mental health issues. The organization also offers outpatient treatment in recognized centres. Our plan members can get a preferred rate and use their supplementary healthcare coverage to pay for treatment.







# PRINCIPLE 4

We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the Principles.

We're aware of the importance of transparency in disclosure reporting. This report summarizes the measures we're taking to gradually integrate ESG criteria into our business operations. The report is available on the [UNEP FI](#) website and on [Desjardins.com](#).

DGAM and Desjardins Investments Inc. are signatories to the Principles for Responsible Investment (PRI). They disclose their investment practices according to the PRI framework.

Each year, Desjardins Group publishes a [Social and Cooperative Responsibility Report](#) and [Climate Action at Desjardins report](#). They reflect Desjardins's commitment to environmental, social and governance factors and to integrating them into everything the organization does.



