

# PERFORMANCE INDICATORS 2015 GLOBAL REPORTING INITIATIVES (GRI)

Upon evaluation of the GRI G3 guideline application table, this report meets application level C requirements.

| INDICATOR                     | DESCRIPTION  | COMMENT                                   | PAGES |
|-------------------------------|--|---|-------|
| <b>STRATEGY AND ANALYSIS</b>  |  |   |       |
| 1.1                           | Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and its strategy.  | President and CEO Message                 | 3     |
| 1.2                           | Description of key impacts, risks and opportunities.   | Annual Report                             |       |
| <b>ORGANIZATIONAL PROFILE</b> |  |   |       |
| 2.1                           | Name of the organization.  | Publication of Report                     | 4     |
| 2.2                           | Principal products/services and corresponding brands.  | Annual Report                             |       |
| 2.3                           | Operational structure of the organization, including principal divisions, operating companies, subsidiaries and joint ventures.  | Annual Report                             |       |
| 2.4                           | Location of organization's headquarters.   | Annual Report                             |       |
| 2.5                           | Number of countries where the organization operates and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.  | Publication of Report                     | 4     |
| 2.6                           | Nature of ownership and legal form.  | Annual Report                             |       |
| 2.7                           | Markets served (including geographic breakdown, sectors served and types of clients/beneficiaries).  | Annual Report                             |       |
| 2.8                           | Scale of the reporting organization.   | Annual Report                             |       |
| 2.9                           | Significant changes during the reporting period regarding size, structure or ownership.  | Annual Report                             |       |
| 2.10                          | Awards received during the reporting period.   | Not applicable                            |       |
| <b>REPORT PARAMETERS</b>      |  |   |       |
| 3.1                           | Reporting period for information provided.   | Publication of Report                     | 4     |
| 3.2                           | Date of last report.   | 2014                                      |       |
| 3.3                           | Reporting cycle.   | Publication of Report                     | 4     |
| 3.4                           | Contact for questions regarding the report or its contents.  | Publication of Report                     | 4     |
| 3.5                           | Process for defining report content.   | Publication of Report                     | 4     |
| 3.6                           | Boundary of the report (i.e. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).  | Publication of Report                     | 4     |
| 3.7                           | State any specific limitations on the scope or boundary of the report.   | Publication of Report                     | 4     |
| 3.8                           | Basis for reporting on joint ventures, subsidiaries, leased facilities, out-sourced operations and other entities that can significantly affect comparability from period to period or between organizations.                        | None                                      |       |
| 3.10                          | Explanation of the effects of any re-statements of information provided in earlier reports and the reasons for such re-statement (i.e. mergers/acquisitions, change of base years/periods, nature of business, measurement methods). | Indicated in this report where applicable |       |

| INDICATOR | DESCRIPTION  | COMMENT                                   | PAGES                    |
|-----------|--|---|--------------------------|
| 3.11      | Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied since prior report. | Indicated in this report where applicable |                          |
| 3.12      | Table identifying the location of the Standard Disclosures in the report.  | GRI Performance Indicators                | Available on our website |
| 3.13      | Policy and current practice with regard to validation of the report by an external source.                                     | No external validation                    |                          |

## GOVERNANCE

|      |   |   |    |
|------|---|---|----|
| 4.1  | Governance structure of the organization, including committees under the highest governance body (Board of Directors or comparable) responsible for specific tasks, such as defining strategy or organizational oversight.  | Proxy Circular  |    |
| 4.2  | Indicate whether the Board Chair (or comparable governing entity) is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).  | Proxy Circular  |    |
| 4.3  | For organizations that have a unitary Board (or comparable structure), state the number of members independent Directors and/or non-executive members.  | Proxy Circular  |    |
| 4.4  | Mechanisms for shareholders and employees to provide recommendations or suggest directions to the highest governance body.  | Proxy Circular  |    |
| 4.5  | Link between compensation for members of the highest governance body, senior managers and executives (including departure arrangements), and the organization's performance (including social and environmental performance).   | Proxy Circular  |    |
| 4.6  | Processes in place to ensure that the highest governance body does not place itself into any conflicts of interest.   | Proxy Circular  |    |
| 4.7  | Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental and social issues.  | Proxy Circular  |    |
| 4.8  | Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental and social performance, and the status of their implementation.   | Annual Report   |    |
| 4.9  | Procedures applied by the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including relevant risks and opportunities as well as adherence to internationally agreed upon standards, codes of conduct and principles. | Policies and Codes<br>Annual Report<br>Proxy Circular | 13 |
| 4.14 | List of stakeholders with whom the organization has relations.  | Communication   | 5  |
| 4.15 | Basis for identification and selection of stakeholders with whom to conduct relations.  | Communication   | 5  |
| 4.16 | Approaches to relations with stakeholders, including frequency of contact by type and by stakeholder group.   | Communication   | 5  |
| 4.17 | Key topics and concerns that have been raised through stakeholder relations, and how the organization has responded to those key topics and concerns, including through its reporting.  | Communication<br>Annual Report<br>Proxy Circular      | 5  |

| INDICATOR                               | DESCRIPTION   | COMMENT                                | PAGES  |
|---|---|--|--------|
| <b>ECONOMIC INDICATORS</b>              |   |  |        |
| <b>EC1</b>                              | Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to investors and governments. | Community Development<br>Annual Report | 7-8    |
| <b>EC3</b>                              | Coverage of the organization's defined benefit plan obligations.  | Our Employees                          | 6-7    |
| <b>EC7</b>                              | Local hiring procedures and proportion of executives originating from areas with major operations.  | Our Employees                          | 6      |
| <b>EC9</b>                              | Understanding and describing significant indirect economic impacts, including their extent.   | Community Development                  | 7-8    |
| <b>ENVIRONMENTAL INDICATORS</b>         |   |  |        |
| <b>EN7</b>                              | Initiatives to reduce indirect energy consumption and reductions achieved.  | Environment                            | 9      |
| <b>EN26</b>                             | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.  | Environment                            | 9      |
| <b>EN28</b>                             | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.  | No fines                               |        |
| <b>LABOUR PRACTICES AND DECENT WORK</b> |   |  |        |
| <b>LA1</b>                              | Total workforce by employment type, employment contract and region.   | Total Workforce                        | 11     |
| <b>LA3</b>                              | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major activity sector.   | Our Employees                          | 6-7    |
| <b>LA4</b>                              | Percentage of employees covered by collective agreements.   | Our Employees                          | 7      |
| <b>LA5</b>                              | Minimum notice period(s) to be respected for dismissal in the event of significant operational changes, including whether it is specified in collective agreements.   | Our Employees                          | 7      |
| <b>LA6</b>                              | Percentage of total workforce represented in formal joint management / employee health and safety committees that help monitor and advise on occupational health and safety programs.                                 | Our Employees                          | 7      |
| <b>LA8</b>                              | Education, training, counselling, prevention, and risk control programs in place to assist employees, their families or community members regarding serious illness.  | Our Employees                          | 6-7    |
| <b>LA9</b>                              | Health and safety topics covered in collective agreements.  | Our Employees                          | 6-7    |
| <b>LA10</b>                             | Average hours of training per year, per employee, by job category.  | Our Employees                          | 6      |
| <b>LA11</b>                             | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.  | Our Employees                          | 6-7    |
| <b>LA12</b>                             | Percentage of employees receiving regular performance and career development programs.  | Our Employees                          | 7      |
| <b>LA13</b>                             | Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity.   | Our Employees<br>Governance            | 6<br>4 |
| <b>LA14</b>                             | Ratio of basic salary of men and women by job category.   | Our Employees                          | 6-7    |

| INDICATOR                           | DESCRIPTION   | COMMENT  | PAGES  |
|-------------------------------------|---|--|--------|
| <b>HUMAN RIGHTS AND PROCUREMENT</b> |   |  |        |
| HR5                                 | Cases in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.                                | No cases in 2015   |        |
| HR6                                 | Cases identified as posing significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.   | No cases in 2015   |        |
| HR7                                 | Cases identified as posing significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour.               | No cases in 2015   |        |
| HR9                                 | Total number of incidents of violations involving rights of indigenous people, and actions taken.   | No cases in 2015   |        |
| <b>SOCIAL PERFORMANCE: SOCIETY</b>  |   |  |        |
| S02                                 | Percentage and total number of business units analyzed for risks related to corruption.   | Governance   | 4      |
| S06                                 | Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.   | Laurentian Bank does not contribute to political parties |        |
| <b>PRODUCT RESPONSIBILITY</b>       |   |  |        |
| PR5                                 | Practices related to client satisfaction, including conducting surveys measuring satisfaction.  | Complaint Management                                     | 10     |
| PR6                                 | Programs for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.  | Community Development                                    | 7-8    |
| PR7                                 | Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcome. | No cases in 2015   |        |
| <b>FINANCIAL SERVICES</b>           |   |  |        |
| FS2                                 | Procedures for assessing and screening environmental and social risks in activity sectors.  | Environment<br>Annual Report                             | 9      |
| FS5                                 | Interactions with clients/investors/business partners regarding environmental and social risks and opportunities.   | Communication<br>Environment                             | 5<br>9 |
| FS8                                 | Monetary values of products and services designed to generate specific environmental benefits for each sector, detailed by objective.   | Environment  | 9      |
| FS14                                | Initiatives to improve access to financial services for disadvantaged people.   | Financial Products and Services                          | 9      |
| FS16                                | Initiatives to enhance financial knowledge by type of beneficiary.  | Financial Products and Services                          | 9      |