



Industrial Alliance Insurance and Financial Services Inc.

Sustainable Development Policy

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Sustainable Development Policy	
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Associated regulations (if applicable)	

1. Introduction

A. Purpose

iA Financial Group is fundamentally committed to the concepts of sustainable development and has been focused on environmental and social initiatives since the early 1980s.

These efforts have increased over time and since 2014 the company has published an annual Social Responsibility Report. This report outlines the company's direction and achievements in its environmental, social and governance objectives.

By adopting this Sustainable Development Policy, the Board has clearly expressed the company's commitment to creating economic and social value and its desire to share its sustainable development guidelines with its various stakeholders.

B. Objectives

This policy seeks to achieve the following objectives:

- 1) Establish a sustainable development reference framework.
- 2) Clearly define guidelines for the company's reflection, strategy and actions regarding sustainable development.
- 3) Identify sustainability objectives and best practices to follow taking into consideration the company's operations and environment.

C. Scope and application

This policy applies to all IAIFS operations and covers all of its employees.

2. Guidelines

This policy sets out seven guidelines for the company's strategy and actions in the area of sustainable development.

A. Ensure the financial wellbeing of our clients

Our Mission: To ensure the financial wellbeing of our clients by offering them personal insurance coverage and investment solutions to help them achieve their personal goals.

Our Ambition: To be the company that best meets client expectations, in partnership with our distributors.

We achieve these through:

- Putting our clients and our distributors at the centre of our business processes, by offering them products adapted to their needs and by providing exemplary service quality.
- Eliminating non-value-added activities and waste from our processes.
- Continuously improving our processes and products by relying on digital development.
- Engaging employees to take responsibility for our processes.

B. Effectively manage risks

Goal: Manage risks inherent in the conduct of the company's business to sustain its growth.

We achieve this through:

- Maintaining an overall vision focused on prudence in order to protect our clients, our reputation and our value.
- Having the best understanding possible of the risks in order to make sound, informed decisions, both strategically and operationally.
- Incorporating a disciplined approach of balancing risk-taking and risk management into the management practices of all lines of business and business units.
- Providing the Board with reasonable assurance that the appropriate resources and procedures are in place to identify, assess, manage, monitor and report enterprise risk through a continuous enterprise risk management process.

C. Follow high standards of governance

Goal: Follow best governance practices in order to favour our growth, increase the value of our shares and maintain the confidence of our clients and investors. Ensure that the trust placed in employees by clients and shareholders is well-founded and deserved. The level of integrity and professionalism they are entitled to expect must be reflected in each employee's behaviour.

We achieve this through:

- Annual renewal of the commitment of all members of the Board of Directors, managers and employees to the iA Financial Group Code of Business Conduct.
- Adhering to various policies and guidelines concerning Board independence, disclosure and insider-trading.
- Various policies and guidelines concerning, but not limited to, disclosure, insider-trading and risk management to which iA Financial Group managers must adhere, in addition to policies and guidelines that govern employees in general.
- Promoting a culture founded on integrity and ethics.

D. Actively contribute to our communities

Goal: Support the communities in which we operate. We consider community involvement a natural extension of our values.

We achieve this through:

- Direct financial support in the form of donations to various development and support organizations and institutions that aim to improve quality of life for individuals and encourage development in the areas of health, social services and university- and college-level education.
- Providing financial support to organizations where our employees volunteer through an employee donation program.
- Sponsoring community events for families, especially when they are related to regional-level activities.
- Encouraging and supporting university research by providing financial support to research chairs.

E. Manage environmental impact

Goal: Reduce our environmental footprint with respect to energy, water, materials management, transportation and indoor and outdoor environments.

We achieve this through:

- Staying informed of environmental best practices.
- Offering products and services that take into account their effect on the environment.
- Communicating our vision, objectives, programs and performance to our stakeholders.
- Setting realistic objectives and targets and monitoring our performance.
- Integrating the opinions, recommendations and concerns of our stakeholders when making decisions or taking actions.
- Investing in high-quality renewable energy projects carried out in a responsible manner. To maximize our social impact, we support projects carried out in collaboration with First Nations.
- Supporting the fight against climate change by proactively reducing our carbon footprint.

F. Create a rewarding work environment

Goal: Be an employer of choice that offers a rewarding career.

We achieve this through:

- Supporting our employees' development and giving them the opportunity to use their talents.
- Recognizing our employees' contributions to the success of the organization and maintaining an atmosphere of mutual trust.
- Encouraging employees to pursue training based on their own professional development needs and the needs of the company. Under our education assistance policy, iA Financial Group offers employees reimbursement for eligible training activities.
- Promoting diversity and equal opportunity. True to its ambition, iA Financial Group places particular importance on offering a work environment that favours diversity, regardless of ethnic origin, nationality, language of origin, religious beliefs, sex, sexual orientation, age, marital status, family situation or a physical or intellectual disability. The Company offers an inclusive work environment that values teamwork, respect for individuals and service quality. The company also provides conditions to help every employee realize their full potential in a high-performance continuous improvement environment.
- Offering an employee health and wellness program: iA Health covers many aspects of employee health from awareness to the implementation of concrete daily actions to maximize personal and professional wellbeing.

G. Practice responsible sourcing

Goal: Clearly communicate our guidelines and expectations regarding the way our suppliers do business with us.

We achieve this through:

- Ensuring that suppliers that wish to establish a business relationship with us agree to respect the principles and standards applicable to the iA Financial Group Supplier Code of Conduct and to act ethically, honestly and with integrity in this relationship.
- Informing our suppliers that they are expected to take all reasonable precautions to ensure a healthy and safe work environment for employees.
- Emphasizing to our suppliers the importance of conducting their business in keeping with environmental protection and sustainable development principles. It is each supplier's responsibility to seek to reduce their environmental footprint to a minimum by implementing sound environmental practices and seeking to improve them.

3- Sustainable Development Committee

Our Sustainable Development Committee is the driver of the company's sustainability efforts. The committee is made up of employees representing different departments, business lines and subsidiaries within iA Financial Group.

Mandate:

- Promote the Company's achievements through the annual Social Responsibility Report.
- Ensure the continuation and progress of the sustainable development achievements made in the last few years.
- Identify and implement new sustainable development projects (sectoral and institutional).