

Laurentian Bank Releases Its 2012 Social Responsibility Report

Montréal, March 15, 2013 – Laurentian Bank is proud to announce the release of its Social Responsibility Report for 2012. Presented in a news magazine-style, the document provides an overview of the major events and accomplishments that marked the year. The Report serves as a valuable reference for the Bank's various stakeholders — its shareholders, clients, employees, and the communities in which it operates — as well as to review the organization's actions with respect to environment.

In his message, President and CEO, Mr. Réjean Robitaille, pointed out that "the Bank is firmly committed to assuming its role as a socially responsible organization dedicated to working in the best interests of all its stakeholders. We are proud that we were able to realize the accomplishments presented in our Report while remaining constantly focused on the issues that touch all aspects of our relations as a responsible corporate citizen, both locally and from a broader perspective".

Following are a number of Laurentian Bank's key accomplishments outlined in its Social Responsibility Report:

- The Bank was once again ranked by the Corporate Knights organization among the 10 Canadian enterprises with the highest female representation on their Boards of Directors. In fact, with five of its 13 Board members being women, Laurentian Bank's female representation is the highest within the banking sector as a whole, with 38%.
- In 2012, Laurentian Bank was among the 10 national winners of the new Canada's Passion Capitalists program. This program pays tribute to organizations that, thanks to their exceptional passion, energy and intensity, consistently generate superior results.
- During the last fiscal year, the Bank contributed close to \$2 million to more than 200 organizations and events, including \$700,000 in the form of donations.
- The Bank also implemented certain practices to limit its impacts on the environment, such as continuing to replace printers and photocopiers, upgrading exterior signage with electroluminescent diode lighting systems, using materials like floor covering derived from recycled tires and recycled paint for remodelling the interior of branches and offices, converting numerous paper reports and forms into electronic format, as well as holding Annual Meetings in an eco-responsible manner.
- The Bank's Real Estate and Commercial group participated in a number of innovative financing initiatives involving renewable energy projects like hydroelectric dams, wind farms and solar parks.
- Retail and SME-Québec sector client satisfaction surveys revealed that close to 95% of Bank clients are satisfied or very satisfied with the quality of service they receive at branch locations.



Press release

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Moreover, the Bank's 2012 Social Responsibility Report draws upon Global Reporting Initiative (GRI) indicators. This year, as part of its commitment to continuously improving its account rendering performance, the Bank brought the total number of indicators to 70, which testifies to the importance it assigns to maintaining the transparency of its activities.

The Report is available on the Bank's Web site at laurentianbank.ca in the Your Bank section under the Laurentian Bank tab.

About Laurentian Bank

Laurentian Bank of Canada is a pan-Canadian banking institution that has nearly \$34 billion in balance sheet assets and \$36 billion in assets under administration. Founded in 1846, Laurentian Bank was selected in 2012 as one of the 10 winners of the Canada's Passion Capitalists program in recognition of its sustained success through the promotion of passion within its ranks. The Bank employs more than 4,200 people.

Known for its excellent service, proximity and simplicity, Laurentian Bank serves more than one million clients in market segments in which it holds an enviable position. In addition to occupying a choice position among consumers in Québec, where it operates the third largest branch network, the Bank has built a solid reputation across Canada in the area of real estate and commercial financing thanks to its teams working out of more than 35 offices in Ontario, Québec, Alberta and British Columbia. Its subsidiary, B2B Bank, is a Canadian leader in providing banking products as well as investment accounts and services to financial advisors and brokers, while Laurentian Bank Securities is an integrated broker, widely recognized for its expertise and effectiveness nationwide.

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