

# SOCIAL RESPONSIBILITY REPORT

2018



**LAURENTIAN  
BANK**

FINANCIAL GROUP

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## ABOUT THIS REPORT

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The information contained in this Social Responsibility Report encompasses Laurentian Bank Financial Group's<sup>1</sup> and its prescribed Affiliates (as defined in Our Annual Declaration and collectively referred to throughout this document as LBCFG) relevant activities during the fiscal year ended October 31, 2018, in accordance with Canadian federal regulations.

In the following pages, Laurentian Bank Financial Group is pleased to share its achievements and contributions as they relate to our customers, team members, shareholders, communities and the environment.

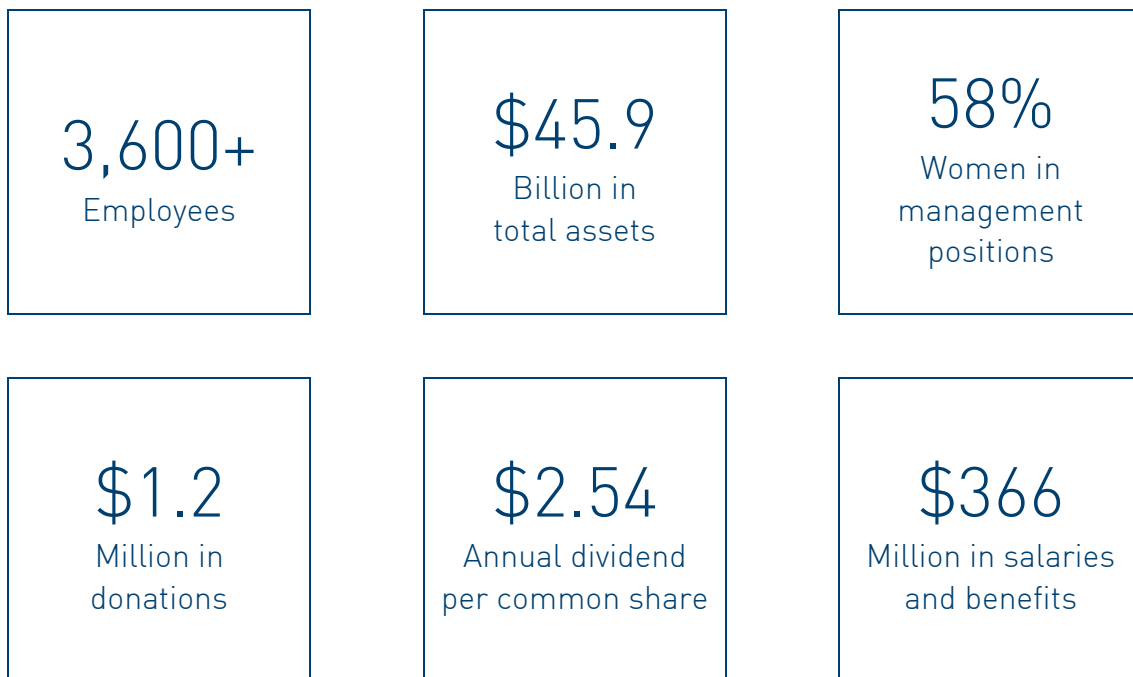
## WHO WE ARE:

### LAURENTIAN BANK FINANCIAL GROUP

Laurentian Bank Financial Group is a diversified financial services provider whose mission is to help customers improve their financial health. Laurentian Bank of Canada (founded in 1846) and its entities are collectively referred to as Laurentian Bank Financial Group.

The Group provides a broad range of advice-based solutions and services to its business, retail and institutional customers. With pan-Canadian activities and a presence in the United States, the Group is an important player in numerous market segments.

## BY THE NUMBERS



<sup>1</sup> The Laurentian Bank Financial Group means Laurentian Bank of Canada and its subsidiaries, collectively referred to herein as: "Laurentian Bank Financial Group", "LBCFG", the "Group" or the "Bank" who provide deposit, investment, loan, securities, trust and other products or services.

## GROUP PRESIDENT AND CEO'S MESSAGE

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In our view, the size of our organization is a key advantage. Laurentian Bank Financial Group is small enough that we can make positive changes quickly and yet large enough – with the resources at hand – to ensure the changes we make are meaningful to all of our stakeholders.

In 2018, we made progress on delivering initiatives that make our organization better for our team members, our customers and the communities we serve.

**For our people**, we supported their engagement and empowerment by investing in how and where they work, and then by recognizing their accomplishments.

This year, we completed construction of our new corporate office in Montreal and moved teams from nine different offices to this one centralized location. Our two major sites – in Montreal and Toronto – are well-designed, LEED-certified spaces that promote inclusiveness and collaboration for all.


Developing opportunities for our team members and celebrating their accomplishments are foundational priorities. Our Global Recognition Program and other initiatives aimed at promoting diversity and inclusion in the workplace are having positive impacts on our workforce.

**For our customers**, we expanded our network of ABMs by joining THE EXCHANGE® Network which allows for increased access to their accounts in every province and territory from coast to coast.

We also made significant progress this year in our ability to offer digital banking to our customers. Becoming more digital – and less reliant on paper – is what our customers want and obviously, is better for the environment.

**For our communities**, we raised awareness and funds that will go directly to causes and organizations that are dear to our team members. Giving back to our communities is a practice that we are fortunate and privileged to do.

We are proud of our achievements and, as we head into 2019, we remain focused on delivering our commitments that will make us a better and more sustainable organization for our stakeholders.



François Desjardins  
President and CEO

# COMMUNICATING WITH OUR STAKEHOLDERS

Engaging with our stakeholders is a priority across the organization. Be it through day-to-day interactions with our customers, exchanging ideas and goals with our team members, or being open with our shareholders, we strive to communicate clearly and effectively. Here are some of the tools we use.

Our stakeholders	Our commitments	The ways we communicate
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Help our customers improve their financial health</li> <li>• Continuously improve the customer experience</li> </ul>	<ul style="list-style-type: none"> <li>• Laurentian Bank, B2B Bank and Laurentian Bank Securities websites</li> <li>• Online banking through LBCDirect, B2BDirect and brokerage sites – desktop and/or mobile versions</li> <li>• Telephone service</li> <li>• Social media: Facebook, LinkedIn, Twitter</li> <li>• Ombudsman</li> <li>• Emails and mailings</li> <li>• Customer surveys</li> <li>• In-branch posters and brochures</li> </ul>
<b>Team members</b>	<ul style="list-style-type: none"> <li>• Share the organization's vision and strategic direction</li> <li>• Offer a dynamic and safe working environment</li> <li>• Encourage development</li> </ul>	<ul style="list-style-type: none"> <li>• Annual meeting between the President and team members</li> <li>• Visits of offices and places of business by senior management</li> <li>• Regular sector meetings</li> <li>• Internal publications: President's editorial, bimonthly publication, regular communications on corporate activities</li> <li>• Intranet newsfeed for team members and managers</li> <li>• Ombudsman</li> <li>• Social Media: President's Twitter feed exclusive to team members</li> <li>• Labor relations committee and other means as prescribed in the collective agreement</li> </ul>
<b>Shareholders and investors</b>	<ul style="list-style-type: none"> <li>• Generate sustainable growth and profitability</li> </ul>	<ul style="list-style-type: none"> <li>• Disclosure of quarterly and annual financial results</li> <li>• Annual meeting of shareholders</li> <li>• Meetings and phone calls with financial analysts and investors</li> <li>• Proxy Circular</li> <li>• Annual Information Form</li> <li>• Social Responsibility Report</li> <li>• Annual and Quarterly Reports</li> <li>• Laurentian Bank Financial Group and all affiliated business line websites</li> </ul>
<b>General public</b>	<ul style="list-style-type: none"> <li>• Be involved in the communities where we operate</li> <li>• Inform the general public of our products and services</li> </ul>	<ul style="list-style-type: none"> <li>• Activities related to donations and sponsorships</li> <li>• Social Responsibility Report</li> <li>• Regular contacts with the media</li> <li>• Social media: Facebook, LinkedIn, Twitter</li> <li>• Laurentian Bank Financial Group and all affiliated business line websites</li> </ul>
<b>Regulatory authorities</b>	<ul style="list-style-type: none"> <li>• Comply with regulations in all of our activities</li> </ul>	<ul style="list-style-type: none"> <li>• Regular exchanges with representatives of regulatory authorities</li> </ul>

# OUR CUSTOMERS

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## **Building a better customer experience**

It's no surprise that banking needs have changed – and continue changing – at an unprecedented rate. Brought on by technology, the convenience digital banking transactions is what our customers want – and we are making strides to deliver. But more, customers still appreciate the value of human advice.

## **Digital solutions and advice centres – the way of our future**

In 2018, we continued investing in technology and migrating business to our new, modern core banking platform. This system provides the foundation to a new digital banking offer which we plan to make available to new and existing customers from coast-to-coast in 2019.

As well, we were pleased to open our first advice centre in 2018 at our corporate office in Montreal, 1360 René-Lévesque West. This new concept, along with our advice-only branches, will transform the notion of traditional branches and will see us becoming the only bank of the ten largest domestic banks in Canada without tellers by the end of 2019. We have received positive feedback from our customers so far and we look forward to expanding the model.

## **Committed to clear language**

Increasingly, customers prefer to self-serve their transactions, but we still have the responsibility of ensuring they understand how our products and services work, as well as their financial rights and obligations. We take great measures to ensure we use clear language when engaging with our customers in print, online, and in person.

## **Financial products and services to meet a variety of needs**

Different customers have different needs. From personal banking to small business or commercial needs, we help customers improve their financial health – that's our mission. And that ideal holds true for customers of all demographics, including those just starting out, individuals with lower-incomes, seniors and persons with disabilities.

### For low-income individuals:

- a low-fee banking plan that includes up to 12 transactions per month

### For young people:

- a no-fee banking plan that includes unlimited monthly transactions, for youths under 18 years of age
- a no-fee banking plan that includes up to 20 transactions per month for students 16 to 25

### For seniors:

- a no-fee plan with four transactions per month for persons aged 65 or over
- the 60+ Advantage program that offers discounts on three of our most popular banking plans, for persons aged 60 or over

### For persons with disabilities:

- Our virtual network makes banking services available to clients 24 hours a day, 7 days a week via automated banking machines, telephone, and by our website and mobile version of it. Our website and our LBCDirect transactional sites are optimized for use with various types of assistive software for persons with disabilities, and our telephone system features a transcription system. The LBCDirect identification process is also adapted for use by the visually impaired.

- In addition, many of our branches are equipped with automatic doors to facilitate their access. We are also working toward having our branches accessible to everyone, and we continue to carry out projects that transform and enhance access wherever we are able to do so.

To learn more, visit [www.laurentianbank.ca](http://www.laurentianbank.ca)

### **Increased coverage of ABMs for better access to accounts**

In 2018, we expanded our network of automated banking machines (ABMs) by joining THE EXCHANGE® Network. Now, our customers have greater access to make day-to-day transactions at no extra charge at over 3,000 ABMs displaying THE EXCHANGE Network logo in every province and territory from coast to coast. In the U.S., access is available via the Accel® Network. Customers can download THE EXCHANGE app to conveniently find an ABM close to them.

### **Listening to our customers to continuously improve our business practices**

Collecting customer feedback – and listening to their concerns – continues to be an important way for us to improve our business processes. And while we strive to deliver a good experience every time we interact with our customers, we know at times, it is not always possible.

In those cases, we have a simple complaint settlement process – available on our website – where we try to find solutions quickly at the source. If customers request additional assistance or escalation, we will refer cases to the appropriate authorities as needed. At Laurentian Bank Securities, the policy governing complaint resolution and dispute settlement is covered by the provisions of the Act respecting the Agence nationale d'encadrement du secteur financier (Bill 107).

### **Requests handled by the Ombudsman**

During fiscal 2018, the Ombudsman's Office handled 54 requests. Of that number, 51 files pertained to Laurentian Bank, and they were handled within an average timeframe of 33 days. At the end of the period, the Ombudsman maintained the Bank's position in 30 files, while in 21 files, it recommended settlement in the client's favour.

Three files pertained to B2B Bank and they were handled within an average timeframe of 35 days. The Ombudsman had endorsed B2B Bank's initial decision in one case. It has recommended settlement in the client's favour in one case and the third file was still under review at the end of fiscal 2018.

No cases were related to Laurentian Bank Securities and LBC Financial Services.

### **Our social networks**

We are on social networking sites and encourage our customers to interact with us.



# OUR TEAM

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## **Employee engagement**

We believe that with a great team, an organization can do anything it sets out to do. And part of building a great team includes providing opportunities and the right environment where individuals can thrive. We actively listen and measure our performance as an employer through annual engagement surveys. In 2018, our participation rate was more than 60% with 94% of employees reported as supporting our strategic plan.

## **Developing our human capital**

Continuous learning and development is one way we can help our team members thrive in their careers. In addition to in-house training, team members may also receive subsidies from the Group for external courses.

Our Performance Driven program was designed to allow most employees the opportunity to participate in setting their objectives, goals and development needs and then annually review their accomplishments with their managers. The program also allows team members to provide confidential feedback on their manager's performance.

We value input and interactions from all levels of the organization and particularly with our leadership. In 2018, the Group held its annual leadership conference where senior management is encouraged to participate in discussions and exchange ideas on the strategic direction of the organization.

## **Recruitment and compensation**

Investing in talent allows us to optimize our workforce. We're building a culture of performance that begins with recruiting the best candidates and offering compensation packages with a range of benefits\*. Our talent acquisition teams regularly participate in job fairs at high-ranking colleges and universities in pursuit of top talent.

Our global compensation package includes:

- Competitive base salary that respects pay equity principles
- Pension plans to help our team members save for their retirement
- Group insurance programs that give team members and their dependents access to a variety of protection and financial security options
- An employee assistance program for team members and their families to support their health and well being
- A generous vacation and floating day entitlement to ensure that our team members maintain a good work-life balance
- Flexible hours and the option to take additional time off (of one week) unpaid each year
- For maternity leaves, we offer top-up benefits to supplement government benefit payments
- A stock purchase plan for team members to which we contribute

\*Varies depending on employment status and job level.



- Financial benefits on many of our products, including mortgage loans, banking packages, lines of credit and loans for the purchase of personal computer equipment
- Early retirement planning and options

### **Diversity and inclusiveness**

Diversity and equity are important considerations in recruiting and selecting our candidates. The Executive Committee approved the Staffing Directive, which sets out rigorous and objective selection procedures to ensure that the number of members of the Employment Equity Act designated groups in the organization's workforce reflects their representation in Canadian society. In addition, our Diversity Plan, supported by the Executive Committee, includes initiatives to promote inclusion and diversity on an ongoing basis at work and to reduce gaps in representation. It also emphasizes the awareness of all employees about diversity and inclusion and the implementation of progress indicators.

According to self-identification forms, in 2018, 0.4% of our workforce was made up of Indigenous persons, 5% consisted of persons with disabilities, and 28% were members of visible minorities. Women make up 55% of our workforce and hold 58% of our organization's management positions.

We were especially proud, during the fiscal year 2018, of our current Chief Operating Officer, Deborah Rose, who was named one of Canada's Top 100 Most Powerful Women by the Women's Executive Network (WXN). The honour serves to inspire a new generation of female leaders at our organization.

### **Work environment and workplace safety**

Our two corporate office locations – in Toronto and Montreal – have been designed with our team members' enjoyment and comfort in mind. Like in Toronto, the new office in Montreal, which opened in 2018, features amenities such as café and lounge areas with complimentary hot beverages, ergonomic furniture and workstations, state of the art equipment and abundant access to light. The new modern space promotes collaboration among team members in its open concept design.

We are committed to ensuring a safe workplace. Health and safety committees are in place at each of our locations with 20 or more employees. These committees inspect workplaces to ensure a safe work environment. We also have a certified rescue squad consisting of employees who are trained and available to help when needed. Because safety is such a concern for the organization, procedures are in place for emergency situations and drills are conducted regularly. Both corporate offices are also equipped with first aid rooms and on-site defibrillators to assist team members in need.

### **Global recognition**

Recognition is a tool that reinforces and rewards our team members when they achieve greatness, both personally and professionally. Our Global Recognition Program is in place to celebrate our team members and their accomplishments. The program recognizes individual and team performance, years of service, recognition by management and by peers and contributions to initiatives.

**Health and well-being**

A culture of performance starts with having healthy and happy employees. We support the well-being of our team members by having programs in place to support their physical and mental health. In addition to the benefits that form part of our global compensation packages, we provide various information and resources on nutrition, stress management and exercise.

We also encourage involvement in various physical activities – such as a company-sponsored softball and volleyball teams and a running club – and reimburse team members for athletic club fees.

# CONTRIBUTING TO THE COMMUNITIES WE SERVE

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Laurentian Bank Financial Group was proud, once again, to give to a number of organizations in the communities we serve. In 2018, a total amount of more than \$1.2 million was given in donations and sponsorships, including nearly \$80,000 from our generous employees.

## **Giving Matters Campaign**

This year, Laurentian Bank Financial Group launched a new employee fundraising initiative called, *Giving Matters*. Our team members wanted the opportunity to choose causes that were personally dear to them which is why we selected three organizations with whom to partner. And, because we wanted to support the causes that are important to our team members, Laurentian Bank Financial Group matched donations and pledged an additional corporate contribution.

In total, the campaign raised \$179,110. The local regional chapters of each of the following organizations we chose to partner with will receive these amounts:

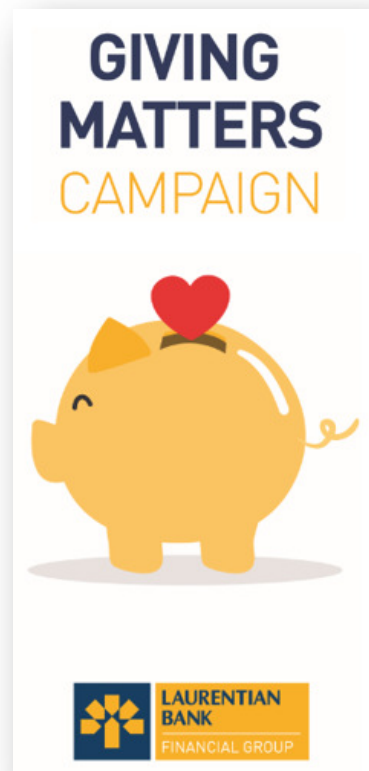
- \$74,826 was donated to the United Way to help disadvantaged people, families and children fight poverty, break social isolation and promote youth success.
- \$34,314 was donated to the Canadian Red Cross to help prepare for emergencies, assist disaster victims and help families recover after events such as flooding, tornados and forest fires.
- \$69,970 was donated to HealthPartners and its member charities to help people affected by disease and illness in their day-to-day lives. Beyond medical care, support is needed for those under distress by a diagnosis, loss of autonomy or disruption in family routines. These member charities also support research to fight and prevent these diseases.

We also take pride in knowing that many of our employees actively make a difference in their own communities. Proximity to others in our communities is one of the values we cherish the most and whether it's by dedicating their personal time or their own resources, our employees get involved in causes close to their hearts. We donate a minimum of \$200 to the organizations to which our employees dedicate their time and talents.

## **Giving in-kind**

In addition to making financial donations, we have found other ways to give back to the communities we serve. This year, we moved employees from nine different offices across Montreal to one central hub. As part of our consolidation efforts, 1,400 books were donated to schools in the Montreal area to promote reading and financial literacy efforts. As well, we ensured that gently-used furniture and supplies were donated to organizations in need.

Laurentian Bank Financial Group was also proud to have enriched many Canadian museum collections by donating thirty-eight works of art from its own collection to ensure accessibility to the public and safeguard them for the future.

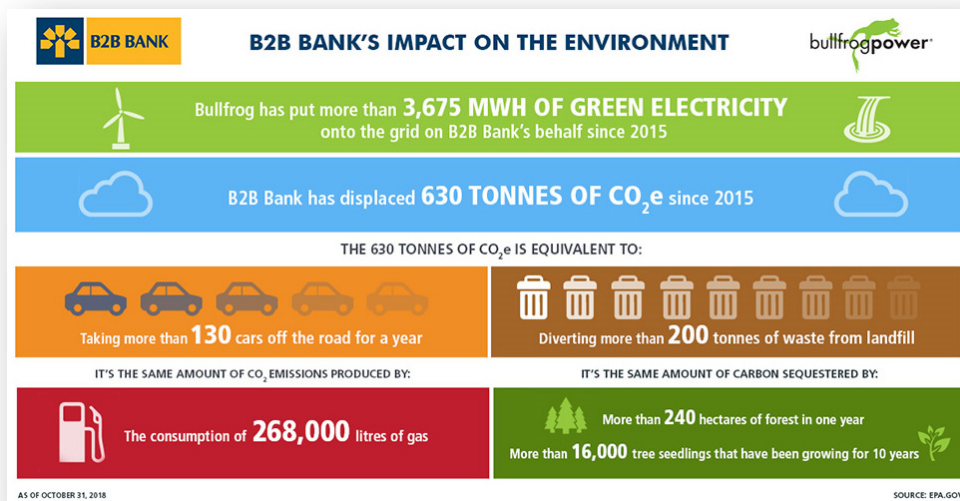


# DOING OUR PART TO HELP THE ENVIRONMENT

When it comes to reducing negative impacts to the environment, we all have a role to play. At Laurentian Bank Financial Group, what began as grassroots efforts to reduce waste and save energy in branches and individual offices has permeated throughout the organization and is now a part of our corporate mindset.

## Partnering with an environmental leader

In 2015, our B2B Bank business started a partnership with Bullfrog Power. Since then, B2B Bank has bullfrogpowered its entire operations with clean, renewable electricity. Since joining the bullfrogpowered community, B2B Bank has displaced more than 630 tonnes of CO<sub>2</sub>. This is the equivalent of taking 130 cars off the road for one year or diverting more than 200 tonnes of waste from a landfill. This is also the same amount of CO<sub>2</sub> emissions produced by the consumption of 268,000 litres of gasoline.



## A new environmentally-certified corporate office

As we grow – and increase our pan-Canadian presence – we are conscious of the choices we make when selecting our buildings. The Toronto corporate office is in a Gold LEED-certified building and, in 2018, a large initiative was completed with the consolidation of our corporate offices in Montreal into a Silver LEED-certified building. The eco-friendly features and smart design elements of this new building will enable us to increase our energy efficiency and reduce our energy expenses.

Both corporate offices now have a mindset on reducing, reusing and recycling. Most recently, our Montreal corporate office has established a centralized management system to ensure existing paper supplies and stationery are used before new ones are ordered. As well, all team members at this location were given re-usable bottles and cups for filtered water as a way to encourage them to reduce their dependency on plastic bottles. Waste bins throughout the office also feature separate receptacles to sort garbage, recycling and green waste. And, when it comes to commuting to work, our team members can choose environmental ways to get to the new office as our new location is easily accessible to public transit, includes areas to park hybrid vehicles and has abundant space for bicycles.

**Environmentally-responsible business practices**

We consider the direct and indirect impact of climate change on the environment. At an asset level, environmental risks are evaluated by our credit management and risk management teams. Our concern for the environment is reflected in responsible business practices. Environmental risk assessment is built into the standard risk management process we follow for all credit-related activities, with the exception of certain very specific cases. For the purpose of identifying levels of potential risk, industries are grouped into three categories: high-risk, special-risk, and low-risk.

Laurentian Bank Financial Group is also proud to be a participant in the green bond market to help finance key eco-friendly projects. In 2018, Laurentian Bank Securities acted as a participant for the issuance of green bonds of a total size of \$2.8B.

## GOVERNANCE

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A strong organization has strong foundations and corporate governance is an essential pillar. At Laurentian Bank Financial Group, having high standards and good governance practices has always been a priority because that is what supports our business and, ultimately, leads to our continued growth and development.

As our industry evolves, we must continuously review and enhance our policies and business practices – knowing that the strength of our foundations contribute directly to the efficiency of our organization and to long-term shareholder value.

The mandate of our Board of Directors is to oversee the management and sustainability of the Group. Through its three committees (Risk Management Committee, Audit Committee and Human Resources and Corporate Governance Committee) the Board reviews, addresses and advises on a number of issues in order to improve the Group's governance practices.

### **A measured approach to risk management**

Developing and practicing sound risk management policies are essential in this industry. We ensure high standards are in place in areas such as privacy, data integrity and security, cybersecurity, and business continuity management. As well, we ensure our team members are knowledgeable on topics related to risk management and training is provided regularly. As in previous years, we also raise awareness of cybersecurity among team members and the general public during the month of October – designated as Cybersecurity Awareness Month – by way of online and social media campaigns.



### **Strong regulatory and compliance practices**

In our organization, we have placed an emphasis on all matters of compliance. As guidelines and regulations evolve, we ensure our policies and practices are current and aligned in order to protect our customers and consumers at large. This includes ensuring that information is easily accessible and annual training is conducted for all team members on topics such as our Anti-Money Laundering and Anti-Terrorist Financing policy.

### **Adhering to a strict Code of Ethics**

Our team members are guided by our values of proximity, simplicity and honesty. Actions and behaviours that speak to our integrity and responsibilities are set out in the Group's Code of Ethics and, each year, all team members must review and agree to abide by the Code.

### **List of policies and codes**

We have many policies and codes that govern our organization. From risk management and business continuity to credit management and money laundering, employment equity, workplace safety, personal information and more, our policies, codes and guidelines are the solid framework that guides our actions. The specific mandate of the Board and that of its various Committees are available on our website.

## ECONOMIC VALUE

As the largest of the mid-sized financial institutions in this country, the economic value we deliver as an employer, taxpayer, lender and provider of services is considerable, and it is our responsibility to ensure that the strategic decisions we make are in the best interest of all our stakeholders.

### Workforce – Geographic breakdown of employees

As of October 31, 2018

Province	Full-time	Part-time	Temporary	Total
Alberta	24	–	1	25
British Columbia	10	–	–	10
Nova Scotia	1	–	–	1
Ontario	967	14	125	1,106
Quebec	2,089	174	108	2,371
Newfoundland and Labrador	1	–	–	1
Manitoba	3	–	–	3
United States	91	–	6	97
<b>Total</b>	<b>3,186</b>	<b>188</b>	<b>240</b>	<b>3,614</b>

### Total amount of income and capital taxes paid or payable in 2018

As of October 31, 2018

<b>Canada</b>			
(In thousands of CAN dollars)	Income tax <sup>(1)</sup>	Other taxes <sup>(2)</sup>	Total
<b>Federal</b>	22,449	22,392	44,841
<b>Provincial</b>			
Quebec	2,669	40,174	42,843
Ontario	11,863	12,800	24,663
Alberta	396	–	396
British Columbia	3	5	8
New Brunswick	–	103	103
Nova Scotia	242	163	405
Prince Edward Island	–	25	25
Newfoundland and Labrador	99	75	174
Saskatchewan	–	–	–
Manitoba	21	–	21
<b>Total provincial</b>	<b>15,293</b>	<b>53,345</b>	<b>68,638</b>
<b>Total federal and provincial</b>	<b>37,742</b>	<b>75,737</b>	<b>113,479</b>
<b>USA</b>			
(In thousands of CAN dollars)	Income tax <sup>(1)</sup>	Other taxes <sup>(2)</sup>	Total
<b>Total</b>	8,832	1,294	10,126

(1) Estimated amounts

(2) Other taxes: Amount including compensatory tax on salaries, payroll tax, property tax and sales taxes.

Note: Tax on Capital is not presented in the summary table because reversal via true-up of previous years.

## Debt financing to firms in Canada

Total amount of money that was authorized to be available for the year ending October 31, 2018

Province		0- \$24,999	\$25,000- \$99,999	\$100,000- \$249,999	\$250,000- \$499,999	\$500,000- \$999,999	\$1,000,000- \$4,999,999	\$5,000,000 And over	Total
<b>Alberta</b>	Amount of debt financing	0	0	\$100,000	0	0	\$32,886,271	\$278,311,634	\$311,297,905
	Number of firms	0	0	1	0	0	12	15	28
<b>British Columbia</b>	Amount of debt financing	0	0	\$200,000	\$1,024,727	\$726,300	\$16,600,000	\$730,817,769	\$749,368,796
	Number of firms	2	0	2	3	1	5	20	33
<b>Manitoba</b>	Amount of debt financing	0	0	0	\$452,438	0	0	\$47,750,000	\$48,202,438
	Number of firms	0	0	0	1	0	0	2	3
<b>New Brunswick</b>	Amount of debt financing	0	0	0	0	0	\$7,303,312	\$26,406,699	\$33,710,011
	Number of firms	0	0	0	0	0	2	1	3
<b>Nova Scotia</b>	Amount of debt financing	0	0	0	0	\$1,387,580	0	0	\$1,387,580
	Number of firms	0	0	0	0	2	0	0	2
<b>Ontario</b>	Amount of debt financing	\$20,739	\$50,000	\$1,103,133	\$1,650,000	\$11,100,250	\$137,438,141	\$3,210,851,529	\$3,362,213,792
	Number of firms	9	1	6	5	17	56	91	185
<b>Quebec</b>	Amount of debt financing	\$428,901	\$6,452,690	\$26,353,284	\$52,126,947	\$95,009,672	\$419,960,807	\$3,007,975,867	\$3,608,308,168
	Number of firms	39	111	162	146	132	191	140	921
<b>Newfoundland and Labrador</b>	Amount of debt financing	0	0	0	0	0	\$5,944,158	0	\$5,944,158
	Number of firms	0	0	0	0	0	2	0	2
<b>Total</b>	Amount of debt financing	\$449,640	\$6,502,690	\$27,756,417	\$55,254,112	\$108,223,802	\$620,132,690	\$7,302,113,498	\$8,120,432,850
	Number of firms	50	112	171	155	152	268	269	1,177



## Opened, relocated and closed automated banking machines

The following Laurentian Bank service points were opened, relocated, closed or merged during the 2018 fiscal year.

Address	City	Province	Postal code
<b>Opened</b>			
5935, boul. Payer	St-Hubert	QC	J3Y 6W6
28, boul. du Mont-Bleu	Gatineau	QC	J8Z 1J1
1360, boul. René-Lévesque Ouest (2 ABMs)	Montréal	QC	H3G 2W4
<b>Relocated</b>			
9109, rue Lajeunesse	Montréal	QC	H2M 1S1
<b>Closed</b>			
1021 Cyrville Road, Unit 9	Ottawa	ON	K1J 7S3
2600, boul. Laurier	Québec	QC	G1V 4T3
882, boul. Maloney Est	Gatineau	QC	J8P 1H5
151, boul Maloney Est	Gatineau	QC	J8P 1B9
4545, boul. de l'Auvergne	Neufchâtel	QC	G2C 1H7
7707, boul. Maurice Duplessis	Montréal	QC	H1E 3L9
335, boul. des Promenades	St-Bruno	QC	J3Y 6A7
401, boul. Labelle	Rosemère	QC	J7A 3T2
11400, 1 <sup>ère</sup> avenue	St-Georges	QC	G5Y 5S4
900, boul. Grignon	St-Jérôme	QC	J7Y 3S7
505, Sainte-Catherine Est	Montréal	QC	H2L 2C9
435, 9 <sup>e</sup> avenue	St-Jean-sur-Richelieu	QC	J2X 1K5
475, boul. Séminaire Nord	St-Jean-sur-Richelieu	QC	J3B 5L5
977, rue Ste-Catherine Ouest	Montréal	QC	H3B 4W3
1425, rue Cartier	Montréal	QC	H2K 4C8
2570, Ontario Est	Montréal	QC	H2K 1W7
3015, boul. de Maisonneuve Ouest	Montréal	QC	H3Z 1J8
1866, rue Sainte Catherine Ouest	Montréal	QC	H3H 1M1
7100, Berri	Montréal	QC	H2R 2G3
505, Sainte-Catherine Est	Montréal	QC	H2L 2C9
2830, Édouard-Montpetit	Montréal	QC	H3T 1T4
5316, Ch. de la Côte-des-Neiges	Montréal	QC	H3T 1Y2
2044, Boul Robert-Bourassa	Montréal	QC	H3A 2A5
200, Promenade du Portage	Gatineau	QC	J8X 4B7
10670, Berri	Montréal	QC	H3L 2H1
555, rue Jean Talon Ouest	Montréal	QC	H3N 1R6
4057, boul. St-Jean	Montréal	QC	H9G 2R4
770, boul. St-Joseph	Gatineau	QC	J8Y 4B8
240, rue Principale	Grenville	QC	J0V 1J0
7250, rue Sherbrooke Est	Montréal	QC	H1N 1E7
3355, boul. Langelier	Montréal	QC	H1N 3A7
3315, rue De Cadillac	Montréal	QC	H1N 2V9
3075, boul. De L'Assomption	Montréal	QC	H1N 2H1

**Closed (continued)**

3580, rue Hochelaga	Montréal	QC	H1W 1J1
3105, rue Hochelaga	Montréal	QC	H1W 1G3
1255, rue Sainte-Catherine Est	Montréal	QC	H2L 2H3
10, boul. de Maisonneuve Est	Montréal	QC	H2X 1J5
1555, rue Jeanne-Mance	Montréal	QC	H2X 2J4
40, boul. des Laurentides	Laval	QC	H7G 2S6
3000, boul. Le Carrefour	Laval	QC	H7T 1C7
6, rue Saint-Alphonse	Ste-Thérèse	QC	J7E 1G3
7499, avenue Harley	Montréal	QC	H4B 1L5
120, place Charles-Le Moyne (3 ABMs)	Longueuil	QC	J4K 2T4
425, boul. de Maisonneuve Ouest	Montréal	QC	H3A 3G5
1500, rue Berri	Montréal	QC	H2L 4E3
1166, De La Gauchetière Ouest	Montréal	QC	H3B 2S2
601, rue Viger Ouest	Montréal	QC	H3B 4L5
2055, boul. Robert-Bourassa	Montréal	QC	H3A 3H9
1515, Ch. Côte Vertu	Montréal	QC	H4L 5E4
7955, Sherbrooke Est	Montréal	QC	H1L 1A6
2700, boul. Pie IX	Montréal	QC	H1V 2E9
4855, rue Pierre-De Coubertin	Montréal	QC	H1V 3V4
3820, boul. Harvey	Jonquière	QC	G7X 8T5
2065, boul. Des Laurentides	Laval	QC	H7M 4M2
4909, rue Beaubien est	Montréal	QC	H1T 1V1
5270, De Salaberry	Montréal	QC	H4J 1J3
5925, boul. Payer (3 ABMs)	St-Hubert	QC	J3Y 6W6
1360, boul. St-Paul	Chicoutimi	QC	G7J 3C5
148, rue Front C.P. 189	Campbell's Bay	QC	J0X 1K0
450, rue Ouimet	Montréal	QC	H4L 5C4
4811, avenue Plamondon	Montréal	QC	H3W 1E7
7405, boul. Décarie	Montréal	QC	H4P 2G9
8261, boul. Décarie	Montréal	QC	H4P 2H7
4331, boul. Décarie	Montréal	QC	H4A 3K4
1717, rue Berri	Montréal	QC	H2L 4R6
1400, avenue Van Horne	Montréal	QC	H2V 1L1
1011, boul. de Maisonneuve Ouest	Montréal	QC	H3A 1M6
1115, boul. de Maisonneuve Ouest	Montréal	QC	H3A 1N4
1801, boul. de Maisonneuve Ouest	Montréal	QC	H3H 1J9
620, av. Atwater (2 ABMs)	Montréal	QC	H4C 2G6
2600, rue Centre	Montréal	QC	H3K 1K1
301, av. Caisse	Montréal	QC	H4G 3M3
250, Galt	Montréal	QC	H4G 2P4
4525, av. Verdun	Montréal	QC	H4G 1M3
6200, rue Drake	Montréal	QC	H4E 4J6
6805, boul. Monk	Montréal	QC	H4E 3J4
3500, boul. des Trinitaires	Montréal	QC	H4E 4J3

**Closed (continued)**

7325, boul. St-Michel	Montréal	QC	H2A 3A2
7151, rue D'Iberville	Montréal	QC	H2E 2Y7
1737, Jean-Talon Est	Montréal	QC	H2E 1T3
7300, boul. St-Laurent	Montréal	QC	H2R 2X9
7245, rue Hutchison	Montréal	QC	H3N 2X9
6900, boul. de l'Acadie	Montréal	QC	H3N 2Y7
2040, boul. Édouard-Montpetit	Montréal	QC	H3T 1J2
5111, chemin Queen-Mary	Montréal	QC	H3W 1X4
470, avenue Mont-Royal Est	Montréal	QC	H2J 1W4
3585, Berri	Montréal	QC	H2L 4G3
505, boul. Crémazie Est	Montréal	QC	H2M 1L7
555, Chabanel O.	Montréal	QC	H2N 2J2
590, boul. Henri-Bourassa Est	Montréal	QC	H2C 1E1
9800, Berri	Montréal	QC	H3L 2G4
940, rue Sanguinet	Montréal	QC	H2X 3E2
960, rue St-Urbain	Montréal	QC	H2Z 1K4
504, rue Jarry Est	Montréal	QC	H2P 2Y3
420, boul. Rosemont	Montréal	QC	H2S 1Z3
495, rue Gilford	Montréal	QC	H2J 1N4
955, rue Lucien-L'Allier	Montréal	QC	H3G 2C2
2040, rue St-Antoine Ouest	Montréal	QC	H3J 1A6
5, boul. Cartier	Laval	QC	H7N 0A3
1200, boul. de la Concorde Ouest	Laval	QC	H7N 1J2
555, Lucien Paiement	Laval	QC	H7N 0A5
555, rue St-Ferdinand	Montréal	QC	H4C 3L7
4780, chemin de la Côte-Ste-Catherine	Montréal	QC	H3W 3G6
6250, av. Victoria	Montréal	QC	H3W 2S3
2360, Chemin Ste-Foy	Québec	QC	G1V 4H2
510, Charest Est	Québec	QC	G1K 3J3
5160, de Maisonneuve Ouest	Montréal	QC	H4A 3S9
391, rue St-Jacques (2 ABMs)	Montréal	QC	H2Y 1N9
1981, av. McGill College (2 ABMs)	Montréal	QC	H3A 3K3
8410, boul. Langelier	Montréal	QC	H1P 2C2
233, boul. Curé-Labelle (2 ABMs)	Laval	QC	H7L 2Z9
773, boul. St-Joseph	Roberval	QC	G8H 2L4
24, Perreault Est	Rouyn-Noranda	QC	J9X 3C2
476, de la Madone	Mont-Laurier	QC	J9L 1S5
1, 1 <sup>ère</sup> Avenue Ouest	Amos	QC	J9T 1T7

## Opened, merged, and closed branch locations

As of October 31, 2018

During fiscal 2018, the Bank right-sized its branch network to align with the needs of customers who choose to perform their day-to-day transactions electronically. We took additional steps by hosting Open Houses at various branch locations to ensure that our customers could ask questions and receive any additional help they may require to transition to digital banking.

Address	City	Province	Postal code
<b>Opened</b>			
1360, boul. René-Lévesque O.	Montréal	QC	H3G 0E7
<b>Merged &amp; Closed</b>			
510-520, boul. Charest	Québec	QC	G1K 3J3
476, de la Madone	Mont-Laurier	QC	J9L 1S5
233, boul. Curé-Labelle	Laval	QC	H7L 2Z9
773, boul. St-Joseph	Roberval	QC	G8H 2L4
1, 1 <sup>ère</sup> Avenue Ouest	Amos	QC	J9T 1T7
24, Perreault Est	Rouyn-Noranda	QC	J9X 3C2
8410, Langelier	Montréal	QC	H1P 2C2
1981, McGill College	Montréal	QC	H3A 3K3
391, St-Jacques	Montréal	QC	H2Y 1N9

# OUR ANNUAL DECLARATION

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This Social Responsibility Report is a declaration of the responsibilities toward communities and is published by the Laurentian Bank Financial Group. It provides an overview of the Group's activities and those of its entities, notably:

- Laurentian Bank of Canada
- Laurentian Bank Securities
- Laurentian Trust of Canada Inc.
- LBC Trust
- Laurentian Bank Insurance Inc.
- B2B Bank
- B2B Bank Securities Services Inc.
- B2B Trustco
- B2B Bank Financial Services Inc.
- B2B Bank Intermediary Services Inc.
- LBC Financial Services
- LBC Capital Inc.
- LBC Investment Management Inc.
- LBC Tech Inc.
- Northpoint Commercial Finance

The 2018 Social Responsibility Report is published by the Executive Office of the Laurentian Bank Financial Group in accordance with the *Public Accountability Statements* regulations adopted on March 21, 2002, and is in compliance with the requirements of the Financial Consumer Agency of Canada (FCAC). It presents an overview of the year's accomplishments with respect to the organization's main stakeholders – clients, employees, shareholders and communities.

This Report is also a complement to the Management Proxy Circular, the Annual Report and the Annual Information Form. These three documents offer more comprehensive information about the programs and policies mentioned and are available at **[lbcfg.ca](https://lbcfg.ca)**.

Unless otherwise indicated, the information contained in this document pertains to fiscal 2018 (November 1, 2017 through October 31, 2018).

A full version of this Social Responsibility Report is available at:  
**<https://lbcfg.ca/governance-and-social-responsibility/>**

Aussi disponible en français à l'adresse suivante :  
**<https://lbcfg.ca/governance-et-responsabilite-sociale/>**

Please submit any comments about this document to the Executive Office.  
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