



2015 Public Accountability Statement



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2015 PUBLIC ACCOUNTABILITY STATEMENT

The information shared in this report provides a detailed account of some of CWB Group's activities related to community investment, small business financing, number of employees and taxes paid in its most recent fiscal year (November 1, 2014 to October 31, 2015). This report meets our regulatory requirement from the Canadian federal government as outlined in section 459.3 of the *Bank Act* and includes information on Canadian Western Bank and its affiliate companies:

- Adroit Investment Management Limited
- Canadian Direct Insurance Incorporated (divested on May 1, 2015)
- Canadian Western Financial Limited
- Canadian Western Trust Company
- McLean & Partners Wealth Management Limited
- National Leasing Group Incorporated
- Valiant Trust Company (share transfer business divested on May 1, 2015)

This information is available in print at any CWB Group location and online at cwb.com. For additional information on CWB Group's activities in the community, visit cwb.com/community-investment.

COMMUNITY INVESTMENT

We take pride in actively participating in the growth, development and sustainability of the communities where we operate. For CWB Group, this means giving back through volunteerism and financial support.

OUR PRIORITIES

CWB Group's community investment program is aligned with our business goals and strategies, and has been designed to ensure our contributions have the greatest positive impact possible. We're focused on helping local charitable and community organizations fulfil their respective mandates in the areas of:

- Education
- Health research and promotion
- Community development

Within these pillars, we're committed to supporting:

- Financial literacy
- Access to post-secondary education
- Curriculum development for business-related educational programs
- Health research and disease management focused on children and youth
- Recreation and physical activity
- At-risk youth
- Attainable housing
- Arts and culture

OUR GIVING COMMITMENT

CWB Group is committed to putting a minimum of one per cent of annual net income, based on a five year rolling average, back into communities where we operate to support charitable and not-for-profit organizations in any given year. In fiscal 2015, CWB Group supported our community and charitable

partners across Canada with donations and sponsorships totaling more than \$2.2 million.

OUR COMMUNITY INVESTMENT

Following are some examples of contributions made in fiscal 2015:

Healthy Living

In Calgary, CWB made a \$50,000 contribution to the YMCA to support development of a new fitness facility that will help to make a fit and healthy life accessible to more Calgarians.

In Edmonton, we continued our support of the Mental Health Foundation with a \$5,000 contribution to their annual breakfast. We also sponsored the Alberta Diabetes Foundation's Hummingbird Gala, a signature fundraising event for diabetes-related research taking place at the Alberta Diabetes Institute at the University of Alberta.

Supporting kids with health complications

In BC's Lower Mainland, we continued our long-time support of the Child Development Society with a \$5,000 contribution towards specialized pediatric medical rehabilitation service and support for children with special needs and their families. Since 2009, CWB has donated \$35,000 to support this important work.

Across Canada, CWB Group and its employees rallied to support the Make-a-Wish Foundation of Canada through sponsorship of and participation in *Rope for Hope*. As national presenting sponsor, CWB and two of its partner companies, National Leasing and Canadian Direct Financial, helped the foundation reach its goal to raise \$1.2 million. As part of our participation, 46 CWB Group employees rappelled down the tallest buildings in major Canadian centres to raise more than \$90,000 for the cause.

Access to post-secondary education

Building on our long history of support of programming at the University of Alberta's School of Business, CWB committed an additional \$225,000 over the next five years. This contribution will provide scholarships for undergraduate business students as well as funding for various student-led initiatives.

We also renewed our support of the Westman School of Real Estate at the University of Calgary with a \$150,000 donation over five years. The school, which opened in 2013, focuses on creating entrepreneurial and ethical leaders for the real estate industry.

CWB Group also supports student scholarships and bursaries at a number of post-secondary institutions in Western Canada, including, Grant MacEwan University, Mount Royal University, Norquest College, Douglas College, University of the Fraser Valley, University of Saskatchewan, Medicine Hat College and Kwantlen Polytechnic University.

The Greater Interest GIC®

Now in its eighth year, The Greater Interest GIC campaign has become a much-loved initiative that employees, clients and our community partners look forward to each year. For every dollar clients invest in this product from September 1 to October 31, CWB makes a corporate donation to local Big Brothers Big Sisters agencies. The 2015 campaign was a major success, resulting in a donation of more than \$421,000. This brings total donations from CWB to children's charities through this campaign since 2008 to more than \$2 million!

Employee matching

Our *Employee Volunteer Grant* program supports the personal community work of our employees by providing a donation to the causes they care about. Employees who spend 30+ hours volunteering in a given year are awarded a \$300 grant for the charity or community organization of their choice. In total,

CWB Group awarded 88 *Employee Volunteer Grants* totaling \$26,400 this year. Recent recipients include the BC Cancer Foundation, STARS, the Mustard Seed Foundation and Care Canada.

We also support employee-led initiatives through our *Funds for Fundraisers Grant*, which awards matching dollars for pledge-based fundraising in support of registered charities. Employees can apply for an individual or team grant and will be awarded a matching contribution from \$250 to \$5,000, depending on the number of CWB Group employees participating. In 2015, we received 54 *Funds for Fundraisers* applications and awarded grants totaling \$64,778 to organizations such as Habitat for Humanity, Movember Canada, JDRF and Make-a-Wish Foundation chapters across Canada.

ACCESS TO FINANCIAL SERVICES

CWB Group provides service to a diverse client base across Canada and strives to create an inclusive environment. We believe accessibility to basic banking is essential for all Canadians, including youth, students, seniors and those living on fixed or low incomes.

We offer:

- A low-cost chequing account for as little as \$4 per month
- A no-fee account for youth under 18 or students pursuing post-secondary education
- A no-fee account for persons with a disability
- A no-fee Gold Leaf Plus® account for clients aged 57 years or older, that also includes reduced fees for safe deposit boxes and an option to receive monthly interest payments on Guaranteed Investment Certificates (GICs)

We are also committed to removing barriers that may exclude clients from accessing our services.

We offer:

- Automatic doors, wide entranceways and wheelchair accessibility, as well as various sit-down banking options, at all CWB branches
- Service online or by phone at many of our banking and trust locations
- Bilingual service in limited locations (National Leasing and Canadian Western Trust both provide services and forms in French)

INITIATIVES OR PROGRAMS SUPPORTING SMALL BUSINESS

Working with small- and medium-sized businesses to provide the financing and services they need to grow is one of the things we do best.

At CWB, business financing options typically range in size from \$100,000 to \$50 million across each of our core areas of expertise: general commercial banking, commercial real estate and construction financing, equipment leasing and financing, and energy lending. In situations where clients require more than our maximum thresholds, we can accommodate their needs by sharing the lending facilities with other banking partners. We're continuously increasing the financing we provide and, in 2015, grew our loan portfolio by more than \$1.9 billion to reach \$19.5 billion of total loans outstanding.

At National Leasing, small- to medium-sized businesses can access specialized leasing options ranging in size from \$5,000 to \$2 million.

BREAKDOWN OF TOTAL CANADIAN BUSINESS FINANCING

CWB is committed to meeting the needs of Canadian businesses.

As of October 31, 2015, authorized loans totalled approximately \$21.4 billion.

	Total for all levels		
	Authorized (\$ thousands)	Outstanding (\$ thousands)	Clients
British Columbia	7,316,651	5,752,626	10,739
Alberta	9,546,959	7,180,077	18,344
Saskatchewan	1,285,278	1,126,971	9,656
Manitoba	493,307	454,145	4,496
Ontario	2,002,968	1,562,836	24,165
Quebec	533,069	470,880	14,791
Other provinces and territories*	224,441	222,999	6,987
Canada	21,402,673	16,770,534	89,178

	\$0 - \$24,999		
	Authorized (\$ thousands)	Outstanding (\$ thousands)	Clients
British Columbia	145,484	42,236	5,518
Alberta	463,752	91,616	10,639
Saskatchewan	83,492	61,635	6,455
Manitoba	28,869	25,371	3,056
Ontario	186,804	141,041	18,924
Quebec	125,560	80,560	11,297
Other provinces and territories*	40,682	40,092	5,519
Canada	1,074,643	482,551	61,408

*Data for YT, NT, NU, NS, NB, PEI and NL have been consolidated.

\$25,000 - \$99,999

	Authorized (\$ thousands)	Outstanding (\$ thousands)	Clients
British Columbia	144,014	112,113	2,160
Alberta	249,348	204,664	4,117
Saskatchewan	117,461	113,612	2,376
Manitoba	53,292	52,274	1,041
Ontario	196,085	195,935	4,103
Quebec	138,812	138,812	2,875
Other provinces and territories*	53,432	53,432	1,135
Canada	952,444	870,842	17,807

\$100,000 - \$249,000

	Authorized (\$ thousands)	Outstanding (\$ thousands)	Clients
British Columbia	187,469	157,013	989
Alberta	251,146	204,071	1,314
Saskatchewan	77,609	68,105	453
Manitoba	34,653	34,512	236
Ontario	109,955	109,955	749
Quebec	71,508	71,508	489
Other provinces and territories*	33,516	33,516	233
Canada	765,856	678,680	4,463

\$250,000 - \$499,999

	Authorized (\$ thousands)	Outstanding (\$ thousands)	Clients
British Columbia	246,227	204,419	589
Alberta	335,912	227,590	651
Saskatchewan	59,606	55,159	158
Manitoba	19,295	17,130	49
Ontario	97,564	72,884	211
Quebec	30,825	26,338	77
Other provinces and territories*	24,227	23,404	67
Canada	813,656	626,924	1,802

*Data for YT, NT, NU, NS, NB, PEI and NL have been consolidated.

	\$500,000 - \$999,999		
	Authorized (\$ thousands)	Outstanding (\$ thousands)	Clients
British Columbia	372,673	297,544	420
Alberta	432,501	347,533	485
Saskatchewan	64,801	57,994	82
Manitoba	29,849	29,432	38
Ontario	65,637	49,174	69
Quebec	21,173	21,173	33
Other provinces and territories*	14,730	14,730	23
Canada	1,001,364	817,580	1,150

	\$1,000,000 - \$4,999,999		
	Authorized (\$ thousands)	Outstanding (\$ thousands)	Clients
British Columbia	2,202,935	1,763,707	793
Alberta	2,451,762	1,835,358	792
Saskatchewan	218,105	201,948	91
Manitoba	136,187	119,371	58
Ontario	207,772	116,072	53
Quebec	22,956	22,956	15
Other provinces and territories*	10,956	10,956	7
Canada	5,250,673	4,070,368	1,809

	\$5,000,000 +		
	Authorized (\$ thousands)	Outstanding (\$ thousands)	Clients
British Columbia	4,017,849	3,175,594	270
Alberta	5,362,538	4,269,245	346
Saskatchewan	664,204	568,518	41
Manitoba	191,162	176,055	18
Ontario	1,139,151	877,775	56
Quebec	122,235	109,533	5
Other provinces and territories*	46,898	46,869	3
Canada	11,544,037	9,223,589	739

*Data for YT, NT, NU, NS, NB, PEI and NL have been consolidated.

TAXES PAID IN CANADA

Headquartered in Western Canada and operating across the country, CWB Group's general business activities have a meaningful impact on our economy. In fiscal 2015, CWB Group paid \$46.8 million in federal income taxes and \$35.4 million in provincial income and capital taxes.

Tax jurisdiction*	Income and capital taxes (millions)
Federal	46,825
Alberta	21,930
British Columbia	5,227
Manitoba	2,641
New Brunswick	303
Nova Scotia	141
Ontario	2,731
Quebec	364
Saskatchewan	2,049
Total	82,211

*Provinces or territories where no taxes are paid are not included.

FACILITY OPENINGS, CLOSINGS AND RELOCATIONS

Canadian Western Bank serves clients through a network of 41 branches and 34 ABMs. In 2015, one branch, including its ABM, was relocated. We also expanded our presence in Prince George, BC, and now offer full-service business and personal banking at that location.

Branch	Relocated from	Relocated to	City / Province
Medicine Hat	102-1111 Kingsway Avenue SE	101-2810 13 Avenue SE	Medicine Hat, Alberta

To locate the branches in your community, visit cwbank.com/branches.

EMPLOYMENT BY PROVINCE

CWB Group is proud to employ more than 2,000 employees across Canada.

Province or territory	Full-time	Part-time	Total number of employees
Alberta	1,041	38	1,079
British Columbia	505	16	521
Manitoba	305	4	309
New Brunswick	12	-	12
Newfoundland	2	-	2
Northwest Territories	-	-	-
Nova Scotia	2	-	2
Nunavut	-	-	-
Ontario	27	-	27
Prince Edward Island	-	-	-
Quebec	17	-	17
Saskatchewan	89	2	91
Yukon	-	-	-
Total	2,000	60	2,060



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