



Welcome to the CIBC 2014 Corporate Responsibility Report and Public Accountability Statement

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About This Report

CIBC's Corporate Responsibility Report and Public Accountability Statement provides an overview of CIBC's economic, environmental, social and governance commitments to our communities where we do business.

[Learn more](#)



Message from the President and Chief Executive Officer

CIBC aspires to be the leading bank for our clients. Our commitment to sustainability is to make a difference for our stakeholders.

[Learn more](#)



Balanced Scorecard

Our balanced scorecard measures our progress against both financial and non-financial key measures.

Financial Non-financial



Public Accountability Statement

Highlights of our contributions to the Canadian economy and society in specific categories as required under the *Bank Act* in Canada.

[Learn more](#)

Overview	1	Helping Canadian Businesses Succeed.....	27
Message from the President and Chief Executive Officer.....	2	Financial Literacy.....	30
Our Commitment.....	4	Responsible Lending and Investing.....	32
Balanced Scorecard.....	6	Taxes in Canada.....	34
Stakeholder Engagement.....	8	Supply Chain.....	35
Recognition and Awards.....	11	Civic and Political Contributions.....	37
About this Report.....	16	Environmental Responsibility	38
Contact Us.....	17	Social Investment	58
Economic	18	Community Investment.....	59
Economic Contribution.....	18	Our Employees.....	78
Solutions for Our Clients.....	20	Governance Practices	99
Innovative Products and Services.....	21	Public Accountability Statement	104



Message from the President and Chief Executive Officer

Victor G. Dodig



At CIBC our commitment is to make a difference to our clients, our employees, our shareholders, our communities as well as other broader stakeholders. Our 2014 Corporate Responsibility Report and Public Accountability Statement summarizes our pledge to all of our stakeholders and highlights the activities we are undertaking to enhance our economic, environmental, social and governance contributions.

Our client-focused strategy to be the leading bank for our clients aims to deliver consistent and sustainable earnings based on sound risk management. This is the foundation from which we can create value.

In the first months after becoming President and CEO in September 2014, I met with a broad cross-section of our stakeholders including clients, shareholders, employees, government officials and others. These meetings reaffirmed my belief that CIBC is very strong today and continues to make a difference in our communities.

CIBC invested more than \$42 million in 2014 to support communities across Canada. We helped raise \$25 million for the 2014 Canadian Breast Cancer Foundation CIBC Run for the Cure, gave a record \$12.4 million to the 2013 United Way Campaign, and raised a record \$4.6 million for the 2013 CIBC Miracle Day in support of children’s charities.

CIBC is very strong today and continues to make a difference in our communities.



CIBC invested more than \$42 million in 2014 to support communities across Canada.



We recognize that the success of our business is a direct result of the efforts made every day by our more than 44,000 employees on behalf of our clients and our



Overview | Economic | Environment | Social | Governance | Public Accountability Statement | Downloads

Message from the President and Chief Executive Officer

communities. This year, CIBC employees raised more than \$17.5 million to support community causes and volunteered over 180,000 hours through the CIBC Volunteer Program. Through these personal commitments of time and money, our employees have helped CIBC make a real difference in our communities.

This year, employees raised more than \$17.5 million to support community causes and volunteered over 180,000 hours through the CIBC Volunteer Program.



We demonstrate environmental responsibility with ongoing initiatives to minimize CIBC's impact on our planet, the promotion of environmental stewardship practices and support of strategically aligned environmental organizations.

Strong governance is the basis for creating sustainable stakeholder value. Our bank is committed to leadership in governance. We hold ourselves accountable for our actions and conduct our business with honesty and integrity.

Our benchmarks for measuring progress are the international indices that assess corporate responsibility efforts. DJSI, FTSE4Good and Jantzi Social Index are three such indices. We are proud to be a longstanding constituent of each.

In 2014, CIBC was also recognized by a number of other third-party organizations that assess our performance across a broad range of categories. These include being named:

- Strongest of the publicly traded major banks in Canada and North America by Bloomberg Markets magazine;
- Among the top 10 Safest Banks in North America by Global Finance magazine; and
- One of Canada's Top 100 Employers by Mediacorp Canada Inc.

I am proud of the contributions CIBC continues to make to the economic, environmental and social fabric of our communities. In 2015, visibility and interaction with all of our stakeholders will remain a key focus for me and my management team.

Victor G. Dodig
President and Chief Executive Officer

To provide feedback on this report please click [here](#).



CIBC is recognized by a variety of organizations for its business leadership, community commitment, governance and sustainability performance, employee initiatives and other achievements.

[Learn more](#)



Our Commitment



CIBC is a leading Canadian-based global financial institution with a market capitalization of \$41 billion. Through our three main businesses – Retail and Business Banking, Wealth Management, and Wholesale Banking – our 44,000 employees provide a full range of financial products and services to 11 million individual, small business, commercial, corporate and institutional clients in Canada and around the world.

Our Strategy

We aspire to be the leading bank for our clients. We have a client-focused strategy that creates value for all our stakeholders.



We have four corporate objectives:

1. Deep, long-lasting client relationships
2. Strategic growth where we have, or can build, competitive capabilities
3. Sound risk management
4. Consistent, sustainable earnings

To deliver on our corporate objectives, we are further strengthening our business in Canada, as well as expanding in key global centres to serve our clients.

Vision, Mission and Values

Our commitment to corporate social responsibility extends from our vision, mission and values, and is integrated into our operations and business practices.



Our vision is to be the leader in client relationships.

Our mission is to fulfill the commitments we have made to each of our stakeholders:

- Help our clients achieve what matters to them
- Create an environment where all employees can excel
- Generate strong total returns for our shareholders
- Make a real difference in our communities

Our vision and mission are driven by an organizational culture based on core values of Trust, Teamwork and Accountability.



Our Commitment

Management Accountability for Sustainability and Responsibility

Sustainable banking is about managing and positioning the company for the long term.



This view is embedded in the Board of Directors' decision-making. The Board of Directors oversees the governance framework at CIBC. Two committees of the Board – the Corporate Governance Committee (CGC) and the Risk Management Committee (RMC) – have specific oversight accountabilities related to CIBC's corporate responsibility.

As part of its reputation risk mandate, the CGC reviews policies and procedures to address CIBC's efforts to conduct its business in an ethical and socially responsible manner. The RMC reviews and approves policies and procedures established by our management team for the effective identification and control of CIBC's reputation and legal risks associated with transactions.

CIBC's Executive Committee is accountable for the progress of our program. At the Board and senior management levels, compensation is linked to company-wide economic, environmental, social and governance (EESG) performance. And on an annual basis, every CIBC employee must certify knowledge and adherence to the principles set out in the CIBC Code of Conduct for ethical behavior and commitment to our values of Trust, Teamwork, and Accountability.



Our commitment to corporate responsibility extends from our vision, mission and values and is integrated into our operations and business practices. We recognize that the long-term success and viability of CIBC is closely linked to the confidence and trust our clients and stakeholders have in our organization. CIBC continues to report on our corporate responsibility performance through an economic, environmental, social and governance (EESG) framework.

Our balanced scorecard tracks our progress against both financial and non-financial key measures.

Financial	
Our key measures of performance ⁽¹⁾	2014 results
Adjusted earnings per share (EPS) ⁽²⁾ growth	\$8.94, up 3% from 2013
Adjusted return on common shareholders' equity (ROE) ⁽²⁾	20.9%
Capital strength Basel III Common Equity Tier 1 ratio	10.3%
Business mix Wholesale as measured by economic capital ⁽²⁾	22%
Risk Loan loss ratio	38 basis points
Productivity Adjusted efficiency ratio ⁽²⁾	59.1%
Adjusted dividend payout ratio ⁽²⁾	44.0%
Total shareholder return Five-years ended October 31	CIBC – 109.0% Index – 95.8%

(1) For additional detail on our key measures of performance, see the "Overview" section of the MD&A in our 2014 Annual Report.
(2) For additional information, see the "Non-GAAP measures" section of the MD&A in our 2014 Annual Report.



Overview	Economic	Environment	Social	Governance	Public Accountability Statement	Downloads
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Balanced Scorecard

Non-financial

Our Objectives 2014 Accomplishments

<p>Clients</p>  <p>Help our clients achieve their financial goals</p>	<ul style="list-style-type: none"> • Launched the innovative two button technology CIBC Tim Hortons® Double Double™ Visa* Card • The first of Canada's Big Five banks to offer remote deposit capture, CIBC eDeposit • CIBC Investor's Edge made online investing even better for Canadians with new lower commission rates for all clients • Wholesale Banking named Best Canadian Prime Broker in the 2014 Canadian Hedge Fund Awards
<p>Employees</p>  <p>Create an environment where all employees can excel</p>	<ul style="list-style-type: none"> • Increased Employee Commitment Index in our annual employee survey • Recognized as one of Canada's Top 100 Employers for the third consecutive year • Selected as one of the Most Engaged Workplaces in Canada • Named one of Canada's Best Diversity Employers for the fourth consecutive year • Invested more than \$64 million in the development of our people
<p>Community</p>  <p>Make a real difference in our communities</p>	<ul style="list-style-type: none"> • Contributed more than \$42 million in our communities across Canada • Employee-led fundraising of \$17.5 million for causes that matter • Raised a record \$12.4 million for the 2013 United Way campaign • Raised a record \$4.6 million on CIBC Miracle Day in December 2013 to support over 450 children's charities throughout 2014 • With 15,000 CIBC employees and their families, Team CIBC contributed almost \$3 million of the total \$25 million raised in 65 communities through the 2014 Canadian Breast Cancer Foundation CIBC Run for the Cure
<p>Environment</p>  <p>Demonstrate environmental responsibility in all activities</p>	<ul style="list-style-type: none"> • Increased the use of Forest Stewardship Council certified paper stock to 98% of paper used • 100% of CIBC's used computer equipment was donated, recycled or "upcycled" into new products • Only Canadian bank among the top 100 in Newsweek's World's Greenest Companies ranking • Lent \$490 million towards \$4.6 billion of financing for renewable power projects, including wind, solar and geothermal
<p>Governance</p>  <p>Be a leader in governance practices</p>	<ul style="list-style-type: none"> • Ranked the strongest publicly traded major bank in Canada and North America by Bloomberg Markets magazine • Ranked among the top 10 of the World's Safest Banks in North America by Global Finance magazine • Signed Catalyst Accord, to increase the presence of women in Canada's corporate boardrooms



Overview	Economic	Environment	Social	Governance	Public Accountability Statement	Downloads
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Stakeholder Engagement

Stakeholder engagement is critical to how CIBC conducts its business.

We use a variety of methods to strengthen stakeholder relationships. These include gathering feedback and gauging the perceptions of our stakeholders to ensure we are meeting their evolving needs and expectations. We use this feedback to change how we run our business and, where appropriate, change how stakeholders' initiatives affect CIBC.

Throughout 2014, our clients, employees, shareholders and investors, suppliers, governments and regulators, non-governmental organizations (NGOs) and interest groups, and community partners helped us on a number of important issues.

Stakeholders	Focus	Engagement methods	2014 key results
<p>Clients</p>	<ul style="list-style-type: none"> • Client experience • Accessible banking • Affordable banking • Newcomers • Small business owners 	<ul style="list-style-type: none"> • Ipsos Customer Service Index (CSI) survey • J.D. Power Canadian Retail Banking Customer Satisfaction Study • CIBC Net Promoter Closed-Loop Surveys • Local problem resolution in branch, through telephone banking, CIBC Customer Care Centre, and through the CIBC Ombudsman • Break Away Leadership Training in our sales teams to improve sales and client experience results 	<ul style="list-style-type: none"> • Improvement in client experience scores across all channels and client segments • Closing competitive gaps to the Big 4 averages • Client Care escalations to Ombudsman decreased by 21% year-over-year in Fiscal 2014 • Awarded shared Ipsos 2014 Best Banking Awards, including Automated Telephone Banking Excellence, Live Agent Telephone Banking Excellence and Mobile Banking Excellence⁽¹⁾

(1) Ipsos 2014 Best Banking Awards are based on ongoing quarterly Customer Service Index (CSI) survey results. Sample size for the total 2014 CSI program year ended with the August 2014 survey wave was 45,428 completed surveys yielding 68,738 financial institution ratings nationally.

<p>Employees</p>	<ul style="list-style-type: none"> • Employee engagement • Diversity • Employee pride • Learning, development and career advancement opportunities • Enabling employee contribution to communities 	<ul style="list-style-type: none"> • Employee survey • Individual employee discussions to review performance and discuss career development • Diversity & Inclusion activities • Employee intranet – CIBC Today – regular updates on strategy and priorities and employee commentary on messages • Training programs • Recognition programs • CIBC Volunteer Program recognizes employees' personal volunteer efforts 	<ul style="list-style-type: none"> • Held our third annual bank-wide Employee Appreciation Day • Increased Employee Commitment Index in our annual employee survey • Held our 22nd annual Diversity Month celebrations • Recognized outstanding performers with the Amazing Employees campaign • Invested nearly \$63.7 million in employee training and development • Supported employees in their communities through CIBC's Volunteer Program, including \$415,000 in grants • Support for employee-giving and employee-led fundraising initiatives which raised more than \$17.5 million in 2014
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Overview	Economic	Environment	Social	Governance	Public Accountability Statement	Downloads
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Stakeholder Engagement

Stakeholders	Focus	Engagement methods	2014 key results
Shareholders and investors	<ul style="list-style-type: none"> • Financial performance • Strategic priorities • Current economic climate • Annual review of Canadian banks 	<ul style="list-style-type: none"> • Annual General Meeting • Shareholder resolutions • Investor meetings • Investor days • Quarterly conference calls • Dedicated investor website • Emails, phone calls and Perception research studies 	<ul style="list-style-type: none"> • Annual General Meeting • Analyst calls/webcasts • One-on-one meetings with institutional investors, rating agencies, analysts and other stakeholders • Investor conferences
Suppliers	<ul style="list-style-type: none"> • CIBC.com supplier web page • Supplier relationship management • Environmental requirements in procurement activities 	<ul style="list-style-type: none"> • Supplier web page on CIBC.com to share information including CIBC's Supplier Code of Conduct and to assist existing and potential suppliers with understanding CIBC's sourcing practices, how to become a supplier and doing business with CIBC • Engage suppliers as required through the RFP process, supplier risk processes and through the Supplier Relationship Management framework (in place to monitor the contractual relationship) • Supplier Relationship Management provides an opportunity for the supplier to raise concerns which are affecting the delivery of the service to CIBC • Supplier environmental evaluation form 	<ul style="list-style-type: none"> • Recognized opportunities to improve transparency of our supply chain management • Continued to leverage our supplier web page on CIBC.com to improve our interactions with existing and potential suppliers • Monthly, quarterly and annual reviews
Government regulators	<ul style="list-style-type: none"> • Promoting stability and growth of Canadian banking sector in context of dynamic global economic environment 	<ul style="list-style-type: none"> • CIBC fully engaged with policy makers and regulators for development of initiatives that balance growth and stability 	<ul style="list-style-type: none"> • Dialogue and information exchange led to changes in regulation, as well as in product development, strategy, and business • Major contributor to Financial Consumer Agency of Canada's financial literacy conference in November • Ongoing discussions with Department of Finance and FCAC on the evolution of mobile payments in Canada



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Stakeholder Engagement

Stakeholders	Focus	Engagement methods	2014 key results
Non-governmental organizations (NGOs) and interest groups	<ul style="list-style-type: none"> • Small business • Consumers • Infrastructure investment • Environment 	<ul style="list-style-type: none"> • Facilitate policy and business discussions on current trends for clients, products and channels 	<ul style="list-style-type: none"> • Dialogue and information exchange led to adjustments in strategy and business execution
Community partners	<ul style="list-style-type: none"> • Nurturing and educating children and youth • Supporting those affected by cancer • Assisting Canadians in need to build stronger communities 	<ul style="list-style-type: none"> • Community Investment team • Grant applications, ongoing meetings, phone calls, emails and progress reports from community partners • Social media engagement and participant feedback 	<ul style="list-style-type: none"> • As a designated Caring Company, exceeded the Imagine Canada benchmark of contributing more than 1% of pre-tax domestic profit to community organizations across Canada • Demonstrated our continued commitment to leadership in the cause of breast cancer • Continued focus on skills development and education through scholarships and bursaries to help young people achieve their full potential • Announced a multi-year commitment to KidSport to help get kids active • Supported organizations that encourage children to build self-esteem and lead healthy, active lifestyles • Promoted employee volunteerism to community organizations across Canada

Recognition and Awards

CIBC is proud to be recognized by a variety of organizations for our:

Strong governance



Strongest of the publicly traded major banks in Canada and North America

This is the fourth consecutive year that CIBC has been recognized as the strongest among Canada's Big Five banks. Bloomberg Markets ranks banks with at least \$100 billion in assets by a weighted combination of five criteria including: Tier 1 capital compared with risk-weighted assets; non-performing assets compared with total assets; reserves for loan losses to non-performing assets; deposits to funding; and efficiency, a comparison of costs against revenues.

Among the Top 10 Safest Banks in North America

The annual rankings are based on Global Finance magazine's evaluation of long-term credit ratings – from Moody's, Standard & Poor's and Fitch – and total assets of the 500 largest banks worldwide.



Included in Dow Jones Sustainability World Index

CIBC was selected for the 13th consecutive year and is one of only 12 Canadian companies and 25 financial institutions worldwide whose performance met DJSI's stringent criteria for inclusion in 2014–2015.



Listed on the FTSE4Good Index

Created by the global index company FTSE Group, FTSE4Good is an equity index series that is designed to facilitate investment in companies that meet globally recognized corporate responsibility standards. Companies in the FTSE4Good Index Series have met stringent social and environmental criteria, and are positioned to capitalize on the benefits of responsible business practice. CIBC has been listed on the index since its inception in 2001.



A member of the Jantzi Social Index

The index consists of 60 Canadian companies that pass a set of broadly-based environmental, social and governance rating criteria. CIBC has been listed on the index since its inception in 2000.



A Top 100 company qualified for inclusion in Storebrand's sustainability funds

CIBC was selected as one of the top 100 companies with a sustainability rating that outperforms peers.



A constituent of the MSCI World ESG Index⁽¹⁾

The index is a benchmark for investors seeking exposure to companies with high ESG ratings relative to their sector peers.



A component of the STOXX Global ESG Leaders Indices

These indices comprise the leading global companies based on environmental, social and governance indicators provided by Sustainalytics. CIBC has been a member since its inception in 2011.

A member of the Pax Ellevest Global Women's Index Fund

CIBC's selection was based on our commitment to gender diversity and advancing women's leadership.

(1) The inclusion of Canadian Imperial Bank of Commerce in any MSCI index, and the use of MSCI logos, trademarks, service marks or index names herein, do not constitute a sponsorship, endorsement or promotion of Canadian Imperial Bank of Commerce by MSCI or any of its affiliates. The MSCI indexes are the exclusive property of MSCI. MSCI and the MSCI index names and logos are trademarks or service marks of MSCI or its affiliates.

Recognition and Awards

Business leadership and innovation



Among the top 25 Best Canadian Brands

Interbrand selected CIBC based on brand value and ten indicators of brand strength: Clarity, Commitment, Protection, Responsiveness, Authenticity, Relevance, Differentiation, Consistency, Presence, and Understanding.

Multiple awards for Best Banking in Canada⁽²⁾

CIBC was named among the 2014 winners in the Ipsos Best Banking Awards in the categories of: Interest Rates & Service Charges, Mobile Banking Excellence, Automated Telephone Banking Excellence, and Live Agent Telephone Banking Excellence.

Among the best Internet Banks in Canada and North America

CIBC was recognized by Global Finance for Best Consumer Internet Bank – Canada and Best Integrated Consumer Bank Site – North America. Winners were chosen from submissions made by participating Canadian and North American banks.



First in mobile banking functionality

Forrester Research evaluated the mobile banking offerings of the five largest retail banks in Canada across more than 35 criteria. CIBC scored highest and was cited for best-in-class transactional features.



Awards for Innovation in Payments

The **CIBC Tim Hortons® Double Double™ Visa* Card** won Gold for Canadian Payments Benefitting Consumers at ACT Canada's IVIE Awards. The technology used inside the card was recognized with a Special Discovery Prize for top technological innovation in the payment sector at the annual SESAME Award Cartes Convention in Paris.



Named Best Wealth Management Provider in Canada

CIBC was recognized by World Finance magazine for having high calibre advisors and relationship managers to support clients, strong research teams and best-in-class investment managers, and proactive understanding of the needs and challenges facing high-net-worth individuals.

Recognized for Foreign Exchange Services

CIBC was named a Greenwich Quality Leader in Canadian Foreign Exchange Services according to the Greenwich Associates 2014 Global Foreign Exchange Services Study.

Received 2013 Forecaster Accuracy Award for Canada

Consensus Economics, a leading international economic survey firm, presented the award to CIBC's Chief Economist Avery Shenfeld and team.



Named Canada Derivatives House of the Year

CIBC was selected for innovation and leadership in derivatives products by GlobalCapital, a leading capital markets journal.

Recognized for Institutional Performance in Canadian Structured Note Leadership

CIBC was named the mtn-I Institutional Performances Canada award winner.



Recognition and Awards

Business leadership and innovation *(continued)*

A leading Equity Markets team as ranked by institutional investors

CIBC's Equity Markets team was ranked among the leading equity research, sales and trading teams in Canada in the Brendan Wood International survey.

Named Best Canadian Prime Broker

CIBC Prime Services Group was recognized at the 2014 Canadian Hedge Fund Awards.

Selected by Global Custodian as Ones to Watch – Award Winner

CIBC was recognized among Canadian banks in Global Custodian's 2014 Prime Brokerage Survey.



Project Finance deals win multiple awards

CIBC was recognized with five project finance awards by Project Finance magazine and Project Finance International magazine.



Award winning learning and development programs

CIBC won Gold for Leadership Development Program and Silver for Learning Technology Implementation at the Brandon Hall Group Excellence Awards.

(2) Ipsos 2014 Best Banking Awards are based on ongoing quarterly Customer Service Index (CSI) survey results. Sample size for the total 2014 CSI program year ended with the August 2014 survey wave was 45,428 completed surveys yielding 68,738 financial institution ratings nationally.

Recognition and Awards

Workplace, diversity and inclusiveness



One of the Financial Post's Ten Best Companies to Work For

CIBC was the only financial institution named to the list of fast-growing employers that offer the most progressive and forward-thinking programs.



One of the 50 Most Engaged Workplaces™ in Canada

Achievers, a company specializing in employee rewards and recognition selects organizations that demonstrate leadership and innovation through employee engagement in the workplace.



One of Canada's Top 100 Employers

CIBC was selected for the third consecutive year by the editors at MediCorp Canada Inc. for excellence in eight key areas: physical workplace; work atmosphere and social; health, financial and family benefits; vacation and time off; employee communications; performance management; training and skills development; and community involvement.



A Top Employer for the Greater Toronto Area

This annual competition compares employers with others in their field on a number of criteria, including work atmosphere, environment, benefits, and training and development programs. This is the fourth consecutive year that CIBC has been selected by MediCorp Canada Inc.



One of Canada's Top Employers for Young People

This award recognizes employers that offer the nation's best programs for attracting and retaining younger workers, including mentorship and training programs, appealing perks and benefits, and co-op or work-study programs. This is the second consecutive year that CIBC has been selected by MediCorp Canada Inc.



A Top Employer for Canadians Over 40

For the second consecutive year, MediCorp Canada Inc recognized CIBC's special programs and benefits of interest to employees aged 40 years and older.



One of Canada's Best Diversity Employers

CIBC was selected for the fourth consecutive year by MediCorp Canada Inc. This designation recognizes employers with exceptional workplace diversity and inclusiveness programs for women, members of visible minorities, persons with disabilities, Aboriginal peoples, and lesbian, gay, bisexual and transgender/transsexual (LGBT) individuals.



CIBC executives among Canada's Most Powerful Women

CIBC executives have been listed among the Top 100 Most Powerful Women in Canada thirteen times over the past decade.

Recognition and Awards

Corporate citizenship



An Imagine Caring Company

CIBC consistently exceeds the target of 1% of pre-tax profits – the benchmark for corporate giving established by Imagine Canada.

Among the World's Greenest Banks

CIBC is among the top 20 greenest banks in the world according to Bloomberg Markets magazine. The rankings are based on banks' investments and financings in clean energy projects as well as their own environmental performance.

Named one of World's Greenest Companies

CIBC was the only Canadian bank among the top 100 global companies in the Newsweek 2014 World's Greenest Companies ranking. Companies are scored according to how they perform relative to their industry peers on eight key indicators, including Energy Productivity, Greenhouse Gas Emissions, and Reputation.



Participant in the Carbon Disclosure Project

CIBC continues to be a respondent to the Carbon Disclosure Project's information requests and has been a signatory since 2005.



Technology Accelerator Award winner

These awards are presented by Renewed Computer Technology to the top corporate donors of used computer equipment. This is the seventh consecutive year that CIBC has received this award.



About this Report

The CIBC Corporate Responsibility Report and Public Accountability Statement provides an overview of CIBC's economic, environmental, social and governance commitments to our communities where we do business.

Standards and assurance

Our reporting is guided by the Global Reporting Initiative (GRI) G3 Guidelines and the Financial Services Sector Supplement. This framework sets out the principles and indicators that organizations can use to measure and report their economic, environmental, social and governance performance. CIBC's Public Accountability Statement is included in this report and meets our obligations under Canada's Bank Act. The report content was reviewed by internal subject matter experts, Legal, and Communications and Public Affairs with supporting documents provided to validate selected information, facts and figures.

Scope, previous reports and reporting period

In this document, we are reporting on our fiscal 2014 activities in Canada for the year ended October 31, 2014. We report annually on our corporate responsibility performance, and our previous Public Accountability Statement was included in the 2013 CIBC Corporate Responsibility Report and Public Accountability Statement.

All material restatements and significant changes from the previous report are described in the performance data footnotes.

Currency and measurement

All currency amounts are in Canadian dollars unless otherwise stated. Measures are metric, unless otherwise stated.

Materiality

Material issues are those with the potential to have a significant economic, environmental, social or governance impact on our business success. They can also be issues that matter to our stakeholders and which could substantially influence their decisions and assessments of CIBC. This report includes both issues of materiality to CIBC and of relevancy to our stakeholders.

GRI Index

The **index** and the information it points to constitute a report that qualifies for GRI's G3 Application Level C. The index provides a summary of indicators that can be found throughout this report. It complements our operational and financial information made available in CIBC's Annual Report and Management Proxy Circular. Additional information about CIBC and our business is also available at www.cibc.com.



Overview	Economic	Environment	Social	Governance	Public Accountability Statement	Downloads
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Contact Us

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Investor Relations

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Fax: 416-980-5028
Email: investorrelations@cibc.com

Corporate Secretary

Call: 416-980-3096
Fax: 416-980-7012
Email: corporate.secretary@cibc.com

Office of the CIBC Ombudsman

Toll-free across Canada: 1-800-308-6859
Toronto: 416-861-3313
Fax: 1-800-308-6861
Toronto: 416-980-3754
Email: ombudsman@cibc.com

CIBC Telephone Banking

Toll-free across Canada: 1-800-465-2422

Client Care

Toll-free across Canada: 1-800-465-2255
Fax: 1-877-861-7801
Email: client.care@cibc.com

Corporate Responsibility

Email: corporateresponsibility@cibc.com





Overview	Economic	Environment	Social	Governance	Public Accountability Statement	Downloads
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Economic Contribution

CIBC is a major contributor to the Canadian economy and to the communities in which we work and live.

We support economic growth and prosperity by creating employment opportunities, purchasing local goods and services, supporting small businesses, helping our clients achieve their financial goals, and by investing in social issues that matter to Canadians.

CIBC's economic contributions (Canadian dollars)

	2012	2013	2014
Revenue (billion)	\$ 12.5	\$ 12.7	\$ 13.4
Adjusted net income (billion)	\$ 3.4	\$ 3.6	\$ 3.7
Taxes paid in Canada (billion)	\$ 1.2	\$ 1.1	\$ 1.2
Total shareholder return	9.8%	18.4%	20.9%
Debt financing to business (billion)	\$102.2	\$108.8	\$122.4
Goods and services (billion)	\$ 2.5	\$ 2.6	\$ 2.8
Community investment (million)	\$ 38	\$ 41	\$ 42
Employee compensation and benefits (billion)	\$ 2.6 ⁽¹⁾	\$ 2.7 ⁽¹⁾	\$ 2.8

⁽¹⁾ CIBC adopted amendments to IAS 19 "Employee Benefits" commencing November 1, 2011, which require us to recognize: (i) actuarial gains and losses in Other comprehensive income (OCI) in the period in which they arise; (ii) interest income on plan assets in net income using the same rate as that used to discount the defined benefit obligation; and (iii) all past service costs (gains) in net income in the period in which they arise. 2012 and 2013 figures have been re-stated accordingly.



Economic Contribution

Our Financial Commitment to Employees

One of the most significant ways CIBC contributes to the national economy is through job creation.



In 2014, CIBC had more than 44,000 full-time and part-time employees and our payroll and benefits totaled \$2.8 billion.

In Canada, we offer our employees comprehensive pension and retirement benefit plans – the CIBC Pension Plan is a defined benefit pension plan. At the end of 2014, the Plan’s assets were \$5.8 billion and the Plan is projected to be in a surplus position on a long-term funding basis, ensuring the long-term security of benefits for all of the Plan’s beneficiaries.

**More than 44,000 employees
and \$5.8 billion
in CIBC pension plan assets**

Creating Value for Our Shareholders

We generated strong total returns for our shareholders in 2014.



Our client-focused strategy is the foundation from which we can create value for all of our stakeholders.

In 2014, CIBC recorded annual net income of \$3.7 billion or \$8.94 per share on an adjusted basis⁽²⁾, compared with \$3.6 billion or \$8.65 per share a year ago. Revenue rose to a record of \$13.5 billion from \$13.0 billion last year, on an adjusted basis⁽²⁾. Adjusted return on common shareholders’ equity⁽²⁾ was strong at 20.9%.

CIBC’s earnings strength enabled us to pay out \$3.94 per common share in dividends in 2014 while maintaining our capital ratios and making broad investments in technology and our people. Our capital position remains among the best of any bank globally.

(2) For additional information, see the “Non-GAAP measures” section of the 2014 Management’s Discussion and Analysis in our Annual Report.

Solutions for Our Clients



We continually look for ways to make banking easier and more flexible for our clients – offering greater access and choice, broader community and business support, and greater transparency and responsibility in our business dealings.

Our approach

Retail and Business Banking has actively shifted its strategy to a client focus with the objective of enhancing the client experience and accelerating profitable revenue growth across all of our channels. To deliver on our objectives, we are focused on making banking easy, personalized, and flexible, which will support us in deepening client relationships, and acquiring and retaining clients.

In **Wealth Management** our objective is to be a leader in wealth management solutions for high net worth individuals primarily in North America, and to be a top-performing asset management firm. We seek to grow our business in Canada and internationally, particularly in the United States. This growth is supported by three strategic priorities: Enhance the client experience and strengthen relationships, attract new clients, and pursue strategic growth opportunities.

In **Wholesale Banking**, our goal is to be the leading integrated solutions partner for our clients. We are focused on developing deep client relationships and earning our clients' trust through unparalleled execution and innovation, and with strong collaboration across CIBC.

2014 Highlights

- Opened six new locations and 27 ATMs at Toronto's Pearson Airport where 100,000 newcomers arrive in Canada each year;
- On behalf of clients, our Wealth Management businesses held almost \$900 million in Responsible Investment funds;
- Became a registered member of the Green Bond Principles; and
- Loaned \$490 million towards \$4.6 billion of financing in 2014 for renewable power projects, including wind, solar and biomass.

Our clients tell us...

- "Thank you so much to your team for this wonderful, wonderful experience."
- "It is exceedingly obvious that you enjoy what you do. Thank you for being genuinely passionate and interested in assisting CIBC clients."
- "The authenticity, kindness and commitment to service he delivers generates such trust and loyalty in his clients."
- "She made me feel happy to be a client of CIBC, she was really warm, and everything felt like a natural conversation."
- "Thanks again, reminded me why I've been a CIBC client for 30 years."



Innovative Products and Services



Retail and Business Banking provides financial advice, as well as banking, investment and authorized insurance products to our clients through the channel that best meets their needs. Through our branches, mobile advisors, and award winning telephone, online, and mobile banking channels, CIBC allows clients to bank when, where, and how they want.

Wealth Management provides relationship-based advisory services and an extensive suite of leading investment solutions to meet the needs of institutional, retail and high net worth clients. Our asset management, retail brokerage and private wealth management businesses combine to create an integrated offering, delivered through 1,500 advisors across Canada and the U.S.

Wholesale Banking provides integrated credit and capital markets products, investment banking advisory services and top-ranked research to corporate, government and institutional clients around the world.

Greater Access and Choice for Clients

We continue to expand our banking network, financial service offerings and banking solutions, in order to make banking with CIBC more convenient for our clients.



Our clients have access to one of the largest branch networks in Canada with more than 1,100 branches, including 20 new, relocated or expanded branches this year.

- 687 branches open on Saturdays;
- 109 branches open on Sundays;
- 683 branches open extended hours;
- 127 **CIBC Wood Gundy, CIBC Private Wealth Management** and **Atlantic Trust** locations across Canada and the U.S.;
- 298 **President's Choice Financial** pavilions;
- Almost 4,200 automated teller machines (ATMs);
- 24/7 telephone banking services offered in English, French, Cantonese or Mandarin; and
- Approximately 50 languages offered across our branch network.

We also offer our clients access to a full range of financial services through our **Mobile Banking App** and **Mobile Brokerage App**, and CIBC's leading online banking site. Our innovative **Mobile Payment App** allows clients to pay for goods and services securely using their smart phone.

CIBC was recognized by Global Finance magazine as Best Consumer Internet Bank – Canada and Best Integrated Consumer Bank Site – North America.



Innovative Products and Services

Our Latest Innovations

In 2014, we launched a number of innovative solutions to meet our clients' banking and investment needs.



As the exclusive financial services sponsor of the Greater Toronto Airport Authority (GTAA), CIBC is enhancing the traveler experience by enabling clients to 'bank before they fly' at six new locations and 27 ATMs at Toronto's Pearson Airport. CIBC is meeting the needs of key groups:

- Over 37 million travelers pass through the airport every year and CIBC is the only bank on site to meet their needs;
- 100,000 newcomers arrive in Canada via Pearson Airport each year and CIBC is the first bank they will interact with; and
- 40,000 employees work at the airport and they want a place to bank when they are at work. Our team at the airport is there to meet their needs.

Free CIBC-sponsored luggage carts and other surprise and delight initiatives are very popular with clients and travelers.

Other CIBC innovations in 2014 include:

- **CIBC Tim Hortons® Double Double™ Visa* Card** that combines a CIBC Visa credit card with a Tim Hortons reward card;

CIBC Tim Hortons® Double Double™ Visa* Card was recognized with an IVIE award for innovation by ACT Canada



- **CIBC eDeposit**, the first remote deposit capture feature from one of Canada's Big Five banks, that allows CIBC clients to deposit cheques by taking a picture using their smartphone and, for business clients, securely depositing a large number of cheques in a single transaction using a desktop cheque scanner;
- Expanding the **CIBC Mobile Payment App**, offering our clients the ability to make credit card payments using their smartphone on the Rogers, Bell, TELUS and Virgin Mobile networks, across many smartphone devices, furthering CIBC's leadership position in this growing market;

CIBC ranked first for mobile banking functionality among Canada's Big Five banks.



- One of the largest ATM networks in Canada with the addition of CIBC-branded ATMs at more than 500 Petro-Canada and 100 Pioneer Energy locations, boosting CIBC's ATM network to almost 4,200 locations;
- **CIBC Aventura credit cards** continue our leadership in payments with the number of new clients applying for the Aventura card exceeding expectations;
- **CIBC Business Investment Growth Account** that offers business banking clients the opportunity to grow their cash savings;
- **CIBC Asset Management's (CAM)** newly added sector-specific expertise for several international equity funds as well as CIBC's flagship **Monthly Income Fund**;
- New currency-hedged products to help investors mitigate the impact of currency fluctuations in their portfolios; and
- CIBC's acquisition of **Atlantic Trust Private Wealth Management**, which delivers personalized, integrated and objective wealth management solutions for affluent individuals and multi-generational families, as well as foundations and endowments across the U.S.



Innovative Products and Services

Affordable Banking

We're making banking more affordable by offering a wide range of products and advisory solutions that include no-fee and lower-cost alternatives.



Our offerings include:

- **CIBC Everyday Chequing Account;**
- **No-annual-fee credit cards;**
- **Competitive mortgage and lending rates;**
- **CIBC Newcomer to Canada Banking offer;**
- **President's Choice Financial (PCF) No-Fee Bank Account and Low-Cost Borrowing Account;**
- **CIBC Everyday Banking Bundle, CIBC Premium Banking Bundle and CIBC Homeowner Banking Bundle;**
- **CIBC Advantage for Youth;**
- **CIBC Advantage for Students;**
- **CIBC Professional Edge Student program;** and
- **CIBC 60 Plus Advantage.**

Accessible Banking

Creating an environment that is accessible to all clients is a priority for CIBC. We continue to make enhancements across our organization so that we can offer barrier-free facilities and services.



We ensure that every new CIBC branch that opens is fully accessible, from parking to counters to ATM and vestibule access.

Almost 96% of CIBC's ATM network is accessible and includes features such as wheelchair accessibility, larger fonts and volume controls.

For visually and hearing impaired clients, the elderly, and persons with restricted mobility we offer:

- Client statements for CIBC deposit and credit card accounts, as well as **CIBC Wood Gundy** accounts available in Grade 1 or Grade 2 Braille and large print formats in 16-point Verdana font, as per industry and Canadian government standards;
- Large print cheques by request;
- Advanced speech recognition and teletype (TTY) technology through **CIBC Telephone Banking;**
- Bell Relay Call for assistance with **CIBC Telephone Banking** transactions or information requests;
- Sign language interpreters who can be requested for complex banking needs; and
- CIBC mortgage advisors who are able to accommodate flexible schedules and locations that are most convenient for the client.

Innovative Products and Services

Helping Newcomers Succeed

CIBC's goal is to build strong relationships with new Canadians so we can help them achieve their financial objectives.



Whether it's advice on savings and investment products that are unique to Canada, service in multiple languages, or extending special offers to meet their immediate and future financial needs, we want newcomers to know CIBC is there to help them every step of the way.

Learn more

We've heard from new Canadians that establishing a credit history is one of their greatest financial challenges. To make it easier to start building a credit profile right away, our **Newcomer to Canada Banking offer** includes a range of credit cards without a deposit or credit history requirement for newcomer clients holding other CIBC products. We promote the program in eight languages to ensure the message reaches as many new Canadians as possible.

Our goal is to bring communities together, strengthen relationships with our diverse clients and engage Canadians of all backgrounds. In 2014, we continued to recognize Canada's rich cultural mosaic through sponsorships such as **CIBC Chinese New Year, CIBC Taste of Asia**, Vaisakhi and PANAMANIA, the arts and culture program of the TORONTO 2015 Pan Am/Parapan Am Games.



The CIBC Welcome Centre at Toronto Pearson Airport Terminal 1.

CIBC employees are committed to helping newcomers succeed. Larry Ma, Financial Advisor, CIBC Imperial Service, is remarkable for his ability to connect with clients in a warm and genuine way. He has built a reputation as the "go to" person when you need help with banking, financial advice, and getting familiar with Toronto. Active in the local Mandarin-speaking business community, Larry has delivered seminars to help new Canadians and existing residents integrate comfortably in Toronto.

Innovative Products and Services

Aboriginal Banking

CIBC supports Canada’s Aboriginal people (First Nations, Inuit and Métis) through our vast branch network off reserve, an agency and seven on-reserve branches which are located in urban, rural and remote communities across Canada.



Our seasoned Aboriginal banking team works closely with our clients to achieve their objective of economic self-sustainability through long-term relationship building, partnering and transfer of knowledge to the Aboriginal leadership and its community members on and off reserve.

Learn more

We continue hosting and sponsoring various Aboriginal wealth management and economic development conferences, literacy symposiums, Aboriginal charities and adult financial literacy courses for members of Canada’s Aboriginal communities to help them plan for a healthy and successful financial future.



CIBC is proud to support:

- Aboriginal Chamber of Commerce of Alberta
- Aboriginal Chamber of Commerce of Canada
- BC Aboriginal Business Association
- Indspire
- Industry Council for Aboriginal Business (BC)
- Literacy Partners of Manitoba
- National Aboriginal Trust Officers Association
- Norman Regional Development (MB)
- Prairie Treaty Trust Association
- Treaty Legacy Foundation of Canada

We have also been involved in other business ventures like the CAPE Fund. We participated and provided input at the Council on Corporate Aboriginal Relations of the Conference Board of Canada and the Public Policy Forum’s Aboriginal Participation in Major Resources Development Projects.

Innovative Products and Services

Protecting Our Clients and Their Assets

Safeguarding our clients' personal information and privacy is important to us.



At CIBC, our goal is to provide clients with a positive experience each time they do business with us. Customer service is everyone's business and everyone at CIBC is accountable to our clients. **Our Service Commitment to You** outlines our focus on exceeding client expectations by listening to client concerns, understanding what happened and providing solutions which are easy to understand and flexible to individual needs. Our goal is to make things right by providing a fair and speedy resolution each and every time. CIBC has a robust process for addressing concerns.

[Learn more](#)

CIBC's Complaint Process includes the Ombudsman's Office, which is the last point of complaint escalation within CIBC. The primary mandate of the CIBC Ombudsman's Office is to review unresolved client complaints involving CIBC and its group of companies. The role of the Office is to try and resolve disputes fairly through an independent and thorough investigation. The cases brought to CIBC Ombudsman's Office allow us to identify areas, products and services where changes might be made. To this end, the CIBC Ombudsman communicates regularly with CIBC's senior business leaders to highlight opportunities for improvement.

[Learn more](#)

In 2014, the Ombudsman's Office investigated 153 general banking complaints, resolved 76 of those to the satisfaction of the client and took an average of 21 days to complete its investigations.

Helping Canadian Businesses Succeed

CIBC is committed to helping our clients reach their business and financial goals.

As Lead Partner of the Pan Am/Parapan Am Games, CIBC co-hosted a series of workshops with TORONTO 2015 to help business owners take advantage of the \$300 million in procurement opportunities available, offering expertise, tools and tips for navigating the procurement process and understanding how proposals are successfully awarded.



Offering Advice and Products

We offer our clients the information, opportunities and tools they need to succeed in their fields of business.



CIBC offers business solutions to help clients manage day-to-day banking, enhance cash flow and maximize savings and investments. These include:

- **CIBC Business Investment Growth Account**
- **CIBC Mobile Business App**
- **CIBC Small Business Start Strong Program**
- **CIBC Small Business Growth Package**
- **CIBC Everyday Business Operating Account**
- **CIBC Aventura Visa Card for Business**
- **Small Business Online Banking**

CIBC sponsors Canada's Best Managed Companies where applicants can receive coaching from seasoned experts at CIBC and Deloitte. Successful companies attend a gala and symposium to celebrate their achievements and learn from experts from Queen's University, the National Post, McKay CEO Forums, Deloitte and CIBC.

CIBC released several reports to provide relevant information to business owners, including one by CIBC Deputy Chief Economist Benjamin Tal suggesting that small businesses in Canada have the potential to grow in the next five years and have an opportunity to expand their export orientation. In addition, CIBC conducted webcasts designed to provide valuable information to small business owners, and managed a Twitter Q&A to allow small business owners to ask questions directly to CIBC small business experts.



Helping Canadian Businesses Succeed

A Leading Voice in Economic Research

CIBC is widely recognized for the breadth and quality of our equity, fixed income and economic research.



We continue to identify important trends, risks and opportunities that affect Canadian and global economies and, ultimately, our clients' businesses.

Institutional investors have ranked CIBC among the leading equity research, sales and trading teams in Canada in the Brendan Wood International survey.

Consensus Economics, the world's leading economic survey organization, selected CIBC's Chief Economist Avery Shenfeld and team as the recipient of the 2013 Forecaster Accuracy Award for Canada. This award speaks to the strength of our economics team for their accurate predictions and perceptive analysis regarding the factors driving our economy. Benjamin Tal, CIBC Deputy Chief Economist, is also a well-known commentator on the economy with a focus on real estate, wealth management, and consumer and corporate credit.

Clients can access our high-quality and value-added research through a number of customized and accessible options, including online and email communications.

Debt Financing to Canadian Firms

CIBC provides our clients with access to credit in order to support their business goals.



Our range of products and services meets the needs of small, medium and large corporate businesses and includes real estate lending and commercial mortgages, agriculture lending, leveraged financing, asset-based lending, and wholesale automotive financing.

[Learn more](#)

Helping Canadian Businesses Succeed

Economic Hardship

We recognize that clients sometimes require immediate assistance managing their financial situation in times of hardship or crisis.



CIBC continues to refine our program related to supporting clients, employees and the communities in which we do business.

To help coordinate the outpouring of support from Canadians to local disasters, CIBC regularly accepts donations and directs these towards helping affected communities.

In addition to making donations to impacted communities to support relief efforts, CIBC advisors work with clients directly affected in such situations to help them manage their finances on an individual basis. In these situations, CIBC offers assistance to clients in their day-to-day and long-term financial needs, by having convenience charges at non-CIBC ATMs reversed and deferring mortgage or other loan payments.

CIBC employees are committed to their colleagues, clients and communities.

In June 2013, southern Alberta experienced catastrophic flooding. Described as the worst in its history, the flood displaced over 100,000 people throughout the region.

Karen Willoughby, CIBC Financial Services Associate, and her family were among those who had to evacuate their homes in High River, under a state of emergency. She and her family were forced into their trailer away from rapidly rising water, which eventually flooded their home and her husband's business.

The CIBC High River branch was also flooded and when the temporary location opened – in two trailers in the branch's parking lot – all staff members became default counselors to clients. Other CIBC employees from as far away as Medicine Hat were volunteering to help clear away the silt, dirt, and refuse from the area



And, despite Karen's personal challenges during the flood, she did her utmost to reassure her clients that CIBC would continue to be there for them.

Financial Literacy

Every day, CIBC employees help Canadians make sense of their finances by strengthening the knowledge, skills and confidence they need to make responsible and sound financial decisions. Much of our expertise is shared in the branch, through free seminars at many CIBC and PC Financial locations.



Many CIBC employees volunteer their time in various ways to support the financial capabilities of those in need in our communities. Schubert Restituto, Manager, Accounting, Client Account Management, has been with CIBC for 36 years and is passionate about teaching financial literacy, especially to new Canadians and youth. His class at Warden Woods Community Centre in Scarborough, Ontario was so popular that he has been asked back to conduct additional presentations.

Thinking ahead to retirement, Schubert plans to continue his efforts to give back to the community.

Says Schubert: *"I am fortunate enough to be in the position to help others. Why wouldn't I do all that I can?"*

Information, Advice and Tools

CIBC provides expert commentary and reports on tax strategies, estate planning, investments and personal finances.



CIBC financial professionals help clients navigate and plan for various life stages, such as buying a first home, funding post-secondary education, opening a new business, purchasing a vacation property or saving for retirement.

To support families as they make plans to transition assets or businesses to the next generation, and to help secure their legacy for their children and future generations, CIBC produced reports and hosted events in Canada and the U.S.

We conducted a number of polls to provide insight on financial planning and help clients better prepare for their financial future. Over the last year, these poll results generated national attention on issues such as debt management, understanding how rising interest rates may affect investment portfolios, budgeting and planning for retirement, and saving for children's post-secondary education.

CIBC's new online banking website offers several personal financial management tools and options including:

- Savings goals tools to help clients reach their savings objectives;
- Net worth tool to track assets and liabilities;
- Enhanced **CIBC CreditSmart** features to monitor credit card spending; and
- Calendar for upcoming bill payments and transfers.

The **CIBC Advice Centre** offers several online financial tools such as the Rent vs. Own tool, which allows clients to calculate the relative costs and benefits of renting a home versus buying one.

[Learn more](#)

Financial Literacy

Financial Literacy for Youth

CIBC offers various financial literacy programs with a special focus on educating Canada's kids and young adults to build a better future.



These programs include:

- CIBC employees delivered **CIBC Money Smarts for Students** seminars in classrooms across Canada over the last year, helping high school students understand finances, credit and basic budgeting tools; and
- Hundreds of CIBC employees support financial and business education through the delivery of Junior Achievement's many elementary and high school programs across Canada.

Your Money Seniors

CIBC employees help deliver the Your Money Seniors financial literacy program across the country to help seniors protect themselves against financial abuse, identify financial fraud, and make the most of their retirement savings.



Your Money Seniors is presented by bankers in the community volunteering their time and expertise and was developed in partnership with the Financial Consumer Agency of Canada.



Learn more

CIBC employees are constantly on alert for potential scams that may affect their clients. The Grandparent Scam often targets seniors. They receive a call from someone pretending to be a family member claiming to have been in a crash and needing money immediately to cover bail.

John Gallagher, a 78-year-old military veteran, received such a call from someone posing as his 55 year old son. Speaking through tears, the caller claimed to have been in a crash in Gallagher's hometown of Montreal. "He told me he rear-ended an American and people were hurt," said Gallagher.

The story was convincing enough that Gallagher sent \$2,000 via a money transfer service to pay for the bail.

Gallagher began to be suspicious when the scammer called the next morning asking for an additional \$20,000. They were persuasive and this time Gallagher went to CIBC to send the money.

CIBC Branch Manager Maureen Thompson engaged John in a conversation while he was making the arrangements for the transfer. Maureen thought the circumstances sounded suspicious and talked to John about the possibility of a scam. John decided not to send more money.

"He sounded so much like my son, it was uncanny. He led me down the garden path," said Gallagher. The scam did cost him \$2,000 but it could have cost him more than ten times that amount.

Investing in Financial Literacy

Every day, CIBC is committed to strengthening financial literacy in our communities.



While much of our expertise is shared in our offices every day, some of our employees also volunteer their time to support financial capability for those in need in our communities. In addition, we invest in community programs supporting financial literacy and entrepreneurship including Junior Achievement.

Responsible Lending and Investing

CIBC's governance framework reinforces the high standards of ethical and professional conduct we expect from our employees. We apply the same level of commitment and scrutiny to our financial transactions in order to ensure we are managing, investing and lending funds in a socially and environmentally responsible manner.

The CIBC Global Reputation and Legal Risks policy sets standards that help identify potential reputation risks associated with certain financial transactions and also includes a process for escalating issues that require further scrutiny to senior management and, if appropriate, to CIBC's Reputation and Legal Risks Committee.

Responsible Financing

Our Wholesale Banking Team is at the forefront of financing new and innovative projects that contribute to cleaner, alternative or renewable energy supplies.



CIBC participated in more than \$6 billion worth of clean energy financings over the last three years. Among the notable recent financings that CIBC participated in was Project Gemini, a €2.8 billion offshore wind farm in the Dutch North Sea that will provide 600 megawatts of electricity to 1.5 million people annually, one of the largest of its kind in the world.

[Learn more](#)

Asset Management

CIBC Asset Management (CAM) has a rigorous Canadian equity research process that includes an evaluation of the quality and governance practices of corporate boards and general social and environmental policies.



CAM invests and votes proxies in accordance with client investment policies. This rigorous Canadian equity research process includes an evaluation of the quality and governance practices of corporate boards as well as consideration of general social and environmental policies to assess their impact on stock performance.

CAM has a team of internal Canadian equity analysts who make stock recommendations based on thorough fundamental research. In addition, CAM uses the research provided by Sustainalytics, an independent firm that assesses the ESG performance of global companies. The service is used by both our equity and fixed income investment professionals.

CAM's investment process incorporates the view that Environmental, Social and Governance (ESG) issues are risk factors that can affect investment performance and that analysis of these factors is part of delivering superior risk-adjusted returns. Attention to these issues is therefore consistent with our broader client investment objectives, not just the objectives of clients specifically interested in responsible investments. The CAM Proxy Voting Guidelines that are applied to all equity accounts are consistent with the United Nations Principles for Responsible Investments. A significant number of votes, including all controversial votes, are subjected to close scrutiny by the CAM equity investment team. As part of our due diligence, a company's management team, board members or others may be consulted before a vote is cast.

CAM manages a number of equity and fixed income portfolios with specific Responsible Investment (RI) mandates. These RI portfolios will not hold securities of any company whose primary business is the sale of tobacco, alcohol or weaponry, or if it has major operations in countries that disregard human rights.

Responsible Lending and Investing

Responsible Investment

CIBC's Responsible Investment (RI) holdings include mutual funds as well as institutional mandates managed on behalf of our clients.



As of October 31, 2014:

- **CIBC Wood Gundy** held \$46.6 million, and **Imperial Investor Services** and **CIBC Investor's Edge** held \$17.1 million in RI retail mutual fund assets representing both Responsible Investment Association (RIA) member and non-member-promoted funds;
- **CIBC Asset Management** had \$355.4 million in RIs on behalf of clients managed on a segregated account basis; and
- Our U.S. private wealth management business held \$471.7 million on behalf of clients with RI mandates.

CIBC Investment Advisors work with clients to offer investment solutions that meet their unique needs. Graham Isenegger and Neil Chappell are portfolio managers in the Victoria branch of CIBC Wood Gundy. "A number of our clients expressed a desire to pursue Socially Responsible Investing. Existing products available in the marketplace weren't what our clients were looking for, so we set out to create our own diversified, blue-chip sustainable portfolios which are distinct from other more traditional SRI options," said Graham.

They named their portfolios and their advisory group "Blue Heron".

The rigorous positive Environmental, Social and Corporate Governance (ESG) screening ensures that their portfolios contain only the most committed, innovative and sustainable companies. Positive screening emphasizes the impact of sustainability on a company's long-term potential to compete and succeed. This approach allows clients to invest in companies that share their values, such as social justice and the environment – without sacrificing portfolio diversification or long-term performance.

In addition to positive ESG screening, the CIBC advisors have also created a portfolio for clients that excludes oil and gas stocks. "We just weren't comfortable investing in fossil fuels," said Dr. David and Mrs. Elizabeth Johnson. "We are pleased that Graham and Neil have listened to our concerns, and developed a fossil fuel free portfolio we are comfortable owning."



"As it turns out, many more of our clients are excited by this investment approach. The more we talk to our clients, the more interest we find," said Graham. "Our team is very pleased to work at a company that takes corporate responsibility seriously, and excited to invest our client's portfolios in companies that feel the same way," added Neil.



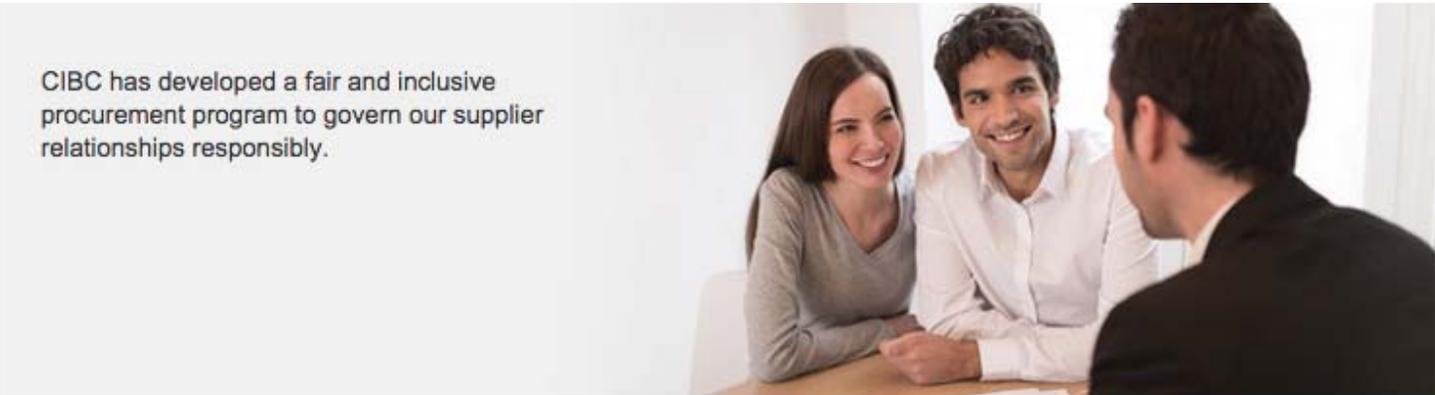
Taxes in Canada

In 2014, the CIBC group of companies' tax expense to all levels of government in Canada was \$1,167 million. This total consisted of \$613 million in income tax expense, \$35 million in capital taxes and \$519 million in payroll taxes (employer portion), business taxes, property taxes, GST/HST and provincial sales taxes.

Taxes – 2014 CIBC group of companies

\$ thousands	Income Taxes	Capital Taxes	Other Taxes
Federal government	\$ 360,603	\$ –	\$ 257,854
Provincial and territorial governments:			
British Columbia	28,090	0	2,921
Alberta	22,748	0	1,127
Saskatchewan	4,847	9,534	271
Manitoba	4,584	13,427	1,051
Ontario	165,858	(2,896)	206,959
Quebec	17,026	21	40,170
New Brunswick	2,229	3,385	2,119
Nova Scotia	3,971	5,966	3,698
Prince Edward Island	561	1,103	583
Newfoundland and Labrador	1,894	4,091	2,019
Northwest Territories	536	0	37
Nunavut	101	0	7
Yukon	271	0	20
Total	\$ 613,320	\$ 34,632	\$ 518,836

Supply Chain



CIBC has developed a fair and inclusive procurement program to govern our supplier relationships responsibly.

Responsible Procurement

Our Global Sourcing team is responsible for developing a fair, transparent and disciplined process for how we select and manage our contracted suppliers, including the evaluation, negotiation and creation of supplier contracts.



Each of our contracted suppliers is evaluated on comprehensive criteria, including their social and environmental initiatives. Comprehensive procedures are in place to assess supplier risk and to govern our contracted supplier relationships.

In 2014, CIBC initiated a supplier governance program and introduced the Enterprise Supplier Governance Office and an Executive Enterprise Sourcing Committee to govern the Bank's sourcing activity across a broad range of suppliers and controls.

Ethical Sourcing and Supplier Labour Practices

To ensure alignment and compliance with our standards, policies and expectations, our contracted suppliers must abide by our global **Supplier Code of Conduct**, and commit to living up to our core values and meeting the highest standards of ethical and professional behaviour.



We will only engage with suppliers who meet or exceed the requirements outlined in our **Supplier Code of Conduct**, including:

- Acting ethically and complying with applicable laws;
- Following responsible business practices;
- Following responsible employment practices and providing safe working conditions;
- Caring for the community and environment;
- Complying with the **CIBC Supplier Code of Conduct**; and
- Reporting violations and non-retaliation.

Learn more

CIBC's membership in The Canadian Aboriginal and Minority Supplier Council (CAMSC) supports CIBC's intentions to use and develop diverse suppliers.

Supply Chain

Environmentally Responsible Procurement Standard

CIBC integrates environmental considerations into our procurement activities and seeks to form business relationships with suppliers and subcontractors who follow acceptable environmental standards, as outlined in CIBC's **Environmentally Responsible Procurement Standard**.



The Standard describes the requirements for the procurement of goods and services that may be associated with significant adverse environmental impacts.

Through our **Environmentally Responsible Procurement Standard**, we seek to form business relationships with suppliers who have an environmental management system in place and who can demonstrate energy efficiency, including efficient use of natural resources, improved recyclability, fewer hazardous substances and ecologically sustainable forestry practices.

Paper Sourcing

Since 2008, CIBC has committed to switch our office paper supply and other paper supplies to Forest Stewardship Council (FSC)-certified stock.



In 2014, 98% of CIBC's total paper consumption was FSC-certified. This includes printer paper, client statements, forms, cheques, envelopes and commercial printing.

[Learn more](#)

Technology Sourcing

CIBC works with our suppliers to improve the environmental performance of our supply chain as it relates to the purchase of technology goods and services.



Through the use of a Technical Performance Assessment, CIBC considers many factors when purchasing technology equipment including the space needed to house the equipment, service life, recyclability and energy efficiency.

[Learn more](#)



Civic and Political Contributions

A vibrant democracy, with vigorous debate and discussion, helps healthy communities thrive. CIBC strongly supports the development of sound public policy, and we work to facilitate open dialogue regarding Canada's politics and policies.

Fostering Discussion on Public Policy

CIBC supports public policy organizations, such as the CD Howe Institute, the Public Policy Forum, the Couchiching Institute on Public Affairs, Canada 2020, and the Conference Board of Canada.



We have committed \$1 million to the Conference Board to fund innovative public policy research on a variety of topics from the sustainability of Canada's health care system to northern Canada's land claims settlement process. CIBC executives and economists often participate in these dialogues to share the bank's unique experience and expertise for the benefit of the policy process.

As part of a highly regulated industry, we meet with regulators, officials and elected politicians regularly. These meetings fully comply with federal and provincial lobbying legislation.



We actively encourage young Canadians to get involved in the political process through sponsorships of the Forum for Young Canadians, the Queen's Park Legislative Internship Program, the Jamie Anderson Parliamentary Internship Program, and the Parliamentary Internship Program at the House of Commons.

Political Contributions

CIBC supports the political process in Canada, and in that spirit we make financial contributions to political parties across the country where permitted by legislation and regulation.



In Canada, federal laws prohibit donations from corporations, trade unions and associations to federal political parties or candidates. Our political donations policy ensures we remain in full compliance with these regulations. Provincially, CIBC makes financial contributions to political parties in the provinces where corporate donations are permitted by law. These contributions are often made to government, opposition and other third parties as appropriate. Learn more about [CIBC's Community Investments](#).

Employee Political Involvement

We respect and encourage the desire of CIBC employees to actively participate in Canada's political process.



We also want to ensure that CIBC does not implicitly or explicitly endorse any particular political party or candidate. We therefore offer employees a non-paid leave of absence to seek nomination or candidacy for political office and restrict them from carrying out political activities using CIBC resources.

[Learn more](#)

Environmental Responsibility

CIBC is committed to continuous improvement in our environmental risk management policies and procedures in order to reduce our environmental impact and promote environmental stewardship.



Our approach

Through adherence to our **Corporate Environmental Policy**, CIBC integrates the following 10 principles into our core business activities:

- stakeholder engagement
- active communication
- transparent reporting
- community values
- environmental compliance
- responsible procurement
- eco-efficient facilities management
- environmental consideration in our products & services
- responsible lending and investing
- continuous improvement

2014 highlights

- Became a registered member of the Green Bond Principles;
- 98% of total paper used across the organization was FSC certified; and
- 100% of CIBC’s used computer equipment was donated, recycled or upcycled into new products.

Only Canadian bank among the top 100 in Newsweek’s World’s Greenest Companies ranking

One of the top 20 greenest banks in the world according to Bloomberg Markets magazine

Recognized by Renewed Computer Technology for our longstanding support as a top program donor



Environmental Responsibility

Environmental Risk Management

The Environmental Risk Management (ERM) group provides oversight for environmental leadership at CIBC. ERM ensures that our policies and standards are understood and followed.



CIBC uses best efforts to ensure compliance with relevant environmental laws and regulations as well as with the environmental standards of the communities where we operate. Our Environmental Management System, which follows an ISO 14001 framework, identifies the areas where CIBC may have a significant impact on the environment and documents processes used to manage these impacts.

Memberships and Affiliations

CIBC supports several global environmental initiatives including the Carbon Disclosure Project (CDP) and the United Nations Environment Programme Finance Initiative (UNEP FI).



The CDP holds the largest database of corporate climate change information in the world. Project participants, including CIBC, voluntarily disclose their greenhouse gas emissions and climate change strategies.

The CDP makes this data widely available to institutional investors, corporations, governments, regulators, academics and other stakeholders, including the general public.

In 2002, CIBC became a member of the UNEP FI North American Task Force. UNEP FI is a global partnership between UNEP and the financial sector. The organization works closely with financial institutions to identify, promote and realize the adoption of the best environmental practices.

Environmental Responsibility

Donations and Sponsorships

At CIBC, we partner with organizations dedicated to environmental protection and awareness.



Over the last five years, CIBC has donated more than \$1 million to environmental programs and initiatives across Canada such as World Wildlife Fund®, Trans Canada Trail and Evergreen.

CIBC supports the Schools for a Living Planet program. This World Wildlife Fund® (WWF) program provides kindergarten to Grade 12 students in the Northwest Territories (NWT) and beyond with curriculum on issues ranging from climate change and Arctic issues to northern waters and terrestrial ecosystems. Developed with input from the NWT government, teachers, WWF and other experts, the curriculum fills a gap in northern resources by providing culturally relevant lesson plans in English, Dene and Inuvialuit languages to engage students in northern-specific environmental education.



The 'Path of the Paddle' in Northern Ontario is one section along the Trans Canada Trail, which will stretch almost 24,000 km when fully connected.

CIBC is also a program supporter for Evergreen's Seeding Healthy Communities program in Toronto and Vancouver. The program assists underserved communities in accessing, building and sustaining community food projects from the ground up, and fosters community capacity building through integrated aspects of food, garden and health promotion activities. The goal of the program is to improve the health and well-being of Canadians by increasing access to nutritious, affordable, locally-grown food and facilitating behavioural change through increased awareness, knowledge and skill-building.



CIBC and Yellowknife branch employees present WWF Canada with a \$150,000 cheque for the expansion of the 'Schools for a Living Planet' program.

CIBC became a proud supporter of the Trans Canada Trail, Chapter 150 Campaign in 2014 by committing \$500,000 over five years. The Campaign's goal is to connect the trail across the country from the Atlantic to the Pacific to the Arctic oceans in time for two milestones in 2017 – the 150th anniversary of Confederation and the 25th anniversary of the Trail's inception.



Evergreen's Seeding Healthy Communities program

Employee Engagement

Our employees support numerous activities throughout the year focused on making a positive impact on our environment and the community.



CIBC strives to educate, train and motivate our employees to conduct activities in an environmentally responsible manner.

The Environmental Mailbox is an interactive method of communication between CIBC, our employees and other stakeholders.

Environmental questions, comments or concerns can be directed to the mailbox.



The Frontline Issue Resolution team helps the Agincourt Community Garden grow.

Employee Engagement

CIBC Celebrates Earth Hour® and Earth Day®

In 2014, CIBC celebrated Earth Hour® and Earth Day® with events across the country.



In support of Earth Hour®, CIBC and our major property management partners worked together to turn off all non-essential lighting in CIBC office buildings across Canada. CIBC celebrated Earth Day® by highlighting our environmental efforts in feature articles, computer screensavers, social media and national employee contests.

Some of the winning Earth Day® ideas that CIBC employees shared include: repurposing waste materials, creating homemade cleaning products and using unique approaches to educate and encourage children to recycle and conserve energy.



Staples representative, Kim Knox (left), presents Christina Hopcroft, CIBC Customer Service Representative (middle), joined by Shannon Karn, CIBC Assistant Branch Manager (right), with an environment-themed Staples gift basket.

CIBC joined with other Canadian banks to host an electronic waste recycling event in downtown Toronto. At the event, over 600 kilograms of used electronics were collected for environmentally responsible recycling.

Paper Sourcing and Recycling

One of CIBC's largest environmental impacts and sources of waste is paper.

Paper Sourcing

Our **Environmentally Responsible Procurement Standard** promotes ecologically responsible forestry practices.



Since 2008, CIBC has committed to switch our office paper supply and other paper supplies to Forest Stewardship Council (FSC)-certified stock. In 2014, 98% of CIBC's total paper consumption was FSC-certified. This includes printer paper, client statements, forms, cheques, envelopes and commercial printing.

Learn more

FSC is an international certification and labeling system that guarantees that purchased forest products come from responsibly managed forests. Under FSC certification, forests are certified against a set of strict environmental and social standards. Fibre from FSC-certified forests is tracked all the way to the consumer through the chain of custody certification system. The end result is products in the marketplace carrying the FSC logo.



Responsibly managed forests, like this one in Windsor, Quebec, supply CIBC with FSC-certified paper.

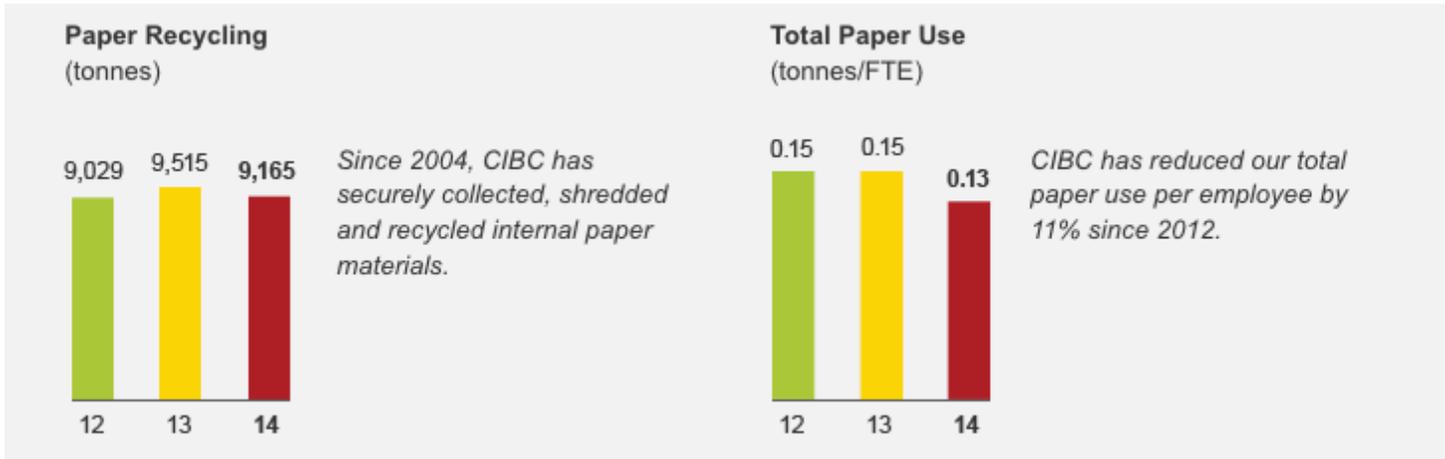
A forest managed to FSC standards includes:

- **Tree harvesting that is synchronized with the natural growth rate of the forest;**
- **Harvesting techniques that protect the soil and encourage natural forest regeneration;**
- **Protecting water quality and biodiversity;**
- **Banning the use of hazardous chemicals; and**
- **Respecting the rights of workers, communities and indigenous peoples.**

Paper Sourcing and Recycling

Paper Reduction and Recycling

CIBC continues to find ways to reduce and eliminate paper use where possible.



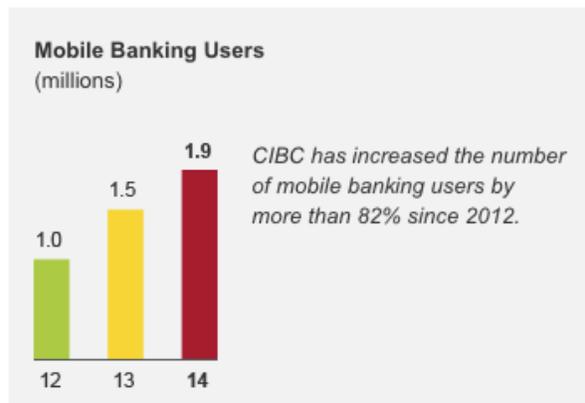
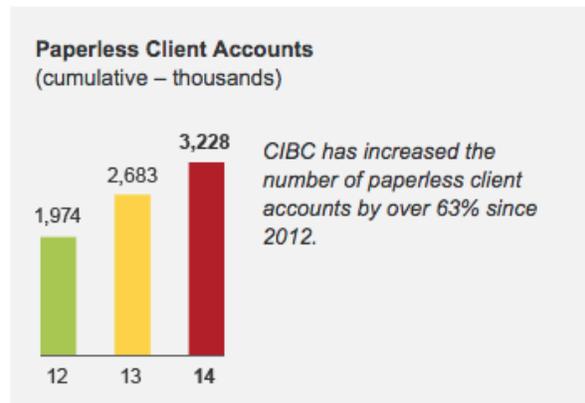
Paperless banking

An effective way to reduce our paper consumption is by offering our clients paperless record keeping or reducing the frequency of printed account statements from monthly to quarterly. We also encourage paperless banking methods such as pre-authorized bill payment, online transfers, direct deposit programs, eDeposits and telephone and online banking.

The **CIBC eAdvantage Savings Account** is designed for CIBC clients looking to access and manage all aspects of their savings account online. Paperless record keeping is the only option available with this account.

Learn more

With over 4 million online banking users and 1.9 million mobile banking users, CIBC is a leader in digital banking solutions. Our mobile banking applications offer clients the convenience of doing their everyday banking from anywhere, anytime, with less paper used as a result.



In 2014, Forrester Research ranked CIBC first for mobile banking functionality among Canada's Big Five banks.



Paper Sourcing and Recycling

Paper Reduction and Recycling *(continued)*

CIBC was first among the Big 5 Canadian banks to add an **eDeposit** feature to our mobile banking application. Now, personal and business banking clients can deposit cheques directly into their accounts by taking a photo from their mobile phones thus eliminating the need for a deposit envelope.

ATMs

CIBC's newest bank machines feature Remote Deposit Capture so clients can deposit loose cash and cheques directly into the bank machine. Deposited items are electronically scanned then verified by the client, thus eliminating the need for envelopes.

Paper use

To further reduce paper use, CIBC uses double-sided printing and secure print technology, which requires users to confirm their print job at the printer prior to printing. We also ensure that all of our internal paper materials across our branch network and office buildings are securely collected, shredded and recycled.

Waste Management

In addition to paper, CIBC encourages recycling of aluminum cans, glass, plastics, organics, toner cartridges and batteries where available in our office buildings and select branches.



CIBC contributed almost \$690,000 to recycling stewardship programs across Canada.

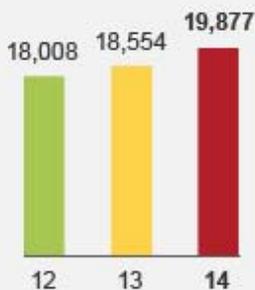
Refurbished Office Furniture

Maximizing the reuse of office equipment and furniture is an important element of reducing our waste.



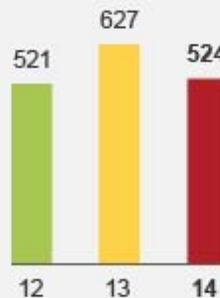
Over the past decade, CIBC has partnered with our furniture supplier to refurbish and re-deploy surplus furniture across the organization. Items that cannot be repaired are broken down into individual material components and recycled. Overall, the program ensures quick replacement of furniture when needed and reduces costs and waste. In 2014 alone, CIBC diverted over 19,877 pieces or 524 tonnes of furniture from landfill.

Reuse of Refurbished Office Furniture
(# of pieces)



Since 2005, CIBC has reused and refurbished office furniture in an effort to reduce waste.

Office Furniture Diverted from Landfill
(tonnes)



Since 2012, CIBC has diverted more than 1,600 tonnes of furniture waste from landfills.

Waste Management

Electronic Waste

In Canada, 100% of CIBC’s used electronics are donated, reused, recycled or upcycled.

At CIBC, we recently extended our electronics recycling to include back-up tapes and copper. These two recycling initiatives diverted more than 620 kilograms of waste material from landfill in 2014.

Upcycling is the process of converting waste materials into new products of better quality or for better environmental value. Post-processed materials such as mixed plastics and glass would otherwise be disposed of in landfills.

Where feasible, CIBC redeploys used electronics within the organization. Equipment sent for recycling is broken down into its individual material components and recycled or upcycled into new, innovative products. In 2014, CIBC’s electronic waste recycler, Electronics Recycling Services (ERS), presented CIBC with a picnic table made from plastics recovered from CIBC’s recycled electronics.



ERS presents CIBC Green Council members with an upcycled picnic table made with plastics from CIBC’s recycled electronics.

Waste Management

Renewed Computer Technology

CIBC has been the largest corporate supporter of the Renewed Computer Technology (RCT) program since our partnership began in 1993.



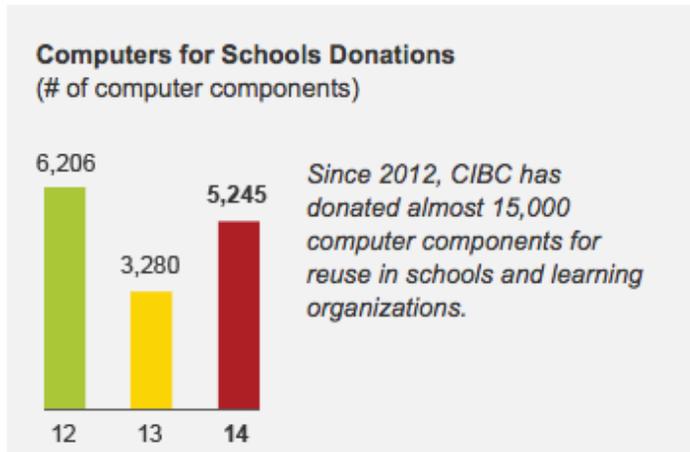
A portion of CIBC’s used electronics is donated to Renewed Computer Technology (RCT). RCT is a not-for-profit, charitable organization in Canada that is helping to meet the growing need for computers in schools, public libraries and not-for-profit learning organizations. In Ontario, RCT is licensed by Industry Canada to operate the Computers for Schools program, which collects, repairs and refurbishes donated used computers from government and the private sector.

In 2014, CIBC donated more than 5,000 computer components to the program, which extended the useful life of more than 42,000 kilograms of potential electronic waste.

Renewed Computer Technology recognized CIBC as the top donor of used computer equipment with the 2014 Gold Technology Accelerator Award.



Jonathon Dent, CIBC Region Head, GTA West, presents RCT staff with used laptops.

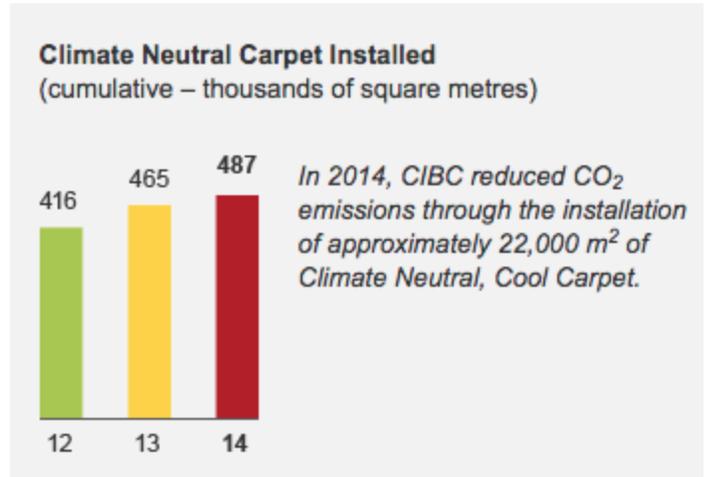


Sustainable Design

CIBC integrates sustainable design and construction practices into our branches and offices with a focus on improving the performance of our premises and reducing our environmental impact.

New construction and renovations in our office and retail branch network incorporate environment-related design criteria including:

- Climate Neutral, Cool Carpet tile;
- Low-emission materials and finishes such as low volatile organic compound (VOC) paint;
- Materials containing recycled content;
- Locally manufactured furniture, fixtures and materials;
- Reduced construction material waste;
- Low-flow plumbing fixtures and hands-free faucets;
- Maximization of natural light penetration into the work space; and
- Energy Star rated equipment and appliances.



Cool Carpet Tile is a climate neutral product because all carbon dioxide emissions associated with the product's life cycle are offset with emission reduction credits (ERCs). ERCs are generated by projects around the world that reduce carbon dioxide emissions; for example, by producing renewable energy without adding carbon to the atmosphere, removing carbon from the atmosphere, or increasing energy efficiency by reducing reliance on fossil fuels.

Sustainable Design

Leadership in Energy & Environmental Design

CIBC continues to seek Leadership in Energy & Environmental Design (LEED®) certification in select office spaces.



In 2014, CIBC was awarded a LEED® Silver plaque under the Canada Green Building Council's (CaGBC) LEED® for Commercial Interiors rating system for CIBC's space on the 56th floor of Commerce Court West. This system is recognized for certifying high-performance green interiors that have a reduced environmental footprint and that promote a healthy and productive workplace.



Michael Parker (centre), Chair of the CaGBC Greater Toronto Chapter presents CIBC with a LEED® Silver plaque.

Canadian Green Building Council

CIBC is proud to be a corporate member of the Canada Green Building Council (CaGBC), whose mission is to lead and accelerate the transformation to high-performing, healthy green buildings, homes and communities throughout Canada.



CIBC was proud to be a sponsor of the CaGBC Greater Toronto Chapter Gala and Awards Program 2014. Proceeds from the Gala went towards maintaining the Chapter's numerous education and training programs and events.





Sustainable Design

Greening Greater Toronto

CIBC is also a member of Greening Greater Toronto's Commercial Building Energy Initiative and Leadership Council.



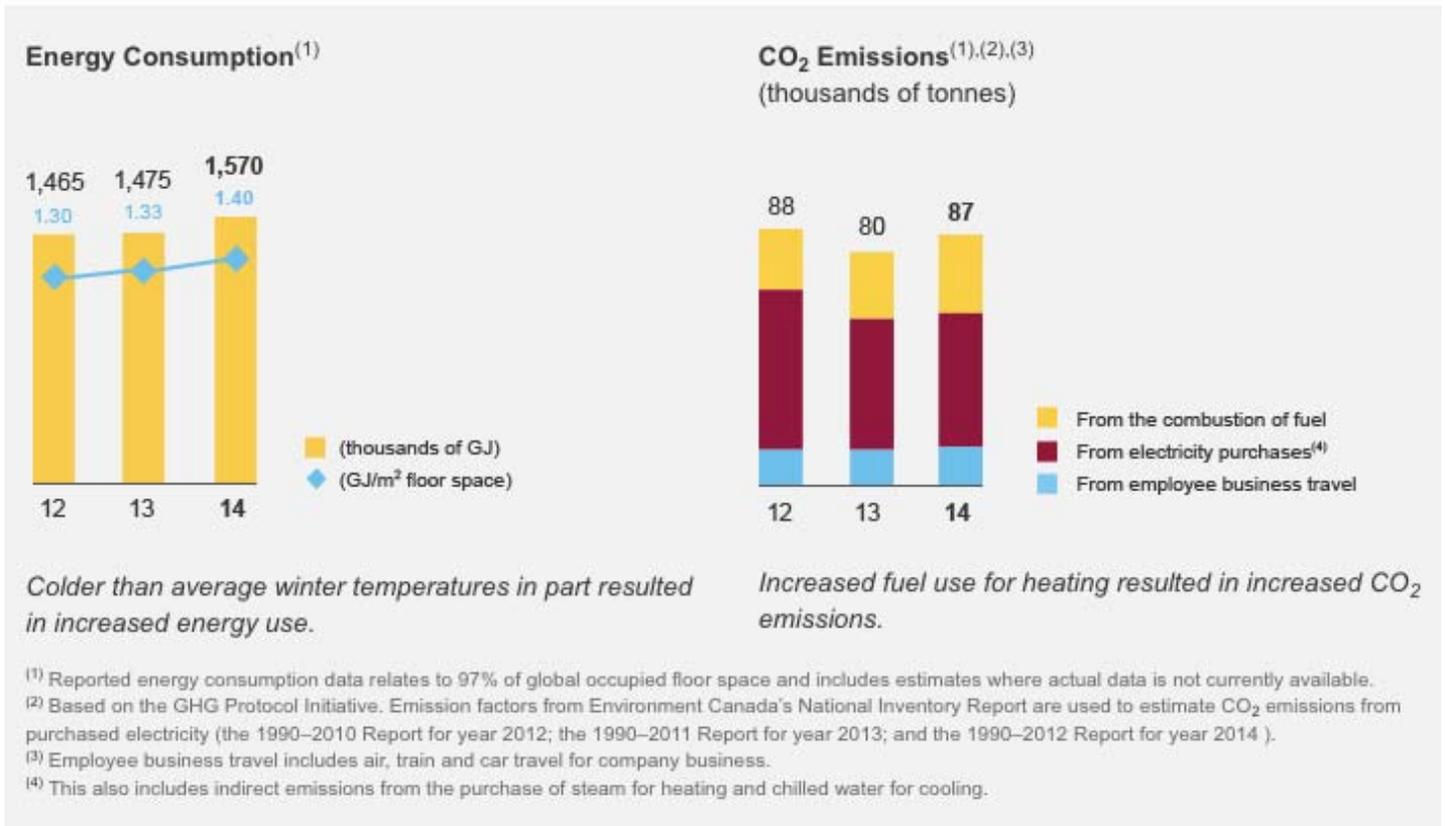
CIBC continued our participation in Greening Greater Toronto's Race to Reduce initiative. This four-year race challenges participants in the Greater Toronto Area to reduce total energy use by 10 per cent by 2014. As a landlord and/or tenant, CIBC has registered our primary Toronto office spaces and is working with our landlords to achieve this goal.



**RACE TO
REDUCE**

Energy Use and GHG Emissions

Energy use and the associated greenhouse gas (GHG) emissions is one of CIBC's most significant environmental aspects. We pursue opportunities to reduce the direct and indirect GHG emissions associated with our operations.



CIBC has an ongoing GHG emission management program to assess and manage the impacts of climate change and climate change-driven regulations on our business operations and those of our clients.

Energy Use and GHG Emissions

Energy Conservation

A significant portion of our GHG emissions comes from the energy used in our operations.



In 2014, CIBC implemented the following initiatives in parts of our operations in an effort to improve our energy efficiency:

- Updating T12 fluorescent lighting to T8 lighting and incandescent exit signs to LEDs at over 150 branches;
- Installing LED lighting in exterior signage at over 100 branches;
- Replacing fluorescent lighting with LED lighting in mechanical rooms at a large office complex in Toronto;
- Continuing to install energy-efficient mechanical and electrical systems in our renovated and newly constructed retail branches; and
- Continuing to expand our building automation system pilot in our branches.

**More than
700 CIBC branches
have undergone
lighting retrofits since 2010.**

Green Power Purchase

Our purchase of green power is another important element of our carbon management program.



CIBC has been purchasing electricity from renewable sources since 2003. In 2014, we purchased more than 2,600 megawatt hours (MWh) equivalent of Green Power Certificates through our agreement with Bullfrog Power®.

Green Power is energy from indefinitely available resources and whose generation has zero or negligible environmental impacts, whether through reduced emissions or minimal environmental disruption. Typically, this includes energy produced from solar, wind, geothermal, biogas, eligible biomass and low-impact small hydroelectric sources.



CIBC's Bullfrog Powered Dartmouth Crossing branch in Nova Scotia.

Energy Use and GHG Emissions

Employee Business Travel

With 44,000 employees located in Canada and worldwide, reducing our business travel contributes to our energy conservation goals.



We encourage our employees to consider alternatives to business travel, such as conference calls and online meetings.

When travel is required, CIBC employees are asked to combine trips and meetings to make each business trip as efficient as possible. Our travel policy also encourages employees to walk, bike, carpool and use public transportation or hotel shuttles whenever possible. To improve fuel economy and reduce emissions, CIBC employees are required to rent economy size or compact vehicles.

CIBC has standardized the installation of bike racks for all new branch locations. In our rented premises, CIBC works with our landlords to help ensure the provision of bike racks for our clients and employees.

Greening IT

CIBC considers many factors when purchasing information technology (IT) equipment.



Our Technical Performance Assessment includes, for example, the space needed to house the equipment, service life, recyclability and energy efficiency.

The following are some examples of our recent Green IT initiatives:

- Server virtualization to reduce resource requirements and energy use;
- Use of energy-efficient, shared network, multi-functional devices; and
- Data migration to newer, more efficient frames to reduce storage requirements.

Responsible Finance

CIBC is committed to being an environmentally responsible lender. We actively review and manage both the risks and opportunities associated with our financing activities.

CIBC lent \$490 million towards \$4.6 billion of financing in 2014 for renewable power projects, including wind, solar and biomass.

[Learn more](#)



“CIBC is a key lender that helped us raise sufficient capital for the Gemini Wind Farm project. This €2.8 billion, Northland Power-sponsored offshore wind farm is the largest project-based financing for renewable energy in the world. Located in the North Sea, it is strategic to global growth in our renewable power generation portfolio.”

– John Brace, CEO, Northland Power

Environmental Credit Risk Management

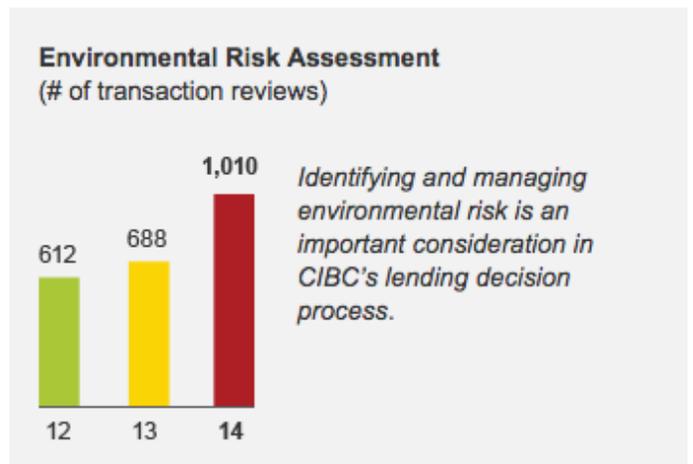
The **CIBC Environmental Credit Risk Management program** helps to identify and manage environmental risk, which is an important consideration in our lending decision process.



CIBC’s **Environmental Credit Risk Management Standards and Procedures** help employees involved in lending to identify environmental risks pertaining to credit evaluation and financing. Depending on several factors, the Standards apply different levels of environmental credit risk assessment with the strictest standards applied to high environmental risk sectors. Lending opportunities that may pose environmental risks for CIBC are further assessed by our Environmental Risk Management (ERM) group.

In addition to protecting the bank from undesired risks, our environmental review process often helps our clients better understand their own risks and liabilities, in order to effectively manage them.

CIBC conducts environmental risk assessments of our business transactions as an integral part of our due diligence process. In 2014, CIBC’s ERM group reviewed and advised on 1,010 transactions.



Responsible Finance

Equator Principles

CIBC applies the Equator Principles to project finance, project finance advisory, project-related corporate loans and certain bridge loans.



The Equator Principles are adopted voluntarily by financial institutions and are intended to support environmental and social due diligence and responsible risk decision making. CIBC's ERM group provides training, guidance and review on Equator Principles implementation across the bank. The Equator Principles are included in our environmental due diligence requirements. In 2014, we financed 11 projects where the Equator Principles were applicable and that reached Financial Close.



Equator Principles (# of transactions):

Project finance

The total number of Project Finance Transactions that reached Financial Close in 2014 was 11, and all of these were in Category B. The detailed breakdown is as follows:

By sector	Category A	Category B	Category C
Mining	-	-	-
Infrastructure	-	2	-
Oil	-	1	-
Gas	-	-	-
Power	-	8	-
Other	-	-	-
By region			
Americas	-	9	-
Europe	-	1	-
Middle East and Africa	-	-	-
Asia and Oceania	-	1	-
By country designation			
Designated	-	11	-
Non-Designated	-	-	-
Independent review			
Yes	-	10	-
No	-	1	-
Total		11	

Responsible Finance

Equator Principles *(continued)*

Project-related corporate loans

None undertaken

Project finance advisory services

None undertaken

Category A – Projects with potential significant adverse social or environmental impacts that are diverse, irreversible or unprecedented;

Category B – Projects with potential limited adverse social or environmental impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures; and

Category C – Projects with minimal or no social or environmental impacts.

Green Bond Principles

In 2014, CIBC's wholesale banking business became a member of the Green Bond Principles (GBP) initiative, a set of voluntary guidelines designed to promote integrity in the green bond market where capital is raised to fund projects with environmental benefits.



Green bonds enable capital-raising and investment for new and existing projects with environmental benefits. The appeal of green bonds lies in the ability to support such projects while maintaining the risk/reward characteristics of traditional fixed income products.

Launched earlier this year by the International Capital Markets Association, the GBP initiative provides transparency and disclosure guidance for bond issuers and underwriters when launching green offerings. It is also designed to ensure that investors have the information necessary to evaluate the environmental impact of green bond investment opportunities.

As a member, CIBC provides input on governance and updates to the GBP and helps select an executive committee that oversees the principles. CIBC is committed to helping issuers and investors access this growing market and ensuring that funding continues to be available for important environmentally-themed projects.

Also in 2014, CIBC was awarded its first green bond mandate as joint lead and joint bookrunner on the Province of Ontario's \$500 million global green bond. Ontario's offering is the first-ever Canadian dollar green bond to be issued by a Canadian government. Proceeds of the issuance will be used to help finance the Eglinton Crosstown Light Rail Transit project in Toronto.

Social Investment

CIBC has made investing in communities a priority for 147 years. We support our communities to enrich lives, build better futures and strengthen the economic vibrancy and social fabric of Canada.



We measure our success based on how well we fulfill the commitments we make to each of our stakeholders – with the overarching goals of making a real difference in our communities and creating a workplace where all employees can excel.

Traditionally, CIBC’s flagship sponsorships and key community programs stem from the grassroots initiatives of our employees. They generously support our commitment to give back to the communities where they live and work through their own meaningful contributions.



CIBC is proud to be one of the 50 Most Engaged Workplaces™ in Canada. This annual award recognizes top employers that demonstrate leadership and innovation through employee engagement in the workplace.

92%
of employees believe that CIBC acts as a good corporate citizen within the community.
– 2014 CIBC Employee Survey results

Community Investment

CIBC is committed to investing in community initiatives that are important to our clients and employees through corporate donations and sponsorships. We support and encourage the passionate spirit of employees to volunteer.

Our approach

Under our three focus areas of Kids, Cures and Community, we strive to make a significant social impact on key national issues, such as poverty and homelessness, while still being responsive to local community needs.

Our priorities reflect our vision, mission and values. They include:

- Supporting the charitable and not-for-profit sector in Canada;
- Linking our community investment program to tangible community needs;
- Enabling employees to contribute;
- Understanding and measuring the impact of our community giving; and
- Meeting or exceeding the 1 per cent benchmark for corporate giving established by Imagine Canada.



In 2014, CIBC contributed more than \$42 million, including over \$19.5 million in charitable donations, to over 1,780 organizations in more than 420 communities. This represents 1.4% of the rolling five-year average of our pre-tax profits – exceeding the 1% benchmark for corporate giving established by Imagine Canada.



Investing in Futures: Clients. Celebrities. Traders. Investment Advisors. All unite on CIBC Miracle Day to help kids in need. Record donation of \$4.6 million from trading commissions and fees.



Helping Kids to Reach Their Full Potential. 33 Grade 10 students awarded CIBC Youthvision Scholarships to pursue a post-secondary education. Over 450 Lives Changed.

Community Investment



Getting closer to a Future Without Breast Cancer: 15,000+ members of Team CIBC run, walk or volunteer for the Canadian Breast Cancer Foundation CIBC Run for the Cure. 65 run sites. \$25 million raised in total.



Cycling for Kids with Cancer: 20 CIBC employee riders. 1,600 km cycled over 4 days. Tour CIBC Charles-Bruneau. Pediatric Cancer Research. \$2.85 million raised.

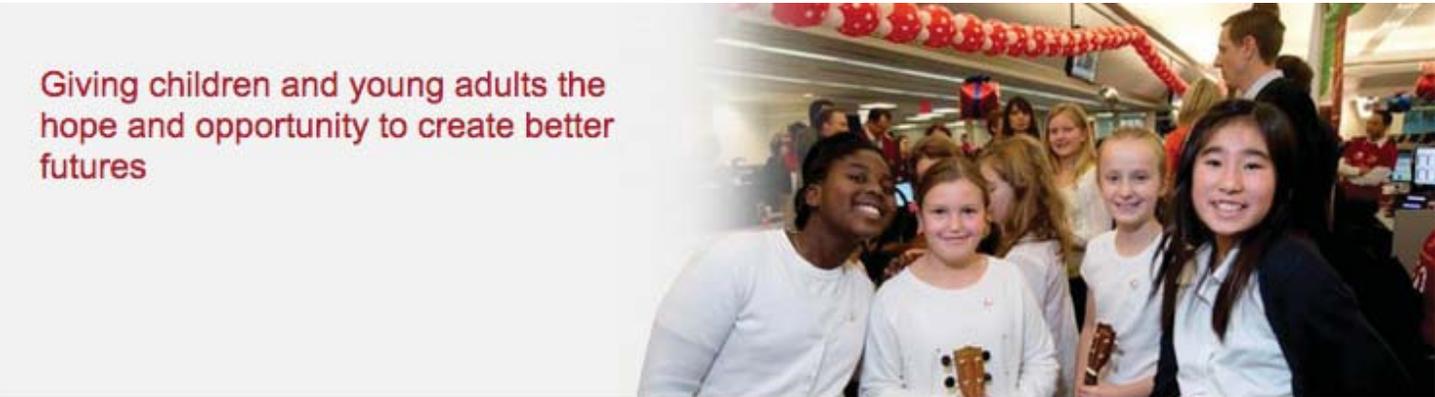


Going the United Way. CIBC and more than 20,300 employees participated and raised a record \$12.4 million; \$1.2 million from 10th annual CIBC Hockey Day for United Way tournament alone.



Giving back in their communities through the CIBC Volunteer Program: More than 100,000 combined volunteer hours by over 970 employees and retirees for organizations they care about.

Kids



With more than one in seven children in Canada living in poverty, we are committed to helping break the cycle of poverty in families by supporting national and local not-for-profit groups that help kids build a better future.

We believe every child deserves the best start in life and a good education on their way to becoming tomorrow's leaders.

CIBC builds better futures for kids through our flagship program, **CIBC Miracle Day** and our education scholarship program, **CIBC Youthvision**.

**\$8.5 million to organizations across Canada
that help kids and youth reach their full potential**

CIBC Miracle Day

To a child in need, even the smallest gift can be a miracle. Through CIBC Miracle Day we have been making a difference in the lives of children since 1984.



On the first Wednesday each December – employees on our trading floors and offices in Calgary, Hong Kong, London, Montreal, New York, Toronto and Vancouver join CIBC Wood Gundy Investment Advisors across Canada to donate their trading fees and commissions to children's charities and kids in need. Their generosity supports the **CIBC Children's Foundation**, which distributes the funds to national and local children's charities for 365 days of giving.

It all started in 1984 when the late Timothy Miller, branch manager, and the Investment Advisors at the 42nd Street Wood Gundy branch in Toronto – named after the famous 42nd Street in New York – made it their personal mission to make sure that every child could experience the joy of the Christmas season by giving up one day's worth of their trading commissions.

Kids

CIBC Miracle Day *(continued)*

“The feeling you have knowing that you’ve helped a kid, there’s nothing like it.”

– Sean Messing, Investment Advisor, CIBC Wood Gundy, Calgary

When Sean Messing, an Investment Advisor at CIBC Wood Gundy in Calgary, heard Blaine Penny talking about his son Evan being diagnosed with mitochondrial disease, he asked, “What can we do to help?”.

At the age of four, Evan had a stomach ache one night and woke up the following day a quadriplegic.

There were another 100 kids under the age of 13 in Calgary who were likely suffering from the same disease, but their families couldn’t afford the \$8,000–\$10,000 cost of a genetic diagnosis that would ensure proper treatment.

Over the past three years, Sean and his colleagues have donated a total of \$70,000 of their CIBC Miracle Day commissions to MitoCanada, the organization co-founded by Blaine to fund Next Generation Sequencing diagnoses for children with mitochondrial disease in Canada.



“We gave CIBC Miracle Day T-shirts to Blaine and his son, who just had 30 miserable days in and out of hospital,” says Sean. “Evan smiled for the first time in weeks when he got to wear a matching shirt with his dad.”

In total, our Wholesale Banking employees and CIBC Wood Gundy advisors donated \$4.6 million in 2013 through CIBC Miracle Day.

[Learn more](#)



Kids

CIBC Youthvision

Each year, we invest millions of dollars in scholarship funding and skills training for young people across Canada, helping them to achieve better futures.



Through our flagship education program, CIBC Youthvision, we commit \$1 million every year to help high school students attend college or university and pursue their life dreams. This unique, multi-year scholarship program provides internships and mentoring in addition to CIBC's financial support for students beginning in Grade 10 and extending to post-secondary graduation. Students also take part in **CIBC Money Smarts for Students** seminars at their local branch to help them shape their financial futures as they prepare for college or university. Run in partnership with Big Brothers Big Sisters of Canada and YMCA Canada, the program has been recognized by Imagine Canada as an outstanding partnership between the corporate and not-for-profit sectors.

Since 1998, thirty CIBC Youthvision scholarships were awarded annually to grade ten students and, beginning in 2013, three sports-related scholarships were added as part of CIBC's legacy commitment as Lead Sponsor of the TORONTO 2015 Pan Am/Parapan Am Games. Each scholarship is valued at up to \$38,000 and CIBC has committed more than \$15 million to date to help make post-secondary schooling possible for 500 students.

[Learn more](#)



Photo credit: Arnold Lim/Goldstream News Gazette and Black Press

"When we got the phone call I was awestruck because it meant so many things to us," says Marilyn Smith, grandmother of Jake B., one of the 2014 CIBC Youthvision Scholarship recipients. "This is a dream," she adds now that her grandson, who hopes to one day become a chef, can afford a college education.

\$2.3 million in 2014 towards scholarships and bursaries at 50 organizations, including 41 colleges and universities

CIBC has made multi-year commitments of **\$14 million** to several universities and colleges in Canada.

\$11.5 million of our future multi-year commitments is designated towards post-secondary bursaries and scholarships. We have also pledged more than **\$2.7 million** to other organizations, including **Indspire** which provides scholarships for aboriginal students and **Canada Company's** scholarships for children of fallen soldiers.

Kids

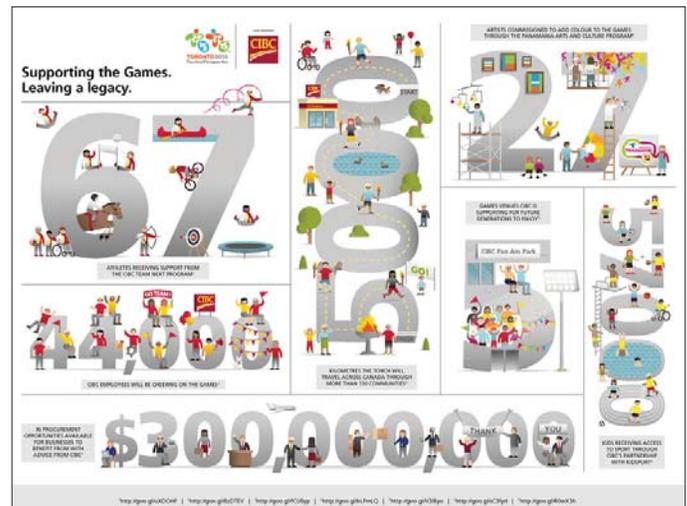
Inspiring Kids to be Healthy and Active

Every kid deserves a strong start to a better future through healthy and active living.



TORONTO 2015 Pan Am/Parapan Am Games

As the Lead Partner of the TORONTO 2015 Pan Am/Parapan Am Games, CIBC is committed to inspiring the next generation of athletes, enriching our communities, and helping create a lasting legacy for sport in Canada.



KidSport

One in three kids do not participate in organized sport largely due to cost and 82% of Canadians know of a child who cannot play in organized sport due to the cost



– CIBC-KidSport Report, July 2014

Kids

Making sure all kids get a chance to play organized sports

As the Lead Partner of the TORONTO 2015 Pan Am/Parapan Am Games, CIBC is committed to enriching our communities through the power of sport and inspiring kids to get into the game where they can have fun, form lasting friendships and be part of a team, all while learning valuable life lessons.

To mark the one-year countdown to the Games, CIBC announced a \$1-million, multi-year commitment to KidSport™, a national not-for-profit organization that helps kids in need to participate in organized sport by covering the costs of registration fees.

CIBC has supported KidSport locally in communities for many years. Through our new national partnership, we are committed to help raise awareness and to help give more kids greater access to organized sport.

“As the Board Chair of KidSport Medicine Hat & Redcliff, I could not be more ecstatic to see CIBC supporting this amazing organization. As someone who personally sees the difference that KidSport makes in the lives of the kids that receive funding, this financial commitment from CIBC is money very well spent.”

– Connelly Sherwick, Investment Advisor, CIBC Wood Gundy, Medicine Hat, Alberta



CIBC Team Next mentor Simon Whitfield and KidSport kids cheer during CIBC Soccer Nation celebrations.

Meet CIBC Team Next

To nurture and inspire Canada’s next generation of athletes we created **CIBC Team Next**, the first-of-its kind funding and mentorship program in Canada for high-potential amateur athletes. Meet some of our CIBC Team Next athletes and hear what they have to say about the program.

Watch CIBC Team Next Video

The CIBC Team Next program provides funding, life skills and mentorship for athletes aspiring to represent Canada on the world stage. This support includes pairing them with world-renowned Canadian champions.

The 67 amateur athletes on CIBC Team Next are inspiring us all with their dedication and perseverance as they train for the TORONTO 2015 Pan Am/Parapan Am Games. We selected 67 in honour of the year 1867 when Canada and CIBC were both established.

[Learn more](#)



Kids

Cheering on Canada's Paralympians

Of the 4 million Canadians who report living with a disability, only 3 per cent are involved in sport.

As a Premier Partner of the Canadian Paralympic Team and broadcast sponsor of the Sochi 2014 Paralympic Winter Games, CIBC was proud to celebrate our Paralympians and to help raise awareness and increase the recruitment of para-athletes at the grassroots level.

To honour our Paralympians upon their return from Sochi, we celebrated with them at special Welcome Home events in our branches across Canada.



Proud partner of the Canadian Paralympic Committee
Fier partenaire du Comité paralympique canadien



[View our Canmore, AB celebration video.](#)

"It was very touching to see the emotion and appreciation from the athletes towards CIBC's sponsorship and the impact that it has had on them and their families."

– Jim Toman, CIBC Branch Manager, Ottawa



"I'm so grateful to CIBC for what they've done with these homecoming parties right across the country," said Dennis Thiessen, Curling Gold Medalist from Winnipeg, MB. "Mine was a huge success with a lot of people congratulating me. I'm overly grateful to CIBC for putting on such a good event and recognizing us for the athletes that we are. I think it was absolutely fantastic."

Kids

Keeping Kids Safe

CIBC is dedicated to supporting programs that ensure and protect the safety of children and youth against the rising concerns of homelessness, bullying and child victimization.



Most of us can't even imagine what it would be like not to have a home to sleep in. Unfortunately, that's what thousands of youth across Canada face every night.

With roughly 40,000 youth in Canada with no place to call home, we support organizations like Covenant House and Eva's Phoenix and many of our employees personally get involved each year.

CIBC District Manager Derek Mainville in Ottawa (second from left) rallied five colleagues to join him and his 13-year-old son at the SleepOUT for Youth, where 60 per cent of participants are students. *"It was a very humbling experience. We're only getting a glimpse of what it's like on the street – what with the comforts of layers of clothing, sleeping bags and tents – but it was still a very real experience for all of us,"* says Derek, who presented a \$20,000 donation to Youth Services Bureau of Ottawa on behalf of CIBC.



"Having lived on the streets myself for a while as a teenager in Ottawa, you can overcome, and it's great to see what CIBC does to contribute."

**– Tyler Trusdale,
CIBC Financial Services Representative, Calgary**

Helping to put an end to bullying

CIBC contributed more than \$120,000 to support anti-bullying initiatives such as Boys and Girls Clubs of Canada's National Day to End Bullying.

Reducing child victimization

CIBC supports Canadian Centre for Child Protection's MissingKids.ca, which partners with police and other stakeholders to offer families support in finding their missing child and provides educational materials to help prevent children from going missing. In addition, photos of missing children appear on the back of VISA envelopes reaching thousands of CIBC clients.

Cures

Bringing hope and support to those affected by cancer, so together we can find a cure

Cancer is a cause that is important to us at CIBC because it affects so many Canadians, including our colleagues, clients and loved ones.

CIBC is committed to organizations that support research and services for people affected by cancer, and to programs focused on prevention, early detection, treatment and ultimately finding a cure.

CIBC's long-term leadership in supporting breast cancer research, education and awareness is well known through our title sponsorship of the **Canadian Breast Cancer Foundation CIBC Run for the Cure**.



Canadian Breast Cancer Foundation CIBC Run for the Cure

1 in 9 women in Canada are still diagnosed with breast cancer. That's why CIBC is more committed than ever to a future without this disease.



CIBC employees, their families and friends joined nearly 127,000 Canadians in 65 communities across Canada for the 2014 Canadian Breast Cancer Foundation CIBC Run for the Cure.

This year, every CIBC branch in Canada and each CIBC Run for the Cure location had a Wall of Hope where Canadians could share inspiring words and tributes with one another. As well, an online Wall of Hope drew thousands of heartfelt comments.

To inspire us to support the cause and raise awareness about breast cancer, CIBC created the social media video, **In Her Shoes**, to tell the moving true story of Anne Wood, a breast cancer survivor, and to show how one diagnosis has the power to change a person's life. The video garnered over one million viewers on YouTube. In the companion video, **In Her Shoes: Behind the Scenes**, Anne talks about why raising funds for the CIBC Run for the Cure remains so critical.



Anne Wood with Victor Dodig, CIBC President and CEO, at the Wall of Hope. Anne's story about surviving breast cancer is featured in the CIBC video *In Her Shoes*.

Cures

Our employees are the heart of the CIBC Run for the Cure. Each year they dedicate their time, demonstrate their passion and show their commitment.



The Top National Fundraiser for CIBC Run for the Cure in 2014, **Minerva Isovski**, CIBC Executive Director of Equity Capital Markets in Toronto, became a passionate supporter and volunteer after her best friend passed away from breast cancer in 2004. She has not stopped since as she's watched good friends and family members successfully battle the disease.

"Most of us have been affected in some way by this devastating disease – including many of our clients – so it hits close to home," says Minerva, who has raised more than \$100,000 over the past 10 years with the help of family members, colleagues, clients and friends.

"I'm passionate about supporting this cause for those who didn't have the opportunity to be saved. I encourage everyone to get involved and make a difference."



Rallying support for the cause also comes naturally to **Sangeen Natt**, a CIBC Branch Manager in Calgary who volunteers as the Regional Run Champion for Alberta.

Her aunts, dear friends and a colleague have all been affected by the disease which is why she rallies her colleagues and helps organize fundraisers.

"A client asked to sit down with me to thank me for everything CIBC does for breast cancer research and awareness. She said that we are the reason she is here today."

Cures



When **Guylaine Bisailon**, a CIBC Customer Service Representative in Saint-Jean-sur-Richelieu, QC, learned she had breast cancer, she vowed to conquer it and do everything in her power to help others beat it.

While being treated, she discovered two of her colleagues were also dealing with cancer.

They made it their personal mission to fundraise for the CIBC Run for the Cure by organizing a golf tournament, which they have held annually for the past 10 years, raising significant funds for the cause.

Supporting Innovation in Pediatric Care

CIBC employees are passionate about supporting organizations that give sick children a fighting chance.



Tour CIBC Charles Bruneau

CIBC is the proud sponsor of the Tour CIBC Charles Bruneau which raises funds for the Fondation Centre de Cancérologie Charles-Bruneau. Our support helps the Fondation in its ongoing mission to give kids with cancer hope by providing them with the best possible chance for recovery. During the first week of July, 227 cyclists, including 20 CIBC employees, rode various Tour routes in Quebec, which cumulatively covered 1,600 km over four days. In 2014, our employees and clients helped to raise \$2.85 million.

This year, the finish in Boucherville was particularly poignant as Charles Bruneau is buried in the local cemetery.



Cures

Supporting Innovation in Pediatric Care *(continued)*

As part of the Ambassadors Day segment of the ride, six CIBC employees rode with Félix-Antoine, the son of CIBC employee Martine Leblanc. Félix-Antoine was diagnosed with Hodgkin's lymphoma in 2012. After his successful treatment, he is now enjoying the life of a normal teenager.

"For us, he represents the hope of healing. He is an example of determination and positive attitude to his family, his friends and now for an entire team as well! We're very proud of him."

– Martine Leblanc, CIBC Business Risk Control Group leader, Saint-Hyacinthe, Quebec

"Having the chance to ride with Félix-Antoine reinforced for me the importance of the cause. We have to do everything so that one day this awful disease will be a thing of the past."

– Claudia Deschamps, CIBC Senior Advisor, Sales and Service, Montreal, Quebec



BC Children's Hospital

From March to June every year, CIBC employees across British Columbia, Northwest Territories and the Yukon raise funds through barbecues, garage sales, silent auctions, bake sales, and ticket raffles to help BC Children's Hospital meet its growing pediatric oncology needs. The fundraising culminates in a two-day telethon.

This year a CIBC Team Next athlete also participated. During the 2014 campaign, our employees raised \$385,000, bringing CIBC's total contribution to nearly \$7.9 million since 1996.

Cures

Supporting Innovation in Pediatric Care *(continued)*

“I am proud of what we do at CIBC year after year for BC Children’s Hospital so that it can continue to care for kids from all over BC and the Yukon.”

– Alex Fan, CIBC District Vice-President, Vancouver and Chair of the Banks Division of the BC Children’s Hospital Foundation.

Having volunteered as fundraiser and Miracle Maker Panelist since 1995, Alex Fan (second from right) was well aware of the importance of BC Children’s Hospital. However, just over a decade ago, he experienced first-hand what a difference the hospital makes in the lives of BC families.

His daughter was showing flu-like symptoms as she began grade six. It was her birthday, which was also the first day of school. The school called saying she was really sick, he recalls. He rushed her to BC Children’s Hospital right away. The staff whisked her in for an EKG and blood work. The result: She had Type 1 diabetes.

“It was a huge shock to us, given that we have no history of diabetes on either side of our family,” Alex says. “Because of the superb care and medical attention she received at the hospital, my daughter aspires to become a doctor.”



Cures

Supporting Innovation in Pediatric Care *(continued)*

CIBC 401 Bike Challenge

Almost 70 riders, including CIBC employees, marked the 10th annual CIBC 401 Bike Challenge, a 580-km trek from Toronto to Montreal in support of kids with cancer. Gene Piccoli, a CIBC Wood Gundy Investment Advisor and Vice President in Montreal, started this annual event after his wife's successful battle with cancer.

Over the past decade, the Challenge has raised over \$1.3 million with funds supporting both the Sarah Cook Fund of the Cedar Cancer Institute in Montreal and SickKids Hospital in Toronto.

"I am so grateful to family, friends, and all the participants that have come out to support the Challenge year after year. Without your passion and commitment, none of this would be possible," says Gene.



Cures

Helping Communities Support People with Cancer

CIBC invested more than \$4.3 million in hospitals and health programs, with over half of this funding focused on providing innovative treatment, comfort and care to people in our communities who are living with cancer.



Mount Sinai

CIBC donated \$1 million to the Lunenfeld-Tanenbaum Research Institute at Mount Sinai Hospital in Toronto to establish the **CIBC Scientist in Breast Cancer Research** endowment. Our donation was matched by Tanenbaum Research Endowment Matching Fund, to create a \$2 million endowed fund that will provide stable funding for breast cancer research. The first recipient, Dr. Jeff Wrana, one of the world's leading scientists, is revolutionizing cancer research and ultimately patient care.

*"Creation of the **CIBC Scientist in Breast Cancer Research** through this generous endowment shines a spotlight on the incredible breast cancer research being conducted here. Our scientists are at the forefront of numerous advances in controlling cancer. In particular, Jeff Wrana has made critical discoveries in our understanding of metastasis, the process we need to stop if we are to prevent deaths from this disease."*

– Dr. Jim Woodgett, Director of the Lunenfeld-Tanenbaum Research Institute

Charitable journey takes on personal meaning

Being part of a community means giving back. Jason Bociurko, CIBC District Vice-President (front, second from right), initiated a request for CIBC to donate \$50,000 for the Thunder Bay Regional Health Sciences Centre's Exceptional Cancer Care Campaign. Meanwhile, sadly Jason's mother was diagnosed with cancer. *"I was at the hospital almost every day for several months. I was able to see first-hand the amazing care that the staff provide to patients,"* he says.

Jason was with his mom when he got the call that CIBC would make the donation.

"When I told her the news she smiled and said, 'Jason, I'm so proud of you son. Thank you.'"

This turned out to be the last conversation Jason had with her. She passed away that night.



Community

Building stronger communities where we live and work

We make communities stronger by working together toward the goal of improving Canada's economic and cultural vibrancy. We invest in programs that celebrate diversity and support inclusiveness in our communities.

CIBC is committed to supporting organizations that assist Canadians in need by encouraging leadership, civic engagement, and independent living; celebrating the diversity of our communities; and encouraging the volunteer spirit of our employees.

We invested more than \$3.2 million to help bridge access to community services for people in need through our partnership with United Way, our flagship Community program.



Among our other initiatives, we contributed \$300,000 towards a national strategy of Inuit education to improve the well-being of Canada's approximately 60,000 Inuit.

CIBC employees raised more than \$17.5 million and volunteered more than 180,000 hours in 2014 to help strengthen our communities

CIBC United Way Campaign

CIBC, together with our employees and retirees, contributed more than \$12.4 million in 2013 to support services through United Way and its member agencies across Canada.



This record amount represents an increase of more than 11 per cent over the previous year. In addition, more than 7,500 CIBC employees were involved in agency tours, visits and Days of Caring across Canada throughout the year.

Learn more

They shoot, they score – for United Way!

The CIBC Hockey Day for United Way, our signature fundraising event, has raised more than \$2.7 million since 2004. Each year a group of dedicated volunteers rally teams across our business units to participate in the great Canadian tradition of hockey.



CIBC President and CEO, Victor Dodig, joins the team captains at centre ice for the official puck drop at CIBC Hockey Day for United Way.

Community

CIBC United Way Campaign *(continued)*

Days of Caring

Many of our employees across the country participate in United Way Days of Caring as a way of giving back to our communities. For example, employees from CIBC's Lynden Park Mall in Brantford, ON spent a day at the food bank, creating emergency kits, organizing the stock room and distributing food kits.

"We were truly humbled by the whole experience," says Andrew Gillingwater, CIBC Customer Service Representative. "I once read a great quote that stated, 'great teams set aside personal agendas to focus all their resources on a common goal.' Our team was able to demonstrate our goal to make a real difference in our community."

Supporting Canada's Veterans

CIBC is a long-time supporter of programs that develop skills, create opportunities for employment and independence, and help to build sustainable livelihoods and careers.



One such program is Canada Company, a charitable, non-partisan organization that supports the men and women in the Canadian Armed Forces and their families.

CIBC supports veterans and their families through Canada Company initiatives, such as the Military Employment Transition (MET) Program and the scholarship program for children of fallen military personnel. In 2013, CIBC was the first financial institution to directly contribute to MET with a \$500,000 donation. The MET program aims to help find civilian workplace employment for 10,000 transitioning military members and veterans over the next decade.

"As a daughter of a former Armed Forces member, this makes me very grateful to work for a company that supports our troops.

I witnessed first hand my father retiring from the military and looking for employment where he could use his skills as a combat engineer. While he was lucky, it isn't always that easy. Also, the donation to the scholarship fund is proof that CIBC supports the community that I grew up in. Thank you for supporting this!"

– Jennifer Taylor, CIBC Financial Service Representative, Ottawa

Community

Diversity and Inclusion

CIBC invests in programs that celebrate diversity in our communities. Through our sponsorships, we hope to build lasting legacies that promote inclusiveness.

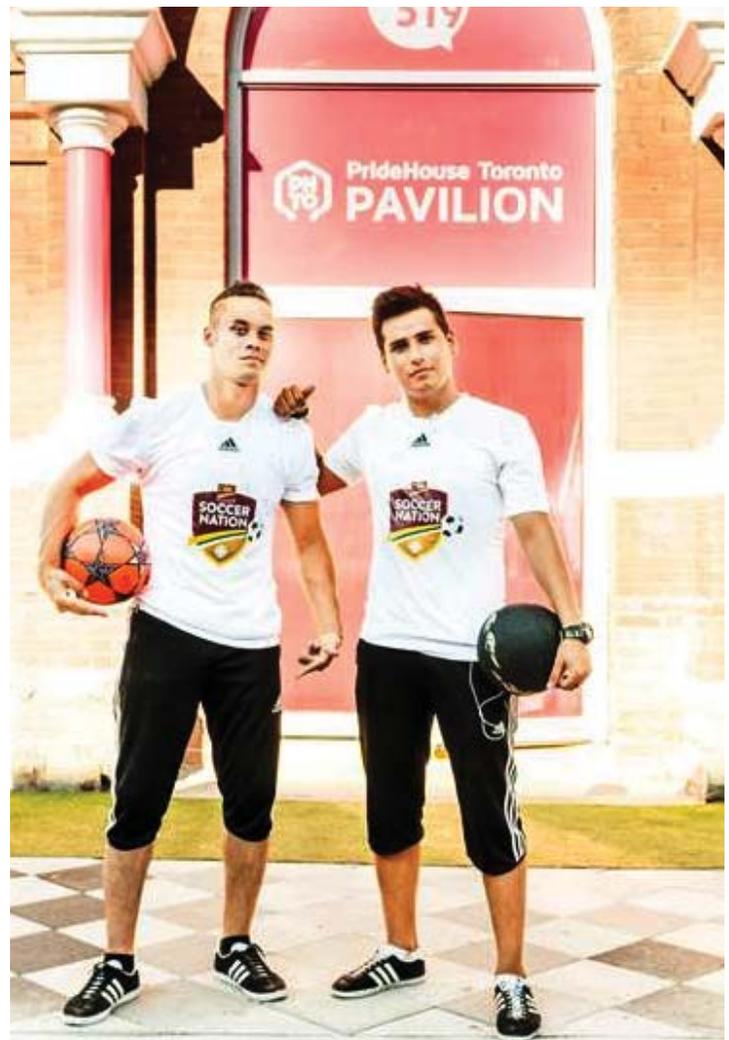


We sponsor a wide variety of cultural celebrations, including festivals celebrating Chinese New Year, **CIBC Taste of Asia**, Vaisakhi and PANAMANIA presented by CIBC, the arts and culture program of the TORONTO 2015 Pan Am/Parapan Am Games. We take pride in being a leader in diversity and inclusion.

CIBC was the first bank in Canada to offer our lesbian, gay, bi-sexual and trans-identified (LGBT) employees an internal employee network. We proudly became the presenting sponsor of the PrideHouseTO Pavilion at the 519 Church Street Community Centre in Toronto for WorldPride 2014 and we will continue our sponsorship during the TORONTO 2015 Pan Am/Parapan Am Games with the lead sponsorship of PrideHouseTO.

The PrideHouseTO Pavilion is part of a comprehensive province-wide initiative to set a new standard for LGBT inclusion in major multi-sport games and promote LGBT human rights to participants from all Pan American countries.

[Learn more](#)



CIBC Soccer Nation freestylers* were on hand to help kick off the PrideHouseTO Pavilion announcement during Pride Week festivities. (*Freestylers courtesy of FreestyleSoccer.ca)

Our Employees



Creating an environment where all employees can excel

We are committed to providing employees with a work environment where they can excel. Our focus is to support our employees so that they can perform at their best, contribute to their communities and help our clients achieve their financial goals.

Our approach

CIBC is one of Canada's largest employers, and we work hard to create an environment that acknowledges our employees' unique talents, contributions and accomplishments.

Whether they are an individual contributor or a people manager, CIBC shares accountability with employees in shaping their careers and in providing them with opportunities to learn and grow.

Every employee at CIBC either directly serves our clients or works in partnership to support those employees who do. Our employees are accountable for fulfilling the responsibilities of their individual roles and striving for the highest level of performance. This is especially important when it comes to making decisions that affect our clients.

Our priorities reflect our vision, mission and values and include:

- Engaging employees;
- Investing in learning and development;
- Ensuring a diverse workforce and inclusion practices; and
- Fostering healthy and safe workplaces.

2014 highlights

- Strong annual employee survey results in key indices: Employee Commitment Index – 84;
- Manager of People Index – 84;
- Learning and Development Index – 80;
- Global participation rate in CIBC's annual employee survey – 93%;
- \$64 million invested in corporate-wide learning and development; and
- Recognized **Amazing Employees** for their outstanding commitment to CIBC clients.



One of Canada's Top 100 Employers



CIBC continues to be a leader in Diversity



Award winning leadership development programs

Amazing Employees

This year, CIBC recognized outstanding performers with the Amazing Employees campaign. The thirteen winners were invited to a celebration with senior executives. Three of them were then selected for extra recognition and attended the Annual Achievers Conference.

Engaging and Retaining Employees



Providing a rewarding experience for our employees – both personally and professionally – helps CIBC attract and retain great people. We solicit employee feedback on a number of issues in order to strengthen and improve our overall performance and enhance the employee experience.

81% of employees would recommend CIBC to a friend seeking employment
– 2014 CIBC Employee Survey results

Our Annual Employee Survey

CIBC’s Employee Survey is our employees’ opportunity to share what they are experiencing at work and our opportunity to listen.

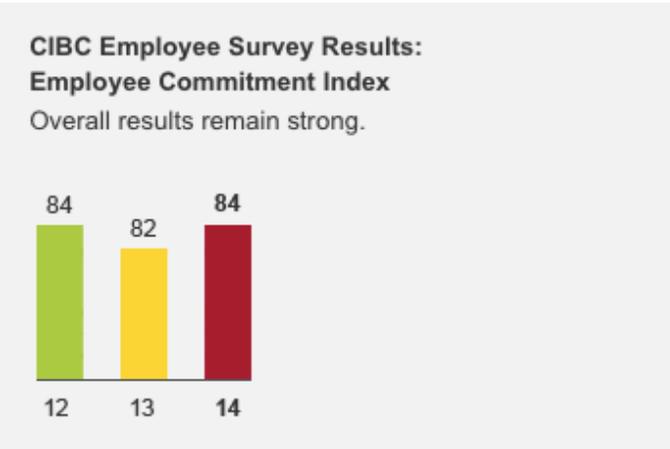


While individual responses remain confidential, people managers receive team results that are then compared to the aggregate. This allows employees and people managers to develop action plans together to improve the employee experience.

CIBC’s three key indices are the Employee Commitment Index (ECI), the Manager of People Index (MPI) and the Learning and Development Index (LDI).

Supported in whole or in part by feedback provided in the Annual Employee Survey, CIBC has been making a number of enhancements to the employee experience. Over the last few years, some examples include:

- **Amazing Moments** employee recognition;
- People Managers Resource website and expanded Management Curriculum;
- Employee Ombudsman Office; and
- Simplified mandatory training.



Engaging and Retaining Employees

Employee Retention

Effective people management is at the foundation of CIBC’s ability to attract, motivate and retain its employees.



Employee retention starts with sourcing candidates from a diverse population which reflects the communities we operate in and the clients we serve. We have a robust orientation process which includes a series of guides to help people managers welcome new employees to the organization. Development of new employees is supported with an extensive array of learning opportunities. Specific training programs have been enhanced to help new employees achieve results sooner in their role, leading to increased retention and productivity.

A core component of our increasingly integrated approach to talent management is myCareer, CIBC’s online global recruitment system that allows employees to:

- Update and manage career profiles;
- Review current career opportunities and apply directly online; and
- Set and receive career alerts for new opportunities.

Our **Talent Scout Employee Referral Program** encourages employees to promote CIBC as a great place to work, with cash incentives of up to \$1,000 for a referred candidate that is hired. 22% of our hires come from our Talent Scout Employee Referral Program.

Employee Turnover

We recognize the importance of retaining great employees.



Employee Turnover % (as of October 31, 2014)

Total turnover⁽¹⁾



Voluntary turnover of high-performing employees⁽²⁾



⁽¹⁾ Turnover as a percentage of permanent global workforce, excluding temporary employees, employees on unpaid leaves and retirees.

⁽²⁾ Those who have received the highest performance rating (exceeded expectations or exceptional). Voluntary Turnover of high performers for 2012 and 2013 have been restated based on the new definition of high performers.

Communication and Recognition



A critical part of engaging and retaining talented employees is communicating with them and recognizing their contribution. In fact, 90% of employees agree that CIBC does an effective job of communicating business results and performance.

More than 4,000 Amazing Moments submissions and over 724,000 page views. The CIBC Amazing Moments program recognizes and inspires employees to share online stories reflecting CIBC's vision to be the leader in client relationships.

Performance Management

Effective management of employee performance and development is key to achieving employee, business unit and organizational goals.



People managers and employees work together to establish performance expectations that support the business priorities for the year and set development plans that align with an employee's career objectives. They meet regularly to review progress, with formal performance assessments and at mid-year and year-end to discuss progress made against development goals. Known as our Performance Management and Measurement (PMM) process, these conversations reinforce how employees can demonstrate CIBC values in their daily interactions, which contribute to CIBC's vision and help to achieve overall success.

CIBC is committed to the ongoing development and professional growth of its employees. The focus on employee development in the PMM process allows people managers and employees to partner on opportunities that enable employees to acquire new skills, knowledge or capabilities that improve their job performance and help them reach their career potential.

Pay-for-performance is the foundation of CIBC's compensation philosophy with a focus on enhancing shareholder value over the long-term. Annual variable compensation awards for employees are based on CIBC's overall performance, line of business results and the employees' results against their individual performance goals as identified in their PMM, as well as compliance to policies, guidelines, frameworks and controls, including those related to risk.

92% of CIBC employees report having a written PMM scorecard.

Communication and Recognition

Workplace Issues

We are committed to resolving workplace issues and concerns with our employees.



Employees are encouraged to communicate directly with their people manager when they have a workplace issue or concern. If not resolved to their satisfaction, employees may refer to the **Workplace Issue Resolution Process (WIRP)**, which provides a structured approach to help employees and people managers resolve workplace issues and concerns. The **CIBC Employee Ombudsman's Office (EOO)** supports the WIRP, identifies and reports on trends based on employee workplace complaints, and recommends solutions and areas for review to improve our employees' experience.

Employees may also contact CIBC's Human Resources professionals or the **Employee Relations Hotline** for assistance with workplace issues and concerns. The CIBC **Ethics Hotline** is a confidential third-party phone service where employees may report a workplace concern and choose to remain anonymous.

CIBC expressly prohibits any form of retaliation against an employee or contingent worker who, in good faith and on the basis of reasonable belief, escalates an issue, reports an actual or apparent contravention of any CIBC policies (including the Code of Conduct), raises questions or concerns about workplace issues, or who provides information or assistance in an investigation.

Workplace Issue Resolution Process



Communication and Recognition

Employee Recognition

We believe it is important to recognize and reward employees for exceptional performance in serving our clients and supporting our strategic business activities.



In addition to the formal Performance Management and Measurement process, we look for other meaningful ways to recognize individual and team performance throughout the year.

The **CIBC Achievers Program** supports our vision to be the leader in client relationships by recognizing individuals and teams who deliver exceptional performance while demonstrating our values.

Over 40,000 eAchievers

An informal online program that allows colleagues to send instant electronic messages acknowledging that an employees' efforts have been noticed and appreciated. Sending an eAchiever is a thoughtful way to tell a peer or team that they have done a great job.

Over 4,500 Quarterly Individual and Team Achievers Awards

Each fiscal quarter we acknowledge the exceptional performance of individuals and teams. Recipients must support CIBC's vision to be the leader in client relationships and demonstrate CIBC's values of Trust, Teamwork and Accountability. Each award includes \$250 and a personalized certificate.

296 Annual Achievers

Each year employees who make exceptional contributions to their business and are role models for excellence, commitment and living our values of Trust, Teamwork and Accountability are invited to an annual conference. At this conference employees have the opportunity to network with colleagues and senior executives from all areas of CIBC.

Awards of Distinction

A group of Annual Achievers is selected to receive this distinguished honour, the highest level of recognition in the **Achievers Program**. This special group of individuals is recognized for their outstanding contributions in finding ways to do more for their clients, their colleagues and CIBC. Each recipient is presented with a specially commissioned bronze sculpture by Colin Gibson, a Montreal born artist.

Some of our other recognition programs include:

CIBC Anniversaries Program, which annually recognizes over 13,000 employees who reach a service milestone of one, three and five years, and every five years after that; and

CIBC Diversity Awards recognize individuals and teams who champion diversity at CIBC.



Learning and Development



We believe that focusing on our employees' learning and development is another key element to CIBC's success. We understand the critical role learning plays in maintaining our competitive advantage and ensuring that we remain

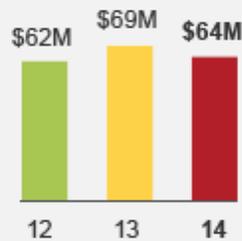
focused on our clients' needs, as well as efficiently managing costs and risk.

[Learn more](#)

The CIBC Financial Services Leadership Program, in partnership with York University's Schulich School of Business, includes a community outreach event in keeping with CIBC's commitment to make a difference in our communities. The program is designed to enhance the financial leadership skills and strategic capabilities of senior, non-executive employees.

CIBC's Investment in Learning and Development

CIBC invested \$64 million globally on corporate-wide learning and development in 2014 to support in-house and online training, and tuition reimbursement for externally-offered training.



Corporate Mandatory Training and Testing

Corporate Mandatory Training and Testing is a series of e-Learning modules designed to meet regulatory, legislative and corporate learning requirements, and is an important part of CIBC's Risk Management framework.



CIBC Corporate Mandatory Training and Testing

CIBC Mandatory Training and Testing courses include:



In 2014, 99.7% of employees completed CIBC Mandatory Training and Testing.

Learning and Development

Experience, Exposure and Education Activities

CIBC provides access to a wide variety of learning and development activities for both current role and beyond.



CIBC employees can acquire new skills, knowledge and behaviours through: Experience – learning through doing; Exposure – learning from others; and Education – learning through training.

CIBC believes that the key to successful learning and development is selecting the right mix of Experience, Exposure and Education activities.

All employees have access to a variety of learning programs, such as:

- In-house training;
- Online training;
- Career planning resources;
- Mentoring and Job-Shadowing opportunities; and
- Global Tuition Assistance.

myLearning

Through CIBC's myLearning program, employees are able to access a catalogue of instructor-led activities and workshops that are delivered virtually or in person and span a wide variety of topics.



Some of the myLearning topics include interpersonal communication, team effectiveness, management and leadership skills, project management and business-specific topics.

myLearning was recognized by Brandon Hall Group with a Silver award in the Best in Learning Technology Implementation category.





Learning and Development

People Manager Essentials

This is the cornerstone of our broader Manager curriculum.



The program features a suite of eight Management Development programs focusing on building manager capability in three key areas: Orientation to Management, People Management and Business Management. A new resource website for People Managers features integrated process and systems training modules to support the employee experience.

Over 7,000 CIBC employees have completed the People Manager Essentials program since its launch in 2009, helping them to manage and develop their employees through performance, communication and business success modules.

CIBC Leadership Development Curriculum

CIBC is committed to developing organizational leadership and management capability.



CIBC's Leadership Development curriculum includes the **CIBC Leading Leaders – Consultative Leadership program**, which was introduced in 2014. Our overall curriculum provides a consistent approach to management and leadership at CIBC and includes a New Executive Orientation, CIBC Leadership Framework and Professional Banking programs.

Ongoing development activities are enhanced using a Leadership 360 Assessment.

The CIBC Leadership Development curriculum was recognized by Brandon Hall Group with a Gold award in the Best Leadership Development Program category.



Diversity and Inclusion

Employees are at their best when they can bring their full selves to work and fully participate in creating business success.

At CIBC, we are committed to employment equity and to attracting, motivating and retaining a qualified workforce that represents the diversity of our clients and communities.

Employment Equity representation rates within CIBC continue to be strong relative to labour market availability and we continue to focus our efforts in areas that require further improvement.

86%
of employees agree that CIBC has an environment where people are treated fairly in the workplace, regardless of personal and/or work-related difference.



Workforce representation rates and goals (as at December 31, 2013)⁽¹⁾ (%)

Employee Group	Canada	CIBC		
	2013 labour market availability rates ⁽²⁾	2011	2012	2013
Women	56.2	66.1	65.0	63.9
Women in senior management	24.2	27.4	22.7	26.1
Women in middle and other management	39.1	55.6	55.2	54.3
Visible minorities	21.0	25.9	23.3	28.2
Visible minorities in senior management	8.7	11.6	10.0	9.5
Visible minorities in middle and other management	14.0	20.5	20.3	22.6
Persons with disabilities	4.3	3.6	3.3	3.0
Persons with disabilities in senior management	n/a ⁽³⁾	4.2	3.1	3.6
Persons with disabilities in middle or other management	n/a ⁽⁴⁾	3.6	2.9	2.3
Aboriginal peoples	2.0	1.5	1.3	1.4
Aboriginal peoples in senior management	2.4 ⁽⁵⁾	0.9	0.8	0.8
Aboriginal peoples in middle or other management	1.9	1.6	1.5	1.2

⁽¹⁾ Figures represent Employment Equity data as a percentage of the number of active employees at CIBC as of December 31, 2013, in our federally regulated businesses in Canada, which are governed by the Employment Equity Act.

⁽²⁾ Source: Statistics Canada.

⁽³⁾ Statistics Canada does not have a 2013 labour market availability rate for senior management for persons with disabilities.

⁽⁴⁾ Statistics Canada does not have a 2013 labour market availability rate for middle and other management for persons with disabilities.

⁽⁵⁾ Market availability rate has been adjusted to include only occupations employed at CIBC.



Diversity and Inclusion

CIBC's Diversity Strategy

At CIBC, we are committed to fostering an inclusive environment so that employees of all backgrounds can bring their whole selves to work where they are celebrated for their unique skills, perspectives and experiences, and can fully participate in creating business success.



CIBC's diversity strategy is in line with our overall talent management strategy and continues to focus on three broad activities:

- Building a workforce that reflects the diversity of our clients and the communities we serve while maintaining compliance with the federal Employment Equity Act and all other applicable law;
- Fostering a workplace of inclusion that creates an environment where all employees can excel; and
- Maintaining CIBC's marketplace position as a leader in equity, diversity and inclusion to remain the leader in client relationships and an employer of choice.

The **CIBC Diversity and Inclusion Team**, along with Business Unit Advisory Councils and Employee Affinity Networks, guide our diversity efforts across the organization.

CIBC Employee Affinity Networks

Our Employee Affinity Networks continue to inspire professional and personal development of their collective members, celebrate culture and enhance professional connections.



CIBC's eight Employee Affinity Networks provide support to their members and help promote diversity and inclusion within the workforce. Our Employee Affinity Networks include:

- Aboriginal Employee Circle;
- Asian Employee Network;
- Black Employee Network;
- HOLA@CIBC (Hispanic/Latino Organization for Leadership and Advancement);
- Pride Network;
- South Asian Employee Network;
- Women's Network; and
- WorkAbility Employee Network.

Collaboratively, these networks work together to host the **CIBC Mosaic Mentorship Program** as well as career development sessions for their members and the diverse communities of our employees.



Diversity and Inclusion

Aboriginal Peoples

Through our outreach and workplace programs together with our long-standing investment in community partnerships, CIBC strives to enrich the future of Canada's Indigenous peoples.



CIBC's Pathways to Opportunity Aboriginal Employment Program guides candidates through career development workshops, pre-screening interviews and networking sessions to build their career prospects at CIBC.

CIBC is a proud partner of Indspire, an organization that invests in the education of Indigenous peoples. In 2014, CIBC's \$1 million donation funded the **CIBC Achiever Awards** – renewable bursaries and scholarships for Aboriginal students at the post-secondary level. The grants supported tuition and textbooks as well as childcare and daily living expenses to help remove some of the barriers preventing Aboriginal students from pursuing post-secondary education or training. CIBC is also one of the founding corporate sponsors of Indspire's Rivers to Success: Mentoring Indigenous Youth program that partners Indigenous students with established professionals to build connections and aids their transition from education to work.



As title sponsor of the 2nd Annual Minaake Awards, CIBC supports the Native Women's Resource Centre of Toronto and helps celebrate local Aboriginal women and female youth who are making a difference in their lives, by their standards.

[Learn more](#)

Diversity and Inclusion

Persons with Disabilities

An accessible and barrier free workplace for people with disabilities is at the core of CIBC's diversity & inclusion strategy.



The **CIBC Career Access Program** connects job-seekers with disabilities to potential employment opportunities at CIBC.

CIBC launched the Re-thinking Abilities Learning Series to promote accessibility and disability awareness to our employees by addressing topics such as Workplace Accommodation, Non-visible Disabilities, and Mental Health Awareness.

WorkAbility is CIBC's Affinity Network for employees with disabilities and their supporters. One of WorkAbility's many activities is promoting accessibility awareness and the use of adaptive equipment for persons with disabilities at CIBC's annual Assistive Technology Showcase.

[Learn more](#)

CIBC supports Canada's current and future Paralympians as a Premier Partner and Official Banking Partner of the Canadian Paralympic Committee. Our involvement extends from the Sochi games in 2014, through to the Pan Am/Parapan Am Games in Toronto in 2015, to the 2016 Paralympic Summer Games in Rio de Janeiro and beyond.



CIBC's Workability Employee Affinity Network celebrated International Day of Persons with Disabilities on December 3rd with Ontario's former Lieutenant Governor David C. Onley as the keynote speaker.

Diversity and Inclusion

New Canadians

CIBC values the talent of internationally trained professionals who are new to Canada.



CIBC's International Professionals Network provides workplace integration support to new Canadians and internationally educated employees with events and seminars on topics such as cross-cultural awareness, business communication and peer networking.

CIBC sponsored the 22nd Annual Skills for Change: New Pioneer Awards honouring immigrants to Canada and focusing on the Arts, Women in Leadership, Innovation, Youth, Community Engagement, and Outstanding Entrepreneurs.

CIBC employees also participate in Toronto Region Immigrant Employment Council's Mentoring Partnership and, to date, have mentored over 500 newcomers to Canada through the program.

[Learn more](#)



CIBC extends special offers to meet the unique financial needs of newcomers to Canada.

[Learn more](#)

CIBC was recognized as the Employer of Distinction at ACCES Employment's 2014 Walk of Fame Awards for supporting the integration of newcomers into Canadian workplaces. CIBC employees have volunteered as mentors at ACCES Speed Mentoring events and CIBC hired over fifty newcomers in 2014 through our partnership with ACCES.





Diversity and Inclusion

Women

CIBC believes inclusive, gender diverse teams create a real business advantage.



CIBC’s new Gender Diversity & Inclusion Business Stakeholder Committee comprises senior executives across all lines of business and is co-chaired by a Senior Executive Vice-President and an Executive Vice-President. As sponsor of CIBC’s gender diversity and inclusion initiatives, the committee has a broad commitment to build better gender balance at leadership levels, to create more inclusive and gender intelligent leaders, and to equally leverage the strengths that men and women bring to the workplace.

CIBC provides programs that focus on skills development to assist women in their career advancement, including:

- CIBC’s Women’s Network Professional Speaker Series and Networking Circles;
- Taking the Stage® and Succeed on Stage® programs for high-potential women;
- Wholesale Banking Analyst & Associate Leadership Development Program;
- Mentoring opportunities through the Women’s Executive Network; and
- Gender Intelligence Workshops and Training through Barbara Annis & Associates.

CIBC supports many organizations dedicated to advancing women’s leadership including Women in Capital Markets, 100 Women in Hedge Funds, Canadian Women in Technology (CanWIT), the Women’s Executive Network and Catalyst. CIBC’s President & CEO, Victor Dodig, is a member of the Catalyst Canada Advisory Board.



CIBC Women’s Network has expanded the employee affinity group with chapters established in New York City and the United Kingdom.

To mark International Women’s Day, CIBC committed \$1.5 million to establish the CIBC Women in Financial Services Scholarships at two of Canada’s premier business schools. The funds support the leadership development and advancement of women in finance at the Rotman School of Management and the Richard Ivey School of Business.

Women represent approximately two-thirds of CIBC’s global workforce. Additionally, CIBC has strong representation of women in key leadership positions. Currently women comprise over 54% of all people managers globally. CIBC executives have been listed among the Top 100 Most Powerful Women in Canada thirteen times over the past decade.



Health and Well-Being

At CIBC, we recognize the importance of maintaining a safe and healthy workplace, and supporting our employees in balancing the demands of their work and personal lives.



Employee Benefits

We provide a comprehensive range of benefits and programs that support overall health and wellness, long-term financial security, and address personal circumstances.



Benefits program

Choice and flexibility to meet the diverse medical, dental and insurance needs of our employees.

Wellness Checkpoint®

Health website that offers a range of information and services including a confidential assessment tool to help employees and their families identify opportunities to improve their health and well-being.

Employee Banking Offer

Discounts on day-to-day banking, borrowing, investing and trust services.

Flexible Work Arrangements

A variety of flexible work arrangements, such as flexible work schedules, telecommuting, reduced work arrangements and modified work arrangements, including compressed work weeks.

CIBC Employee Assistance Program

Confidential resource for employees and their families to balance the demands of work, family and personal life.

Employee Share Purchase Plan (ESPP)

CIBC matches employee contributions based on years of service and job level.

Approximately 67% of eligible CIBC employees invest in CIBC common shares by participating in the ESPP

Retirement Planning

Retirement modeling tools, pension estimates, and online access to pension statements to help CIBC employees plan for their retirement.

Health and Well-Being

Employee Benefits *(continued)*



Leaves of Absence and Time Off

A number of paid and unpaid leaves of absence and time off for eligible employees across all jurisdictions in which we operate, including Canada and the United States.

Health and Wellness Activities Program

Health and wellness activities are aimed at improving diet, physical fitness and/or stress reduction. These activities can be physical (e.g. yoga, aerobics) or educational (e.g. newsletters, seminars, and online information and services) and can be initiated by the business or an employee in Canada.

Emergency Back-Up Childcare Program

Up to 20 days of emergency back-up child care for eligible employees in various locations across Canada and the United States.

Ergonomics Program

Information and tools for employees in Canada to assess individual workstations and proactively address problems to eliminate discomfort and prevent injuries.

Workplace Accommodation Program

Reasonable accommodations are provided for job applicants and employees in Canada to remove barriers or disadvantages in the workplace including sign-language interpreter services, assistive software and devices, and access to facilities to support religious observances.

Health and Well-Being

Workplace Health and Safety

All employees in Canada are represented by Workplace Health and Safety Committees or Health and Safety Representatives who conduct monthly workplace inspections so that every part of our workplace is inspected at least once every year. We also provide mandatory health and safety training and violence in the workplace training to people managers and employees.



Workplace accidents (number of injuries)⁽¹⁾

Types of workplace injuries	2011	2012	2013
Minor injuries ⁽²⁾	332	416	337
Disabling injuries ⁽³⁾	80	66	121

⁽¹⁾ Latest data available. Federally regulated employees in Canada for calendar years 2011, 2012 and 2013. The 2014 data will be reported to the federal government in the spring of 2015.

⁽²⁾ Injuries that are treated in the workplace, with no time lost beyond the day of the injury.

⁽³⁾ Injuries that result in lost time in the workplace on any day following the injury. For each of the years shown, there were no workplace fatalities.

We actively support employees who are recovering from an illness or injury. **Working Together**, our coordinated return-to-work program, provides facilitated meetings between employees and people managers to develop a return to work plan that respects the employee’s abilities and recognizes any limitations caused by their illness or injury.

Human Rights

We are committed to providing a safe, fair and respectful workplace free from discrimination and harassment.



We comply with applicable human rights and related legislation in all jurisdictions in which we operate, including legislation addressing issues such as pay equity, employment equity, health and safety, discrimination and harassment. We also have a number of policies and programs to protect and promote human rights across our organization, including:

- Code of Conduct;
- Global Hiring Policy;
- Employment Equity Policy (Canada);
- Employee Leaves Policies;
- Employee Time Off Policies;
- Respect in the Workplace Anti-Discrimination and Anti-Harassment Policies;
- Violence in the Workplace Policies;
- Workplace Accommodation Policies; and
- Diversity Programs including Affinity Networks.

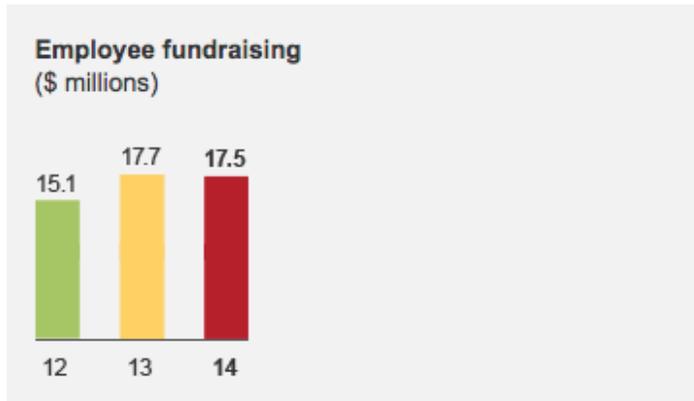
CIBC respects the choice of our employees and we do not operate where the right to exercise freedom of association and collective bargaining is at risk. Approximately 2% of CIBC employees in Canada are covered by collective bargaining agreements specifically at our Credit Card Contact Centre in Toronto and the branches of Greater Sudbury and Elliot Lake in Ontario.



Volunteer Spirit of Our Employees

At CIBC, we have a strong culture of caring about the community in which we live and work. We recognize our employee volunteers with donations to the community organizations for which they volunteer.

- \$415,000 for causes that matter to over 970 employees and retirees through CIBC Volunteer Program grants
- More than 1,700 employees volunteered more than 3,800 hours with United Way agencies across Canada
- More than 180,000 volunteer hours by CIBC employees who volunteered their time at community and flagship initiatives
- CIBC employees raised more than \$17.5 million in 2014 to support community causes



CIBC Employee Volunteer Program

Through our **Employee Volunteer Program**, we celebrate the volunteer spirit of our employees, who generously share their time and talent to help others in their community.



CIBC donates \$500 to community organizations where an employee volunteers 40 hours or more. The program also recognizes that volunteering as a group leads to successful team building and an even greater social impact.

Nearly 700 charities and not-for-profit organizations that matter to our employees and retirees received contributions totaling \$415,000 in 2014.

Over 970 employees and retirees in 305 communities across Canada volunteered over 100,000 hours through the CIBC Employee Volunteer Program.

Volunteer Spirit of Our Employees

Meet Our 2014 Volunteers-of-the-Year

CIBC's Volunteers-of-the-Year are chosen by their colleagues for making a significant impact in their community and for demonstrating CIBC's values of Trust, Teamwork and Accountability outside the workplace.



Each winner receives an additional \$2,500 grant to a charitable organization.

2014 WINNERS

Jeff Thompson, Financial Planning Consultant, CIBC Private Wealth Management
Brandon, MB

Volunteers with: **Westman Dreams for Kids Foundation Inc.**

Since joining the Board of Directors more than 12 years ago, Jeff has helped Westman Dreams for Kids Foundation Inc. grant over 150 dreams to sick children. During his time as Board President, the foundation launched "Kids Helping Kids." The program runs in 20 different local schools to help prevent kids from falling through the cracks and also to promote philanthropy among school aged children.



"I am lucky to have a healthy family. Not everyone is as fortunate. As part of the Board it is rewarding to work to put smiles on the faces of children and their families. It is so gratifying to see that impact on children and help make their dreams come true!"

Volunteer Spirit of Our Employees

Stephanie Cherry, CIBC Regulatory Support Officer
Guelph, ON

Volunteers with: **Rainbow Programmes for Children**

Rainbow Programmes for Children operates Rainbow Day Camp, a recreation program that provides summer fun for all kids since 1973. Rainbow Programmes works to assist parents of special needs campers financially, by providing an inclusion support worker to attend the camp with their child for one week, at no extra charge. As a director on the Board of Rainbow Day camp, Stephanie has assisted in the hiring of compassionate, experienced counselors who are able to support the organization's inclusion policy.



“As a mother of two children with autism, I worry that my children will not be accepted or able to participate in everyday activities that most families take for granted. Volunteering my time with a camp that promotes inclusion and provides families with additional support is important to me. This camp allows children to feel included and have an amazing summer experience that all children deserve. I know from personal experience that parents of special needs children worry about the support their children have at camp. To be a part of this camp is so close to my heart and I am proud to be a part of it.”

**Stephen Hillier, CIBC Financial Services Representative,
Retail Distribution**
Lewisporte, NL

Volunteers with: **Lewisporte and Area Minor Hockey
Association**

As Coach of the Initiation Division (3–6 year olds), Stephen has set out to demonstrate and promote the qualities of fellowship, citizenship and leadership for his young players through practice, travel, competition and peer association. As well as developing hockey skills, being a part of the team is great exercise and helps the children build their self-confidence and learn how to work together.



“From my own personal experience, it has helped me with patience, organization, communication skills and confidence... and the exercise doesn't hurt me either. I also get to meet new people, parents, other volunteers, and local business and community partners.”

Governance Practices

At CIBC, we conduct our business with honesty and integrity. We hold ourselves accountable for our actions and strive to fulfill the commitments we have made to each of our stakeholders. These values guide our behaviour and performance and help us maintain confidence and trust in our organization.



Corporate Governance

CIBC's Statement of Corporate Governance Practices describes the governance framework that guides the Board and management in fulfilling their obligations to CIBC and our shareholders.

This statement and other information on corporate governance at CIBC, including our CIBC Code of Conduct for Employees and CIBC Code of Ethics for Directors, support CIBC in being a recognized leader in governance practices, acting in an ethically responsible manner and living up to our core values of Trust, Teamwork and Accountability.

**CIBC is a signatory to the Catalyst Accord Canada,
an initiative that aims to increase the presence of women in Canada's
corporate boardrooms.**



Governance Framework

At the foundation of CIBC's governance structure are knowledgeable, independent and effective Directors who are committed to upholding strong governance principles, creating a culture of engagement and transparency and leading in governance best practices.

This framework supports the Board as CIBC continues to evolve its growth strategy in alignment with CIBC's risk appetite. The Board believes it is important to understand the broad range of stakeholder perspectives and welcomes stakeholder feedback as valuable input to the Board for enhancing its governance practices.



Risk Management

CIBC faces a wide variety of risks across all of its areas of business. Identifying and understanding risks and their impacts allows CIBC to frame its risk appetite and risk management practices. Defining acceptable levels of risk and establishing sound principles, policies and practices for managing risks are fundamental to achieving success in CIBC's overall strategic imperative of delivering consistent and sustainable performance over the long term while remaining within our risk appetite.

Enterprise risk management framework

Our enterprise risk management framework sets out the key principles and framework that underpin CIBC's approach to risk management, including our risk appetite, policies and limits, risk organization structure, and governance framework.

The Risk Appetite Statement (RAS) is the cornerstone for the Bank's approach to managing risk and guides risk-taking activities. The RAS is supported by a comprehensive framework of risk limits, policies, standards and procedures, set out by type of risk, and intended to ensure risks are appropriately identified, measured, monitored and controlled in accordance with the risk appetite. Our risk appetite statement is defined by management and is reviewed and approved by the Board of Directors at least annually.

Reputation risk management framework

CIBC's reputation is of fundamental importance not only to us but also to our clients, shareholders and employees. Every day, our business is faced with situations that could pose undue risk to our reputation.

We have developed an integrated approach to managing our reputation risks through a framework of corporate-wide policies, procedures and processes – including our Code of Conduct, our Supplier Code of Conduct, our Global Reputation and Legal Risks policy and procedures, and policies related to anti-money laundering and anti-terrorist financing, lobbying, employee health and safety, the environment, and our global hiring practices.

Legislative compliance management framework

In order to achieve global regulatory compliance, we have developed a philosophy and framework for assessing and managing regulatory risk, an approach that is consistent with guidance from OSFI and other regulators.

Our philosophy is to meet or exceed regulatory requirements by promoting a strong compliance culture – one that aligns with our vision, mission and values. This approach allows us to identify and assess significant potential regulatory risk within CIBC; enables our businesses to take reasonable steps to mitigate risks; and provides independent oversight and reporting to our business leaders, corporate executives, and the Board.

We strive to be aware of and comply at all times with all laws and regulations in the jurisdictions where we operate. Should there be instances where it is determined that we are out of compliance, we have programs and processes in place that enable us to act quickly to address any outstanding issues.

Business continuity and crisis management

The objective of our business continuity program is to ensure an ongoing capability is in place under conditions of disaster for the continuation of critical business functions, and for a timely and orderly recovery of full and normal operations.

All functions throughout CIBC are required to regularly assess their exposures to business interruption risk, take prudent measures to minimize them, and develop, maintain and test business continuity plans. The health and safety of CIBC's employees and clients is considered paramount in all of our planning.

Learn more about [Risk Management at CIBC](#).

Principles and Policies

We adhere to a number of measures to help us achieve the highest standards of behaviour.

Code of Conduct

CIBC's Code of Conduct sets out the principles and standards for ethical and professional behaviour in everything we do.



The Code applies to all employees of CIBC and our wholly owned subsidiaries, including both regular and temporary employees working either full or part time. The Code also applies to consultants, independent contractors and temporary agency staff providing services to CIBC (collectively "contingent workers"). Our Board of Directors is bound by a similar Code and our employees, contingent workers and Board members are required to certify their code compliance each year.

Key areas and obligations covered by the Code include:

- Acting with honesty and integrity, including upholding the law and rejecting corruption and bribery;
- Treating everyone with respect;
- Avoiding conflicts of interest;
- Protecting our brand, clients, investors and the environment;
- Using and safeguarding information and assets; and
- Cooperating with internal and regulatory investigations.

CIBC employees have a duty to report suspected breaches of our Code of Conduct and other irregularities. The Code protects employees from retaliation for any report made in good faith. We have also established an Ethics Hotline which allows the reporting of suspected irregularities or wrongdoing anonymously or in confidence without fear of retaliation.

Potential consequences for violations of the Code include termination of an individual's employment or contractual engagement without notice, as well as civil, criminal or regulatory action.

[Learn more](#)

Principles and Policies

Anti-Bribery and Anti-Corruption

Achieving the highest standard of ethical behaviour means that we will not engage, directly or indirectly, in bribery, kick-backs, payoffs or other fraudulent or corrupt business practices.



If an employee or contingent worker is approached by an employee, contingent worker, vendor, client, government representative or other third party to engage in such activity, he/she is required to report the incident to his/her manager, to Corporate Security or to the **Ethics Hotline**.

In addition, CIBC has a policy that establishes minimum standards of conduct related to gifts or entertainment given to or received from government officials as well as private persons. These standards include a prohibition on gifts or entertainment given corruptly (including facilitation payments). Employees and contingent workers learn about this policy as part of CIBC's annual mandatory Code of Conduct training and testing program. Employees in certain geographic regions also receive customized periodic communication of the policy's requirements.

Anti-Money Laundering and Anti-Terrorism Financing

CIBC has an enterprise-wide program to protect the safety, soundness and reputation of CIBC by meeting or exceeding the regulatory requirements relating to anti-money laundering and anti-terrorist financing in each jurisdiction in which we operate. The program helps us detect, deter, and report suspected money laundering and terrorist financing activities.



Our focus is on minimizing the risk that CIBC or our employees will become involved in money laundering or terrorist financing activities, whether inadvertently or otherwise. CIBC has appropriate controls and procedures in place to ensure we are conducting due diligence on new and existing clients, and for performing enhanced due diligence on clients who may pose a potential reputation risk to CIBC. We stay informed about evolving trends and techniques to counter such risk, consult on an ongoing basis with external experts, and provide regular training to help our employees stay abreast of ongoing changes.

Principles and Policies

Voluntary Codes and Public Commitments

As part of our commitment to our clients, CIBC has adopted a number of voluntary codes of conduct and public commitments.



These guidelines and commitments establish the standards that clients can expect each time they do business with CIBC.

[Learn more](#)

Memberships and Associations

CIBC participates in, or adheres to, a number of economic, environmental and social principles, charters and initiatives.



Some of these include:

- Aboriginal Chamber of Commerce of Alberta
- Aboriginal Chamber of Commerce of Canada
- BC Aboriginal Business Association
- Canada 2020
- Canada Green Building Council
- Canadian Aboriginal and Minority Supplier Council
- Canadian Coalition for Good Governance
- Carbon Disclosure Project
- Catalyst Accord Canada
- CD Howe Institute
- Conference Board of Canada Corporate Community Investment Council
- Couchiching Institute on Public Affairs
- Equal Voice
- Equator Principles
- Global Reporting Initiative
- Global Risk Institute in Financial Services
- Government Relations Institute of Canada
- Green Bond Principles
- Greening Greater Toronto
- Imagine Canada Caring Company Commitment
- Industry Council for Aboriginal Business (British Columbia)
- Institute of Corporate Directors
- Literacy Partners of Manitoba
- National Aboriginal Trust Officers Association
- Norman Regional Development (Manitoba)
- Prairie Treaty Trust Association
- Public Policy Forum
- The Quebec Employers Council
- Treaty Legacy Foundation of Canada
- United Nations Environment Programme Finance Initiative
- Volunteer Canada



Canadian Public Accountability Statement

About this report

All federally regulated financial institutions in Canada with equity greater than \$1 billion are required to publish annual public accountability statements outlining their contributions to the Canadian economy and society. Our Corporate Responsibility Report and Public Accountability Statement are available for download and printing at www.cibc.com.

Our affiliates

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Branches and ATMs

Our clients have access to one of the largest branch networks in Canada with more than 1,100 branches, including 20 new, relocated or expanded branches this year. As the exclusive financial services sponsor of the Greater Toronto Airport Authority (GTAA), 6 of the new locations and 27 of the new ATMs were added at the airport. In addition, clients now have access to CIBC-branded ATMs at more than 500 Petro-Canada and 100 Pioneer Energy locations, boosting CIBC's ATM network to almost 4,200.

CIBC's Branch and ATM locator is available [here](#).

The following is a list of CIBC branches and ATMs that have opened, relocated or closed in 2014.

CIBC Branch Openings – 2014

British Columbia

777 Royal Oak Dr., Victoria
11200 No. 5 Rd., Richmond
2092 West 4th Ave., Vancouver
1803 Garibaldi Way, Garibaldi Highlands
4338 Main St., Whistler

Alberta

5808 50th St., Beaumont
17 Southgate Blvd. S., Lethbridge

Saskatchewan

518 Wellman Cres., Saskatoon

Ontario

1161 Queen St. W., Toronto
11825 Bramalea Rd., Brampton
5980 Airport Rd., Mississauga (2 Branches)
13235 Yonge St., Richmond Hill
5349 Fernbank Rd., Stittsville

Quebec

225 boul des Grives, Gatineau
7015 boul Wilfrid-Hamel, Quebec

CIBC Branch Closures – 2014

In every decision to close a branch, CIBC carefully considers the interests of the community, our clients and employees. This includes:

- informing the community at large, including clients, employees, community leaders, politicians and government officials, of the decision to close the branch. CIBC holds a community meeting when circumstances require; and
- assisting affected individual clients and groups, identifying their needs and the most appropriate branch in the market to serve them.

Saskatchewan

1814 Broadway Ave., Saskatoon

CIBC Branch Relocations – 2014

British Columbia

796 W. Broadway, Vancouver
Relocation to 538 W. Broadway, Vancouver

Ontario

355 Hespeler Rd., Cambridge
Relocation to 395 Hespeler Rd., Cambridge

Other Openings – 2014

Ontario

5980 Airport Rd., Mississauga (4 Locations)

Note: These are other physical locations opened in Toronto Pearson Airport (GTAA) but are not counted as branches due to selected services at these locations.

Other Closures – 2014

Ontario

2 Main St., Selkirk

Note: For reporting purposes, this location operated as a sub branch under another CIBC branch.



Branches and ATMs

ATM Installations – 2014

British Columbia

5th Ave. & Hwy. 5, Valemount
 5500 Clement Cr., Peachland
 4338 Main St., Whistler (2 ATMs)
 1803 Garibaldi Way, Garibaldi Highlands (3 ATMs)
 1440 Portage Rd., Pemberton
 2345 East Island Hwy., Nanoose
 11724 Alaska Hwy., Fort St. John
 1885 Hwy. 1 W., Kamloops
 1125 Rogers Way, Kamloops
 411 10th Ave., Kamloops
 4501 Yellowhead Hwy., Kamloops
 4301 25th Ave., Vernon
 4709 27th St., Vernon
 395 Glenmore Rd., Kelowna
 365 Hwy. 33 W., Kelowna
 2693 Hwy. 97 N., Kelowna
 715 Harvey Ave., Kelowna
 205 Mclean St., Quesnel
 2420 5th Ave., Prince George
 41420 Yale Rd. W., Chilliwack
 7591 Vedder Rd., Sardis
 7th Ave. & Cedar St., Mission
 7285 Horne St., Mission
 22799 Lougheed Hwy., Maple Ridge
 20370 Dewdney Trunk Rd., Maple Ridge
 19971 72nd Ave., Langley
 1621 McCallum Rd., Abbotsford
 2096 Clearbrook Rd., Abbotsford
 31201 Old Yale Rd., Abbotsford
 2054 Whatcom Rd., Abbotsford
 3102 St. John St., Port Moody
 1401 Johnson St., Coquitlam
 829 Brunette Ave., Coquitlam
 948 Austin Ave., Coquitlam
 176 Golden Dr., Coquitlam
 132 12th St., New Westminster
 15211 Fraser Hwy., Surrey
 18383 64th Ave., Surrey
 8811 126th St., Surrey
 8024 120th St., Surrey
 8014 King George, Surrey
 2692 152nd St., Surrey
 8985 120th St., Delta
 8888 University Dr., Burnaby
 1969 Willingdon, Burnaby
 7170 Kingsway, Burnaby
 1675 Rupert St., Vancouver
 2890 E. Hastings St., Vancouver
 2277 Kingsway, Vancouver
 1289 E. Broadway, Vancouver

1390 E. 33rd Ave., Vancouver
 710 SE. Marine Dr., Vancouver
 538 W. Broadway, Vancouver (3 ATMs)
 2092 West 4th Ave., Vancouver (2 ATMs)
 1743 Burrard St., Vancouver
 3000 Sexsmith Rd., Richmond
 8151 Granville Ave., Richmond
 7980 Williams, Richmond
 11991 Steveston Hwy., Richmond
 11200 No. 5 Rd., Richmond (3 ATMs)
 5111 Grant McConachie Way, Richmond
 185 Mountain Hwy., North Vancouver
 1980 Marine Dr., North Vancouver
 3951 Shelbourne St., Victoria
 777 Royal Oak Dr., Victoria (2 ATMs)
 5498 Pat Bay Hwy., Victoria
 4513 West Saanich Rd., Victoria
 1153 Esquimalt Rd., Victoria
 1879 Old Island Hwy., Victoria
 2435 Millstream Rd., Victoria
 1723 Cliffe Ave., Courtenay
 1541 North Island Hwy., Campbell River
 5101 River Rd., Port Alberni

Alberta

5040 50 Ave., Lamont
 64273 Hwy. 7 E., Aldersyde
 820 Redcliff Dr., Medicine Hat
 1071 Rossglen Dr., Medicine Hat
 535 6th Ave. S., Lethbridge
 1606 M. Magrath Dr., Lethbridge
 17 Southgate Blvd. S., Lethbridge (3 ATMs)
 Hwy. 1, Brooks
 1103 18th St. S., High River
 1731 Mountain Ave., Canmore
 140 Chestermere Way, Chestermere
 2655 36th St. NE, Calgary
 2220 68th St. NE, Calgary
 15 Erinwoods Blvd., Calgary
 5215 61st Ave. SE, Calgary
 8338 18th St. SE, Calgary
 624 16th Ave. NE, Calgary
 1840 9th Ave. SE, Calgary
 7603 MacLeod Tr. SW, Calgary
 1120 137th Ave. SE, Calgary
 1438 Kensington Rd., Calgary
 1920 4th St. SW, Calgary
 2235 33rd Ave. SW, Calgary
 10120 Elbow Dr. SW, Calgary
 11 Sunpark Dr. SE, Calgary
 8420 Bowfort Rd. NW, Calgary
 4646 37th St. SW, Calgary

100 Crowfoot Way N., Calgary
 116 89th St. SW, Calgary
 1010 Strathcona Dr., Calgary
 5505 Signal Hill, Calgary
 1051 Falconridge NE, Calgary
 70 Freeport Blvd. NE, Calgary
 356 Cranston, Calgary
 19489 Seton SE, Calgary
 42148 Hwy. 1, Calgary
 261200 Crossiron, Rocky View
 217 Edmonton Tr., Airdrie
 190 East Lake Cr., Airdrie
 3330 Gaetz Ave., Red Deer
 4419 45th St., Rocky Mountain House
 5808 50th St., Beaumont (3 ATMs)
 13205 97th St., Edmonton
 8030 167th Ave. NW, Edmonton
 9640 118th Ave., Edmonton
 12326 111th Ave., Edmonton
 5011 137th Ave. NW, Edmonton
 1010 Webber Green, Edmonton
 15630 118th Ave., Edmonton
 16441 97th St. NW, Edmonton
 5135 167th Ave. NW, Edmonton
 6820 90th Ave., Edmonton
 7505 Argyll Rd., Edmonton
 10560 51st Ave., Edmonton
 6206 104th St., Edmonton
 5710 111th St., Edmonton
 5110 122nd St., Edmonton
 11431 40th Ave. N., Edmonton
 3402 43rd Ave., Edmonton
 1830 102nd St. SW, Edmonton
 14319 23rd Ave. SW, Edmonton
 11061 Ellerslie Rd., Edmonton
 9620 Ellerslie Rd., Edmonton
 1107 Windermere Way S., Edmonton
 470 Carmichael Lane, Hinton
 26230 Township Rd. 531A, Acheson
 4205a South Park Dr., Stony Plain
 1020 Sherwood Dr., Sherwood Park
 270 Baseline Rd., Sherwood Park
 143 St. Albert Rd., St. Albert
 174 St. Albert Rd., St. Albert
 770 St. Albert Rd., St. Albert
 11925 101st Ave., Grande Prairie
 13211 100th St., Grande Prairie
 208 19th Ave., Nisku
 1916 Sparrow Dr., Nisku
 321 Thickwood Blvd., Fort McMurray
 365 MacAlpine Cr., Fort McMurray
 5602 54th Ave., Bonnyville



Branches and ATMs

ATM Installations – 2014 *(continued)*

Saskatchewan

202 Main St., Kelvington
103 Main St., Norquay
211 Main St., Central Butte
681 Main St., Canwood
201 Main St., Cudworth
100 Centre St., Naicam
1001 6th St., Rosthern
210 Main St., Unity
37 Main St., Wilkie
225 Main St., Turtleford
136 1st Ave. W., Leader
Hwy. 9 & Hwy. 16, Yorkton
137 King St., Estevan
935 Victoria Ave., Regina
529 1st Ave. E., Regina
1919 Fleet St., Regina
2304 Albert St., Regina
481 Albert St. N., Regina
3625 Sherwood Dr., Regina
2020 Coleman Cr., Regina
450 North Service Rd., Moose Jaw
1502 8th St. E., Saskatoon
402 51st St. E., Saskatoon
3 Worobetz Pl., Saskatoon
518 Wellman Cres., Saskatoon (3 ATMs)
Hwy. 16 Bypass, North Battleford

Manitoba

Hwy. 1 E. & Hwy. 207, Dugald
4200 McGillivray, Oak Bluff
Hwy. 1 & Hwy. 16, Portage La Prairie
610 Lagimodiere Blvd., Winnipeg
500 Oak Point Hwy., Winnipeg
670 St. Anne's Rd., Winnipeg
1485 St. Mary's Rd., Winnipeg
1050 Keewatin St., Winnipeg
1425 McPhillips St., Winnipeg
2607 Portage Ave., Winnipeg
3316 Portage Ave., Winnipeg
1216 Grant Ave., Winnipeg
2012 Pembina Hwy., Winnipeg
3033 Pembina Hwy., Winnipeg
1720 Kenaston Blvd., Winnipeg

Ontario

5336 Boundary Rd., Carlsbad Springs
6350 County Rd. 27, Summerstown
52 Ottawa St. W., Havelock
12597 Hwy. 35, Minden
2630 Innes Rd., Gloucester
2073 Montreal Rd., Gloucester
2536 Bank St., Gloucester
2931 Bank St., Gloucester
1988 St. Joseph Blvd., Orleans
1960 Innes Rd., Ottawa
1941 Innes Rd., Ottawa
2688 St. Joseph Blvd., Ottawa
631 Industrial Ave., Ottawa
3201 Conroy Rd., Ottawa
2180 Montreal Rd., Ottawa
1134 Oglivie Rd., Ottawa
1007 St. Laurent Blvd., Ottawa
470 Bronson Ave., Ottawa
676 Somerset St., Ottawa
690 Hunt Club Rd., Ottawa
4000 Riverside Dr., Ottawa
390 Parkdale Ave., Ottawa
1432 Baseline Rd., Nepean
1900 Prince of Wales, Nepean
1431 Woodroffe Ave., Nepean
3095 Carling Ave., Nepean
3766 Fallowfield Rd., Nepean
3775c Strandherd Dr., Nepean
3300 Woodroffe Ave., Nepean
3320 Fallowfield Rd., Nepean
500 Eagleson Rd., Kanata
570 Terry Fox Dr., Kanata
5349 Fernbank Dr., Stittsville (3 ATMs)
6061 Hazeldean Rd., Stittsville
6250 Hazeldean Rd., Stittsville
4358 Innes Rd., Cumberland
2 Belmont Ave., Cornwall (2 ATMs)
2288 Parkedale Ave., Brockville
325 Stewart Blvd., Brockville
3019 Hwy. 29, Brockville
10418 Hwy. 7, Carleton Place
560 King St. E., Gananoque
1188 Division St., Kingston
143 Union St., Kingston
100 Portsmouth Ave., Kingston (2 ATMs)
2236 Princess St., Kingston
765 Gardiners Rd., Kingston
1396 Bath Rd., Kingston
459 Taylor Kidd, Kingston
1586 Centennial Dr., Kingston
4495 Bath Rd., Amherstview
638 County Rd. 41, Napanee
311 Cannifton Rd., Belleville
6521 Hwy. 62 N. at Hwy. 401, Belleville
379 North Service Rd., Belleville
56 Glen Miller Rd., Trenton
490 Whites St., Cobourg

607 Lansdowne St. W., Peterborough
1781 Lansdowne St. W., Peterborough
336 Lansdowne St. E., Peterborough
6868 Hwy. 7a, Springville
2329 Stouffville Rd., Gormley
1415 Durham Rd. 15, Beaverton
4201 Innisfil Beach Rd., Thornton
7548 Trafalgar Rd., Hornby
5001 Green Lane Rd., Beamsville
5005 South Service Rd., Beamsville
823 Hwy. 8, Fruitland
553 Dundas St. E., Waterdown
1501 Regional Rd. 24, Pelham
363 Ontario St., Port Hope
2305 Hwy. 2, Bowmanville
146 Liberty St. S., Bowmanville
812 Taunton Rd. E., Oshawa
301 Thicksen Rd., Whitby
520 Winchester Rd. E., Whitby
700 Victoria St. W., Whitby
1519 Dundas St. E., Whitby
1602 Dundas St. E., Whitby
1755 Dundas St. W., Whitby
10 Taunton Rd., Whitby
1 Paisley Ct., Whitby
3930 Brock St. N., Whitby
1 Harwood Ave. S., Ajax
474 Bayly St. W., Ajax
2 Salem Rd., Ajax
1 Westney Rd. N., Ajax
201 Taunton Rd. W., Ajax
225 Salem Rd. S., Ajax
1299 Kingston Rd., Pickering
1709 Kingston Rd., Pickering
1800 Brock Rd., Pickering
191 Garrison Rd., Fort Erie
459 Mississauga St., Niagara-on-the-Lake
7307 Oakwood Dr., Niagara Falls
7950 Mcleod Rd., Niagara Falls
7209 Drummond Rd., Niagara Falls
270 Bunting Rd., St. Catharines
533 Lake St., St. Catharines
195 Niagara St. N., St. Catharines
383 Ontario St., St. Catharines
504 Niagara St., Welland
935 Niagara St., Welland
681 South Pelham Rd., Welland
62 Main St., Grimsby
5315 Major Mackenzie Dr. E., Markham
2830 16th Ave., Markham
4780 Hwy. 7 E., Markham



Branches and ATMs

ATM Installations – 2014 *(continued)*

Ontario *(continued)*

5270 Steeles Ave. E., Markham	3111 Convair Dr., Mississauga	5 Sandalwood Pkwy., Brampton
7635 Markham Rd., Markham	995 Eglinton Ave. E., Mississauga	11980 Hwy. 10, Brampton
7314 Markham Rd., Markham	3380 Dixie Rd. N., Mississauga	12011 Hurontario, Brampton
9249 9th Line, Markham	1334 Dundas St. E., Mississauga	9981 Chinguacousy Rd., Brampton
4641 Hwy. 7 E., Unionville	4106 Cawthra Rd., Mississauga	545 Queen St. S., Bolton
610 Atherley Rd., Orillia	6009 Hurontario St., Mississauga	306 Queen St. W., Bolton
8023 Highway 12, Orillia	3411 Mavis Rd., Mississauga	189 Guelph St., Georgetown
17111 Yonge St., Newmarket	3011 Wolfedale Rd., Mississauga	375 Mountainview Rd. S., Georgetown
18151 Yonge St., Newmarket	695 Burnhamthorpe Rd., Mississauga	685 Appleby Line, Burlington
540 Mulock Dr., Newmarket	1250 South Service Rd., Mississauga	850 Appleby Line, Burlington
250 Mulock Dr., Newmarket	150 Lakeshore Rd. E., Mississauga	5600 Mainway, Burlington
577 Holland St. W., Bradford	1175 Hurontario St., Mississauga	4499 Mainway, Burlington
133 Holland St. E., Bradford	1095 Lakeshore Rd. W., Mississauga	1200 Walkers Line, Burlington
22 Bridge St., Bradford	2489 North Sheridan Way, Mississauga	825 Walkers Line, Burlington
15641 Hwy. 48, Whitchurch-Stouffville	2125 Dundas St. W., Mississauga	1150 Guelph Line, Burlington
8760 Bayview Ave., Richmond Hill	2100 Burnhamthorpe Rd., Mississauga	2430 Fairview St., Burlington
5 Red Maple Rd., Richmond Hill	4140 Erin Mills Pkwy., Mississauga	458 Guelph Line, Burlington
695 Major Mackenzie Dr. E., Richmond Hill	3425 Winston Churchill Blvd., Mississauga	4525 Dundas St. E., Burlington
9550 Yonge St., Richmond Hill	3015 Thomas St., Mississauga	3515 Upper Middle, Burlington
10749 Bathurst St., Richmond Hill	1520 Britannia Rd., Mississauga	333 Hwy. 20 S., Stoney Creek
9277 Bayview Ave., Richmond Hill	3030 Artesian Dr., Mississauga	300 Mud St. W., Stoney Creek
12871 Yonge St., Richmond Hill	6400 Erin Mills Pkwy., Mississauga	1092 Hwy. 6 N., Flamborough
13235 Yonge St., Richmond Hill (3 ATMs)	6536 Winston Churchill Blvd., Mississauga	1489 Hwy. 6, Flamborough
8727 Dufferin St., Thornhill	5980 Airport Rd., Mississauga (13 ATMs)	817 Queenston Rd., Hamilton
7092 Yonge St., Thornhill	6300 Silver Dart Dr., Mississauga (6 ATMs)	545 Woodward Ave., Hamilton
7011 Bathurst St., Thornhill	7300 Dixie Rd., Mississauga	1363 Hwy. 6, Hamilton
1487 Centre St., Thornhill	7015 Kennedy Rd., Mississauga	610 King St. W., Hamilton
7400 Bathurst St., Thornhill	6035 Creditview Rd., Mississauga	1160 Fennel Ave. E., Hamilton
1081 Rutherford Rd., Thornhill	450 Derry Rd. W., Mississauga	386 Upper Gage Ave., Hamilton
9070 Jane St., Concord	350 Iroquois Shore, Oakville	927 Rymal Rd., Hamilton
15440 Yonge St., Aurora	450 Dundas St. E., Oakville	919 Upper Paradise Rd., Hamilton
8480 Hwy. 27, Vaughan	2451 Lakeshore Rd. W., Oakville	813 Upper James St., Hamilton
21 Innovation Dr., Vaughan	754 Bronte Rd., Oakville	859 Upper James St., Hamilton
9301 Hwy. 50, Vaughan	845 Burloak Dr., Oakville	Hwy. 2 & Hwy. 53, Ancaster
2651 Rutherford Rd., Vaughan	4995 Ebenezer Rd., Brampton	32 Cootes Dr., Dundas
1514 Steeles Ave. W., Vaughan	10115 Bramalea Rd., Brampton	475 Hwy. 6, Dundas
3680 Langstaff Rd., Vaughan	2985 Sandalwood Park, Brampton	462 Paxton St., Port Perry
1867 Major Mackenzie Dr. W., Vaughan	11825 Bramalea Rd., Brampton (2 ATMs)	1805 Scugog St., Port Perry
11600 Keele St., Vaughan	9878 Dixie Rd., Brampton	285 Toronto St. S., Uxbridge
3733 Hwy. 7 W., Woodbridge	9495 Airport Rd., Brampton	527 Victoria St. E., Alliston
5241 Hwy. 7 W., Woodbridge	8980 Goreway Dr., Brampton	7364 Yonge St., Innisfil
5869 Hwy. 7 W., Woodbridge	7995 Dixie Rd., Brampton	620 Thomson Rd. S., Milton
320 Blake St., Barrie	675 Main St. N., Brampton	235 Steeles Ave. E., Milton
4377 County Rd. 90, Barrie	354 Queen St. E., Brampton	591 Ontario St., Milton
151 Mapleview Dr. W., Barrie	504 Main St. N., Brampton	1525 Markham Rd., Scarborough
175 Cundles Rd. E., Barrie	121 Kennedy Rd., Brampton	3100 Ellesmere Rd., Scarborough
565 Yonge St., Barrie	9980 Mississauga Rd., Brampton	7445 Kingston Rd., Scarborough
623 Yonge St., Barrie	7965 Financial Dr., Brampton	9501 Sheppard Ave. E., Scarborough
248 The Queensway S., Keswick	1990 Hallstone Rd., Brampton	1651 Ellesmere Rd., Scarborough
1514 Ravenshoe RR. 2, Keswick	471 Main St. S., Brampton	1896 Eglinton Ave. E., Scarborough
	10561 Heartlake Rd., Brampton	1121 Kingston Rd., Scarborough



Branches and ATMs

ATM Installations – 2014 *(continued)*

Ontario *(continued)*

1977 Kennedy Rd., Scarborough	585 Dixon Rd., Etobicoke	770 Adelaide St., London
2320 Lawrence Ave. E., Scarborough	524 Rexdale Blvd., Etobicoke	277 Highbury Ave. N., London
1270 Brimley Rd., Scarborough	2 Talbot St., Cayuga	835 Wellington Rd., London
20 Ellesmere Rd., Scarborough	85 Main St., Hagersville	1253 Wellington Rd. S., London
5110 Sheppard Ave. E., Scarborough	4 Main St. E., Selkirk	1790 Ernest Ave., London
2800 Kennedy Rd., Scarborough	160 Front Rd., Port Rowan	1175 Wonderland N., London
3905 Sheppard Ave. E., Scarborough	178 Brant Rd., St. George	1679 Richmond St. N., London
2900 Finch Ave. E., Scarborough	8006 Wellington Rd., Arthur	1701 Wonderland Rd., London
1095 Military Trail, Scarborough	5572 Hwy. 9, Harriston	491 Oxford St. W., London
2125 Sheppard Ave. E., Willowdale	35855 Talbot Line, Sheddin	584 Oxford St. W., London
3075 Don Mills Rd., Willowdale	3461 St. Clair Pkwy., Sombra	825 Wilton Grove Rd., London
4630 Yonge St., Willowdale	County Rd. 22, Emeryville	562 Richmond St., Chatham
2250 Victoria Park Ave., North York	1054 Broad St., Dunnville	93 Park Ave. E., Chatham
3351 Bayview Ave., North York	256 Brock Rd. S., Guelph	1100 Murphy Rd., Sarnia
1493 Finch Ave., North York	109 Silvercreek Pkwy. N., Guelph	1070 Confederation St., Sarnia
2205 Jane St., North York	415 Woodlawn Rd. W., Guelph	789 Indina Rd., Sarnia
4747 Steeles Ave. W., North York	715 Wellington St., Guelph	1741 London Line, Sarnia
2821 Weston Rd., North York	80 Imperial Rd. S., Guelph	13366 Country Rd. 42, Tecumseh
2012 Jane St., North York	124 Clair Rd. E., Guelph	13345 Tecumseh Rd., Tecumseh
800 York Mills Rd., Don Mills	395 Hespeler Rd., Cambridge (4 ATMs)	7400 Tecumseh Rd. E., Windsor
1095 Don Mills Rd., Don Mills	671 Hespeler Rd., Cambridge	3124 Jefferson Blvd., Windsor
901 Sheppard Ave., Downsview	900 Jamieson Pkwy., Cambridge	1809 Tecumseh Rd. E., Windsor
4650 Jane St., Downsview	795 Ottawa St., Kitchener	2295 Division Rd., Windsor
3900 Jane St., Downsview	1178 Fisher Hallman, Kitchener	3472 Walker Rd., Windsor
25 Sheppard Ave. W., Toronto	1105 King St. E., Kitchener	4340 Walker Rd., Windsor
2265 Danforth Ave., Toronto	2430 Homer Watson, Kitchener	2535 Ouellette Ave., Windsor
8 Thorncliffe Park, Toronto	4319 King St. E., Kitchener	50 Tecumseh Rd. W., Windsor
449 Carlaw Ave., Toronto	120 Conestoga College Blvd., Kitchener	2235 Huron Church, Windsor
292 Kingston Rd., Toronto	245 Weber St. N., Waterloo	4560 Howard Ave., Windsor
117 Jarvis St., Toronto	99 King Edward St., Paris	Hwy. 69 at RR. 3, Nobel
40 Dundas St. W., Toronto	151 King George Rd., Brantford	3775 Hwy. 144, Chelmsford
1021 Avenue Rd., Toronto	450 Fairview Dr., Brantford	161 Hwy. 17 E., Wahnapiatae
55 Spadina Ave., Toronto	206 Henry St., Brantford	9266 Guelph Line, Campbellville
695 Lawrence Ave. W., Toronto	1365c Colborne St., Brantford	1190 Barrydowne, Sudbury
2863 Dufferin St., Toronto	12 Church St., Delhi	180 Lasalle Blvd., Sudbury
1161 Queen St. W., Toronto (2 ATMs)	115 Simcoe St., Tillsonburg	463 Falconbridge Rd., Sudbury
1571 Lawrence Ave. W., Toronto	680 Broadway St., Tillsonburg	1050 Kingsway Blvd., Sudbury
2317 St. Clair Ave. W., Toronto	1598 16th St. E., Owen Sound	1065 The Kingsway, Sudbury
385 Weston Rd., Toronto	857 10th St., Hanover	3070 Regent St., Sudbury
1750 Bloor St. W., Toronto	535 Norwich Ave., Woodstock	3013 Hwy. 69, Val Caron
90 The Queensway, Toronto	10 Samnah Cr., Ingersoll	105 Regional Rd. 24, Lively
8 South Kingsway, Toronto	400 Highbury Ave. S., St. Thomas	562 Algonquin Blvd. E., Timmins
613 Evans Ave., Toronto	193 Wilson Ave., St. Thomas	1455 Riverside Dr., Timmins
198 Browns Line, Etobicoke	1885 Huron St., London	48 Government Rd., Kapuskasing
581 Kipling Ave., Etobicoke	1769 Dundas St. E., London	713 Trunk Rd., Sault Ste. Marie
2 The East Mall Cr., Etobicoke	1900 Dundas St. E., London	140 Black Rd., Sault Ste. Marie
830 Burnhamthorpe Rd., Etobicoke	154 Clarke Rd., London	
5495 Eglinton Ave., Etobicoke	1331 Dundas St. E., London	
365 Dixon Rd., Etobicoke	1845 Adelaide St. N., London	
1755 Albion Rd., Etobicoke	614 Fanshawe Park Rd., London	
	1791 Highbury Ave. N., London	



Branches and ATMs

ATM Installations – 2014 *(continued)*

Quebec

2523 Route 175, Stoneham
110 Ouje-Bougoumou, Ouje-Bougoumou
11008 boul Henri Bourassa, Quebec
115 rue Dalhousie, Quebec
2600 de la Concord, Quebec
7015 boul Wilfrid-Hamel, Quebec (3 ATMs)
1230 des Oliviers, St-Nicolas
2550 des Recollets, Trois Rivières
8100 boul du Golf, Anjou
3400 Rachel E., Montreal
10110 rue Papineau, Montreal
2033 Maisonneuve, Montreal
7205 St-Laurent, Montreal
6705 rue St-Denis, Montreal
5455 St-Laurent, Montreal
4505 ave du Parc, Montreal
455 rue Guy, Montreal
545 Henri Bourassa, Montreal
6211 ch de la Côte-des-Neiges, Montreal
9901 boul l'Acadie, Montreal
7560 Decarie, Montreal
5420 Verdun, Verdun
4900 ch St-Francois, St-Laurent
830 rue Vanier, Laval
4560 autoroute 440, Laval
291 rue Principale, Mansonville
autoroute 20, exit 152, Ste-Hélène
20 route 132, Delson
825 Maisonneuve, Granby (2 ATMs)
2800 boul Jacques, Longueuil
7800 boul Cousineau, St-Hubert
601 boul Montbrun, Boucherville
3176 boul Taschereau, Greenfield
100 boul Matte, Brossard
168 de L'industrie, Candiac
1510 ch de St-Jean, La Prairie
55 boul des Châteaux, Blainville
20905 ch de la Côte N., Mirabel

2525 Grande Allee, Boisbriand
17505 ch Charles, St-Janvier
855 ch St-Féréol, Les Cedres
260 de Martigny, St-Jerome
111 Montee Ryan, Mont-Tremblant
130 ch Lepine, Gatineau
395 Monte Paiement, Gatineau
47 rue Greber, Gatineau
800 boul Maloney W., Gatineau
255 ave Gatineau, Gatineau
50 boul Maisonneuve, Gatineau
120 boul St-Raymond, Gatineau
744 boul St-Joseph, Gatineau
225 boul des Grives, Gatineau (3 ATMs)
210 boul St-Raymond, Gatineau

New Brunswick

330 Dieppe Blvd., Dieppe
2600 Mountain Rd., Moncton
2 Johnson St., Chatham
8 Millenium Dr., Quispamsis
241 Bayside Dr., Saint John
1735 Hanwell Rd., Hanwell

Nova Scotia

Halifax Airport, Kelly Lake
81 Main St. W., Stewiacke
11 Cole Dr., Windsor
50 Milton Rd., Liverpool
291 Hwy. 214, Elmsdale
2946 Lake Thomas Dr., Fall River
907-909 Cole Harbour, Cole Harbour
610 Portland St., Dartmouth
105 Main St., Dartmouth
240 Victoria Rd., Dartmouth
7015 Bayers Rd., Halifax
124 Kearney Lake Rd., Halifax
231 Herring Cove Rd., Halifax
2 Westwood Blvd., Tantallon
51 Sackville Dr., Lower Sackville

Prince Edward Island

509 Main St., Montague

Newfoundland and Labrador

679 Whitbourne Rd., Whitbourne

Northwest Territories

9909 97th Ave., Fort Simpson
#9 Town Square, Norman Wells
4910 50th Ave., Yellowknife

Yukon

2270 2nd Ave., Whitehorse



Branches and ATMs

ATM Removals – 2014

British Columbia

2020 Richmond Rd., Victoria
796 W. Broadway, Vancouver (3 ATMs)
7170 Kingsway, Burnaby
3713 Kensington Ave., Burnaby
15940 Fraser Hwy., Surrey
5778 176A St., Surrey
2627 Shaughnessy St., Port Coquitlam
3979 Lakeshore Rd., Kelowna
2484 Main St., West Kelowna
4359 Main St., Whistler

Alberta

2807 116th St. NW, Edmonton
10025 Jasper Ave., Edmonton
55 Sunpark Plaza SE, Calgary

Saskatchewan

1860 McOrmond Dr., Saskatoon
1814 Broadway Ave., Saskatoon
918 93rd Ave., Tisdale

Manitoba

730 Berry St., Winnipeg
2055 Notre Dame Ave., Winnipeg
886 Main St., Winnipeg

Ontario

3 Vansittart Ave., Woodstock
1565 King St. E., Cambridge
232 Arthur St. S., Elmira
355 Hespler Rd., Cambridge (3 ATMs)
9605 Union Rd., Shedden
265 Main St., Glencoe
23 Albert St. N., Southampton
108 Elora Rd. S., Harriston
2 Main St., Selkirk
20 Bay St., Toronto
2300 Yonge St., Toronto (3 ATMs)
5221 Yonge St., North York
3350 Fairview St., Burlington
220 Wexford Rd., Brampton
31 Steeplebush Ave., Brampton
575 River Glen Blvd., Oakville
100 City Centre Dr., Mississauga
5025 Creebank Rd., Mississauga
340 Mississauga St. W., Orillia
1 Water St. E., Cornwall

Quebec

1201 autoroute Duplessis, Quebec



Debt Financing

CIBC and its listed affiliates debt financing to firms in Canada

As at October 31, 2014

For Authorization Levels of: \$0–\$24,999

+

For authorization levels of: \$0–\$24,999 (\$ thousands, except for Client numbers)	Authorizations	Outstandings	Clients
British Columbia	\$ 47,854	\$ 15,930	6,707
Alberta	33,807	10,941	4,940
Saskatchewan	9,836	3,846	1,264
Manitoba	8,038	3,097	1,047
Ontario	160,672	48,718	23,463
Quebec	32,846	12,395	4,447
New Brunswick	3,793	1,608	487
Nova Scotia	7,532	3,058	1,061
Prince Edward Island	1,640	608	214
Newfoundland and Labrador	4,088	1,380	617
Northwest Territories, Nunavut and Yukon*	1,664	478	273
Total Canada	\$ 311,770	\$ 102,059	44,520

For Authorization Levels of: \$25,000–\$99,999

+

For authorization levels of: \$25,000–\$99,999 (\$ thousands, except for Client numbers)	Authorizations	Outstandings	Clients
British Columbia	\$ 254,153	\$ 118,820	4,868
Alberta	216,561	96,433	4,191
Saskatchewan	84,598	39,291	1,622
Manitoba	54,846	26,756	1,045
Ontario	904,291	443,524	16,915
Quebec	186,508	90,366	3,643
New Brunswick	22,091	10,881	438
Nova Scotia	46,889	23,913	907
Prince Edward Island	8,389	4,650	163
Newfoundland and Labrador	25,363	12,243	492
Northwest Territories, Nunavut and Yukon*	8,954	3,807	173
Total Canada	\$ 1,812,643	\$ 870,684	34,457



Debt Financing

CIBC and its listed affiliates debt financing to firms in Canada *(continued)*

As at October 31, 2014

For Authorization Levels of: \$100,000–\$249,999



For authorization levels of: \$100,000–\$249,999

(\$ thousands, except for Client numbers)

	Authorizations	Outstandings	Clients
British Columbia	\$ 281,317	\$ 144,612	2,050
Alberta	256,443	134,887	1,730
Saskatchewan	84,062	45,064	560
Manitoba	65,252	30,387	472
Ontario	968,512	489,151	7,278
Quebec	215,668	120,119	1,476
New Brunswick	19,797	9,507	141
Nova Scotia	40,537	23,053	265
Prince Edward Island	10,162	5,179	70
Newfoundland and Labrador	21,470	11,420	135
Northwest Territories, Nunavut and Yukon*	9,462	4,696	66
Total Canada	\$ 1,972,682	\$ 1,018,075	14,243

For Authorization Levels of: \$250,000–\$499,999



For authorization levels of: \$250,000–\$499,999

(\$ thousands, except for Client numbers)

	Authorizations	Outstandings	Clients
British Columbia	\$ 243,702	\$ 167,472	683
Alberta	286,610	188,477	618
Saskatchewan	87,660	56,477	198
Manitoba	62,936	36,129	173
Ontario	792,919	527,596	2,175
Quebec	237,873	164,677	639
New Brunswick	26,427	18,832	62
Nova Scotia	36,934	25,520	87
Prince Edward Island	10,358	6,760	30
Newfoundland and Labrador	24,687	17,510	51
Northwest Territories, Nunavut and Yukon*	10,636	5,648	29
Total Canada	\$ 1,820,742	\$ 1,215,098	4,745



Debt Financing

CIBC and its listed affiliates debt financing to firms in Canada *(continued)*

As at October 31, 2014

For Authorization Levels of: \$500,000–\$999,999

+

For authorization levels of: \$500,000–\$999,999

(\$ thousands, except for Client numbers)

	Authorizations	Outstandings	Clients
British Columbia	\$ 339,672	\$ 244,657	417
Alberta	376,226	249,235	466
Saskatchewan	105,198	72,335	136
Manitoba	99,918	51,584	144
Ontario	1,104,271	799,199	1,287
Quebec	363,989	266,743	463
New Brunswick	32,992	24,958	38
Nova Scotia	55,773	38,520	60
Prince Edward Island	14,410	8,173	20
Newfoundland and Labrador	17,768	12,632	25
Northwest Territories, Nunavut and Yukon*	23,623	17,637	30
Total Canada	\$ 2,533,840	\$ 1,785,673	3,086

For Authorization Levels of: \$1,000,000–\$4,999,999

+

For authorization levels of: \$1,000,000–\$4,999,999

(\$ thousands, except for Client numbers)

	Authorizations	Outstandings	Clients
British Columbia	\$ 1,639,190	\$ 1,181,752	550
Alberta	1,464,273	973,741	578
Saskatchewan	320,025	203,286	151
Manitoba	397,721	243,612	153
Ontario	4,894,230	3,586,636	1,548
Quebec	1,651,730	1,207,193	548
New Brunswick	200,380	155,730	54
Nova Scotia	293,098	226,207	82
Prince Edward Island	109,502	82,405	45
Newfoundland and Labrador	93,775	48,772	33
Northwest Territories, Nunavut and Yukon*	73,624	61,329	31
Total Canada	\$ 11,137,548	\$ 7,970,663	3,773



Debt Financing

CIBC and its listed affiliates debt financing to firms in Canada *(continued)*

As at October 31, 2014

For Authorization Levels of: \$5,000,000 and Over



For authorization levels of: \$5,000,000 and over

(\$ thousands, except for Client numbers)

	Authorizations	Outstandings	Clients
British Columbia	\$ 9,770,282	\$ 4,405,069	302
Alberta	25,810,639	7,871,860	394
Saskatchewan	1,936,056	525,088	45
Manitoba	4,073,569	1,848,105	82
Ontario	45,798,172	18,543,993	940
Quebec	11,445,808	5,502,454	264
New Brunswick	1,026,857	490,993	28
Nova Scotia	2,285,276	1,113,955	54
Prince Edward Island**	0	0	0
Newfoundland and Labrador	634,642	283,239	23
Northwest Territories, Nunavut and Yukon***	0	0	0
Total Canada	\$ 102,781,301	\$ 40,584,756	2,132

For All Authorization Bands



For all authorization bands

(\$ thousands, except for Client numbers)

	Authorizations	Outstandings	Clients
British Columbia	\$ 12,576,170	\$ 6,278,312	15,577
Alberta	28,444,559	9,525,574	12,917
Saskatchewan	2,627,435	945,387	3,976
Manitoba	4,762,280	2,239,670	3,116
Ontario	54,623,067	24,438,817	53,606
Quebec	14,134,422	7,363,947	11,480
New Brunswick	1,332,337	712,509	1,248
Nova Scotia	2,766,039	1,454,226	2,516
Prince Edward Island	154,461	107,775	542
Newfoundland and Labrador	821,793	387,196	1,376
Northwest Territories, Nunavut and Yukon*	127,963	93,595	602
Total Canada	\$ 122,370,526	\$ 53,547,008	106,956

* Data for Northwest Territories, Nunavut and Yukon has been consolidated to protect privacy of individual borrowers who might otherwise be identifiable.

** Clients for Prince Edward Island has been added to Newfoundland & Labrador for the same dollar band and have been included in Newfoundland & Labrador totals to preserve confidentiality.

*** Clients for Territories, Nunavut and Yukon have been added to British Columbia for the same dollar band and have been included in British Columbia totals to preserve confidentiality.



Employment in Canada

CIBC is one of Canada's largest employers. In 2014, CIBC and its listed affiliates had approximately 41,000 full-time and part-time employees nationwide. The CIBC group of companies paid over \$2.8 billion in base salaries and benefits to our Canadian workforce in 2014.

CIBC and its listed affiliates

Full-time and part-time employees⁽¹⁾ (as at October 31, 2014)

Province or territory	Full-time employees	Part-time employees
British Columbia	3,220	806
Alberta	2,289	542
Saskatchewan	856	179
Manitoba	582	161
Ontario	24,586	2,502
Quebec	3,067	553
New Brunswick	559	91
Nova Scotia	858	135
Prince Edward Island	72	27
Newfoundland and Labrador	199	59
Northwest Territories	53	4
Nunavut	14	
Yukon	32	5
Total	36,387	5,064

(1) Permanent employees, working and on paid/unpaid leaves, excluding temporary employees and employees of Home Loans Canada, and INTRIA.