



# 2016 Public Accountability Statement



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## 2016 PUBLIC ACCOUNTABILITY STATEMENT

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The information shared in this report provides a detailed account of some of CWB Financial Group's activities related to community investment, small business financing, number of employees and taxes paid in its most recent fiscal year (November 1, 2015 to October 31, 2016). This report meets our regulatory requirement from the Canadian federal government as outlined in section 459.3 of the *Bank Act* and includes information on Canadian Western Bank and its affiliate companies:

- Adroit Investment Management Limited
- Canadian Western Financial Limited
- Canadian Western Trust Company
- CWB Maxium Financial Inc. (acquired on March 1, 2016)
- McLean & Partners Wealth Management Limited
- National Leasing Group Incorporated
- Valiant Trust Company

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

# COMMUNITY INVESTMENT

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

## OUR PRIORITIES

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

- Education
- Health research and promotion
- Community development

Within these pillars, we're committed to supporting:

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

## OUR GIVING COMMITMENT

CWB Financial Group is committed to contributing a minimum percentage of annual net income, based on a five year rolling average, back into the communities where we operate to support charitable and not-for profit organizations in any given year. In fiscal 2016, we supported our community

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

## OUR COMMUNITY INVESTMENT

Following are some examples of contributions made in fiscal 2016:

### Causes close to our hearts

Our employees have told us they want to support childrens' hospitals across our footprint in a major way. In British Columbia, we're part of the BC Children's Hospital Foundation's financial services fundraising collaborative and contribute through event participation and merchandise sales in our branches. Our people at Canadian Western Trust also support the Foundation, contributing more than \$14,000 to its Excellence in Child Health Fund this past year.

We've also supported Saskatchewan's Kinsmen and Kinettes' Telemiracle fundraiser, and have been participating in the Alberta Children Hospital Foundation's Caring for Kids Radiothon for more than a decade.

In Edmonton, we support the Stollery Children's Hospital Foundation as sponsor of our very own bear banks program that has now merged into the Stollery Superstars Program. At our first event this past July, we had the opportunity to host 350 children who raised more than \$315,000 for the Foundation.

### Responding to disaster

Our top priority when natural disaster strikes in a community where we do business is to take care of employees who have affected family or friends, to ensure our clients have the support they need, and to contribute to the overall relief efforts. In May 2016, when the wildfires devastated much of Northern Alberta, our people sprang into action planning small team fundraisers. We also made a \$25,000 corporate donation to the Canadian Red Cross.

## Supporting our not-for-profit clients

Not-for-profit and charitable organizations can minimize the time and resources they spend on managing their money and focus on their vision by taking advantage of our new Community Banking Program. Eligible clients can apply to receive an annual donation equivalent to all or a portion of their monthly fees, as well as value-added product bundling options. Since introducing the program in June 2015, we've approved more than 20 applications.

## Sharing our talents

Our employees volunteer thousands of hours to local community and charitable organizations each year with a desire to help our communities prosper. From building homes for Habitat for Humanity to packing and delivering hampers for the less fortunate, to growing moustaches in the name of men's health, our employees are committed to the causes they care about, and we're extremely proud to support their efforts.

Many of our employees have embraced our partnership with the Make-a-Wish Foundation as presenting sponsor of Rope for Hope. From May to October, 34 employees rappelled down some of the tallest buildings in major Canadian cities to raise more than \$65,000 for the cause. This contribution helped Make-a-Wish raise a record \$1.4 million at this year's events. CWB Maxium Financial threw their support behind Make-a-Wish as well this year, with 100% of employees helping to raise \$11,539 to grant a child's wish.

We also have numerous employees that volunteer annually to teach financial literacy through Junior Achievement, and who choose to include a volunteer activity in their team building sessions. In October 2016, 33 employees aged 18 to 40 in Edmonton banded together to volunteer more than 225 hours as part of our involvement with Edmonton's NextGen.

## The Greater Interest GIC®

Now in its ninth year, The Greater Interest GIC campaign has become a much-loved initiative that employees, clients and our community partners look forward to each year. For every dollar clients invest in this product during the month of September, CWB makes a corporate donation to local Big Brothers Big Sisters agencies. In 2016, we donated more than \$100,000 to our partner agencies bringing our total donations to children's charities through this campaign since 2008 to more than \$2.2 million!

## Employee matching

Our *Employee Volunteer Grant* program supports the personal community work of our employees by providing a donation to the causes they care about. Employees who spend 30+ hours volunteering in a given year are awarded a \$300 grant for the charity or community organization of their choice. In total, CWB Financial Group awarded 68 grants totaling \$20,400 this year. Recent recipients include the BC Cancer Foundation, Big Brothers Big Sisters and Scouts Canada.

We also support employee-led initiatives through our *Funds for Fundraisers Grant*, which awards matching dollars for pledge-based fundraising in support of registered charities. Employees can apply for an individual or team grant and are awarded a matching contribution from \$250 to \$5,000 depending on the number of CWB Financial Group employees participating. In 2016, we received 45 applications and awarded grants totaling \$43,428 to organizations such as Habitat for Humanity, Movember Canada, the Juvenile Diabetes Research Foundation and Make-a-Wish Foundation's across Canada.

For more examples of our community efforts, see our 2016 Corporate Social Responsibility report available at our locations or online at [cwb.com/corporate-social-responsibility](http://cwb.com/corporate-social-responsibility).

## ACCESS TO FINANCIAL SERVICES

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

We offer:

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

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

We offer:

- Automatic doors, wide entranceways, wheelchair accessibility, as well as various sit-down banking options, at all CWB branches
- Service online or by phone at many of our banking and trust locations
- Bilingual service in limited locations (National Leasing and CWB Franchise Finance)



## INITIATIVES OR PROGRAMS SUPPORTING SMALL BUSINESS

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

At CWB, business financing options typically range in size from \$100,000 to \$50 million across each of our core areas of expertise: general commercial banking, commercial real estate and construction financing, equipment leasing and financing, and energy lending. In situations where clients require more than our maximum thresholds, we can accommodate their needs by sharing the lending facilities with other banking partners. We're continuously increasing the financing we provide and, in 2016, grew our loan portfolio by 13% (\$2.5 billion) to reach \$22 billion.

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

## BREAKDOWN OF TOTAL CANADIAN BUSINESS FINANCING

CWB Financial Group is committed to meeting the needs of Canadian businesses. As of October 31, 2016, authorized loans totalled approximately \$22.3 billion.

	Total for all levels		
	Authorized (\$ thousands)	Outstanding (\$ thousands)	Clients
British Columbia	8,459,959	6,667,371	10,753
Alberta	8,588,779	6,799,469	17,746
Saskatchewan	1,311,045	1,165,984	10,193
Manitoba	684,369	601,743	4,841
Ontario	2,424,719	2,030,054	25,459
Quebec	546,110	510,135	15,846
Other provinces and territories*	262,997	259,106	7,426
<b>Canada</b>	<b>22,277,978</b>	<b>18,033,862</b>	<b>92,264</b>

	\$0 - \$24,999		
	Authorized (\$ thousands)	Outstanding (\$ thousands)	Clients
British Columbia	177,279	42,101	5,619
Alberta	647,761	90,312	10,632
Saskatchewan	86,884	66,784	6,704
Manitoba	32,561	27,280	3,217
Ontario	201,665	148,829	19,194
Quebec	97,801	88,253	11,927
Other provinces and territories*	45,088	42,884	5,682
<b>Canada</b>	<b>1,289,039</b>	<b>506,443</b>	<b>62,975</b>

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

**\$25,000 - \$99,999**

	<b>Authorized (\$ thousands)</b>	<b>Outstanding (\$ thousands)</b>	<b>Clients</b>
British Columbia	122,468	107,765	2,099
Alberta	214,031	194,834	3,964
Saskatchewan	129,155	126,647	2,652
Manitoba	59,485	59,241	1,197
Ontario	219,925	219,898	4,627
Quebec	155,321	155,321	3,236
Other provinces and territories*	63,724	63,679	1,322
<b>Canada</b>	<b>964,109</b>	<b>927,385</b>	<b>19,097</b>

**\$100,000 - \$249,999**

	<b>Authorized (\$ thousands)</b>	<b>Outstanding (\$ thousands)</b>	<b>Clients</b>
British Columbia	185,199	146,198	920
Alberta	227,822	182,264	1,168
Saskatchewan	74,587	71,870	483
Manitoba	38,225	37,989	255
Ontario	144,748	144,726	977
Quebec	75,906	75,906	532
Other provinces and territories*	42,137	42,086	284
<b>Canada</b>	<b>788,624</b>	<b>701,039</b>	<b>4,619</b>

**\$250,000 - \$499,999**

	<b>Authorized (\$ thousands)</b>	<b>Outstanding (\$ thousands)</b>	<b>Clients</b>
British Columbia	233,409	190,820	544
Alberta	217,221	182,320	519
Saskatchewan	59,288	55,416	156
Manitoba	18,304	17,878	52
Ontario	106,397	106,396	307
Quebec	29,195	29,195	87
Other provinces and territories*	33,707	32,954	92
<b>Canada</b>	<b>697,521</b>	<b>614,979</b>	<b>1,757</b>

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

	<b>\$500,000 - \$999,999</b>		
	<b>Authorized (\$ thousands)</b>	<b>Outstanding (\$ thousands)</b>	<b>Clients</b>
British Columbia	371,336	302,416	424
Alberta	361,517	295,426	416
Saskatchewan	54,781	47,560	69
Manitoba	30,073	29,375	37
Ontario	113,966	112,377	164
Quebec	25,149	25,149	40
Other provinces and territories*	21,689	21,371	33
<b>Canada</b>	<b>978,511</b>	<b>833,674</b>	<b>1,183</b>

	<b>\$1,000,000 - \$4,999,999</b>		
	<b>Authorized (\$ thousands)</b>	<b>Outstanding (\$ thousands)</b>	<b>Clients</b>
British Columbia	2,615,635	1,894,676	833
Alberta	2,053,610	1,724,230	717
Saskatchewan	220,565	199,648	87
Manitoba	107,378	107,378	50
Ontario	378,109	236,120	113
Quebec	61,956	36,413	18
Other provinces and territories*	15,317	14,797	9
<b>Canada</b>	<b>5,452,570</b>	<b>4,213,262</b>	<b>1,827</b>

	<b>\$5,000,000 +</b>		
	<b>Authorized (\$ thousands)</b>	<b>Outstanding (\$ thousands)</b>	<b>Clients</b>
British Columbia	4,754,633	3,983,395	314
Alberta	4,866,817	4,130,083	330
Saskatchewan	685,785	598,059	42
Manitoba	398,343	322,602	33
Ontario	1,259,909	1,061,708	77
Quebec	100,782	99,898	6
Other provinces and territories*	41,335	41,335	4
<b>Canada</b>	<b>12,107,604</b>	<b>10,237,080</b>	<b>806</b>

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

## TAXES PAID IN CANADA

Headquartered in Western Canada and operating across the country, CWB Financial Group's general business activities have a meaningful impact on our economy. In fiscal 2016, CWB Financial Group paid \$50.1 million in federal income taxes and \$39.7 million in provincial income and capital taxes.

<b>Tax jurisdiction*</b>	<b>Income and capital taxes (thousands)</b>
Federal	50,076
Alberta	23,778
British Columbia	4,412
Manitoba	2,979
New Brunswick	371
Nova Scotia	164
Ontario	4,207
Quebec	1,202
Saskatchewan	2,593
<b>Total</b>	<b>89,782</b>

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

## HANDLING CLIENT COMPLAINTS

Being accountable for our actions is an important part of building trust with our clients. When mistakes happen, we do our best to provide efficient, effective solutions. If a client is unhappy with their experience, we encourage them to speak first with the applicable branch, department or regional manager. We then have a fulsome complaint resolution process in place with our own centralized complaint handling office, an independent ombudsman, as well as the support of an industry alternative dispute resolution service. In fiscal 2016, our independent ombudsman received 2 complaints that were resolved in an average of 6.5 days. In both cases, the ombudsmen found in favour of CWB and thus were not resolved to the satisfaction of the complainants.

## FACILITY OPENINGS, CLOSINGS AND RELOCATIONS

Canadian Western Bank serves clients through a network of 42 branches and 35 ABMs. In 2016, we expanded our presence in Lloydminster and now offer full-service business and personal banking at a new facility. We also relocated our equipment financing team in Red Deer.

Branch	Relocated from	Relocated to	City / Province
Lloydminster	Unit C, 6209-44 Street (Alberta)	2909-50 Avenue	Lloydminster, Saskatchewan
Red Deer (Equipment financing team only)	4822-51 Avenue	#103, 7240 Johnstone Drive	Red Deer, Alberta

To locate the branches in your community, visit [cwbank.com/branches](http://cwbank.com/branches).

## EMPLOYMENT BY PROVINCE

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

Province or territory	Full-time	Part-time	Total number of employees
Alberta	1,038	30	1,068
British Columbia	475	13	488
Manitoba	326	1	327
New Brunswick	12	-	12
Newfoundland	2	-	2
Northwest Territories	-	-	-
Nova Scotia	3	-	3
Nunavut	-	-	-
Ontario	78	-	78
Prince Edward Island	-	-	-
Quebec	25	-	25
Saskatchewan	87	1	88
Yukon	-	-	-
<b>Total</b>	<b>2,046</b>	<b>45</b>	<b>2,091</b>



[cwb.com](http://cwb.com)