



The CIBC Mellon Community Report

ENGAGED — INVESTED — CONNECTED

Clients

1996
FOUNDING YEAR

MORE THAN \$1.9 TRILLION Assets under administration*
*As at March 31, 2019

1,300+ EMPLOYEE BASE

7 OFFICES ACROSS CANADA

CREDIT RATINGS: **MOODY'S: A1*** | **DBRS: AA(Low)****
Long-term credit ratings | Long-term credit ratings
*As at February 6, 2019 | **As at November 14, 2018

SOCIAL FINANCE: ENABLING POSITIVE CHANGE THROUGH INVESTMENTS



There are opportunities for our clients to do well while doing right. With alternative asset classes aligned to socially responsible investment approaches, there is potential for influential long-term results for clients' firms and society.

Responsible investing is part of a transformative change to recognize the importance of sustainable business practices while creating value for investors. Social finance tools and strategies offered through BNY Mellon, such

as screening for environmental, social and governance factors, and monitoring for ethical factors, can help institutional investors as they confront evolving market, regulatory and stakeholder expectations.

LEADING WITH INTEGRITY

CIBC Mellon is committed to acting with the highest ethical standards for our company, our colleagues and our clients. We provide training, education and support programs to help employees understand and adhere to CIBC Mellon's policies and procedures:

CYBER SECURITY AWARENESS MONTH	Allows employees to immerse themselves into the world of cyber security through an array of interactive exhibits, contests and articles on best practices.
OUR ANTI-MONEY LAUNDERING AND ANTI-TERRORIST FINANCING POLICY	Requires employees to be alert for and report unusual transactions according to the requirements contained in applicable proceeds of crime and terrorist financing legislation.
OUR PRIVACY AND INFORMATION SECURITY POLICIES	Provide guidance to employees regarding the steps and practices necessary to appropriately secure information under CIBC Mellon's control.
ISO 26000 GLOBAL SOCIAL RESPONSIBILITY STANDARD	CIBC Mellon has aligned to ISO 26000 Global Social Responsibility Standard, demonstrating its alignment to organizational governance, human rights, labour practices, the environment, fair operating practices, consumer issues and community involvement and development.
BUSINESS CONTINUITY MANAGEMENT SYSTEMS STANDARD	CIBC Mellon was one of the first financial institutions to obtain ISO 22301:2012 for Societal Security and Business Continuity Management Systems Standard, a testament to its strong management and recovery plans.

Communities

THE CIBC MELLON EMPLOYEE EXPERIENCE

Our employee experience is built on empowering and encouraging individuals to make a positive impact in all facets of their lives: in their work, in their homes and in their communities.



74%
of
CIBC Mellon employees
participated in a
volunteer event
in 2018.

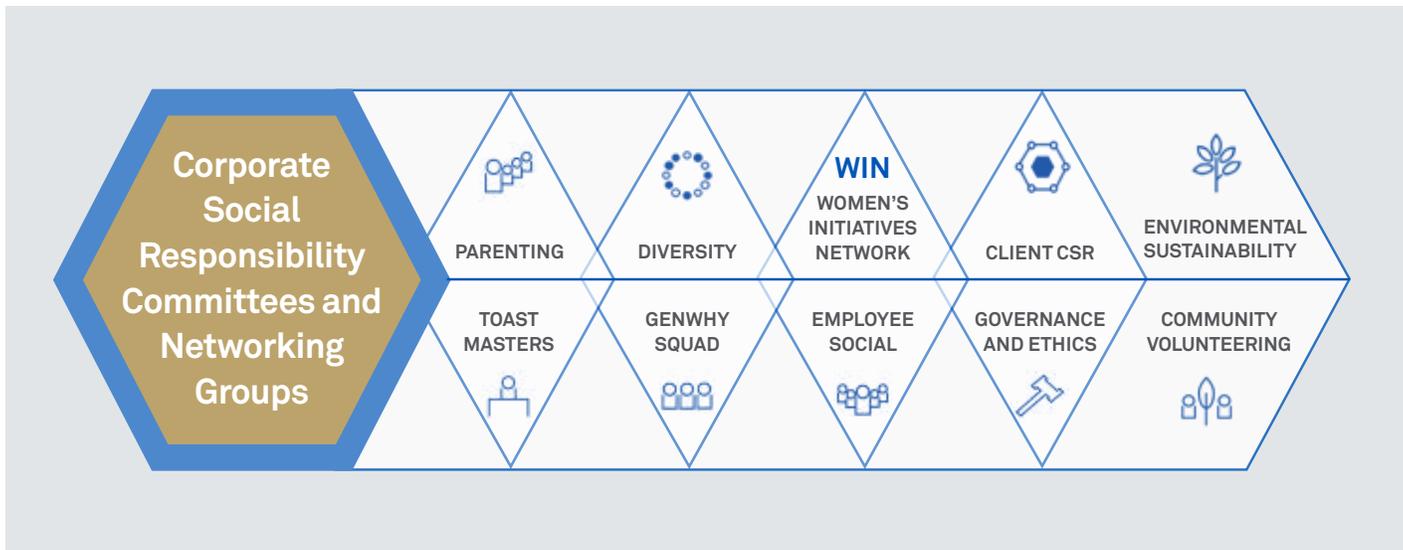
CIBC Mellon
employees
participated in
MORE THAN
60
volunteering events
supporting several
causes in our
communities.



50%
of
CIBC Mellon
employees are
under the age
of 40.

In 2018, CIBC Mellon introduced the **GenWhy Squad**: an opportunity for millennials to discuss matters that impact them as professionals.

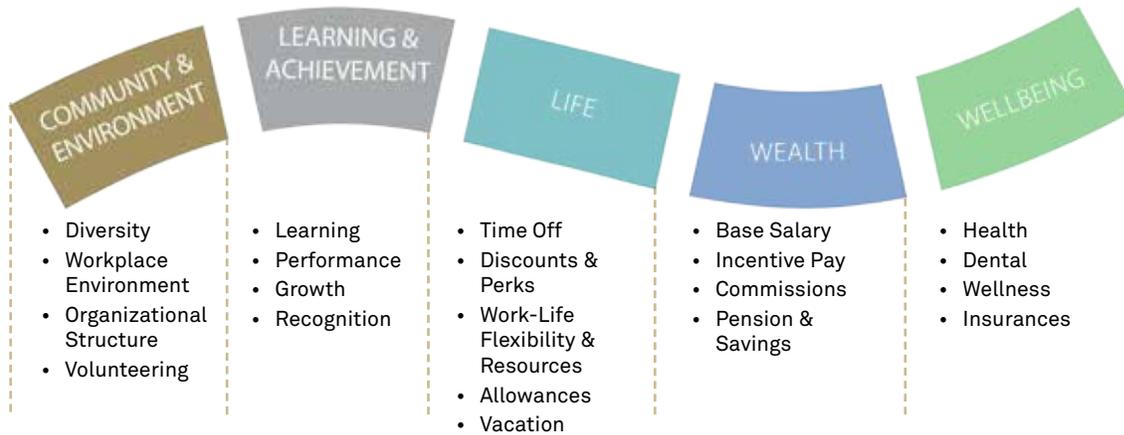
In 2018, CIBC Mellon expanded its Remote Work Arrangements Program, providing employees with more flexible work environments and opportunities to work from home.



Colleagues

TOTAL REWARDS

CIBC Mellon’s Total Rewards strategy is designed to reward, recognize and support employees throughout our company. Our Total Rewards program is a comprehensive package of non-monetary and monetary rewards that focuses on employee wellbeing in its entirety:



CELEBRATING AND RECOGNIZING OUR PEOPLE

<p>Client Experience Award</p> <p>The Client Experience Award recognizes employees and teams who provide exemplary client service and are role models for client service excellence.</p>	<p>MyRecognition</p> <p>Employees can recognize their peers on our social corporate recognition platform. In 2018, our team shared more than 8,600 recognition moments.</p>	<p>Diversity Showcase</p> <p>CIBC Mellon celebrates the cultural stories and experiences that make our workforce unique by hosting its annual Diversity Showcase — an opportunity for employees to learn and celebrate the narratives that bind us together.</p>
<p>MyIdeas</p> <p>All great innovation begins with a simple idea. CIBC Mellon encourages its employees to share their thoughts for amplifying our client service and employee experience by submitting feedback to the corporate MyIdeas portal — an online suggestion box.</p>	<p>Women’s Initiatives Network</p> <p>Celebrating the accomplishments of women and equality in all its forms, CIBC Mellon’s Women’s Initiatives Network provides professional development and mentorship opportunities.</p>	

INVESTING IN LIFELONG LEARNING



Green Thinking



When CIBC Mellon moved its corporate headquarters to 1 York Street, we strove to incorporate sustainable choices. Thanks to green thinking throughout the design and move process, we achieved a Gold Leadership in Energy and Environmental Design (LEED) certification. This certification recognizes our sustainability efforts in areas including reducing water and energy use; choosing sustainable, recyclable and local materials where possible; and recycling and compost programs to divert waste from landfills. The LEED Gold certification recognizes CIBC Mellon's commitment to creating office spaces that work for our employees and the environment.

PAPERLESS INITIATIVE

CIBC Mellon's technology, operations and leadership teams recognize the importance of ongoing efforts to reduce our environmental footprint. Our teams continue to test, execute and expand paper-reduction efforts across our business.

DECREASED
PAPER USAGE BY

95%

in our
Fund Accounting teams
by discovering opportunities
to complete
work digitally

CIBC MELLON — A GREAT PLACE TO BE



Global Finance – “Best Sub-Custodian in Canada”

CIBC Mellon has been awarded Best Sub-Custodian in Canada in Global Finance Magazine's 2018 World's Best Sub-Custodian Awards. This annual award recognizes a sub-custodian bank that reliably offers the best quality services in its country, including local knowledge, customer service and business continuity.



Global Custodian – “Market Outperformer: Canada,” “Category Outperformer” and “Global Outperformer”

CIBC Mellon has been awarded Category Outperformer, Market Outperformer and Global Outperformer designations in Global Custodian's 2018 Agent Banks in Major Markets survey. The survey identifies high performing financial services companies as rated by global institutional investors.



Global Investor – “Best Sub-Custodian in Canada”

CIBC Mellon has been rated the best sub-custodian in Canada in the 2018 Global Investor / ISF Sub-custody Survey. This survey identifies high performing sub-custodians as rated by clients.

REPORTING PERIOD:

Other than where noted, this review covers CIBC Mellon's employee engagement activities during the 2018 fiscal year (Nov. 1, 2017 to Oct. 31, 2018).

Figures are in Canadian dollars except where otherwise noted.

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➤ A BNY MELLON AND CIBC JOINT VENTURE COMPANYSM