

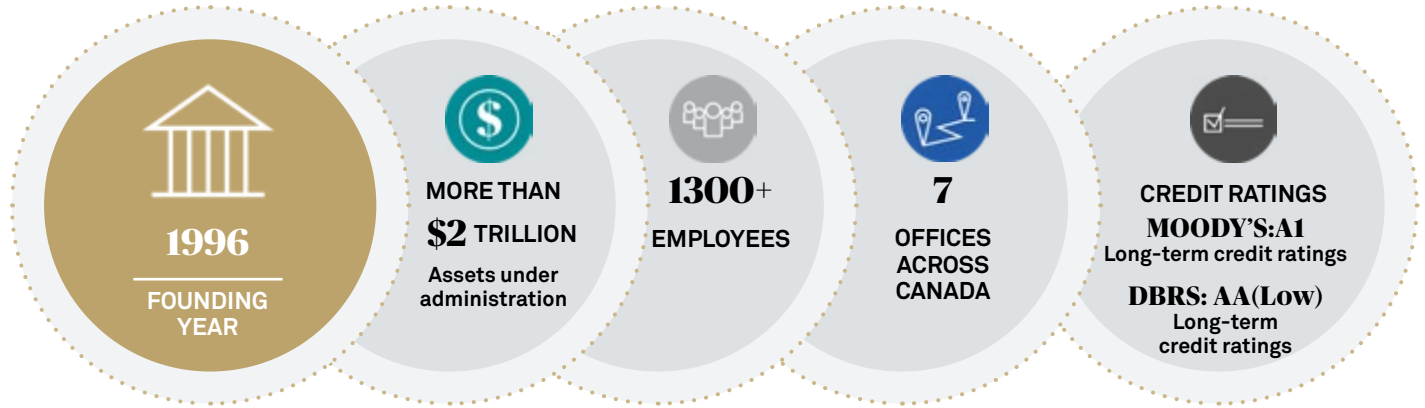


The CIBC Mellon Community Report

- ENGAGED
- INVESTED
- CONNECTED

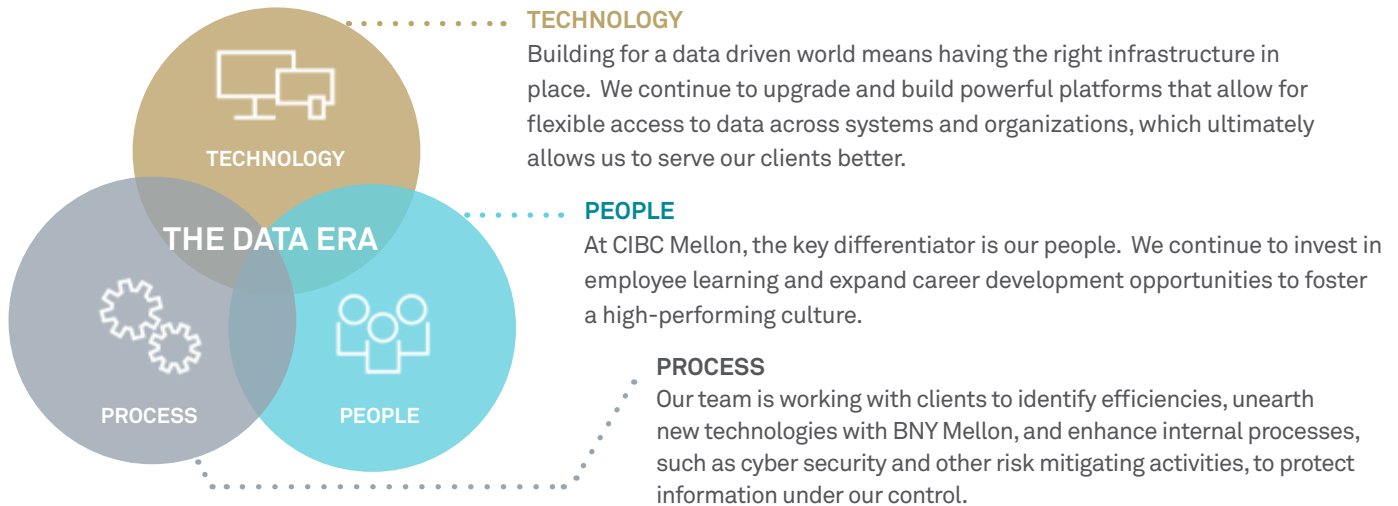


Clients



BUILDING FOR OUR CLIENTS' NEEDS IN THE DATA ERA

In a data-driven world, CIBC Mellon is well positioned to help clients confront complexity with digital-savvy people who have the insights to help clients chart a path forward.



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	OUR ANTI-MONEY LAUNDERING AND ANTI-TERRORIST FINANCING POLICY	OUR PRIVACY AND INFORMATION SECURITY POLICIES	ISO 26000 GLOBAL SOCIAL RESPONSIBILITY STANDARD	BUSINESS CONTINUITY MANAGEMENT SYSTEMS STANDARD
Allows employees to immerse themselves into the world of cyber security through an array of interactive exhibits, contests and articles on best practices.	Requires employees to be alert for and report unusual transactions according to the requirements contained in applicable proceeds of crime and terrorist financing legislation.	Provides guidance to employees regarding the steps and practices necessary to appropriately secure information under CIBC Mellon's control.	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.	CIBC Mellon was one of the first financial institutions in Canada to obtain certification to the ISO 22301:2012 Standard for Societal Security and Business Continuity Management Systems, 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.

70%
of CIBC Mellon employees participated in a volunteer event in 2018.




CIBC Mellon participated in **MORE THAN 126** volunteer events supporting several causes in our communities



In 2017, CIBC Mellon introduced the Remote Work Arrangements Program, providing employees with more flexible work environments and opportunities to work from home more readily.

42%
of CIBC Mellon employees are millennials



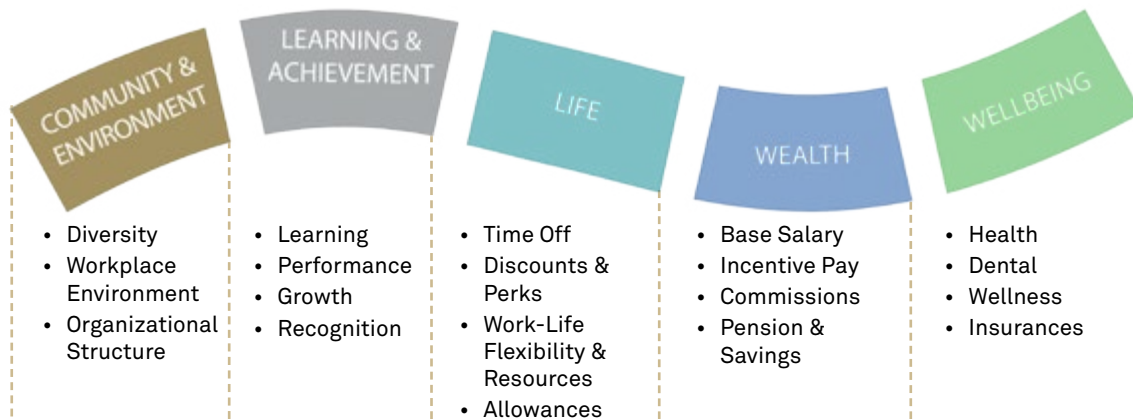
In 2018, CIBC Mellon introduced the **GenWhy Squad**: an opportunity for millennials to discuss matters that impact them as professionals.



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

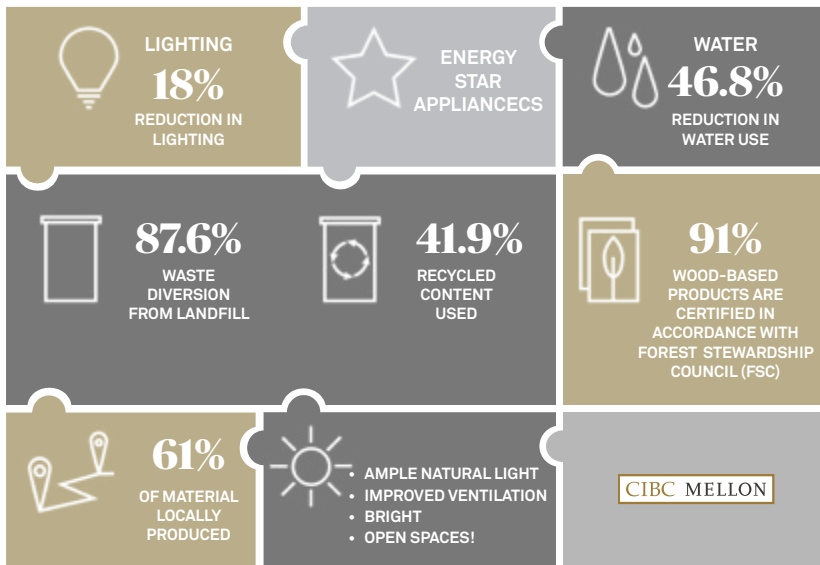
Client Experience Award	Introduced in 2017, the Client Experience Award recognizes employees who provide exemplary client service and are role models for client service excellence.
MyRecognition	With just a click of a button, employees can recognize their peers on our social corporate recognition platform. In 2017, our team shared more than 10,000 recognition moments.
MyIdeas	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.
Diversity Showcase	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.
Women's Initiatives Network	Celebrating the accomplishments of women and equality in all its forms, CIBC Mellon's Women's Initiatives Network provides professional development and mentorship opportunities.

INVESTING IN LIFELONG LEARNING

CIBC Mellon has several tools and resources to support employee growth and development



Green Thinking



From coast to coast to coast, employee wellbeing is top of mind at CIBC Mellon. Working in sustainability-minded buildings, we continue to identify opportunities across our offices to enhance employee comfort while reducing our environmental footprint.

In 2017, CIBC Mellon moved its corporate headquarters to 1 York Street: a state-of-the-art building that supports our environmental sustainability efforts amongst a variety of areas: water reduction, lighting, waste and recycling.

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

Achievers 50 Most Engaged workplaces in North America



CIBC Mellon and its employees were recognized as one of the Achievers 50 Most Engaged Workplaces™ in North America for the fifth consecutive year. This annual award recognizes top employers that display leadership and innovation in engaging their workplaces.



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

CIBC Mellon has been awarded Category Outperformer and Market Outperformer designations in Global Custodian's 2017 Agent Banks in Major Markets survey. The survey identifies high performing financial services companies as rated by global institutional investors.

REPORTING PERIOD:

This review covers CIBC Mellon's employee engagement activities during the 2017 fiscal year (Nov. 1, 2016 to Oct. 31, 2017).

Figures are in Canadian dollars, except where otherwise noted.

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CIBC MELLON

➤ A BNY MELLON AND CIBC JOINT VENTURE COMPANYSM

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