Intact Financial Corporation

2024 Social Impact and ESG Report





2024 Social Impact and ESG Report

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Reporting Scope and Boundary

Throughout this report, "IFC", "Intact", "we" or "our" refer to Intact Financial Corporation and, where applicable, its subsidiaries, for example where regional initiatives or particularities are reported. All currency is in Canadian dollars unless otherwise noted. This report covers nonfinancial performance across IFC's global operations in the financial year January 1 to December 31, 2024, but does not intend to replace or supplement any mandatory report or disclosure vehicle as may be required in any jurisdiction where certain IFC subsidiaries operate and report in accordance with local legal requirements.

Cautionary note regarding forward-looking statements

Certain of the statements included in this report about our current and future plans, expectations and intentions, results, levels of activity, performance, goals or achievements or any other future events or developments constitute forwardlooking statements. These forward-looking statements include, among others, statements with respect to our beliefs and intentions, our vision, our strategic goals and priorities regarding our social, economic and governancerelated impacts, including our actions related to diversity, equity and inclusion, child poverty, climate change and adaptation and our net zero greenhouse gas ("GHG") emissions reduction goals and targets and our interim emissions reduction targets. We caution readers not to place undue reliance on these statements, as a number of factors could cause our results and intentions to differ materially from the expectations expressed or implied by the forward-looking statements. These forward-looking statements represent our current expectations, estimates and projections regarding future events, but are not a guarantee of future performance. The climate-related forward-looking statements involve inherent risks and uncertainties and are based on various factors and assumptions, all of which are difficult to predict and many of which are beyond our control, including technological advancement, development of climate-related measurement methodologies, varying

decarbonization efforts across economies, governmental or regulatory action, geopolitical factors impacting global energy needs, challenges of balancing emission reduction targets with an orderly, just and inclusive transition, evolution of customer behaviour, our ability to gather and verify data, the participation of various stakeholders or our ability to implement various initiatives across our global operations within a specified timeframe. We may review our emissions reduction goals and targets if necessary and as appropriate, as data quality and methodologies improve, as assumed societal progress on emissions reduction progresses, as assumed decarbonisation technologies materialize, and as best practices, regulations and climate science continue to evolve. Further, for IFC to meet its target of achieving net zero GHG emissions by 2050, IFC may need to purchase carbon offset instruments for residual emissions. The market and methodologies for generating these instruments is developing and their availability may be limited. These instruments are also subject to invalidation, reversal, or changes to applicable regulations and standards that may impact the possibility to use such instruments. "Carbon neutral" and "net zero" GHG emissions legislation, regulations, taxonomies, standards, and definitions are evolving. As a result, IFC's use of these terms may vary over time.

All of the forward-looking statements included in this report are qualified by these cautionary statements, those made in the

section entitled Risk Management on pages 57 to 77 of our Management's Discussion and Analysis for the year ended December 31, 2024 ("MD&A") and the notes on our operations and investment GHG emissions estimates on pages 71 to 74 of this report. Unless otherwise indicated, all forward-looking statements in this report are made as at May 6, 2025, and are subject to change after that date.

No representation or warranty, express or implied, is or will be made in relation to the accuracy, reliability or completeness of the information contained in this report.

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About us

We're motivated by our purpose

We are here to help people, businesses and society prosper in good times and be resilient in bad times.

We're driven by our Values

Our Values guide our decision-making, keep us grounded, help us outperform and are key to our success.



Integrity

Be honest, open and fair

Set high standards

Stand up for what is right



Respect

Be kind

See diversity as a strength

Be inclusive and collaborate



Customerdriven

Listen to our customers

Make it easy, find solutions

Deliver second-tonone experiences



Excellence

Act with discipline and drive to outperform

Embrace change, improve every day

Celebrate success, yet remain humble



Generosity

Help others

Protect the environment

Make our communities more resilient

We're guided by our core belief

A belief that insurance is about people, not things.



What we do

Intact is the largest Property & Casualty insurance provider in Canada, a leading Specialty lines insurer with international expertise and a leader in Commercial lines in the UK and Ireland.

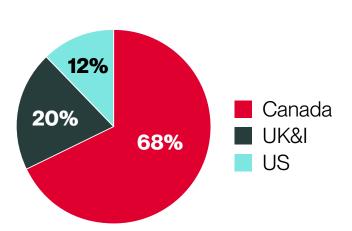
With a global team of **31,000 employees**, we deliver exceptional service through more than 350 offices worldwide.

Our business has grown organically and through strategic acquisitions. Our total annual operating Direct Premiums Written¹ has tripled over the last decade to almost **\$24 billion**. This robust trajectory has been accelerated by successful acquisitions that have supported our growth strategy and the achievement of our financial goals. As a result, our market cap has consistently increased over time and reached a record high of close to **\$47 billion** in 2024.

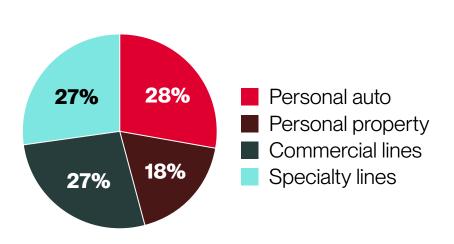


2024 Operating DPW¹

Our P&C segments



Our lines of business²





¹ These are Non-GAAP financial measures, Non-GAAP ratios or supplementary measures. See "Section 29—Non-GAAP and other financial measures" of the Company's Q4-2024 MD&A for more details.

² Commercial refers to Commercial lines excluding Specialty lines, as the latter is presented separately. Personal lines in Ireland represent 1% of our IFC business and is included within UK&I Commercial lines.



What we aim to achieve

Intact's three strategic objectives guide the organization and align our 31,000 employees toward a common goal—driving outperformance. This is our key focus.



¹ See page 41 for more information.

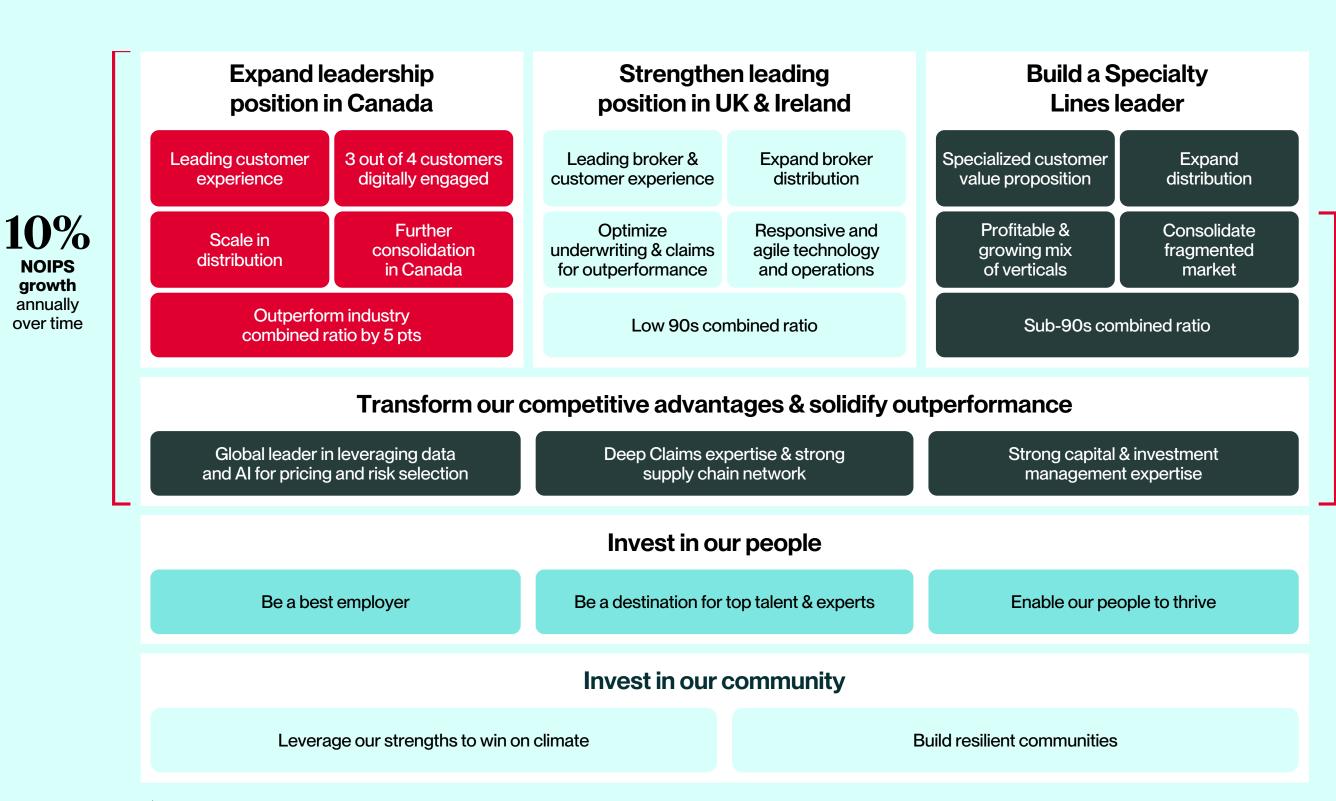


Our strategic roadmap

If our objectives are what we're aiming to achieve, our strategic roadmap tells us how we're going to get there. It prioritizes our actions and ensures our company works together to achieve outperformance. We shape our strategic direction by first analyzing the world around us and evaluating key societal and environmental opportunities and considerations. We are monitoring a number of shifting trends:

- Customers and brokers across our personal and commercial lines are demanding simplicity, speed, and value in their interactions with us.
- Economies are moving steadily towards net zero, while frequency and intensity of severe weather events rise.
- Socio-political and geoeconomic pressures continue to increase and cause social unrest.
- Technology advancements and new forms of data transform how we work, move, and live.
- Shifting employee expectations, an aging population, and the growing role of automation continues to reshape the workforce.

By understanding these external dynamics, we assess how our strengths, expertise, scale, and resources position us to deliver second-to-none experiences for our customers, drive outperformance, and enhance our impact on society.



*Based on a weighted-average ROE benchmark of leading P&C insurers in Canada, the US and the UK.

NOIPS

growth

500bps

Annual ROE

Outperformance*



How we structure our report

Our 2024 Social Impact and ESG Report is divided into two key sections:

1

Performance on our Strategic Objectives:

Intact operates with one set of global objectives, blending financial and non-financial goals as we find the intersections between helping society and winning in the marketplace.

Intact's strategy is focused on three objectives—our customers are our advocates; our employees are engaged; and our company is one of the most respected.

The first half of the report highlights areas where we believe our business can create the most meaningful impact and demonstrates how these efforts align with our broader business strategy. It explains how each of our three objectives is guided by our Values and firmly rooted in our purpose: to help people, businesses and society prosper in good times and be resilient in bad times.

2.

ESG Performance:

The second half of the report outlines our performance in key areas of environmental, social or governance (ESG) practice that are most relevant to our business.

This half includes data tables and metrics on ESG topics, an overview of the frameworks that guide our reporting, and the standards and policies we adhere to. These elements showcase how we apply our Values throughout the entire value chain of our business.

In 2023, we refreshed our approach to stakeholder engagement to determine a current understanding of the opportunities, risks and key social impact and ESG issues that concern important stakeholders and investors. Our research confirmed that focusing on customer service, enabling our people to thrive and helping society build resilience to climate change are in line with stakeholder expectations of Intact and are therefore integrated with our strategic roadmap. Details of our stakeholder research are available on page 52 of our 2023 Social Impact and ESG Report.





Leading the conversation



Charles Brindamour Chief Executive Officer



William (Bill) Young Chair, Board of Directors

Charles Brindamour, Chief Executive Officer, Intact Financial Corporation and William (Bill) Young, Chair of the Board of Directors, Intact Financial Corporation reflect on the past year and look forward to what's next.

It feels like the world has become riskier and more unpredictable. Has that environment changed how Intact responds?

Charles: At Intact, we prepare for uncertainties and we think long term. As part of our strategy, we consider these scenarios—political, economic, climate—and determine what we need to do to ensure our business can thrive even during uncertain times. Our track record of outperformance is a testament to how we prepare.

Our purpose is to help people, business and society prosper in good times and be resilient in bad times. Despite the geopolitical and economic headwinds that we are experiencing, that approach remains unchanged. Risk is what we do. We prepare for uncertainty. And we create products and services that are designed to support our customers during tough times.

Society is changing rapidly, which presents new challenges for us to get customers back on track. For example, we know climate change is a defining trend of our time. This offers us opportunities to continue to protect people and businesses against increasingly severe weather. Economic headwinds remain a challenge for our customers, with increased complexity, and so we're focused on offering them a seamless and simplified experience.

Bill: For the Board, we have confidence in Intact's approach to strategy. Adopting an 'outside-in' perspective, we stay across the key global trends, we manage the risks, and we understand and capitalize early on opportunities built on Intact's competitive advantages.

Considering the major developments taking place in society, the Board has continued to focus on and provide guidance to management on its climate strategy, we have explored the risks and opportunities of artificial intelligence, and

reflected on the geopolitical context, staying close to these developments and what they mean for the business and our customers.

Climate change increasingly seems too mild of a term to describe recent events. How are you helping customers to prepare?

Charles: This year was marked by an unprecedented volume of severe weather events that are a feature of the growing climate emergency. These events affected many of our own people personally at the same time as they were helping our customers to respond.

For people experiencing the worst effects and suffering the impact on their property, their business, or their community, these events can be devastating. This year I visited Jasper, Alberta, where wildfires consumed over 30,000 hectares of land and property. The scale of loss was staggering—of homes, family restaurants, and local businesses. I also saw the impact of the hailstorm in Calgary—the second-costliest insurance event in Canadian history, which impacted thousands of people.

The increasing volume and magnitude of severe weather events emphasizes the need to adapt to this new weather normal. We've invested in identifying and promoting practical tools through the Intact Centre on Climate Adaptation at the University of Waterloo—including guidance to homeowners and communities on what they can do to protect properties at risk.

We believe in prevention so much that we're increasing our investment in municipalities, equipping them to protect their residents. This year we've been talking directly to Mayors and Fire Chiefs across Canada about flood and wildfire preparedness. We've also committed to invest \$2 million in communities across Canada so they can implement ways to tackle wildfire or flood risk that is tailored to their unique circumstances. This is in addition to what we are already doing to help get our customers back on track.

While we do our part, we also need government leaders and policymakers to step up as a whole of society approach is required to tackle the climate crisis. First, they need to focus on building for the future and building in the right

places. Second, governments need to increase funding for adaptation, so society is more resilient when extreme weather strikes. Third, as part of funding adaptation, it's critical that governments invest in nature-based solutions, including preserving and restoring wetlands as first line of defence against flooding. Finally, government and regulators should not intervene in the personal property market to avoid a situation like we saw with the LA fires—where risk signals were dulled, which resulted in reduced availability and access to insurance.

Bill: Our ability to respond to these events reinforces why we exist. I heard from Charles that our On Side teams were competing with bears to remove fridges with spoiled food after the Jasper wildfire—so we're willing to go the distance to deliver for our customers.

Getting them back on track quickly is a strategic imperative for Intact. The teams on the ground are there to help customers when they need us, but our investments in technology help to accelerate that help. Intact's acquisition in late 2024 of Jiffy, Canada's leading home maintenance app, will enable us to do more for Canadians, including services related to prevention. Following the Canadian severe weather events in 2024, 1 in 2 claims were started online, a record high for Intact, expediting the claims journey. We are investing for both prevention and recovery.

It's clear from your comments how much pride you have in the people at Intact. What do you do to help them thrive?

Charles: Making sure our people are engaged is one of our objectives. Our strategy is nothing without a winning team. Which is why I am proud that it's our ninth time as a best employer in Canada, and our sixth time in the US. We know that if our people are engaged, they will outperform for the customer. At Intact, we choose leaders on their ability to lead by example on our Values. For us, true leadership is different from good management. True leaders care for their teams and create an open and honest environment, where they can thrive. They challenge the status quo, inspire their teams and support them to do their best work, including through access to quality development opportunities.



Bill: For me, a key proof point of engagement is how so many of our leaders are recruited from within. 76% of our leadership roles were filled internally this year. That shows that we are investing in our people and providing them with opportunities for growth. It also shows that we are developing the deep technical expertise that sets us apart. We have so many examples of talent that has stayed with the business, growing with us, often transferring their skills across multiple disciplines during their time with Intact. That makes me very proud of what we have built here and confident that our people are in an excellent position to support our customers when it matters.

How does Intact really drive that purpose through the organisation and ensure you are meeting your objectives?

Bill: We measure it. As much as the Board are supporting Charles and his team to drive outperformance in growth and profitability, we know that this is not the only thing that motivates the top team. That's why we spend time challenging Intact's executives as much on non-financial measures of outperformance as we do on the bottom line.

At Board meetings, what are the Directors looking at? They are looking at strategy, our risk appetite, the financial performance of the business, of course. But look at page 6 of this report and you will see non-financial performance measures are given equal weight to financial performance—so we measure and report those things too: Customer and broker advocacy, engagement and inclusion, building resilient communities, and whether our response to climate is meeting stakeholder expectations. These are not nice-to-have measures, they are central to our assessment of whether Intact has had a successful year.

How is Intact helping its customers face the economic headwinds that show no signs of abating?

Charles: The cost of living for families and businesses in our markets remains high. That's top of mind for me and my team. Economic resilience, societal resilience, climate resilience—these are all part of the same strategy designed to reduce the impact on people and business. We focus on finding efficiencies where we can without impacting service. We maintain financial discipline so that we can sustain our

coverage offering through good times and bad. We provide customers with a range of choices to suit their needs and are taking steps to keep insurance affordable even as customers are facing growing climate risks.

Bill: I think it's about the role we can play in the wider context as well. We see the universe of risks expanding. For example, in cyber where more connectivity increases the level of vulnerability, with sometimes huge personal or commercial cost to our customers. That's why in 2024 we established the Intact Cybersecurity Hub at the Université de Sherbrooke in Québec. Just like our partnership with the University of Waterloo on the Intact Centre for Climate Adaptation founded in 2015, it's about supporting people to invest now. Education, mitigation and prevention. That's the approach that will reduce risk and the costs experienced by all of society.

At the end of 2025, as you look back on the year that has gone, what do you expect will be Intact's key achievements?

Charles: I want to see that our investment in climate adaptation and resilience measures have helped people, communities and governments understand the value of preparation. Investing today leads to avoided loss, avoided suffering in the community and reduces the cost of rebuilding tomorrow.

I want to see that our investments—in technology, in our people, or through acquisitions and integration—have driven outperformance. Not only for Intact, but for the customer. Whether they are a homeowner, a small business or a major multinational, outperformance should mean we have clarified the risks they face, built their confidence and fostered greater resilience.

We are not complacent about the challenges we face and our customers face. But we are energized by those challenges, and we continue to be focused on finding solutions for our customers and our communities. "We are not complacent about the challenges we face and our customers face. But we are energized by those challenges, and we continue to be focused on finding solutions for our customers and our communities."

—Charles Brindamour, Chief Executive Officer

Highlights of our progress

Our customers are our ADVOCATES

3 out of 4 customers who had a transaction with us are our advocates

74%

in Canada.1

75%

in Ireland.²

4 out of 5 brokers value our specialized expertise³

84%

of personal, commercial and specialty lines brokers in Canada. 89%

of specialty lines brokers in the US.

85%

of commercial lines brokers in the UK.

- 1 We track transactional advocacy scores amongst personal lines customers only. Our commercial and specialty lines customers are not included in these scores.
- 2 Transactional advocacy scores for Ireland are based on a blend of 50% personal lines and 50% commercial lines customer experience.
- 3 For more information on how this is measured and tracked, see <u>page 23</u>.



Being a best employer

9th

consecutive year being named Best Employer in Canada by Mercer.

6th

consecutive year being named Best Employer in the US by Mercer.

Representative of the communities we serve

39%

of VP+ roles at Intact are held by women globally.

15%

of VP+ at Intact⁴ are held by employees who identify as Black People and People of Color (BPOC) in Canada and US.

4 Excludes On Side Restoration. BPOC data only available in Canada and US. Data is not collected in the UK&I due to legal restrictions in certain jurisdictions.

Our company is one of the MOST RESPECTED

3 out of 4 stakeholders recognize us as leaders in building resilient communities

55%

of stakeholders globally, a two point improvement from 2023.⁵

Achieve Net Zero by 2050, and halve our operations emissions by 2030

23%

reduction in our operations emissions from a 2019 baseline.⁶

Grow NOIPS 10% yearly over time

10%

10-year CAGR with a Net Operating Income Per Share⁷ of \$14.43.

Exceed industry ROE by 5 pts

6.5 points

of 10-year average Return on Equity^{7,8} outperformance.

- $5 \ \ \text{Results based on our 2024 Resilience Barometer. For more information, see } \underline{\text{page 34}}.$
- 6 Includes Scope 1, Scope 2 (market-based), and Scope 3 (business travel, waste, water and paper). Starting in 2024, On Side Restoration emissions are reported separately. For more information on GHG emissions, see page 42
- 7 These are Non-GAAP financial measures, Non-GAAP ratios or supplementary measures.
- 8 Intact's ROE corresponds to an adjusted return on equity (AROE), which is more comparable to the industry. 2024 ROE outperformance is estimated at 510 basis points and includes estimated UK industry ROE. Final 2024 outperformance results will be available in Q2-2025.



Our customers are our advocates

Intact has been the number one most recognized insurance brand in Canada nationally for five years.¹ But being recognized is not enough. We are proud to also be ranked the number one most trusted brand in both Auto and Home insurance.²

During the most difficult times, we deliver for our customers. We play a critical role in getting customers back on track after severe weather events. We combine front line support where and when it really matters with digital innovation, deep supply chain capability and a distribution network that provides the choice, expertise and value proposition our customers expect.

¹ Ipsos Brand Tracking.

^{2 2025} BrandSpark Most Trusted Awards. Intact ranked number one in Auto, and tied for first place for Home insurance.

Our customer-driven approach

Our goal is to have three out of four customers as our advocates. By creating exceptional customer experiences and helping our customers quickly get back on track, we earn their trust. From shopping or selecting the coverage online or with someone, updating the policy in the app or though the phone, renewing or making a claim, we believe that at every touchpoint and across every channel, what matters to our customers should matter to us.

Customer service involves providing a quick, friendly and respectful, professional and empathetic experience. Easy to navigate technology and simplified communication are also part of our customer-driven approach.

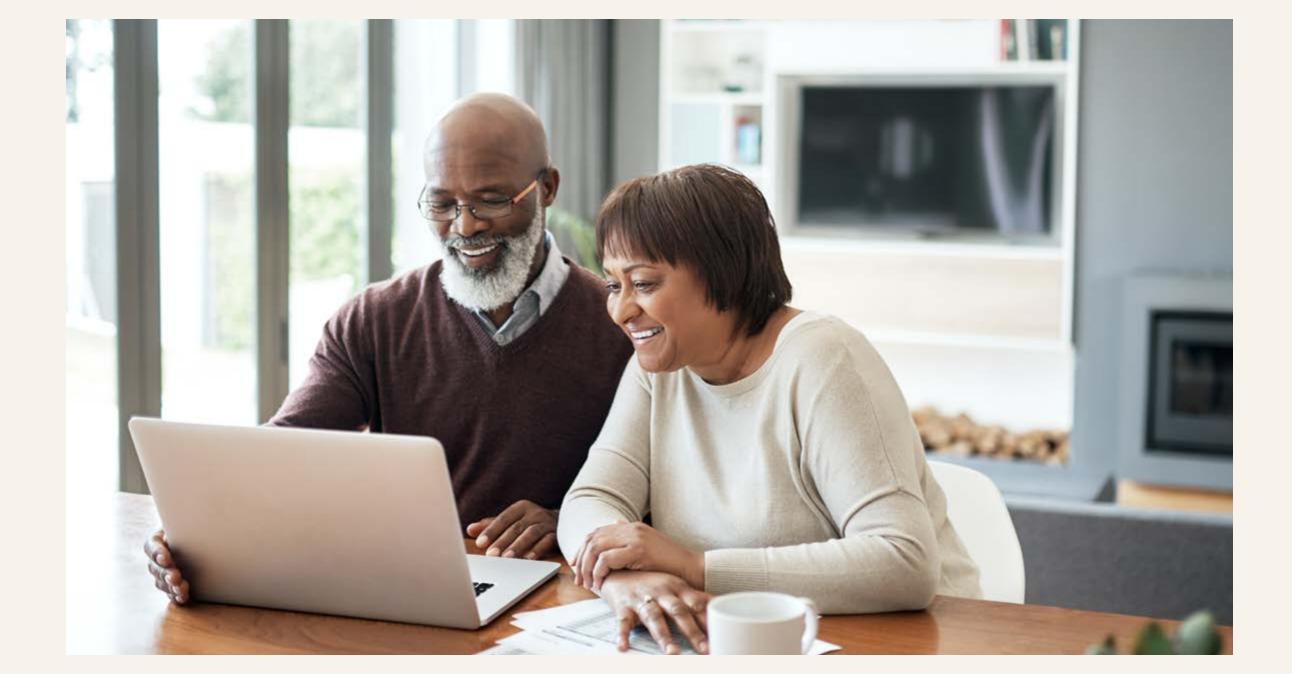
By measuring customer advocacy, we gain valuable insights into our approach to customer support. In 2024, surveys of thousands of personal lines customers in Canada showed that 74%¹ of those who had a transaction with us were likely to recommend Intact to a friend or colleague based on their experience.

We also know that building exceptional customer experiences also means looking beyond the insurance journey. By exploring new ways to add value to our customers' lives, we foster advocacy for the long term.

Customer advocacy for customers who had a transaction with us:







"Overall, we were very satisfied with the service we received from Intact Insurance. It was a difficult time for us, and we appreciated that it was also a hectic time for your adjusters. A fellow Intact Insurance agent from Jasper arranged a Zoom meeting where the whole process of a claim was explained to us, and this really helped."

[—]Intact customer from Alberta

¹ We track transactional advocacy scores amongst personal lines customers only. Our commercial and specialty lines customers are not included in these scores.

² Transactional advocacy scores for Ireland are based on a blend of 50% personal lines and 50% commercial lines customer experience.





Enhancing the digital experience

Our customers want the speed and simplicity of technology to take the pain out of all aspects of their journey with us. That's why we have made it our goal to engage three out of four Canadian customers digitally, and why we continue to enhance the online self service tools available to customers in our Client Centre and mobile app.

Digital highlights¹

We have secured positive momentum from our investments in digital as we further enhance the customer experience.

- One in four claims in 2024 have been submitted online.
 This figure increases to 1 in 2 claims during severe weather events, while maintaining high levels of customer advocacy.
- Over one in four policy transactions for auto were completed online, with 75% of them being completed via our app.
- 61% of all Intact and direct distribution customers have an online account.
- In our direct distribution channel, 75% of quotes were completed online.

Improving speed and efficiency through automation

We are accelerating the deployment of automation tools, including through artificial intelligence (AI), to price effectively and deliver an increasingly frictionless service for our customers.

- In November, our direct distribution customers in Canada started making changes to their policy online without the need for an agent to review changes before applying them to the policy. This was an important milestone to fully automating policy changes online allowing customers to benefit from instant changes in their coverages.
- Our enhanced AI tool for Personal Auto has expanded its reach and helped to reduce the appraisal time for claims in Canada.
- In Canadian commercial lines, nearly two thirds of our products now leverage machine learning for pricing. And we are working hard to make standard small and mediumsized enterprise (SME) quotes easier and faster for brokers to bind. 72% of commercial quotes now go through an AI tool that eliminates duplicate entry for underwriters and brokers and increases our speed to quote.
- ▶ More information on how we develop and deploy AI models can be found in the AI and model governance section on page 55.

¹ Highlights relate to Canada only.





Expanding our digital footprint

In 2024, we acquired Jiffy, Canada's leading home maintenance app, sitting squarely at the intersection of our purpose of helping and winning. Designed with the user in mind, Jiffy makes booking home services quick and easy for both homeowners and skilled professionals. The app instantly allows homeowners to book pre-vetted, highly rated home service professionals with upfront pricing, for sameday or future scheduled jobs. The app connects customers with experts who provide home maintenance and repairs. This opens avenues for us to help make customer's homes more resilient to severe weather. This includes cleaning eavestroughs, installing sump pumps, and fixing leaky roofs.

"Jiffy's solution for homeowners and home service professionals advances Intact's goal of enhancing the digital experience for customers in an increasingly digital first world. This includes making it easier for customers to invest in smart, cost-effective prevention measures to protect their homes against the impact of extreme weather."

—Ryan Shupak, Co-founder of Jiffy



Streamlining the commercial claims process in the UK

In the UK, the introduction of a new claims management system has provided a more data driven solution to reduce cycle times through automation. The RSA Broker and Customer Portals are secure online claims channels that allow brokers and customers to register and track the progress of their claims online. With dynamic questioning, the most relevant information is captured upfront. This helps make the journey faster.

In addition, the portal is now going to enable RSA to issue payments to customers within two hours as standard. Previously, the wait time was three to five days. To support handler adoption, we've also integrated a tool that simplifies complex processes and offers on-screen guidance, helping our teams to work more efficiently and minimize errors.

Our claims experience: changing climate, evolving response

Our customers were impacted by numerous severe weather events throughout 2024. Our claims teams respond when issues arise, playing a key role in keeping our promises to our customers.

2024 has been a challenging year for customers in Canada, with multiple catastrophes occurring across the provinces in which we operate over a few months. This included the British Columbia and Alberta wildfires, Ontario summer floods, the remnants of Hurricane Debby wreaking havoc in Québec and a severe hailstorm in Calgary, Alberta. Outside of Canada, we helped customers get back on track after Hurricane Helene in the southwestern US, and Storm Boris in the UK and Europe.

To respond to the four back-to-back major catastrophes in Canada over the summer, hundreds of employees answered calls to open a claim within a few seconds.

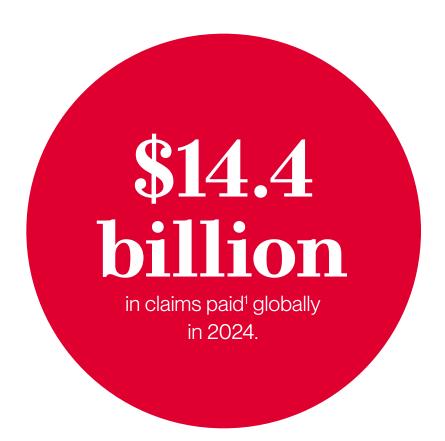
24/7. Three out of four customers were able

events and continue to play a crucial role to help them rebuild and recover. As a result, by the end of October, we closed almost 60% of approximately 50,000 claims related to the four most severe events from July and August. The high volume of claims this year forced us to get creative.

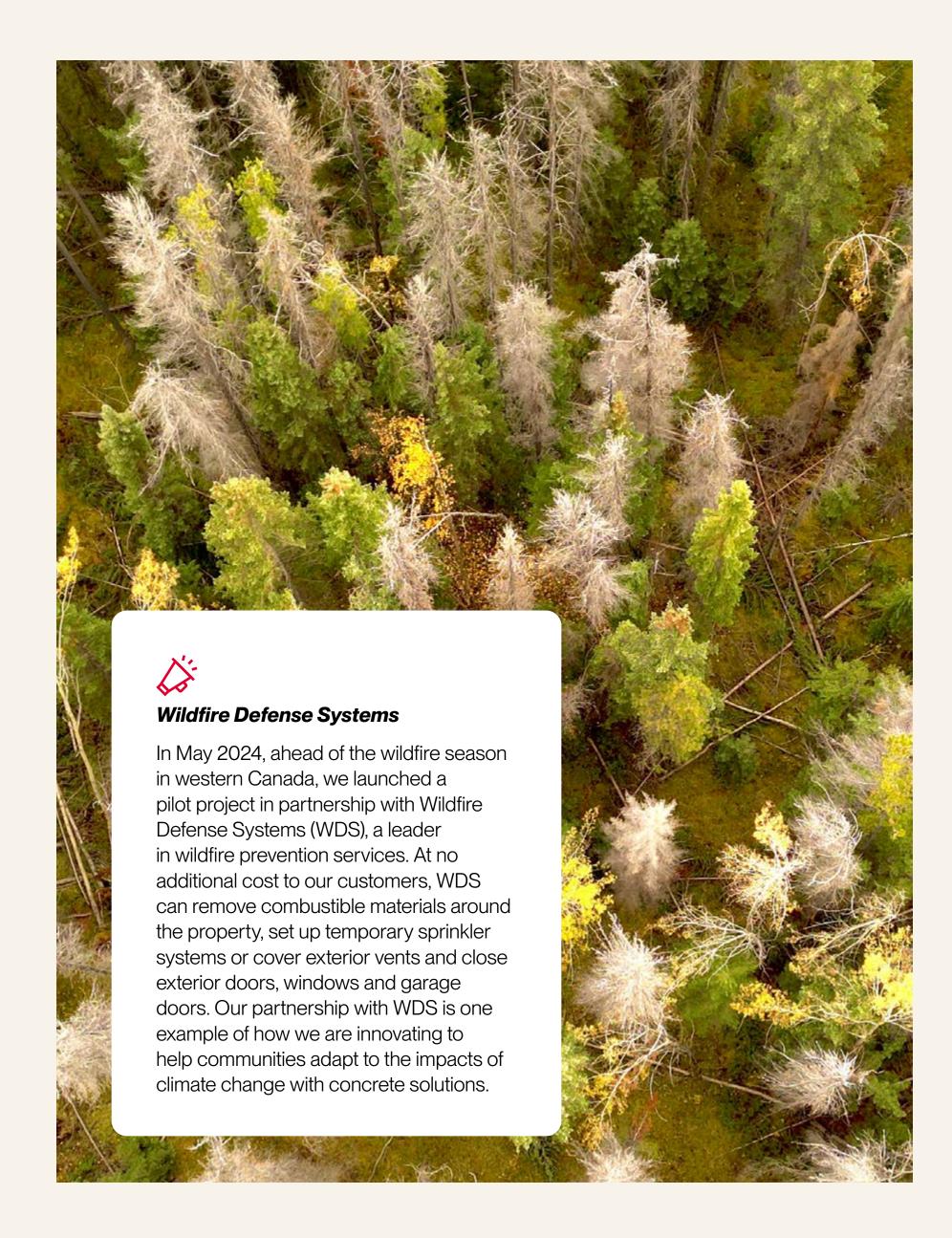
Our teams were on the ground within the first hours of these

For example, in Ontario, we opened our offices over the weekend to assist customers after the July flooding. These face-to-face interactions were crucial in reassuring our customers and easing the wait times on our call centres.

Our Claims teams make up just under a quarter of all employees and we welcomed 1,100 new colleagues in the year. In 2024, 77% of the claims calls in Canada were answered within 20 seconds.



¹ This figure comprises claims and other insurance service expenses paid and is net of reinsurance.







"Our value proposition means that we have the expertise and people in place to work in true partnership with our customers and brokers. We pride ourselves on our ability to provide personal and responsive communication to those we serve."

—Louis Gagnon, Chief Executive Officer, Intact Canada

How we leverage our deep supply chain network and partnerships

In Canada, we grew our On Side Restoration business and strengthened our existing partnerships with Intact Service Centres and approved auto shops. By bringing more of our expertise in-house we were able to respond faster.

On Side Restoration: This year On Side handled two thirds of all the impact claims from the Southern Ontario floods. Now with 45 locations and 2,000 employees, On Side supported over 29,000 Intact customers in rebuilding homes and businesses.

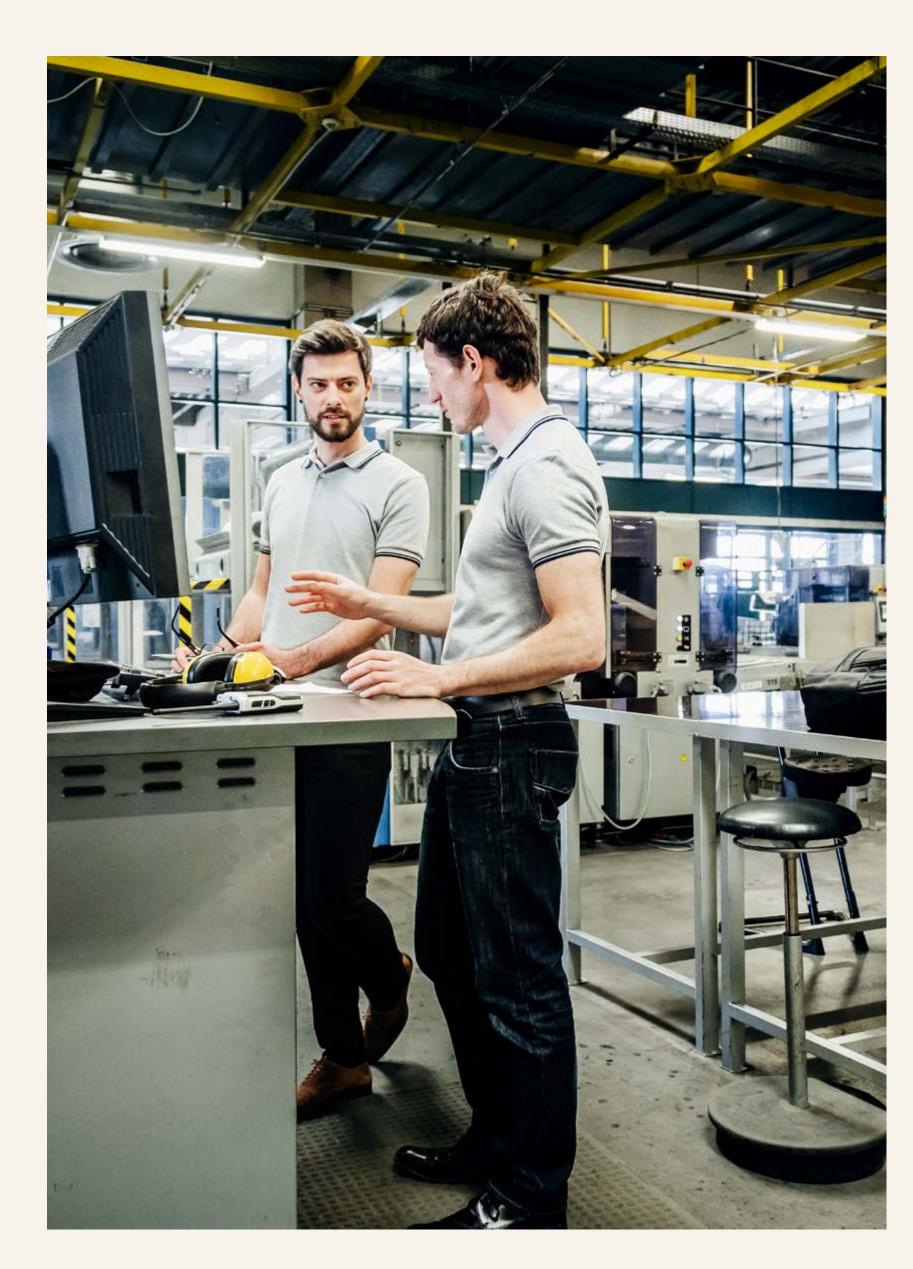
Rely Network: Our certified repair professionals handled 71% of auto and 44% of property claims.

Intact Service Centres: Our centres are an example of how we are building on our claims expertise and strong supply chain network. In total, our 38 centres across Canada, eight of which opened in 2024, achieved a 33% faster cycle time than regular auto repair shops. In 2024, they helped 40,000 customers get back on track.



In August 2024, our three centres in the Calgary area handled an influx of claims from the hailstorm. The hailstorms became the second-costliest insurance event in Canadian history after recording \$2.8 billion in damages. Our immediate response on the ground was to create five drive-through centres to expedite the claims process, which allowed us to appraise over 11,000 vehicles in the immediate aftermath.

¹ Insurance Bureau of Canada—August hailstorm in Calgary results in nearly \$2.8 billion in insured damage.



Leading with expertise through complex commercial claims

A complex commercial claim is a stressful experience, particularly for small business owners that provide both employment and services at the heart of our communities.

A successful claims process gets the customer back to business and protects their client base, supply chain, employees and the wider community during the business interruption and rebuild. Getting there requires collaboration between insurers, brokers and customers.

This creative, collaborative, outcome-focused approach is part of the commercial lines value proposition we offer at Intact. For example, for manufacturing customers, getting production lines back into operation is key. We have had claims where our teams worked with customers to creatively rebuild or relocate production to start manufacturing well before the repairs to the entire facility are completed.

With a positive and proactive approach to resolving claims, our handlers also have access to a range of specialist suppliers and in-house investigators if required.

"What's important to the customer should be reflected in the insurance policy, and what's important to them likely goes beyond property, contents, and liability. We discuss the business interruption scenarios, contingency plans, and extra coverages and endorsements their unique operation may require. Because of the depth of our commercial lines expertise, our underwriters are able to find tailored solutions."

- Rosalind Staples-Simpson, Senior Vice President, Commercial Lines, Intact





Torskey Park Caravan Site

When Torksey Park Caravan Site in Lincolnshire, UK, flooded in January 2024, our specialist broker partner, Caravan Guard, provided details of the exposure, site maps and a list of policyholders on the site. RSA was then able to make proactive outbound calls to customers and provided details on how to make a claim. At the same time, our adjusters contacted the park to discuss potential damage. We arranged for adjusters to attend the site on specific dates and either meet customers or the park representative to view the damage and advise on immediate corrective measures.

"I always imagined having to work with insurance as the worst thing that can happen, and prepared myself for that, but from the first moment you came in it was clear it's not the case."

- RSA Commercial Lines customer





Building proactive resilience through specialty insurance

With rapidly evolving fields like AI and robotics, clients can overlook the importance of early-stage risk management. Specialty insurance is built on the principles of proactivity and service, offering tailored solutions to meet the unique needs of various sectors. Unlike traditional commercial insurance, specialty insurance offers a portfolio of services including risk consulting, engineering, claims handling, and specialist underwriting.

This year we have expanded the geographical reach of a number of verticals so that they provide the seamless coverage required by our multinational clients. We've also launched new products tailored to the evolving business environment such as our technology and management liability coverage—a one-stop solution offering property, liability, professional indemnity and cyber coverage to technology companies—and our Professional Indemnity insurance product specifically for climate change professionals (see page 47 for more information).

"Specialty insurance is different—it's proactive, not reactive. We partner with companies to develop risk management plans that include consulting and prevention, ensuring they're prepared for risks before they arise. This proactive approach helps clients avoid costly surprises and strengthens their overall risk strategy."

- Lynn O'Leary, President, Global Specialty Lines, US



Care for our customers

Delivering exceptional customer service and fair treatment is central to our Values at Intact. We create region-specific customer policies and robust internal systems to collect and address customer feedback, helping us continuously improve customer outcomes.

Our customer service policies are designed to align our strategy, decisions, products, processes, and communications to enhance overall customer experience. We proactively safeguard customer data, ensuring appropriate handling and use, and provide access to dispute resolution services.

As part of our commitment to fairness, we also extend these principles to our interactions with brokers, vendors, and other key stakeholders.

▶ For information on our customer data privacy policy see page 56.

Listening to our customers

Listening to our customers helps us better understand and respond to their needs and enhance their experience. Using advanced tools, such as speech analytics that track customer sentiment, allows us to better understand the challenges our customers are experiencing and to refine our approach. We also conduct focus groups, customer satisfaction surveys and a wide variety of market research techniques to uncover consumers' needs and expectations regarding the development of a superior customer experience through digital and traditional channels.

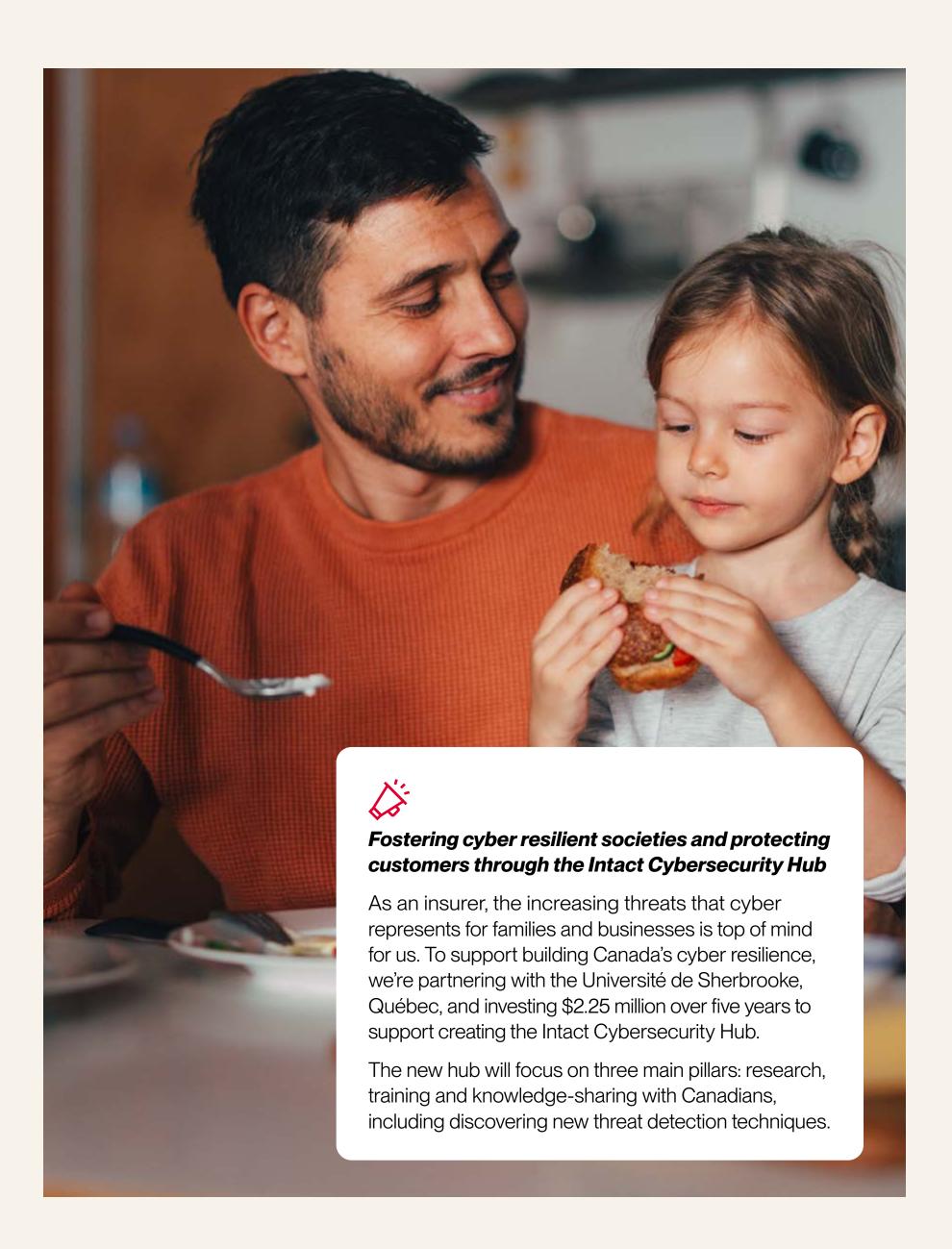
Helping customers understand their policy

We are investing in innovative solutions so that our products are inclusive and understandable. An example is RSA's partnership with Plain Numbers—a UK-based organization that specializes in helping firms improve customer understanding of their communications. Across the business, 80 employees are certified as Plain Numbers Practitioners or champions through RSA's Plain Numbers Champions Programme.

Following the success with personal lines customers in the UK, RSA is now improving the accessibility of communications across the commercial business. This initiative helps small business owners make informed decisions by applying the Plain Numbers approach, restructuring numerical information from the customer's perspective, and providing training and clear drafting guidelines for our team. Similar considerations are now also applied in policy wordings, with a focus on simple, inclusive language, readability and clear and consistent formatting designed to make the process of engaging with us as accessible as possible for commercial lines customers.

Providing choice and value for money

Customers want a simple transaction, they want to be understood, and they want value for money. When it comes to value for money, Intact has a broad range of offerings. belairdirect's *Insurance Simplified* is one example. Every decision and action we take is based on how we can deliver a simplified and exceptional experience for our customers and our employees. Digital channels are primed to focus on simple and intuitive transactions that takes the complexity out of purchasing insurance.





Helping brokers provide excellent customer service

Brokers play a vital role in ensuring customers have the coverage they need to protect what's important to them. They can apply their expertise and their understanding of risk to help customers manage and understand their insurance costs, which is particularly important in today's economically challenging environment. Brokers are essential partners in delivering a great customer experience on behalf of Intact and we believe that their success reflects their ability to deliver outstanding service to customers.

Understanding the essential role brokers have in meeting customer needs, we provide them with a range of tools and programs, such as courses on everything from personal lines to commercial lines to behavioural science and sales. We also communicate regularly with business updates via weekly bulletins as well as sharing insights from our leaders and experts across various channels such as Linkedln and industry media. Additionally, we have improved the personal lines quoting platform for better workflow efficiency, launched a commercial lines quoting platform, and introduced tools to reduce redundant tasks for brokers.

Supporting broker education, Canada

The *Pathways* program helps support brokers with recruiting and developing talent. Since the launch of *Pathways* in the Spring of 2023, brokers have completed over 39,000 courses focused on technical expertise and customer service. We continue to evolve our educational programs in response to broker feedback. In 2024, we piloted the Commercial Sales Summit, a five-day, in-person immersive educational experience designed to elevate the business knowledge and service delivery of commercial lines brokers. We plan to further expand this program to more brokers in 2025.

In Québec, the Intact Académie offers more than 1,000 activities that support broker success and certification in both personal and commercial lines. Additionally, brokers can take advantage of an onboarding course that combines systems and product training, as soon as they achieve their certification. Brokers also have access to an education library with a variety of learning resources to help them develop their technical knowledge and provide an exceptional customer experience.

In 2024, we piloted a Leadership Essentials Pathway to brokers across Canada. This eight-month leadership training program is designed to equip broker participants with the skills they need to lead and inspire teams in the insurance industry. Built on research-based content, the program enables participants to increase their speed of integration in their role and improve operational performance and the overall customer experience in their respective brokerages. Piloted with 23 brokers in 2024, we plan to roll this out to 160 brokers nationally in 2025.

▶ For more information on the financial and growth solutions we provide in Canada see the Public Accountability Statement on page 83.



"Today, brokers are more than salespeople; they are also educators and risk mitigators. Brokers need to be experts, not just on the increasingly nuanced insurance products carriers put out in response to weather threats, but on the climate adaptation measures they can advise customers to take."

— Peter Janzen, Senior Vice President, Ontario and National Distribution Teams, Intact Insurance





"I've certainly looked at things a little differently in terms of strategy, leadership style and my communication. I think the Leader Programme makes you far more conscious about your actions and impact, which is invaluable when you're in a leadership role within a company."

— John Child, Business Performance Director, Howden Group

Broker Leader Programme, UK

The Broker Leader Programme is a sixmonth professional development course, designed by RSA experts. The programme is where rising stars develop their talents, build skills as leaders and help to shape our industry.

Delivered by experienced industry trainers and a dedicated mentor from RSA's leadership group, the programme combines virtual discussions, group activities and networking opportunities and includes a deep dive into key business themes including strategy, talent management, finance, change management, managing a team and presentation skills. Over 100 future broker leaders have participated in this curriculum since its launch in 2015. Following the acquisition of NIG in the UK, RSA will relaunch the programme in 2025.

Cyber posture support

As the sophistication, severity and frequency of cyber-attacks continue to increase, Intact is committed to helping brokers improve their cyber posture. Leveraging the experts on our Partner Solutions Inc. team, our cybersecurity team and third parties as needed, we help brokerages assess their vulnerabilities, implement best practices and build cyber resiliency that prepares brokerages to respond to and recover from cyber incidents.

Building resilient communities together

We support the community engagement of brokers through programs such as *Better Communities*. We provide them with the resources they need to help educate customers on climate adaptation and preventative actions.

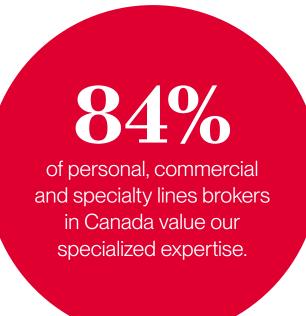


Strengthening RSA's leading UK Commercial Lines platform

In 2023, Intact and RSA acquired Direct Line Insurance Group plc's brokered Commercial Lines operations, including the NIG and FarmWeb brands. Through onboarding 100 new brokers onto the platform, the acquisition has expanded our reach into local communities, strengthening our presence and tailoring solutions to meet the unique needs of the SME and mid-market businesses that are so vital to the local economy.

Our focus is now on differentiating through service delivery on non-complex risks, while focusing on expertise and relationships on complex risks. The acquisition also offers us the opportunity to enhance our product suite, with better coverages and limits for customers including an all-new motor fleet policy.

2024 Voice of the Broker survey results¹



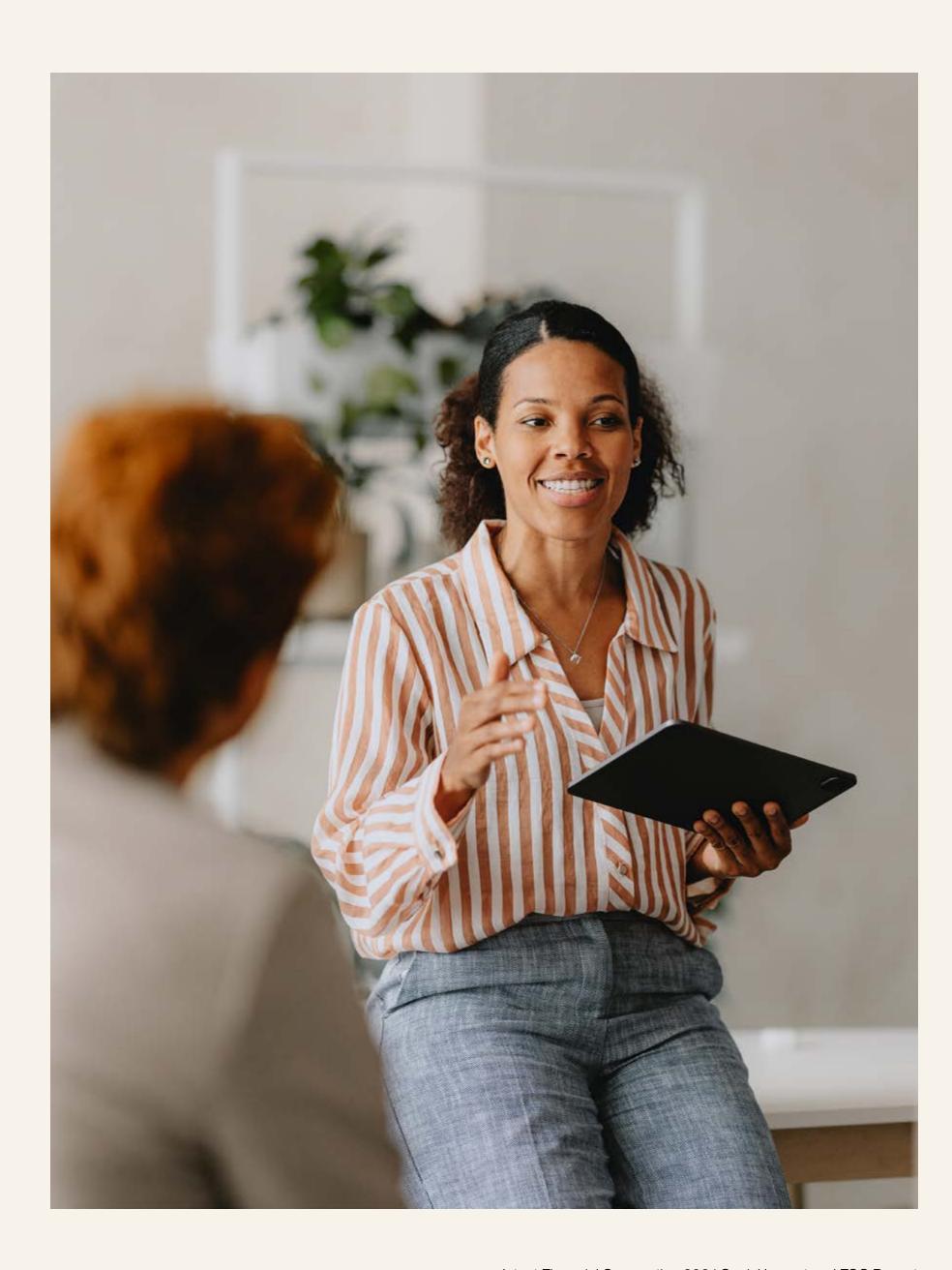
89%
of specialty lines brokers
in the US value our
specialized expertise.

85%
of commercial lines brokers
in the UK value our
specialized expertise.

Voice of the Broker is an annual study that dives into the feedback of brokers from two waves of surveys conducted during the year. From measuring broker satisfaction to conducting competitive analysis, this study uncovers valuable insights from their responses and drives our strategy to continually improve broker satisfaction with our products and services.

In Canada, broker feedback has driven our commitment to becoming the broker market of choice, simplifying business processes, and fostering mutual growth. Alongside continuously enhancing our education programs, we offer brokers customer-centric business development tools, cybersecurity support, financial assistance, and succession planning resources. The 2024 survey results showcase that the key driver of broker satisfaction across all lines of business remains relationships.

In the UK this year, we continued to build our broker insight strategy to establish the most accurate view of how brokers were feeling about their experiences with us. The 'Leading Broker Service' project that was launched in 2022 focused on three main areas—Contact, Responsiveness and Relationships, which remains consistent with this year.



¹ Voice of the Broker is an annual survey measuring broker experience and randomly sent to brokers who sell Intact. Voice of the Broker measures perception of Intact's expertise in 4 domains: employee's knowledge of products, product that respond to customer needs, underwriting expertise and claims employee's knowledge.





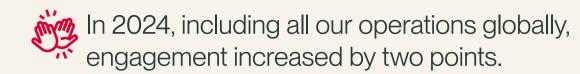
Our people are engaged

We can't do it without our people. They bring the commitment, drive, and Values that serves our customers and fuels our outperformance.

This team has now grown to 31,000 people around the world. We achieve our goals by bringing them with us. It's critical they feel they have a role in executing on our purpose and a stake in our success. That's why one of our three key strategic objectives is to ensure our people are engaged. We do this by aiming to be both a best employer and one where our employees and leaders are representative of the communities we serve.

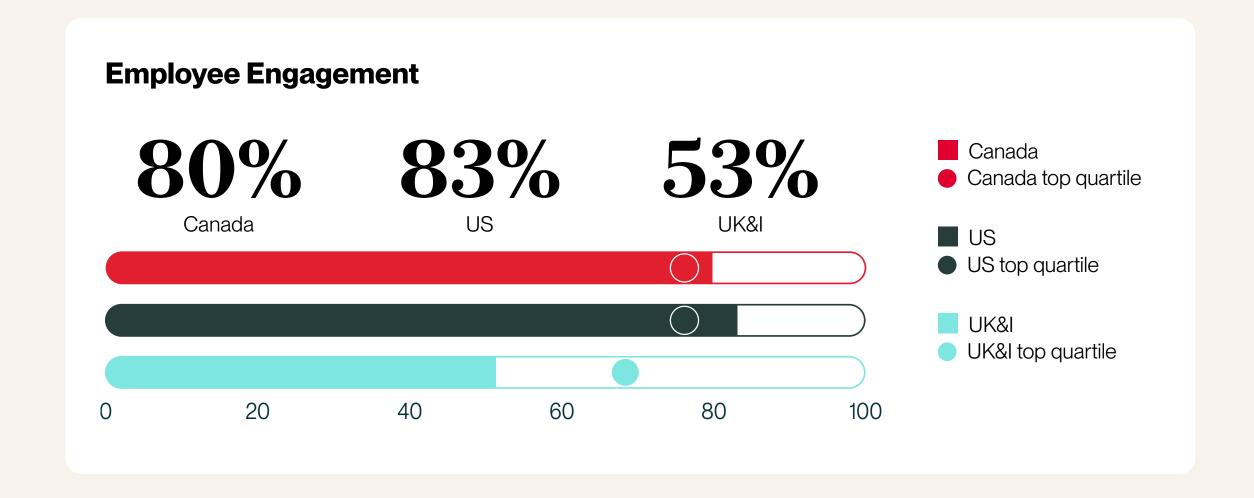
We are a best employer

For over a decade, we have been measuring the engagement of our employees through an independent annual engagement survey benchmarked against other top employers. We implement action plans in response to the feedback provided by our people, and delivering those actions has allowed us to maintain high levels of employee engagement.



In Canada, engagement increased by three points. Intact was once again selected by Mercer as a Best Employer for the 9th consecutive year, and in the US for the 6th consecutive year.

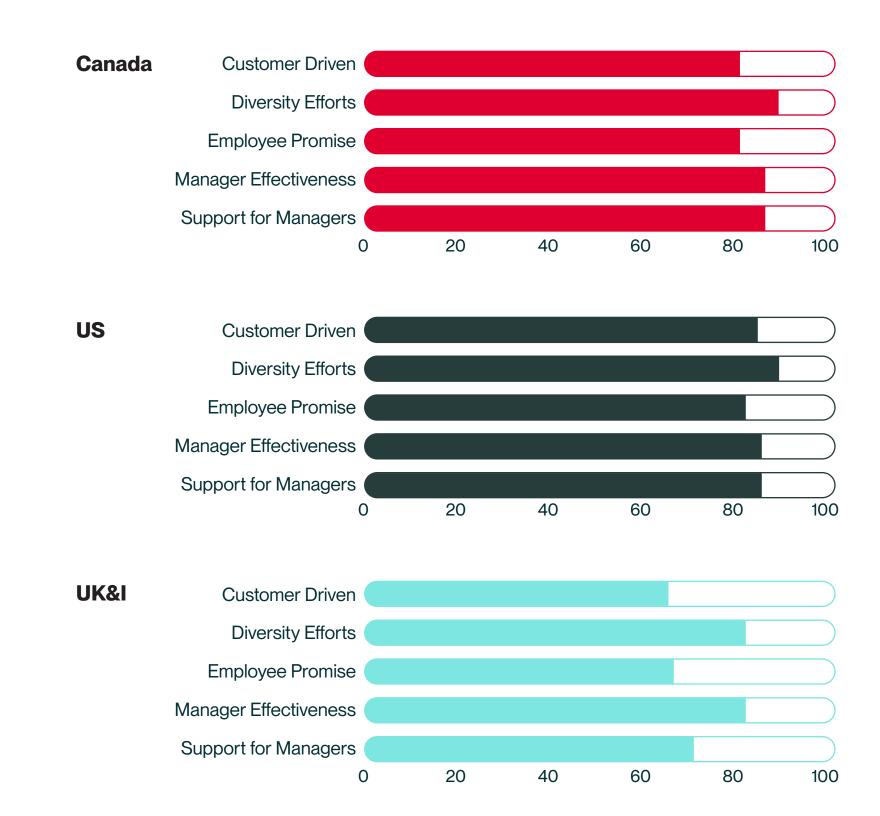
Amid an environment of significant change, the UK&I engagement score decreased to 53% from 58% in 2023. Outcomes included in this score — Europe remained unchanged from the prior year, and Ireland increased, while engagement decreased in the UK. Although the UK result is disappointing, the pattern follows one our business sees when large groups of employees are experiencing a significant transition. Understandably, our exit from personal lines and our acquisition of NIG is bringing change to our people in the UK business. We are committed to providing these employees with the support they need to navigate this important transformation. This is a key priority in 2025. For employees less impacted by these shifts, trends are positive with scores either improved or achieving top quartile status across eight of 11 dimensions and with a number of executives achieving Best Employer engagement levels within their teams.



Top five highest engagement dimensions

Rounding out the top five scoring dimensions in our employee engagement survey across all regions are perceptions of Customer Driven, Diversity Efforts, Employee Promise, Manager Effectiveness, and Support for Managers. Delivering on these items is helping us to achieve our Best Employer ambitions.

Perceptions of Manager Effectiveness in our engagement survey remained high in 2024, evidence that our Leadership Success Factors (see page 27) continue to be a deeply rooted aspect of who we are. This is important because we know that our managers play a key role in delivering on our Employee Promise for their respective teams.





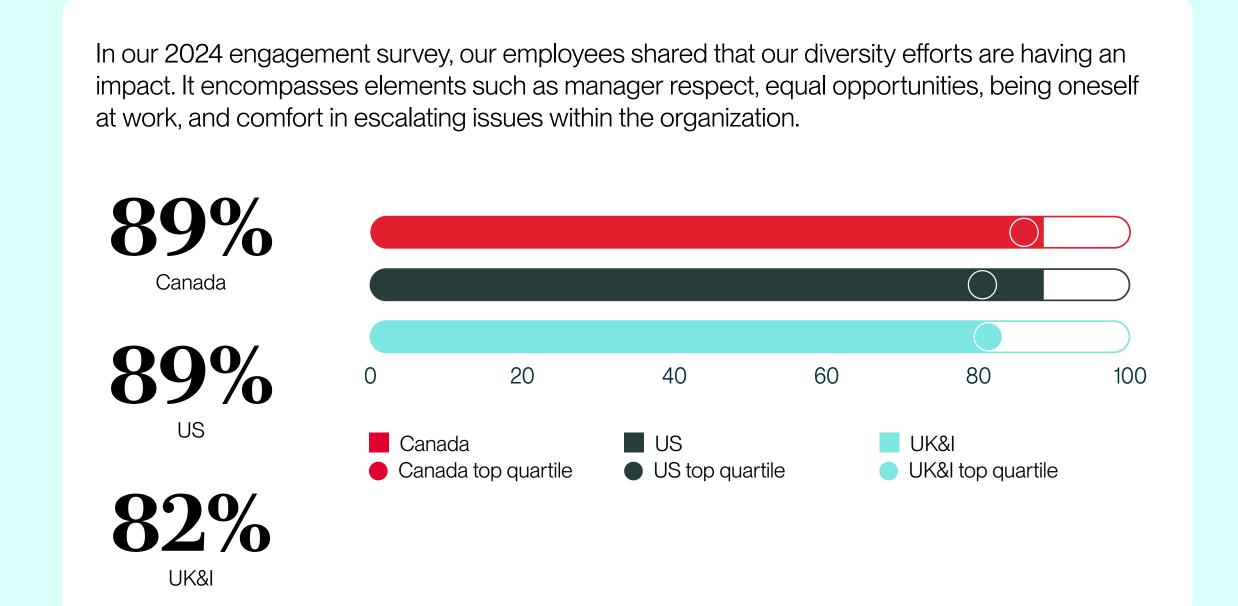
Our employees and leaders are representative of the communities we serve

We strive to create a workplace where all employees feel valued and respected. We believe this is important for outperformance, because it will make Intact a desirable destination for the widest possible talent pool helping us succeed now and into the future.

We began investing meaningfully in gender diversity two decades ago with the launch of our Diversity Council in Canada. Today, we have active councils in all regions where we operate. We now consistently achieve Best Employer status on this dimension in our engagement survey, which covers topics such as being treated with respect, employees from all backgrounds have an equal opportunity to succeed at Intact, and employees feeling that they can be themselves at work across all our regions.

We are proud of our 19 employee networks across our regions, which any employee can join to celebrate different dimensions of our diversity. Examples include the Ethnic Diversity Alliance in Canada, RSA Balance focused on achieving gender balance in our UK business, as well as Power of Women in the US.

All regions are empowered to implement customized strategies and action plans that are unique to their community or region.



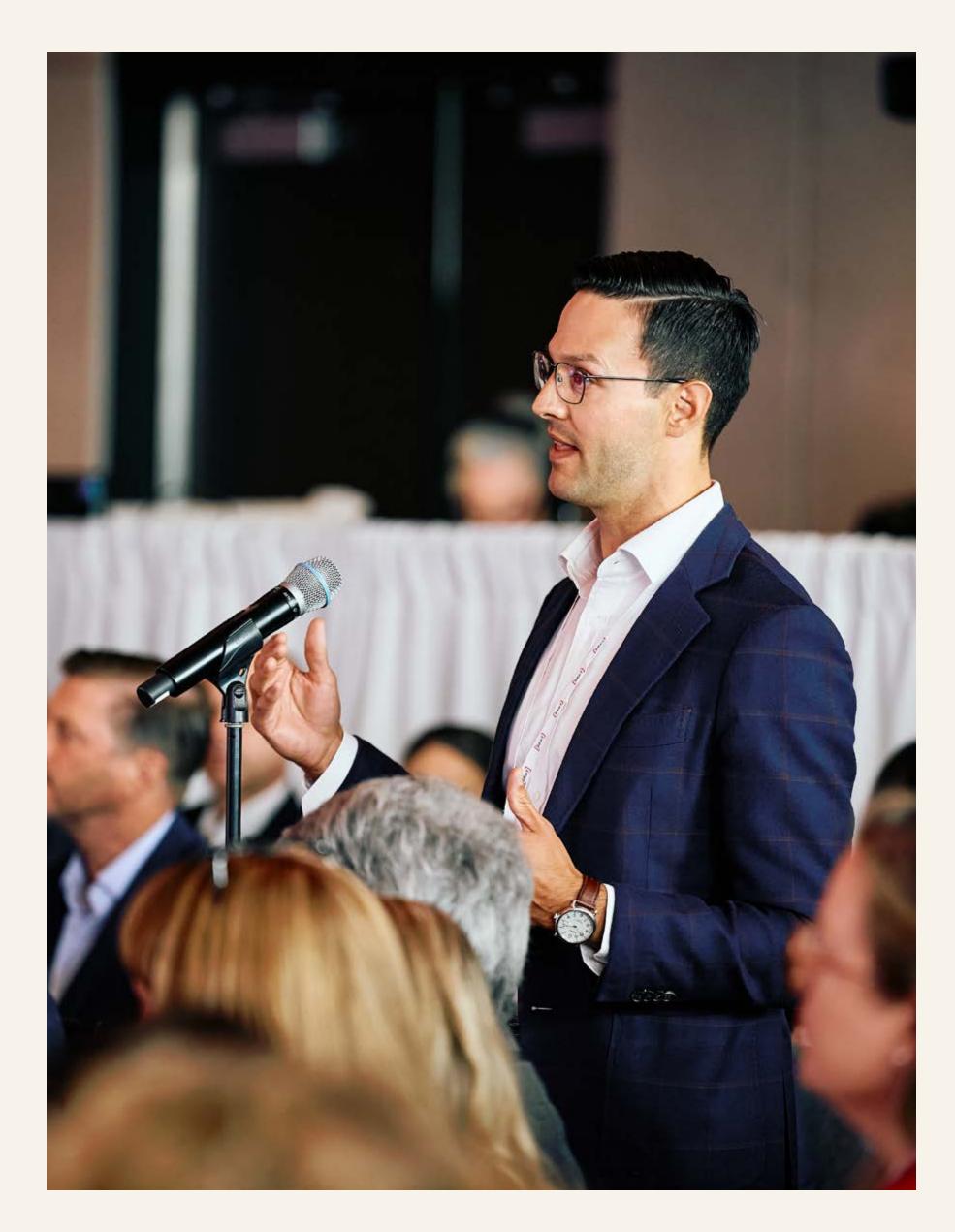
2024 key achievements

- In Canada we launched R.I.S.E. (Relationship building, Introspection, Support and Excellence), a mentorship program for Black People and People of Colour (BPOC). It provides an opportunity for people leaders from the BPOC community to gain mentorship and career growth as we continue to build our internal talent pipeline. We are committed to BPOC representation, inclusion and advancement not only at the leadership level, but for all our employees.
- In the UK&I, we joined the Group for Autism, Insurance, Investment and Neurodiversity (GAIN). This membership signals our recognition that neurodiverse individuals represent an untapped pool of talent with potential to bring value to customers, colleagues and businesses across the industry, contributing to our outperformance.

 In Global Specialty Lines (GSL), we continued engagement across industry associations for underrepresented communities and diversity events.

Over time, our focus on creating an inclusive and supportive workplace is making us a more diverse employer.

▶ For more information on our progress across various dimensions of diversity see <u>page 53</u>. You can also find more information on our initiatives supporting diversity in our Management Proxy Circular.



Our People Strategy

Through the three pillars of our People Strategy we will: Be a best employer, be a destination for top talent and experts, and enable our people to thrive. By delivering on these elements for our employees, they can in turn support the communities where we operate and help Intact achieve our goals.



Be a best employer



Be a destination for top talent and experts



Enable our people to thrive

Our Leadership Success Factors

Our leaders put our People Strategy into action. We know that how leaders behave has an influence on employee engagement. This is why we are committed to growing and supporting strong leaders who model our Leadership Success Factors, which include living our Values.



Live our Values

Integrity

Respect

Customer-driven

Excellence

Generosity



Care for people

Be supportive Provide candid

feedback

Recognize performance



Be open and honest

Acknowledge challenging situations

Invite different perspectives

Trust and commit



Take accountability

Focus on what's important

Collaborate for solutions

Own the outcome



Drive change

Be curious, ask why

Be brave, challenge the status quo

Energize with your "can do" attitude



Being a best employer: our employee promise

To be a Best Employer, we must deliver on our Employee Promise. It's our commitment to provide employees with the support and opportunities that will help them Shape the future, Win as a team, and Grow with us.

In 2024, our engagement survey measured employee perceptions of our Employee Promise for the first time. In all regions, it scored among the top five highest rated dimensions. Some of the ways we delivered on our Employee Promise in 2024 are discussed below.

Shape the future

Climate change is a defining trend of our time. Across our regions, education modules to learn about mitigation, adaptation, and our climate strategy have received over 45,000 completions since we launched our first climate education module in 2023. These modules help our employees to become more knowledgeable about the impact of evolving weather patterns on our customers and their communities.

Win as a team

At RSA we welcomed more than 750 new colleagues as part of the NIG acquisition. We held numerous townhalls and in-person and virtual events reinforcing our Values, Leadership Success Factors, and Employee Promise so they can feel motivated and optimistic about the future.

In Canada, we completed the rollout and enhancements of our career centre. The centre is where employees can find resources to help them grow their careers such as self-serve tools to support them as they move through different stages, and access to coaches. It gives them the opportunity to connect with champions to help them explore their options and learn about various business areas across Intact. We received over 150,000 visits from employees in 2024.

Grow with us

Launched in the fall of 2024, the GSL Mentor Program provides an opportunity for high performing leaders in the US, UK, and Europe to be mentored by a GSL executive based on their strengths and future potential. Over this 12-month program, the nominees have exposure to the expertise and knowledge of senior leadership. Intact is empowering these employees by providing the tools, support, and access to some of the organization's most highly placed leaders to grow and develop.



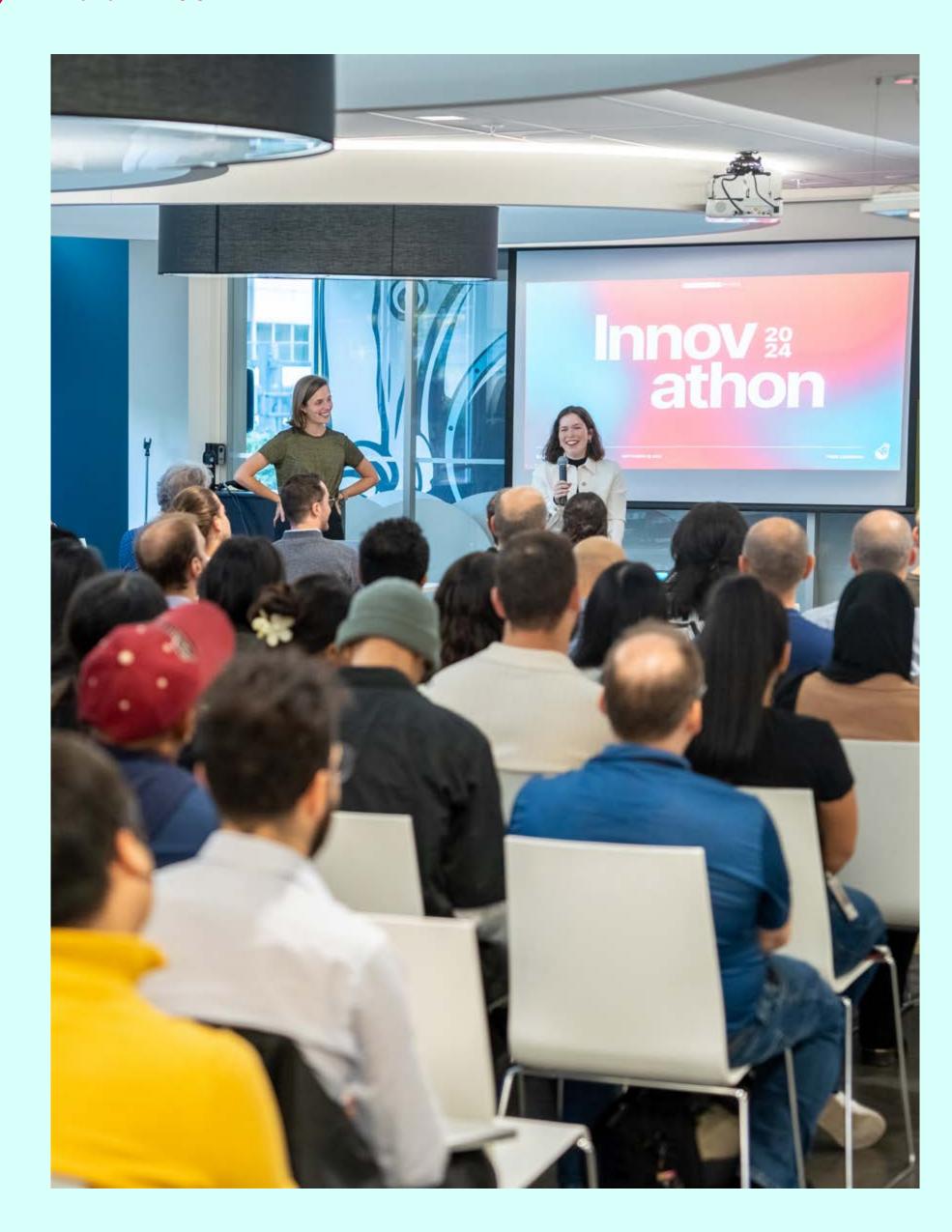
Recognition

We also celebrate how we *Win as a team* globally through our annual recognition event, *Bravissimo*. Leaders nominate teams who have delivered significant and lasting impact in ways that align with our Values. At our 2024 event, seven teams were recognized for their achievements in the prior year, showcasing the concrete advancement of our strategy:

- Truth and Reconciliation at Intact: Our value of Respect was on display as this team developed a mandatory training program for all Canadian employees creating awareness on the history and legacy of our First Nations. 95% of employees have completed this training program.
- Climate Scenarios: This team delivered Excellence as they modelled more extreme warming scenarios and designed solutions to mitigate risks and overcome climate change challenges.
- IT Foundations: Despite a high degree of difficulty, this team delivered Excellence by transforming the aging technology across the UK business, improving our cyber posture, creating a more secure IT infrastructure and a better end-user experience.

- One Team in Direct Distribution: Being
 Customer Driven was at the heart of this
 team's objective to rebrand and integrate
 Johnson and Anthony's customers and
 employees while ensuring a seamless
 transition towards belairdirect platforms
 and brands.
- Project "Music": As ambitious and complex as this project was, this team demonstrated Excellence by completing the acquisition of DLG's Commercial Lines business and the exiting of the UK Personal Lines market. This has strategically transformed our UK business, placing us in a better position for outperformance.
- Speech Analytics: This team in our
 Data Lab has proven to be Customer
 Driven by utilizing AI on voice interactions
 and leveraging this rich source of data to
 improve efficiency and coaching, leading
 to better service for our clients.
- Subrogation and Legal Collaboration:
 This collaboration has truly proven
 Excellence by ensuring dedicated
 and specialized handling of complex
 subrogation cases through the expansion of staff and internalization of the portfolio.





Being a destination for top talent and experts

In 2024, we continued investing in talent and expertise in ways that are making our existing employees and new recruits excited about our future. It is essential that we invest in being a destination for the top talent and develop specialized experts who will help us to succeed and deliver on our strategy. Our initiatives this year included:

Academic partnerships

We are proud to continue our partnerships with key players in the innovation ecosystem for Data and AI to advance digital solutions and build our talent pipeline by fostering relationships with students who may later join Intact as employees.

These partnerships are integral in keeping us on the forefront of specialized skills and expertise and they include: IVADO, Université Laval, University of Waterloo and the Perimeter Institute. This year we also partnered with the Université de Sherbrooke to support building specialized expertise in cyber resilience. Our investment is not just about technology; it's about people. This collaboration will foster the next generation of cybersecurity experts.

Al powered technology

Top talents require the best tools and while new sophisticated options are becoming available, deployment can be challenging. It requires good governance and employee training and support.

In 2024, we began experimenting with a revolutionary Al-powered code completion and automatic programming tool. This cutting-edge technology empowers developers to write code with unprecedented speed and accuracy, significantly reducing errors and supporting a vast array of programming languages.

More than 700 developers actively use this tool on a monthly basis, leveraging it to boost their productivity. The tool elevates their skillset by providing immediate access to industry best

practices directly within their coding environment. In a short period of time, we have become a leading adopter.

Growing talent from within

We are committed to growing strong leaders from within who model our Leadership Success Factors.



This commitment is reflected in the fact that 76% of our management+ roles were filled internally this year.

By investing in the development of our employees and providing them with the tools and opportunities needed to advance their career, our leaders not only possess the necessary expertise, but also embody the Values and behaviours that drive our success.

This focus on internal growth and leadership development reinforces our strategy and positions us for sustained excellence in the future. In the UK, we launched two new development programmes in 2024; one for leaders at all levels, and a second for senior leadership talent who are successors to our executive team.

Accelerating specialized expertise

Accelerating our expertise is especially important in Specialty Lines, where our value proposition is to meet the needs of highly specialized businesses. In 2024, we launched the Claims Trainee Program in the US, designed to proactively develop a skilled pipeline of Claims Representatives who can seamlessly integrate into selected business lines upon graduation.

During this intensive 12-month program, trainees rotate through four departments, gaining a comprehensive understanding of our operations and preparing to become Claims Representatives. The program focuses on training the individuals to be customer-driven and offer innovative solutions, and it provides valuable hands-on experience and direct training, creating a strong foundation for a successful career at Intact and contributing to the trainee's professional growth.



Enabling our employees to thrive

We believe all employees at Intact should feel they are able to pursue their full potential and thrive. We put this belief into action by investing in career growth, supplying tools and processes that give our people a competitive edge to outperform, and providing programs to support employee health and wellness. Some of the examples we are most proud of in 2024 include:

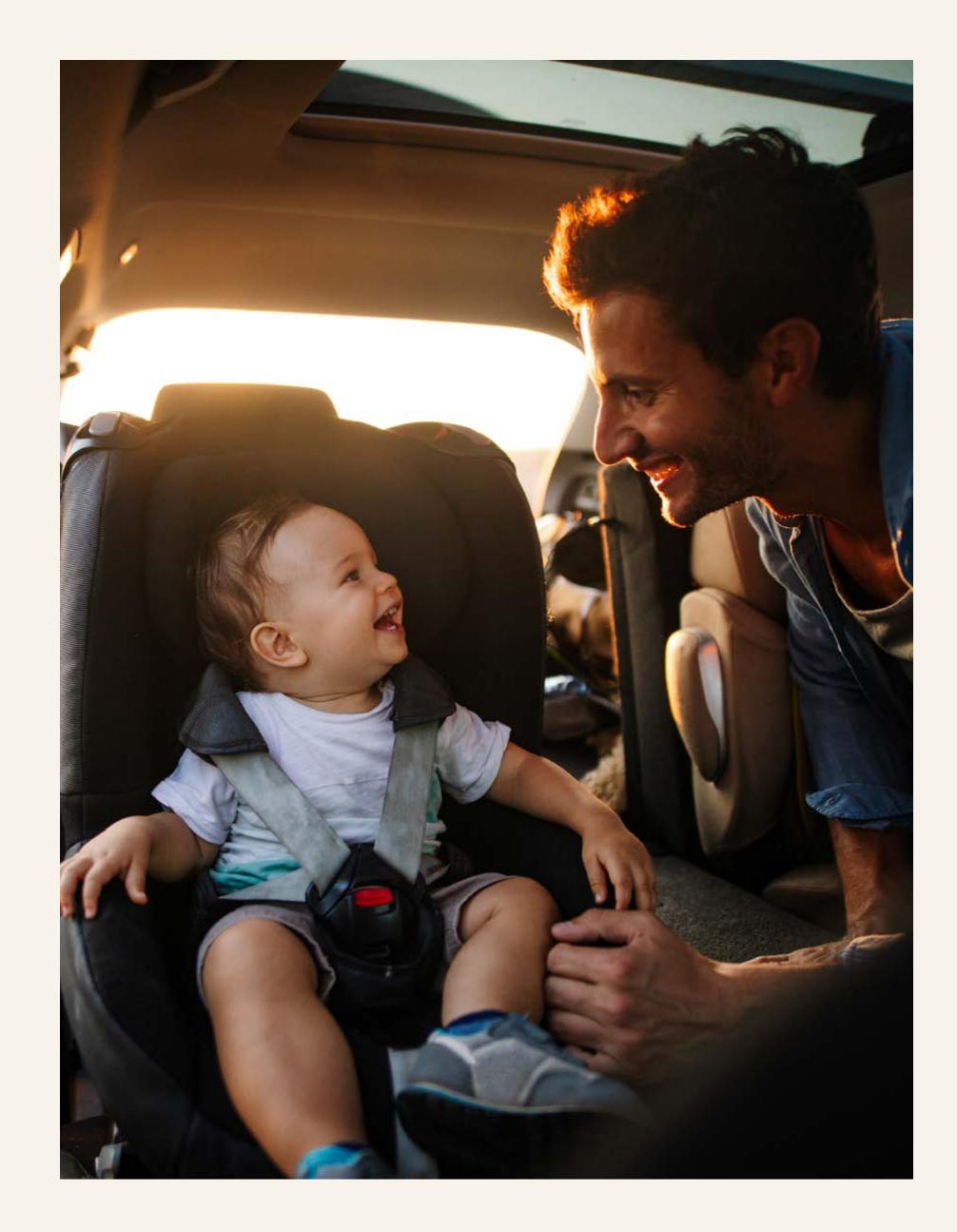
New tools and technology

- ✓ We launched our internal and secure version of Open Al, IntactGPT, along with the rollout of mandatory training, highlighting our values-driven guardrails to promote a responsible and ethical use of the tool. We believe that this modern tool, by simplifying and automating recurring tasks, will upskill our employees, allow them to focus on what's important and create time to go the extra mile for our customers.
- ✓ RSA implemented a new solution for claims management, which will improve productivity, claims costs, customer experience, and settlement time. We are the first UK insurer to launch the system—demonstrating our ongoing investment in technology, tools and processes that will empower our employees to deliver a great customer experience.
- ✓ We are building a Developer Portal, which will significantly expedite our software developers' ability to deliver software features to production. It will improve the security involved in the software development lifecycle and the reliability of our IT applications. This tool will add intelligence and observability capabilities that will guide our developers and operators in making more insightful decisions, with the goal of further streamlined processes.

New health and wellbeing initiatives

- ✓ Welcoming a new child is a pivotal period of life which brings great happiness, but can be overwhelming. In the US, we increased parental leave from two to six weeks and expanded adoption assistance to include surrogacy. This supports both physical and mental wellbeing and reinforces our commitment to help employees adapt during times of change.
- ✓ In Canada, we made significant strides in supporting the mental wellbeing of our employees through the hosting of several mental health forums. These forums provided a platform for open dialogue and professional guidance, fostering a supportive community within our organization. Additionally, we piloted a comprehensive mental health training program for a group of our leaders. Following its success, we are excited to roll it out to all leaders across the organization in 2025. These are just a few initiatives that help us enable our people to thrive by promoting a culture of mental health awareness and resilience.
- ✓ At RSA, we launched our UK equal parental leave policy, offering six months full pay regardless of gender, including for adoption. Through this wellness program, we foster resilience as well as financial and mental wellbeing.
- ✓ By creating a supportive and encouraging environment our employees are thriving and growing their careers. In 2024, 7,408 employees changed roles globally (25% of total¹), expanding their careers and advancing their development.

1 Excludes On Side Restoration.







Our company is one of the most respected

Being a most respected company involves both financial outperformance and a focus on helping society. We know we can't achieve those goals in one year alone. That's why we invest today to establish the long term resilience of communities where we operate. Our investment in climate adaptation and resilience is increasing as part of a decades long project to help communities adjust to the impact of climate change, as we continue to reduce our own impacts through our climate strategy.



Investing in our community

Our goal of being a most respected company is accomplished through our approach to social impact and climate.

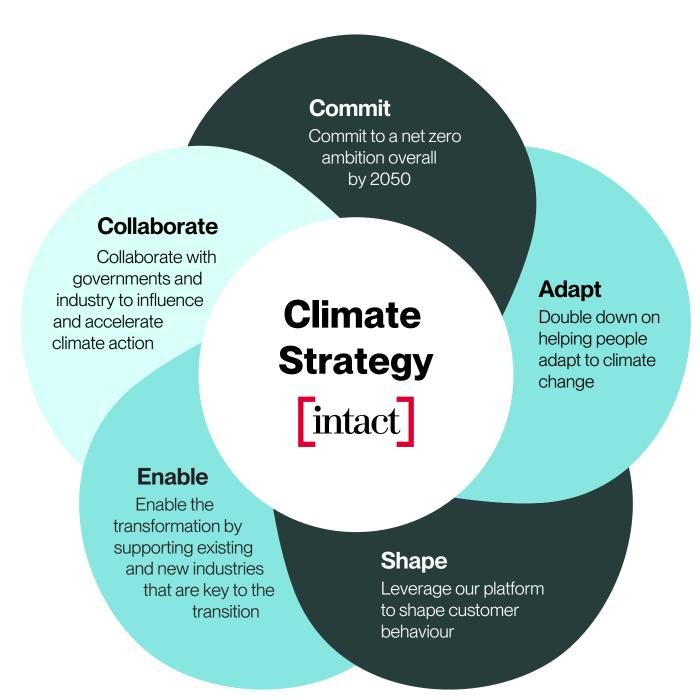
Our approach to social impact:

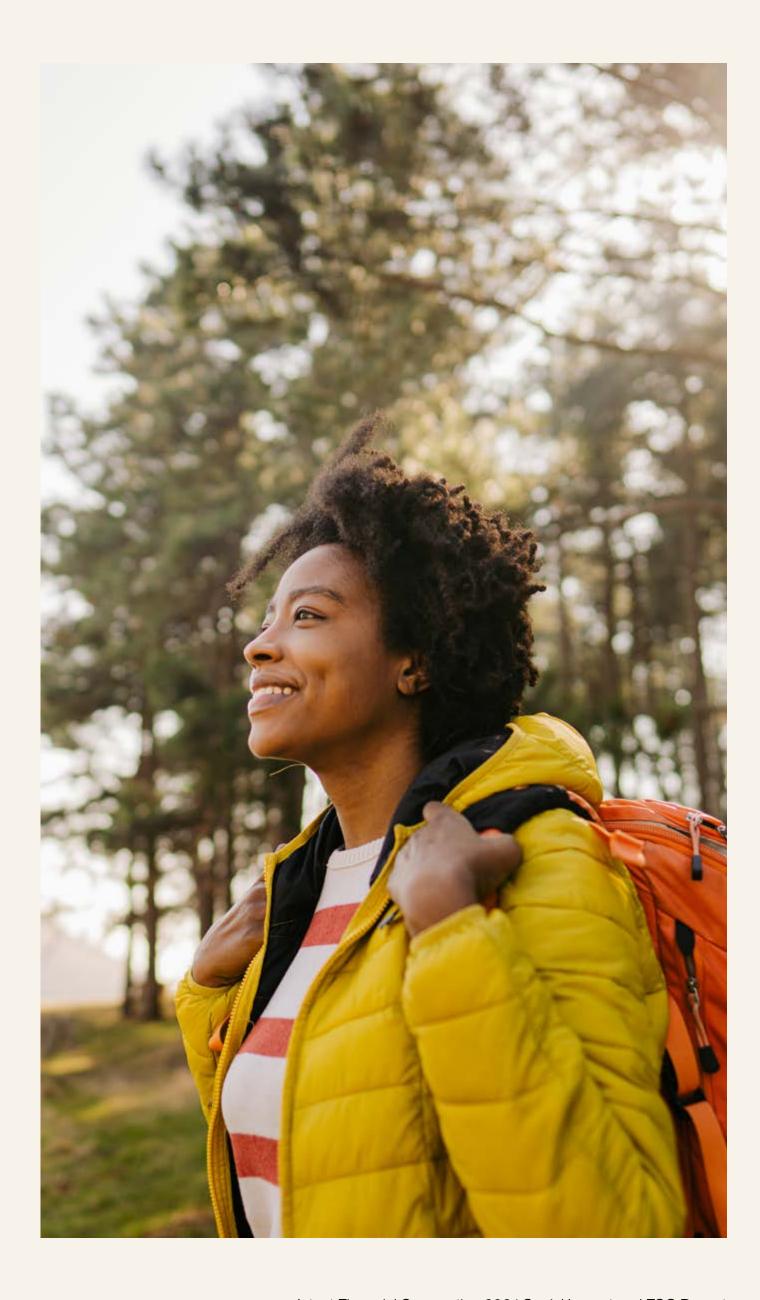
This focuses on building resilient communities to adapt to climate change and foster economic growth along with contributing to community wellbeing.

Our approach to climate:

Our five-point climate strategy focuses on managing our own business impacts and supporting the transition to a low emissions and climate resilient economy.







Approach to social impact: Building resilient communities

In 2021, we set an ambition for three out of four stakeholders to recognize us as leaders in building resilient communities. We developed a bespoke measurement tool, our *Resilience Barometer*, with a third party market research firm. The barometer informs us on the perception of our work in building resilient communities by the people who are critical to the success of our business—and wider society.

We believe that resilient communities are climate proof and economically thriving. This has informed our approach to building resilient communities and the specific dimensions we aim to measure in our barometer:



Climate resilience — Helping people and communities adapt to climate change.



Economic resilience — Helping families living in poverty.



Community wellbeing — Amplifying generosity with contributions in communities where we operate.

The awareness of our approach to social impact and to climate are tested through our barometer. Stakeholders are asked to rate to what extent they think we should be involved in helping communities deal with future challenges and be more resilient; their levels of awareness of our work to build climate and economic resiliency in their communities; and their assessment of our leadership in these areas.

We engage six stakeholder groups across our regions that are critical to our success and ask for their feedback on how they perceive our performance in achieving our objectives:

- CustomersInvestors
- EmployeesGovernments
- Brokers

 NGOs and industry associations

We work across our operations to develop a series of customized actions plans by region, developing targeted approaches that leverage our strengths, resources and skills to build resilience against issues that impact our stakeholders, society and our business.



2024 Resilience Barometer survey results:

58%
of stakeholders in Canada recognize us as leaders in building resilient communities.

55%
of stakeholders globally recognize us as leaders in building resilient communities.





Climate resilience

We have been on the frontlines of a changing climate and extreme weather events alongside our customers for decades. As 2024 has once again confirmed climate change as a defining issue, we have committed to enhancing our adaptation efforts by investing even more in support of projects that protect people and our communities.

We have committed \$27.4 million globally to more than 100 climate adaptation projects since 2010.

"Climate adaptation and resilience are no longer optional—they are essential. As a P&C insurer, we have a responsibility to help communities prepare for, respond to, and recover from extreme weather events. By investing in innovative solutions, we are aiming to safeguard people, businesses, and the environment for a sustainable, resilient future."

— Frédéric Cotnoir, Executive Vice President & Chief Legal Officer, Intact







Advancing climate adaptation through the Intact Centre on Climate Adaptation

In 2024, the Intact Centre on Climate Adaptation at the University of Waterloo further solidified its role as a leader in equipping communities and businesses with practical tools to adapt to climate change. Through a series of innovative initiatives, Intact Centre focused on critical risks like flooding, extreme heat, and wildfires, while fostering resilience across Canada.

- A key milestone was the release of Canada's first Municipal Flood Risk Check-Up Tool, developed with 53 flood experts over two years. This resource enables municipalities to better prepare for flooding caused by heavy rainfall, rivers, and coastal events.
- New research findings on enhancing residential earthquake preparedness by applying lessons from flood protection.
- Leveraging resources from the Intact Centre and in collaboration with the CBC, Intact Insurance launched an educational tool: the interactive CBC Intact Home Quest: A House Safety Game, which teaches flood prevention strategies for homes.
- The Intact Centre's outreach efforts—ranging from infographics made available to 3.4 million households to presentations at 90 events in 2024—underscored its commitment to advancing climate adaptation.

By bridging research, education, and implementation, the Intact Centre continues to drive impactful solutions for a sustainable future.

"The importance of the Intact Centre's work—to mobilize practices to limit the effects of flooding, wildfire, and extreme heat—is of increasing significance against the backdrop of growing climate change. Notably, the practical and cost-effective guidance developed by the Intact Centre to alleviate risk is being adopted by homeowners and communities across all regions of Canada."

 Blair Feltmate, Head of the Intact Centre on Climate Adaptation, University of Waterloo



Increasing local community resilience — Intact's Municipal Climate Resiliency Grants

Recognizing the urgency of increasingly severe weather events, Intact is empowering municipalities and communities to adapt and thrive.

From 2022 through to implementation in 2023, we invested \$1 million through the Municipal Climate Resiliency Grants program, supporting ten communities across Canada to address the impacts of climate change. This funding helped implement proven solutions, such as those identified by the Intact Centre on Climate Adaptation at the University of Waterloo, including nature-based solutions for stormwater management or FireSmart CanadaTM training and solutions.

In 2024, Intact agreed to double its commitment. Over the next two years, we will provide \$2 million to municipalities, registered charities, and Indigenous communities to combat extreme weather events, including flooding and wildfires. The program prioritizes initiatives that protect entire communities, focusing on vulnerable areas and solutions that mobilize residents to take action.

Municipalities are on the frontlines of climate adaptation, and we believe equipping them with effective tools is essential to building resilience. By funding practical, scalable solutions, Intact is enabling communities to better withstand and recover from the impacts of climate change.

"By doubling the investment to \$2 million through the Municipal Climate Resiliency Grants program, we are further empowering municipalities, charities, and Indigenous communities to combat extreme weather and protect vulnerable populations."

—Mandy Dennison, Vice President, Social Impact and ESG, Intact





Protecting wetlands with the Nature Conservancy of Canada

Wetlands are one of nature's most powerful tools for climate resilience, offering vital ecosystem services like carbon storage, flood prevention, and water filtration. Yet, over 70% of wetlands in southern Canada have been lost.¹

Since the beginning of our partnership, we've contributed to protecting over 12,000 hectares of critical ecosystems, including wetlands. In 2024 alone, we helped to protect over 1,300 hectares of land by supporting two initiatives in Atlantic Canada and Québec.

Atlantic Canada: The first phase of this project is helping to mitigate flooding risks and improve water and wildlife habitat quality along the Saint John River Valley in New Brunswick. In addition it will enable ongoing community education, outreach, awareness

and engagement an essential part of NCC's process to conserve more land in the area. The second phase is helping monitor and restore areas impacted by Hurricane Fiona and the 2023 wildfires in Nova Scotia.

Québec: This project is supporting the longterm protection of land around Papineau Lake and the Kinonge River watershed, Québec, including 65 km of shoreline through conservation activities such as:

- Stewarding the land, monitoring, maintaining and restoring its natural ecosystems to mitigate climate change.
- Controlling invasive species and working with local residents to limit water pollution and prevent excessive algae growth.

"Our investment in wetlands reflects our commitment to climate-resilient communities. Protecting these ecosystems is vital in helping to address the impacts of climate change and creating the conditions for a more sustainable future."

— Carla Smith, Executive Vice President and Chief People, Strategy and Climate Officer, Intact





Economic resilience

Economic resilience focuses on generating opportunities for those in greatest need. Creating resilient communities requires both financial investment and active involvement in local improvements. Beyond strategic partnerships, we also contribute through charitable donations and encourage employee involvement in community engagement.

Our key partnerships



United Way and Centraide

Delivered in partnership with the United Way, our annual Generosity in Action campaign's main objective is to help local communities be more resilient by providing essential support to the most vulnerable members of our communities.

As part of this campaign, Intact matches employee donations to a charity of their choice while promoting programs identified by United Way focused on creating opportunities for children and families living in poverty. In consultation with United Way, we allocated Intact's donation of \$2.5 million to programs addressing food insecurity and unemployment.



belairdirect supports communities with new and renewed partnerships

In 2024, belairdirect announced a significant expansion of its community support. This includes renewing its signature partnership with Breakfast Club of Canada with a \$1 million donation over two years. This donation will sustain programs for schoolchildren in Victoria, Toronto, St. John's, and various Indigenous communities, addressing the alarming issue of childhood hunger in Canada.

Additionally, as belairdirect established its presence in Newfoundland and Labrador, it forged new partnerships with the Community Food Sharing Association and the Association for New Canadians with a combined contribution of \$300,000 over three years. The funding will help supply food to over 60 local food banks, and provide newcomer-youth with access to careers in technology.





Supporting social mobility in partnership with UK Youth

Launched at the annual British Insurance Brokers Association Conference in May 2024, RSA is partnering with UK Youth, a leading charity dedicated to unlocking the power of youth work for young people across the UK.

In its first year, RSA colleagues have had the opportunity to support and mentor youth workers, sharing their knowledge and experience. We have empowered 135 young people through access to an employability skills curriculum, scholarship funding and paid work experience placements. Following the programme, the number of students reporting high ambitions for their future at work increased from 39% to 60%.

Building resilience in Ireland

In Ireland, we are signatories and provide financial support to the Elevate Pledge with Business in the Community (BITC) and are key participants in diversity programmes such as Employment for People in Immigrant Communities (EPIC), and the Trinity Centre for People with Intellectual Disabilities. Our partnership with BITC saw us working collaboratively as part of their EPIC programme to run interview skills training during 2024, and we continue to enhance our job descriptions and advertisements with inclusive language to broaden our talent attraction pool.

During 2024, we also became an AslAm employment partner, an Autistic led charity that is passionate about empowering Autistic people to reach their full potential in every part of life. We are working to enhance our Employment Lifecycle and gain a greater awareness of the Autistic experience in the workplace.

Building resilience in the US

In the US, we foster ongoing partnerships with local nonprofits focused on disrupting the cycle of poverty. At United South End Settlements, their two-generation approach to economic mobility features early childhood education and youth programming, along with caregiver mentoring and a guaranteed income option for eligible families. The Neighbourhood Boys & Girls Club is dedicated to enhancing the lives and futures of local youth through sports, programming and leadership experiences.

Additionally, our nonprofit partners are building economic and climate resiliency for marginalized communities. Our newest relationship is with GrowNYC whose mission is to "empower all New Yorkers with equitable access to fresh, locally grown food, neighbourhood green spaces, and care for the environment."



Community wellbeing



Intact Health Resilience Initiative

Intact is championing community health resilience through the Intact Health Resilience Initiative, focusing on research, clinical care, and education to address critical healthcare disparities for vulnerable populations.

The initiative helps to establish a first-in-Canada centre of excellence in infectious diseases dedicated to mother-child health. Through a combined commitment of corporate and personal donations totalling \$5 million to Fondation CHU Sainte-Justine and Université de Montréal, the initiative emphasizes early interventions, innovative therapies, and specialized training for healthcare professionals, building on lessons from COVID-19. Key efforts include developing vaccines and treatments for children and pregnant women, accelerating clinical trials, using modeling to predict epidemic impacts, and combating antibiotic-resistant bacteria.

"This initiative highlights Intact's commitment to fostering resilient communities, helping vulnerable populations to face current and future health challenges while contributing to a healthier, more equitable future."

—Louis Gagnon, Chief Executive Officer, Intact Canada

\$13.7 million

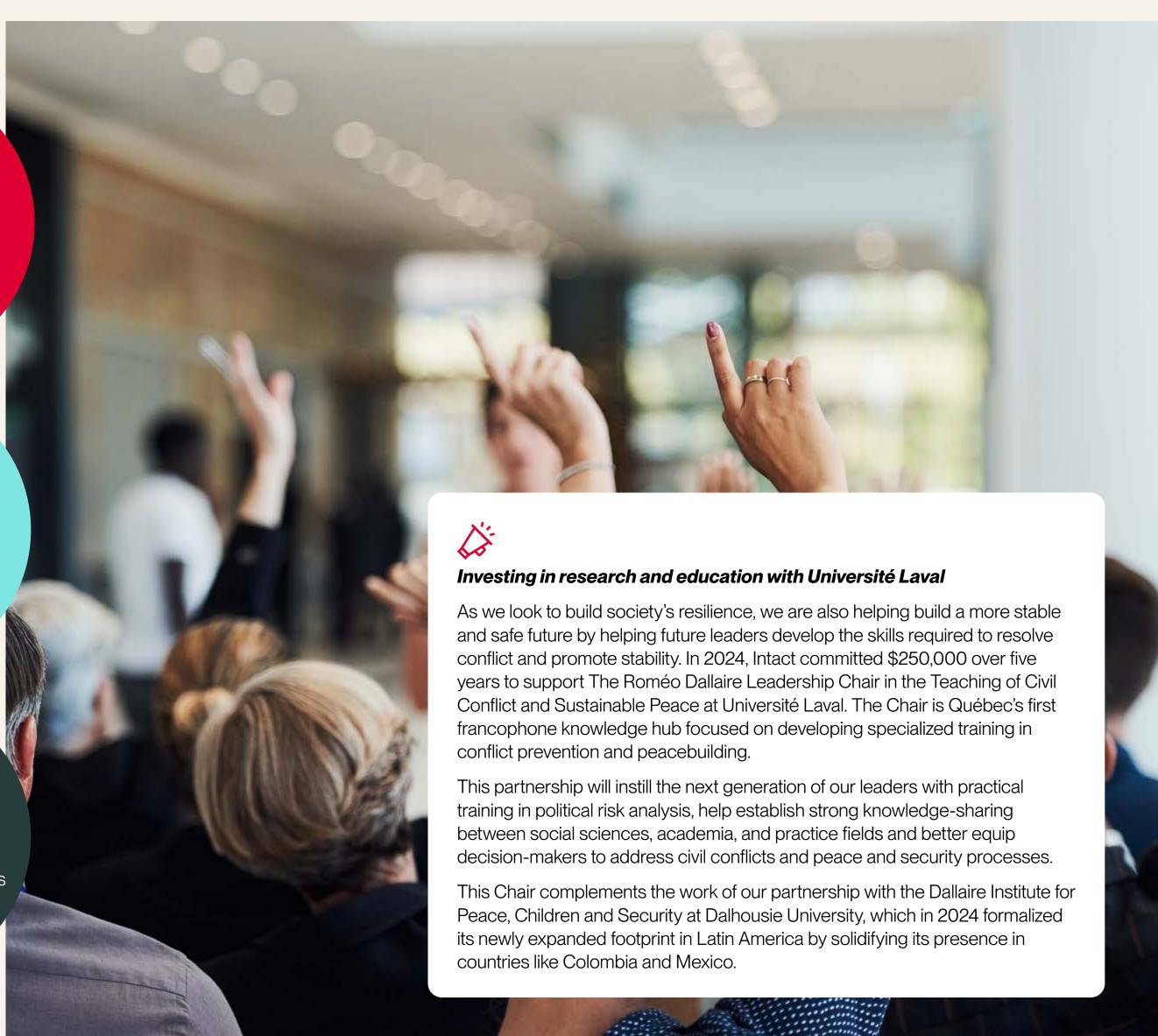
donated by Intact to 3,300 organizations across Canada, the US and our UK&I operations.

\$3.2 million

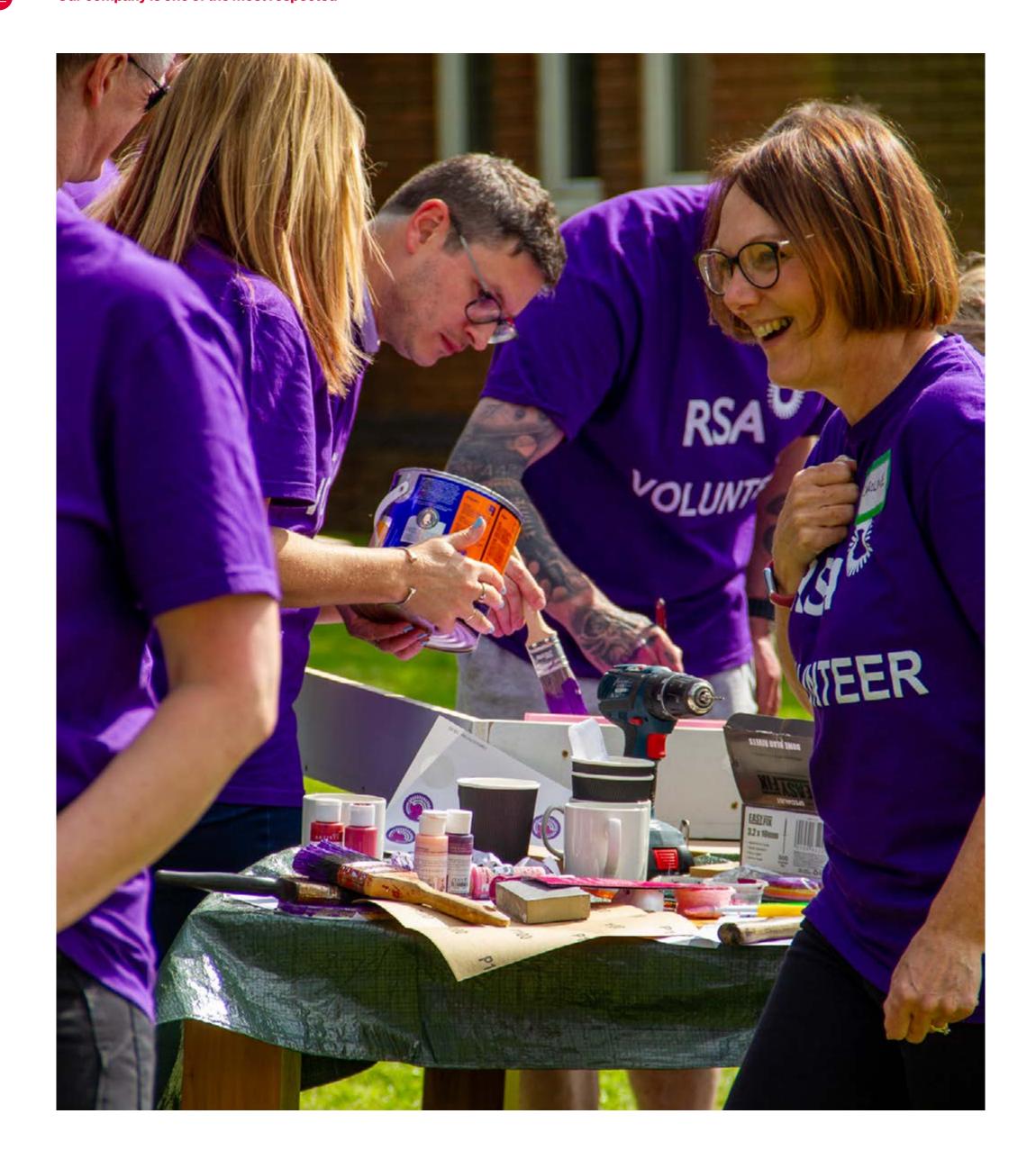
donated by employees globally.

34,000 hours

volunteered by our employees across 550 organizations.







Employee generosity

Canada

In 2024, 40% of Canadian employees participated in our employee generosity programs: the Community Impact Program and the Generosity in Action (GIA) campaign.

Through Intact's Community Impact Program, Canadabased employees can volunteer their time and donate to their chosen charities with \$1,000 in annual support, including a \$20/hour volunteer match.

Overall, employees in Canada donated \$2.7 million (an increase of 7% compared to 2023) supporting 2,500 organizations, including charities addressing food security, social services, health and animal welfare. The donations were channelled through the Community Impact Program and the annual GIA campaign, which had over 8,500 participants this year.

During National Volunteer Week, Intact celebrated the incredible contribution of its employees who dedicated their time and skills to causes that matter most to them. Volunteerism is vital to building inclusive, strong, and resilient communities, and at Intact, this commitment aligns with our Value of Generosity. There was a 39% increase in volunteerism this year, with employees volunteering for 23,000 hours. They raised \$300,000 for more than 350 causes across the country through this channel.



Making an Impact

In November 2024, 51 colleagues from AI DevOps and AI & Data Engineering volunteered 204 hours at food banks in Montreal and Toronto, packing over 3,200 food bags for families in need. Their efforts are eligible for matched donations, amplifying their impact.

United States

Our US social impact work supports our employees' and distribution partners' generosity including through volunteer, leadership and philanthropic efforts. Through our community engagement program, Intact's local teams across 12 key markets have nurtured sustained partnerships with 13 nonprofits.

We also support individual employee efforts aligned to roughly 100 nonprofits, and in 2024 celebrated the twenty-first awarding of college scholarships through the Intact Scholarship Program, available to employees and brokers' children and grandchildren. Understanding the power of industry collaboration, our corporate partnership with the Insurance Industry Charitable Foundation supports socially responsible opportunities alongside our industry peers. Across these parallel efforts, the Intact Charitable Trust granted USD\$632,000 to amplify our impact, address resiliency and enabled 300 employees to give back as volunteers.

UK&I

39% of UK&I colleagues participated in community wellbeing programmes in 2024, exceeding our target of 30%. We have seen a record 10,700 hours volunteered by RSA colleagues in communities, a 23% increase on 2023.

At the beginning of 2024, we increased the generosity of our matched funding and payroll giving schemes, supporting RSA colleagues to give back to their local communities. We've seen a 21% increase in participation in payroll giving and have been awarded the Platinum Payroll Giving Quality Mark.

This year, RSA employees contributed £291,000 to charitable initiatives, supporting causes such as food poverty, education and mental and physical health.

Our RSA Balance Employee Resource Group launched a partnership with Smart Works. Smart Works are a UK charity that empowers women to reach their potential by providing a dressing and coaching service, increasing the confidence they need to succeed in job interviews, find employment and transform their lives.

ommit Adapt

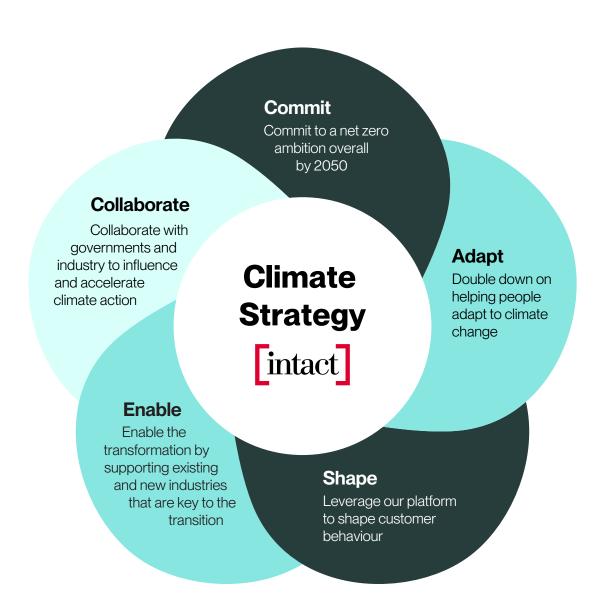
Shape

Enable

Collaborate

Approach to climate: Climate strategy

Our climate strategy is rooted in five big intentions, and focuses on applying our expertise, scale, and resources to help address societal challenges of climate change and seize market opportunities for Intact.



Commit

Commitment to net zero by 2050 and halve operations emissions by 2030

We are committed to implementing thoughtful strategies to reduce our greenhouse gas emissions and track performance over time. Our intention is to advance our capacity to pursue net zero across our business, as we navigate the transition to a low emissions and climate resilient economy. At this time, we have set the following targets¹:

Operations emissions

Investments emissions

Long Term Target

Net zero by 2050

Interim Target

50% reduction in our operations emissions by 2030²

Minimum 40% reduction in investment emissions intensity (WACI)³ by 2030

Engage with the top 20 emitters within this portfolio by 2025

Currently, this covers the GHG emissions generated by our insurance business operations globally (i.e. our Scope 1, Scope 2, and Scope 3 business travel, waste, water and paper)

Currently, this covers Scopes 1 and 2 GHG emissions from our investees within the common shares, preferred shares, and corporate bonds portfolio

In addition to the targets set out for the emissions we are progressing work on other important portfolios of emissions:

- Insurance associated emissions: We have been actively advancing our capacity to measure the GHG emissions of our insurance portfolio in accordance with the Partnership on Carbon Accounting Financials (PCAF) guidance. We are working to address gaps in emissions data to advance our understanding of pathways towards a low emissions and climate resilient economy.
- **Investments emissions:** We intend to expand the perimeter of our investment portfolio disclosure over time⁴, as improvements to data availability and quality are made, accounting methodologies become available, and transition pathways evolve.
- On Side Restoration emissions: As a restoration business, On Side is excluded from the calculation of our insurance operations emissions. This treatment enhances comparability of our operations emissions with insurance industry peers. It remains our intention to progress our understanding of low emissions pathways for On Side's business operations that take into consideration the unique nature of its restoration activities.
- Supply chain emissions: We are actively advancing our capacity to measure emissions stemming from our supply chain and are assessing and engaging in meaningful actions to drive sustainable performance (e.g. working towards building a circular economy in our approach to claims).

There are a variety of factors and assumptions, many of which are beyond our control, that make it difficult to predict future progress. As we move through this transition, it is expected that our commitments, and the policies, guidelines and practices that will help us achieve them, will also evolve.

¹ In alignment with the relevant principles of the Paris Agreement.

² Starting in 2024, On Side Restoration emissions are reported separately. For more information on GHG emissions, see <u>page 70</u>.

³ Weighted Average Carbon Intensity, calculated in tCO_2e /\$M company revenue.

⁴ Beyond our investees' emissions within the common shares, preferred shares and corporate bonds portfolio.

Our company is one of the most respected

Emissions from our operations

Operations emissions in 2024 are 23% lower compared to our 2019 baseline year.¹

23% reduction in our operations emissions¹

33% reduction in fleet emissions

15% reduction in travel emissions

28% reduction in building emissions

Corporate fleet

Helping people get back on track is the nature of our business. To do this, we have to be mobile. Despite growing our business, we have reduced our corporate fleet emissions by 33% since 2019 through electrification efforts.



66% of our global fleet is now hybrid, plug-in hybrid or battery-electric, up from 4% in 2019.

Corporate travel

Although we have experienced significant growth, especially in our Global Specialty Lines business, corporate travel emissions have declined by 15% since 2019. We've done this by reducing corporate travel and promoting more sustainable travel behaviours.



In 2024, we held our inaugural global Leaders' Summit in Toronto. Through thoughtful adjustments, Intact leaders reduced their travel emissions by roughly 21% when compared to historical travel behaviours.

Buildings

We have approximately 29,000 employees in over 300 locations across our global insurance operations. We are continuing to reduce emissions by consolidating office space and enhancing the sustainability of our buildings. Since 2019, we have reduced our corporate building emissions by 28%.



As of the end of 2024, we reduced office floor space, procured renewable energy for our UK and Ireland buildings, and executed moves to more energy efficient offices in Canada. In the UK and Ireland, over 90%² of our procurement of office-based electricity is with REGOs.3



³ REGOs are Renewable Energy Guarantees of Origin certificates which are market-based tools that support greening the electricity grid by increasing the proportion that is sourced from renewable electricity.

Emissions from our investments

Intact Investment Management (IIM) is a wholly owned subsidiary of Intact. IIM's growing team of in-house investment professionals manages assets for institutional investors, including Intact, its subsidiaries and pension fund assets.

We estimate investment emissions in general alignment with the PCAF methodology for calculating GHG emissions.

In 2023, we set interim targets for the common shares, preferred shares and corporate bonds portfolio (see page 41), and are progressing in achieving them. At the end of 2024:

- We recorded a 36%⁴ reduction in investment emissions⁵ intensity from 2019, compared to our target of a minimum of 40% reduction by 2030.
- We engaged with nine of the top 20 emitters among our investees. The engagement and escalation process involves developing a company assessment for each of these investees that covers engagement topics such as net zero ambitions, interim targets and transition strategies. This feeds into an engagement scorecard, which is provided to IIM's Investee Engagement Committee for review and approval.

This year we expanded emissions reporting to include our sovereign debt portfolio (see data on page 70), increasing our emissions coverage to 50% of our total invested assets.

^{36%} reduction in investment emissions⁵ intensity since 2019

⁴ The WACI is subject to external market factors and data lags, and as such has the potential to change in future years. More details are available in the GHG emissions methodology section on pages 71 – 74.

⁵ Common shares, preferred shares and corporate bonds portfolio. Long strategies only of common shares held within Intact's investment portfolio were considered (i.e. excludes short positions or mixed long and short positions held in common shares).

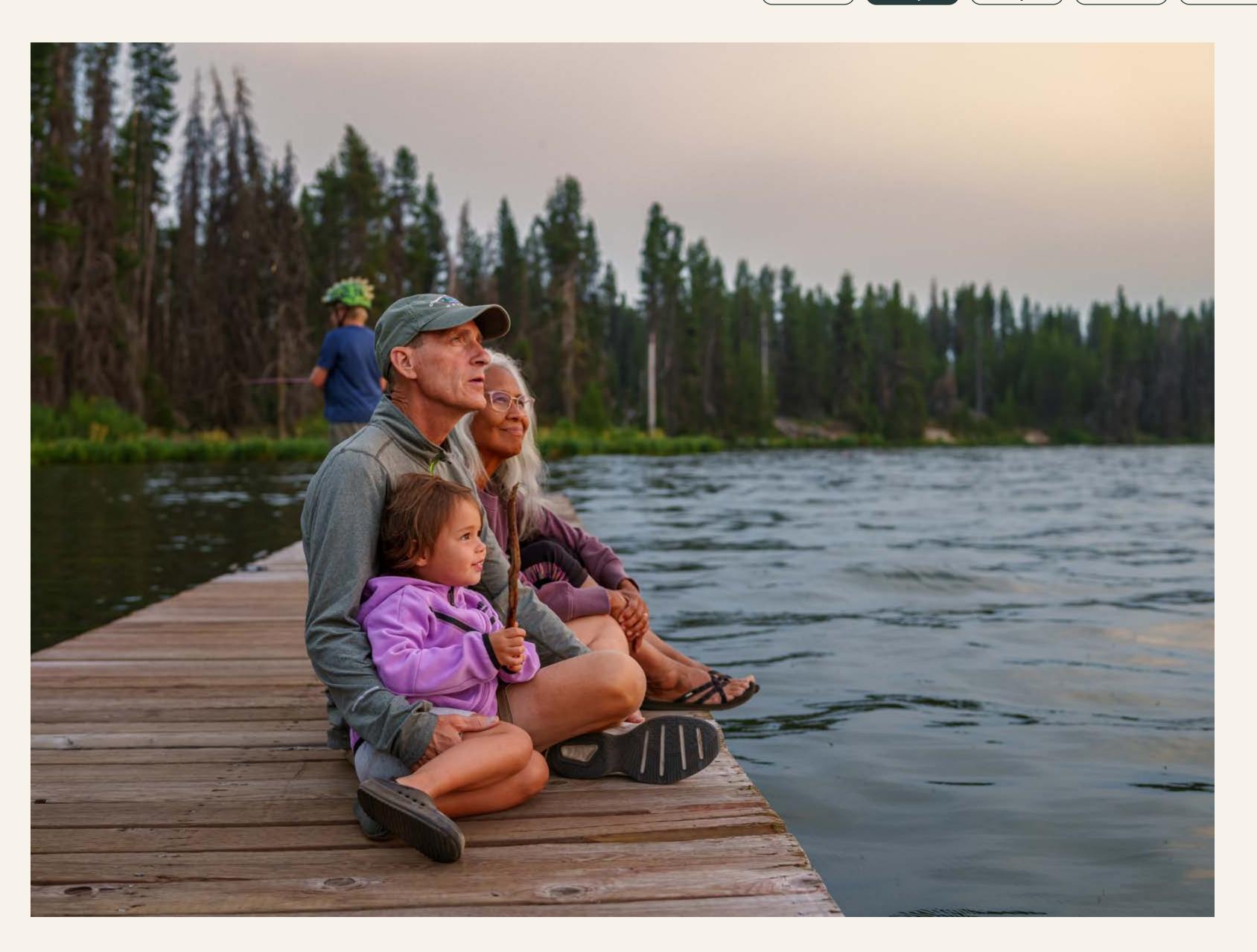


Adapt

Double down on helping people adapt to climate change

Climate adaptation is a shared goal between our climate strategy and our approach to social impact. For over ten years, we have been spearheading applied research and community-level investment projects to demonstrate the concrete benefits of climate adaptation and build climate resilience.

▶ See pages 35 – 37 for initiatives and programs that support this pillar.





"Community resilience has been a guiding principle for the communities in the Wood Buffalo region [Fort McMurray] since the devastating Horse River wildfire in 2016. Intact Insurance has been an incredible partner and true leader in this journey. Their support has empowered us to deliver FireSmart™ Home Assessments, offered home improvement rebates, and pioneered the deployment of Wildfire Defense Systems to strengthen firefighting suppression efforts. These industry leading initiatives are helping us create a stronger, safer, more resilient community that we're proud to call home."

— Jody Butz, Regional Fire Chief, Director of Emergency Management, Regional Municipality of Wood Buffalo



Leverage our platform to shape behaviour

Meaningful climate action will require people and businesses to change their behaviours including the products they produce and consume. We recognize our opportunity to help influence these behaviours, using our platform as a leading global insurer.

Our underwriting platform

Wildfire resilience

This year, we conducted focused engagements with over 20 of the municipalities at highest risk of wildfire across Canada. The discussions centered around wildfire preparedness and resiliency, and included sharing helpful resources, including information on our Municipal Climate Resiliency Grants program and Intact Centre for Climate Adaptation infographics. These engagements support our efforts to build resilient

communities, and recognizes the importance of proactively addressing climate risks.

We also partnered with Wildfire Defense Systems (WDS) to help customers in Alberta and British Columbia protect their homes from wildfires. WDS deployed field personnel to properties threatened by an active wildfire and provided loss prevention and suppression services to decrease the likelihood of damage to our customers' property.

Partnership with Natural Assets Initiative

This year, 44 local governments across seven provinces participated in the Natural Assets Initiative (NAI), funded by Intact Public Entities.¹ Initiatives undertaken included developing baseline Natural Asset Inventories, creating Natural Asset Strategies, staff training, and policy updates. These efforts align with our core business, which is to foster sustainable, resilient communities.

"Sponsoring municipalities to develop their Natural Asset
Management Roadmap under the guidance of NAI was a simple,
but impactful way to contribute to building climate resilience
in communities. We understand that investing in natural asset
management safeguards critical resources within municipalities and
promotes adaptive capacity in communities, allowing for both nature
and society to thrive amid a changing climate."

— Glenn Minnis, President, Intact Public Entities

¹ Intact Public Entities is a wholly owned subsidiary of Intact, specializing in insurance solutions for Canadian public entities such as municipalities.





Risk Control

Our Risk Control team in Canada completes risk assessments for commercial customers, helping build resilience and reducing claims severities. This team now completes approximately 45% of Commercial Lines inspections remotely, enabling us to extend our reach to more customers. Our data shows that customers who undergo a risk control assessment experience an average 35% lower cost of future claims. Additionally, remote risk assessments reduce the need for field consultant travel, thereby avoiding GHG emissions.

Leveraging intelligence from the Centre for Climate and Geospatial Analytics (CCGA), we find innovative ways to incentivise preventative behaviour from customers. For example, using spatial data and machine learning, we identify properties at risk of roof collapse from snowfall accumulation and offer subsidies to incentivise snow removal to prevent losses.

Pricing and underwriting

Through pricing and underwriting, we seek to actively influence customer behaviour, promoting risk awareness. One of our core responsibilities as a P&C insurer is to accurately price and underwrite risk, transforming invisible risks into tangible signals. This fosters important conversations about the acceleration of risks and strategies for effective management and resilience.

The CCGA, within the Intact Lab, supports the assessment and management of climate risk, leveraging the expertise of specialists across AI, machine learning, actuarial science, climate science and data science. In 2024, we produced our third iteration of a Canada-wide wildfire hazard map, improving the spatial resolution and performance of previous models. We consider this data, amongst other criteria, in selecting communities for Intact's climate resilience adaptation funding and engagement.

Our investment platform¹

Engaging investees on climate resilience

We engage directly with investee companies to discuss climate change resiliency. Our objective is to raise awareness of climate-related weather issues and the importance of adaptation efforts.

In 2024, we improved our climate resilient engagements through a two-pronged approach:

- Continuation of prior year engagements (meeting with equity issuers).
- Targeted conversations with our top issuers combining all asset classes.

This more targeted approach has led to fewer, but more focused engagements. In 2024, we engaged 38 investees across eight sectors and have observed an improvement in the awareness of climate-related physical risks compared to when this program began four years ago.² Among the climate-related issues identified by investees, the biggest risk is attributed to water (31% of investees), followed by snow/ cold and wind-related issues (14% and 9%, respectively). The remaining issues are related to snowfall, hailstorms, and high temperatures.

Engaging investees on climate change mitigation

IIM conducts engagements using multiple channels, including a collaborative industry initiative and bi-lateral engagements with investees. In addition to engagements with our top 20 investees as part of our interim target, we have policies that include review or engagement with our investees on their transition and net zero ambitions (see page 54).

We continue to progress our engagement of investees through Climate Engagement Canada (CEC) as a founding participant, to drive dialogue with Canadian issuers about climate risks and opportunities in the transition to a low emissions and climate resilient economy. Three of IIM's portfolio managers and analysts were active participants in three of CEC's collaborative engagements in 2024.

^{1 &}quot;We" and "our" in this section refers to Intact Investment Management (IIM), a subsidiary of Intact.

² Based on data gathered through investees' questionnaires or interviews and analyzed internally by IIM, conducted between 2020 and the end of 2024.

Our claims supply chain network

We recognize the importance of reducing the environmental impact of our claims process. As such, we have implemented initiatives focused on building a circular economy in claims including adopting and progressing a "repair over replace" approach.

Advancing circularity in property claims:

On Side Restoration is one of Canada's largest property restoration companies, with branches nationwide.

Sustainability Guidelines in Property Restoration, introduced in 2023, have been rolled out across our branches. We measure and track our progress using an internal circularity index, assessing the level of circularity and implementation maturity, in addition to individual guideline metrics. In 2024, we made progress on our circular economy initiatives, including:

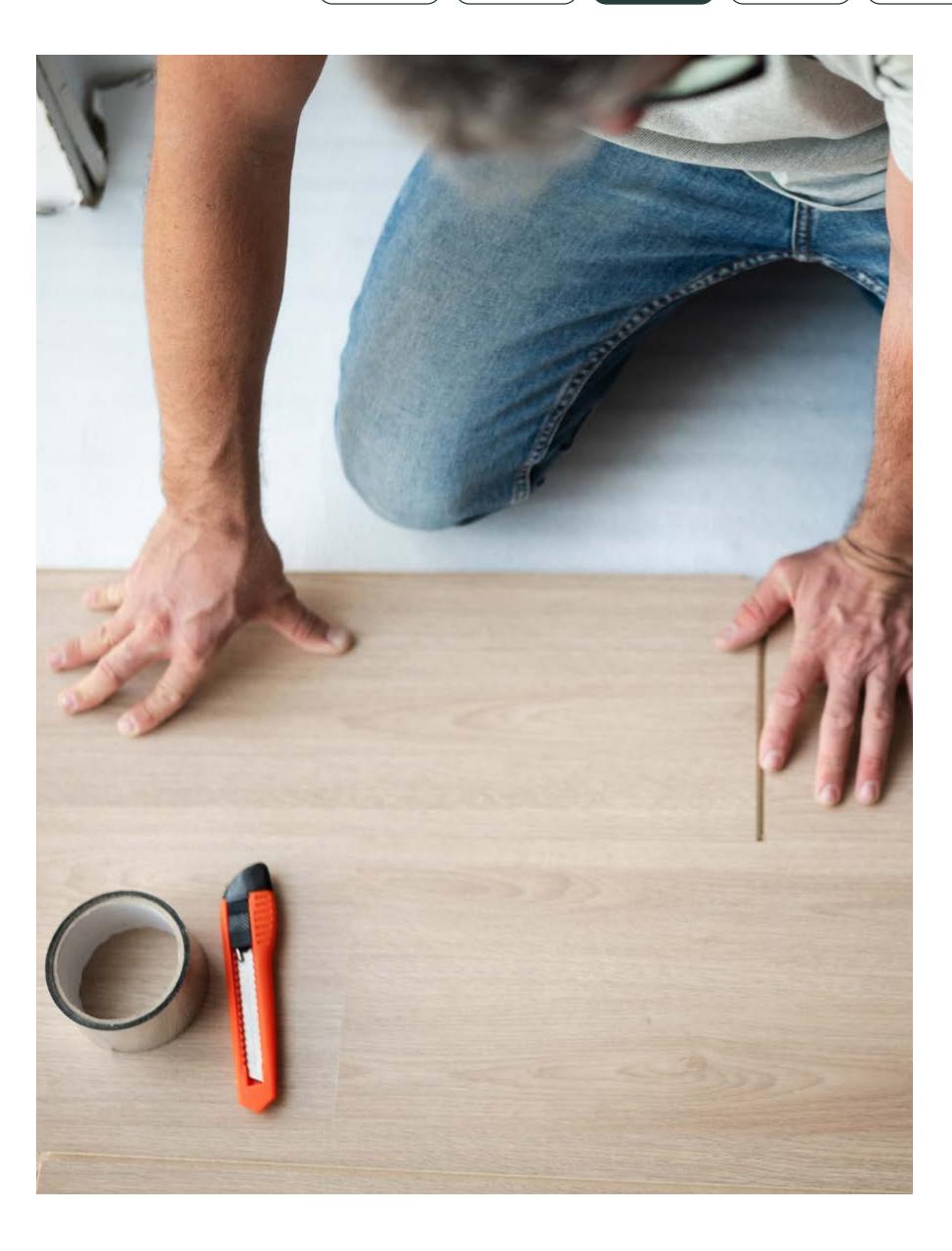
- Using recycled content primer at all branches across Canada by the end of 2024, replacing solely virgin primer use.
- Diverting 27 tonnes of drywall from landfill and expanding On Side's drywall recycling program into Ontario.
- Through our advocacy efforts, instigating a new barrel repurposing program by our cleaning solutions vendor, who now offers barrel repurposing to their other customers.
- This year we piloted a program to encourage selection of more sustainable flooring options during restoration. Our proposed selection process inspired On Side's national flooring appraisal company to incorporate sustainability attributes into the flooring options offered to all of their customers.

- We continue to deploy and encourage use of our Dry In Place program, which accelerates the timeline for restoration after water damage, and reduces material waste.
- In the UK, a preferred vendor utilizes an AI tool to minimize drying times and reduce emissions from clearwater claims. In 2024, the tool is estimated to have saved over 53,000 drying days.
- We are now recycling 100% of floor packaging in our UK claims.

Engaging with suppliers:

Our Canada claims team and On Side Restoration engage actively with our claims supply chain through one-on-one meetings, conferences, industry events, and Intact town halls. These engagements focused on vendors' approaches to sustainability, their progress and general alignment with Intact's Climate Strategy. In 2024, our Canadian claims team:

- Presented at five industry events across Canada on sustainability, the circular economy, and climate change.
- Engaged with approximately 300 supply chain partners to discuss climate strategies and circular supply chain opportunities and outline our climate objectives.





Enable the transition by supporting new and existing industries

As new industries are created and existing industries transform, Intact can play a role in de-risking and enabling companies that are key to the transition.

Insuring the transition

With our product offering and expertise, we are well positioned to support the growth of clean technologies critical to a low emissions future such as renewable energy production. We are supporting companies delivering critical transition technologies through our renewable energy business vertical, and are strengthening our renewable energy capabilities.

In the UK, we launched a Professional Indemnity insurance product specifically for climate change professionals, targeted to

companies and consultants who advise on sustainability, net zero, and climate-related strategies. This product offers specialized coverage, exclusive insights on climate risks, and support from a dedicated in-house claims team.

Investing in the transition

We are investing in sustainable and transitionfocused companies, to enable a more robust and rapid transition to net zero.

As part of our work to enable the transition we are tracking the proportion of our current investment portfolio that meets sustainable investment criteria. \$1.1 billion of our current portfolio aligns with this criteria.²

"Our Renewable Energy vertical is a clear embodiment of Intact's commitment to finding the intersections between helping society and winning in the marketplace. For us, that intersection is our specialized team of underwriting, risk control, and claims experts who not only give us the competitive advantage we need to outperform, but serve as a critical resource for our customers as they navigate the complex and evolving risk landscape that characterizes the energy transition. As part of our continued investment in global capabilities, we're proud to have expanded that specialized expertise with our launch in the U.S. market in 2024."

—Joshua Boomgaarden, President Renewable Energy, Intact



¹ Renewable energy here is defined as biofuel, biogas, biomass, geothermal, hydro, hydrogen, wind, solar, and tidal.

² Based on criteria set out in the Climate Bonds Initiative (CBI) Taxonomy.



Collaborate

Collaborate with government and industry to accelerate climate action

Addressing climate change requires partnership and collaboration between government and industry. At Intact, we seek to leverage our expertise to influence policies and accelerate action.

Our collaborations take multiple forms, and include topics related to climate resilience, adaptation finance, and sustainability of insurance products.

In 2024, we engaged in several key collaborations:

- Climate Proof Canada: On building resilient communities, we continue to emphasize the need for collaboration with government to drive adaptation efforts in Canada.
- Federal and provincial governments: Engaging with ministers, members of federal and provincial parliament, and policy staff, we discussed critical issues such as extreme weather, resilience, and flood insurance.
- Geneva Association: Addressing the Geneva Association General Assembly, we offered insights on the opportunities and challenges in the global transition to a low emissions economy.
- Central Bank of Ireland: As co-chair for a working group on sustainable finance, we helped to publish a roadmap of recommended practical actions that can support Ireland's financial services sector in fast tracking sustainable finance training and capacity building.

Additional opportunities to offer our climate adaptation expertise included the Carleton Challenge Conference, Federation of Canadian Municipalities Annual Conference, Scotia Sustainability Summit, and the Canadian Emergency Preparedness and Climate Adaptation Convention.



ESG Performance

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ESG Governance

Board ESG oversight

The Board of Directors oversees key ESG issues and reviews ESG performance. The Board delegates responsibilities to the Governance and Sustainability Committee to oversee the development and implementation of Intact's ESG priorities and framework. The Board also delegates certain specific ESG oversight functions to its other Committees related to their respective areas of expertise.

▶ For further information on the responsibilities of the Board and Committees of the Board, see our 2025 Management Proxy Circular.

Management ESG oversight

ESG performance is embedded in our strategy. Our Group CEO and our Operating Committee directly develop, oversee and monitor the action plans related to our strategy. They provide direct leadership on social impact and ESG performance, including performance related to our customers, our people, climate change and building resilient communities.

Our priorities related to people, climate change, and social impact are integrated into our strategy and reviewed on an annual basis by business unit leaders in partnership with our Chief People, Strategy, and Climate Officer and our Social Impact team.

Our CEO and senior management team, provide leadership on our approach to ESG and advocate publicly for climate action, including climate adaptation to build resilient communities, with industry associations, government officials, and regulators.

► For details on the role of the Board and Management in climate risk management, see our Climate-related Financial Disclosures from pages 59 – 75.

ESG links to executive compensation

Our executive compensation package aims to align the compensation of senior executives with the achievement of Intact's financial and strategic objectives, including social impact and climate strategy performance, and with the long-term interests of shareholders and other stakeholders, such as our employees, customers and communities. As such, our senior executives' individual goals in the Short-Term Incentive Plan (STIP) include goals directly linked to people, society, and climate to align compensation with our ESG-related strategic objectives.

For instance, the STIP goals of the CEO and other senior executives include employee engagement, diversity efforts, and customer-driven initiatives. Certain senior executives overseeing IIM's operations have specific STIP goals regarding the development and implementation of ESG initiatives within IIM's portfolio management strategy. Furthermore, Intact also incentivizes senior executives eligible for a car under its perquisites to select plug-in hybrid and fully electric vehicles.

- "Living our Values" is core to Intact's culture and also a necessary condition for career advancement and pay progression at all levels. It is fully considered in Intact's succession planning program when appointing and assessing senior executives.
- ▶ More details on our approach to executive compensation can be found in our 2025 Management Proxy Circular.

ESG risk management

Management of risks related to ESG are embedded in our Enterprise Risk Management (ERM) Framework. Our ERM Framework and internal control procedures are designed to identify, assess, respond to, monitor and report on various risks, including ESG risks. Our ERM strategy is designed to provide the link between our strategies and our risk appetite and to articulate how we manage risk to achieve our strategic objectives. Accountability for the management of ESG risks is clearly allocated to members of senior management.

A shared risk taxonomy is maintained across the jurisdictions in which we operate to establish a consistent approach to risk identification, assessment and reporting. Governance of insurance risk was enhanced by developing the guiding principles for underwriting governance in 2023 and was implemented in 2024 for all territories.

Material ESG-related risks are identified and included in our top enterprise risks and incorporated in ongoing risk assessment, management, and reporting. For more information on top enterprise and emerging risks, including physical and transitional climate change risk, their potential impacts and how we manage these risks, including our risk appetite, see our Q4-2024 Management's Discussion and Analysis (MD&A).

▶ See our Climate-related Financial Disclosures pages 59 – 75 for information on climate change risk.

UN Principles for Sustainable Insurance

Intact has been a signatory to the United Nations Environment Programme Finance Initiative's Principles for Sustainable Insurance (PSI) since July 2018.

Intact embeds ESG into the organization's strategic objectives and the four principles from the PSI are integrated in our disclosures of this report as applicable. The Board of Directors oversee key ESG issues and our Group CEO and Operating Committee develop and oversee the action plans related to our strategy.



Human capital management Equitable pay

At Intact, our Values are integrated into employee performance reviews and our Leadership Success Factors. We have a framework in place and standardized processes built to provide objective and unbiased support at all stages of the compensation process.

We monitor closely compensation outcomes to assess pay equity and in 2024, after adjusting for level, location and role, we observed throughout our Canadian insurance operations that:

- Women earned equivalent dollar for dollar earned by men; and
- Black People and People of Color (BPOC) earned on average 99 cents for every dollar earned by employees who do not identify as BPOC.

For more information on the gender pay position in the UK see our UK Gender Pay Gap report.





Human capital data

Data has been grouped into three regions each encompassing sub-regions and entities as follows:

- Canada includes: IFC Canada, Intact Public Entities (IPE), BrokerLink (BL), On Side Restoration (On Side) and Intact Lab Hong Kong office (Hong Kong). Jiffy is excluded.¹
- UK&I includes UK, Ireland, Europe, and the Middle East and Asia.
- US includes US only.

Diversity metrics pertaining to Black People and People of Color (BPOC) will only include Canada (except On Side Restoration) and US, due to data being unavailable in the other regions. The proportion of BPOC is based on voluntary self-declaration through our Count Me In! Campaign, and is calculated against our total number of employees, which may be under representing this population.

General Workforce

	2024			2023				
Metric/Target Population	Global	Canada	US	UK&I	Global	Canada	US	UK&I
All employees	30,999	23,536	1,621	5,842	30,035	22,938	1,590	5,507
Full-time	29,380	22,732	1,609	5,039	28,412	22,138	1,573	4,701
Part-time	1,619	804	12	803	1,623	800	17	806
Employee learning and development								
Total number of courses completed	560,073	441,531	8,275	110,267	544,220	381,273	8,914	154,033
% employees experienced a job change (Lateral or promotion) ²	25.5%	30.1%	13.6%	11.7%	25.4%	30.3%	14.1%	10.0%
% of management+ roles filled internally	76.3%	84.5%	43.8%	57.8%	77.0%	79.0%	57.0%	74.0%
Employee Engagement								
Employee engagement score	75%	80%	83%	53%	73%	77%	81%	58%
Employee engagement participation rate	86%	87%	80%	85%	85%	86%	82%	84%
Voluntary Turnover	9.6%	9.6%	5.2%	10.8%	11.4%	11.8%	5.2%	11.6%

¹ In Fall of 2024, Intact acquired Jiffy Inc. Due to the ongoing integration process, Jiffy data has not been incorporated in this report.

² Excludes On Side Restoration.



Employees and leaders are representative of the communities we serve: Board and Executive Officers

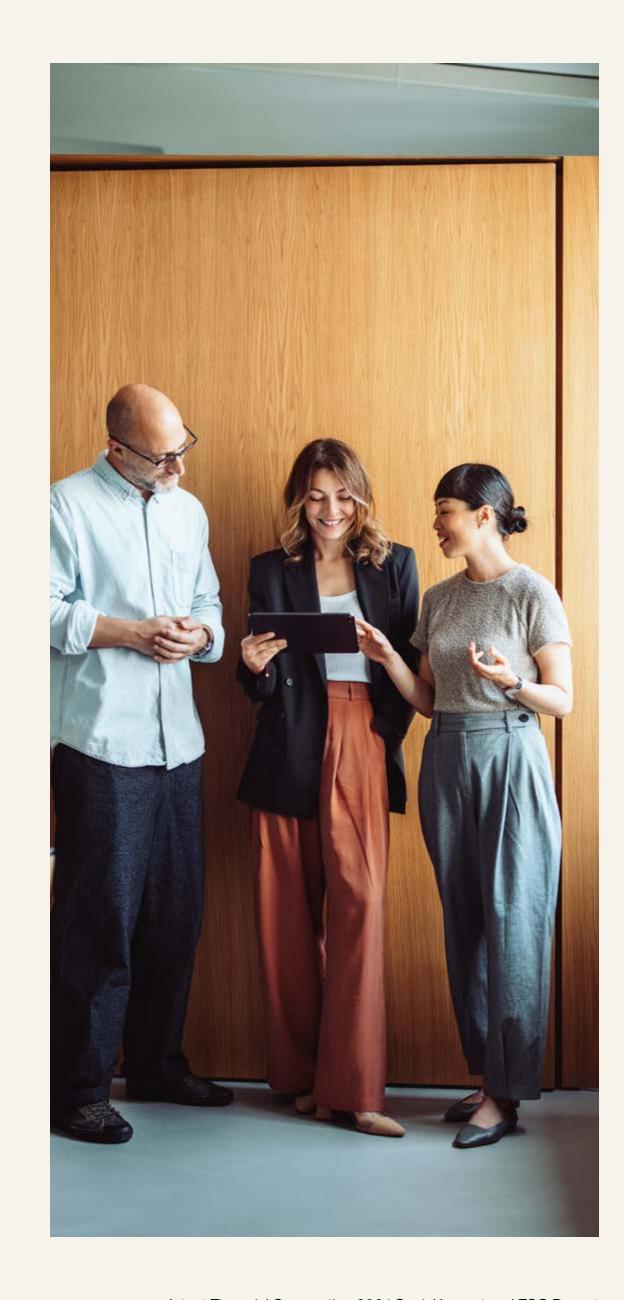
	2024	2023
	Global	Global
% Women in Board Members	46.2%	46.2%
% BPOC¹ in Board Members	7.7%	7.7%
% Women in Executive Officers ²	35.3%	31.3%
% BPOC¹ in Executive Officers²	0%	0%

Women in Workforce

	2024			2023				
	Global	Canada	US	UK&I	Global	Canada	US	UK&I
% Women in VP+	38.9%	44.6%	26.3%	33.3%	39.7%	44.8%	23.7%	36.3%
% Women in Management+	52.6%	56.1%	45.5%	45.5%	52.3%	55.4%	46.5%	45.6%
% Women in non-management	58.1%	59.2%	61.0%	52.4%	59.0%	59.7%	59.8%	55.7%
% Women in all employees	57.3%	58.8%	57.6%	51.0%	58.1%	59.2%	56.9%	53.8%

BPOC² in Workforce

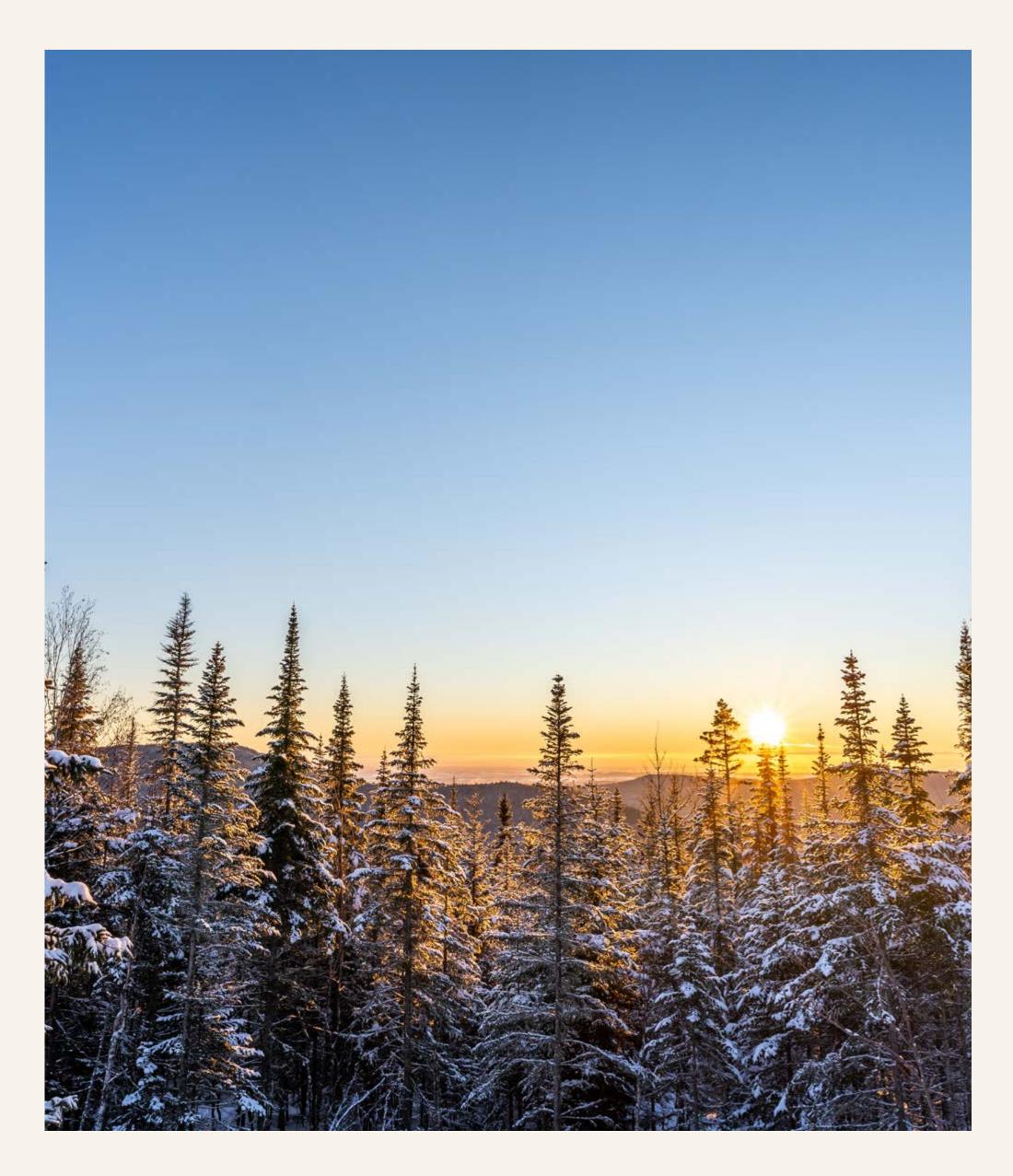
		2024			2023	
	Canada and US combined	Canada	US	Canada and US combined	Canada	US
% BPOC in VP+	15.2%	17.9%	2.6%	14.2%	16.7%	2.6%
% BPOC in Management+	20.9%	22%	12%	19.7%	20.8%	11%
% BPOC in non-management	33.1%	33.8%	21.9%	30.7%	31.3%	21.5%
% BPOC in all employees	31.4%	32.3%	19.7%	29.1%	29.9%	19.2%



Excludes On Side Restoration. BPOC data only available in Canada and US. This is not collected in the UK&l due to legal restrictions in certain jurisdictions.

Executive Officers are defined under securities legislation and includes individuals who are the most senior members of Management occupying key Group responsibilities and oversight functions across the organization. As of March 27, 2025, the Executive Officers were the individuals listed on pages 28 and 29 of the Annual Information Form. Note: Mr. Darren Godfrey is no longer an executive officer after changing roles effective March 3, 2025.





Underwriting and investments

ESG considerations in energy underwriting

The following activities remain outside of Intact's risk appetite for the energy insurance portfolio:

- Arctic oil and gas exploration, extraction, and production
- Standalone oil sands accounts¹
- Thermal coal mining
- Utilities with greater than 25% revenues from coal power generation.²

The transformation of existing industries is key to achieving net zero. We recognize the complexity that the energy industry faces in charting a course towards net zero. To that end, Intact will continue to support energy clients, within our risk appetite. We will review the transition plans of energy clients, focusing on their emissions disclosure, net zero ambitions and strategies, and climate governance. We will continue to encourage the commitment to reduce GHG emissions.

ESG considerations in investments

IIM position on coal

IIM will continue assessing the transition plans of companies in our investment universe that are estimated³ to generate more than 20% of revenue from thermal coal mining or derive more than 20% of energy generation, revenue or net income from thermal coal.

▶ Refer to the IIM Position on Coal for more information.

IIM position on oil and gas

IIM continues to apply its Oil and Gas position to support the transition to a low emissions and climate resilient economy. Our exposure to companies that do not demonstrate progress in their transition⁴ may be reduced and/or these companies removed from our investment universe, as Intact works to achieve its 40% intensity target reduction by 2030.

▶ Refer to the <u>IIM Position on Oil and Gas</u> for more information.

Proxy voting policy and results

IIM's Proxy Voting Policy sets out its investment voting guidelines to align with best corporate standards and Intact's practices. In 2024, IIM voted on 372 shareholder proposals related to ESG matters with the breakdown as follows:

Environment- related proposals	Social-related proposals	Governance- related proposals
92	165	115

¹ For new risks written after December 31st, 2022.

^{2 25%} in Canada; 30% in UK&I. Below this threshold, Intact may underwrite clients that are committed to reducing their GHG emissions.

³ Based on a third party dataset covering over 15,000 companies globally.

⁴ With consideration of factors such as available sectoral transition pathways, country-level targets, and IIM's interim targets.

Al and model governance, cybersecurity and data privacy

We have devised a balanced and responsible approach to the development, use, and oversight of data and algorithmic models (including AI) that protects privacy. We have established a set of five principles in the following areas:

Security: We use leading security measures to protect the personal data of our customers.

Helping society: We use our data skills to create solutions that contribute to society's wellbeing.

Data quality: We use high-quality data to create solutions that are right for our customers.

Scientific excellence: We uphold high scientific standards of excellence in order to ensure our solutions are accurate and effective.

Accountability: We consider the impact that our products and services have on our customers and promote responsible solutions, processes and models.

Our Ethical AI & Model Governance Working Group and Oversight Committees work to ensure our operations are following our data governance principles as they develop and deploy models throughout our operations.

The working group conducts ethical assessments of our models and considers what we are trying to accomplish and how we ensure compliance with laws and regulations. We test whether the proper consents are in place and confirm that the model does not rely on factors that are discriminatory and that any proxies used in testing models are grounded in real world concepts. Our approach is designed to ensure that concepts such as fairness and unjustified bias are brought forward and addressed.

The committees oversee how the business leverages data and models to create and offer the best solutions internally and for the customer, while treating customers and their data with respect, integrity and the highest degree of ethics.

Key developments

In 2024 we continued to apply the ethical oversight framework to review and challenge proposed AI and model development initiatives throughout our operations. Our UK operations adopted the framework and held its first Oversight Committee meeting in the spring of 2024. The US adopted an AI Governance Framework at the October 2024 meeting of the US Insurance Companies Board. The framework, which came into effect on January 1, 2025, uses a similar AI ethical review process as the other areas where Intact operates. Other key developments include:

- Ethical assessment of proposed uses of AI and models throughout our operations in order to ensure initiatives accord with our AI and model governance principles and our Values.
- Staff who develop and deploy our AI models received updated training on detecting, escalating, and addressing ethical questions related to five AI and on our ethical review process.
- In Canada, members of the Oversight Committee received training and updates on new strategic AI initiatives, including the value and potential limitations of Generative AI. We have adopted a set of Generative AI Guardrails which must be met for a proposed Generative AI solution to be used or developed. This helps us continue to live our Values and our purpose as we support our customers, brokers, and employees.

Cybersecurity

All regions report into the Security Governance Committee where metrics and challenges in each region are discussed with Intact executive teams, as well as sharing respective forward-looking plans and progress on execution. Cyber maturity assessment cycles are rationalized to start at the same time and use the same third party firm for consistency in reporting.

Canada and the US

In Canada and the US, an external party conducts an independent review of Intact's cybersecurity posture every two years, with the last one conducted in 2024.

- In 2024, Intact's cyber maturity was assessed to have met industry standard capabilities. Further investments are continuously made to strengthen Intact's security posture and protection of client data controls.
- Regulators perform periodic reviews of our cybersecurity processes and controls. Under the leadership of the Chief Information Security Officer (CISO), Information Security resources also assess control effectiveness and compliance. We perform internal compliance assessments to support best practices, including emerging requirements. Our Board Risk Management Committee oversees our cybersecurity strategies and reviews our controls bi-annually.
- Corporate Audit Services (CAS) develop an annual audit plan that includes coverage of cybersecurity risks. CAS conducts audit mandates covering cyber risks providing independent and objective assurance by evaluating and improving the effectiveness of risk management, control, and governance processes. Audit quality is reviewed every five years and attested by the Institute of Internal Auditors.
- Robust operational resilience plans designed to ensure quick recovery with minimal impact to operations and service have been developed and are periodically tested.

The above activities are mirrored in our US region where applicable under the auspices of the US CISO with local operational control and associated governance.

UK&I

- We have continued to invest heavily in technology, systems and supporting cybersecurity controls, to produce a secure, robust and resilient technical environment supporting RSA business services. This includes the upgrade of several security tools, an improved ability to monitor and block cyber attacks on our services and additional protections for our data.
- As we continue to adapt to the changing threat landscape, RSA UK&I commissions an independent review of our cybersecurity posture by an external specialist every two years to check whether we can detect and prevent cyber attacks. The last review was in 2024 and we were able to detect and prevent the simulated attacks.
- This year we carried out an independent assessment of RSA UK&I's cyber maturity (how well cyber processes are operated) which showed RSA UK to be in line with our industry peers.
- RSA UK&I continues to invest in cybersecurity to further strengthen our ability to protect our business, and continually measures its security performance through ongoing reporting and metrics up to the Board Risk Management Committee and our Regulators, via periodic compliance assessments, and by means of technical testing of security controls.
- RSA also utilizes CAS to develop annual audit plans that includes coverage of cybersecurity risks providing independent and objective assurance by evaluating and improving the effectiveness of risk management, control, and governance processes.
- RSA UK&I also plans for adverse situations, through a comprehensive and periodically tested Operational Resilience plan, which involves senior management and specialist teams preparing for significant events that might damage business operations. This is designed to help ensure we can recover quickly and with minimal impact to our customers and clients.

Employee cybersecurity training

- Phishing exercises are conducted regularly to test employee awareness and provide real-time learning. We report our 2024 average —with users correctly identifying the phishing attempt 95% of the time at Intact Canada.
 Testing is done globally and targets specific groups such as privileged access users and senior leadership.
- Cybersecurity awareness training is mandatory for all our employees, including contractors. The training is comprehensive in nature and must be undertaken annually and during onboarding. We continuously improve our training programs so that employees are enabled to protect sensitive data, recognize phishing attacks, and report suspicious activity.
- October 2024 was Cybersecurity Awareness month at Intact, our annual cybersecurity campaign, with materials shared across Canada, the UK and the US. In Canada, our commitment to raising awareness included conducting six cyber roadshows to the business. With over 250 attendees, these sessions had high engagement, fostering a resilient security posture across the organization. In the UK we shared a range of awareness articles to all employees, ran weekly competitions and hosted interactive employee Town Halls, highlighting the importance of being cyber aware.

Customer data privacy

Overall responsibility for Intact Data Privacy rests with the Group Chief Compliance Officer. Regional Policy Owners for each region have overall responsibility for the day-to-day operation of the Data Privacy program in their respective jurisdictions.

- We abide by all privacy legislation applicable to our business, including Canada's Personal Information Protection and Electronic Documents Act and the UK and EU GDPRs.
- We have implemented data protection-related policies in connection with the collection, use and disclosure of personal information or data.
- We deliver data privacy training to all employees on a regular basis, with the frequency of training differing within each region.
- We only collect personal information that we need to develop and deliver our products and services. Only employees who have a legitimate business need can access customer data.
- We conduct privacy impact assessments as required by applicable legislation to balance our business interests with our customers' right to privacy.
- When we dispose of personal information or data, we do so in a secure manner.
- We notify customers, regulators, third-party vendors, and law enforcement of data breaches as required by regulation and privacy laws. Where appropriate, notification to customers includes enough detail to understand how their information has been affected, as well as steps they can take to minimize potential risk.
- Each Intact region has a risk incident management process. However, how this operates can differ by region due to differing legal and regulatory environments. All data privacy incidents are assessed, mitigated, and where appropriate reported to regulators and the impacted individuals. All reportable data privacy incidents are also reported to the Group Chief Compliance Officer.

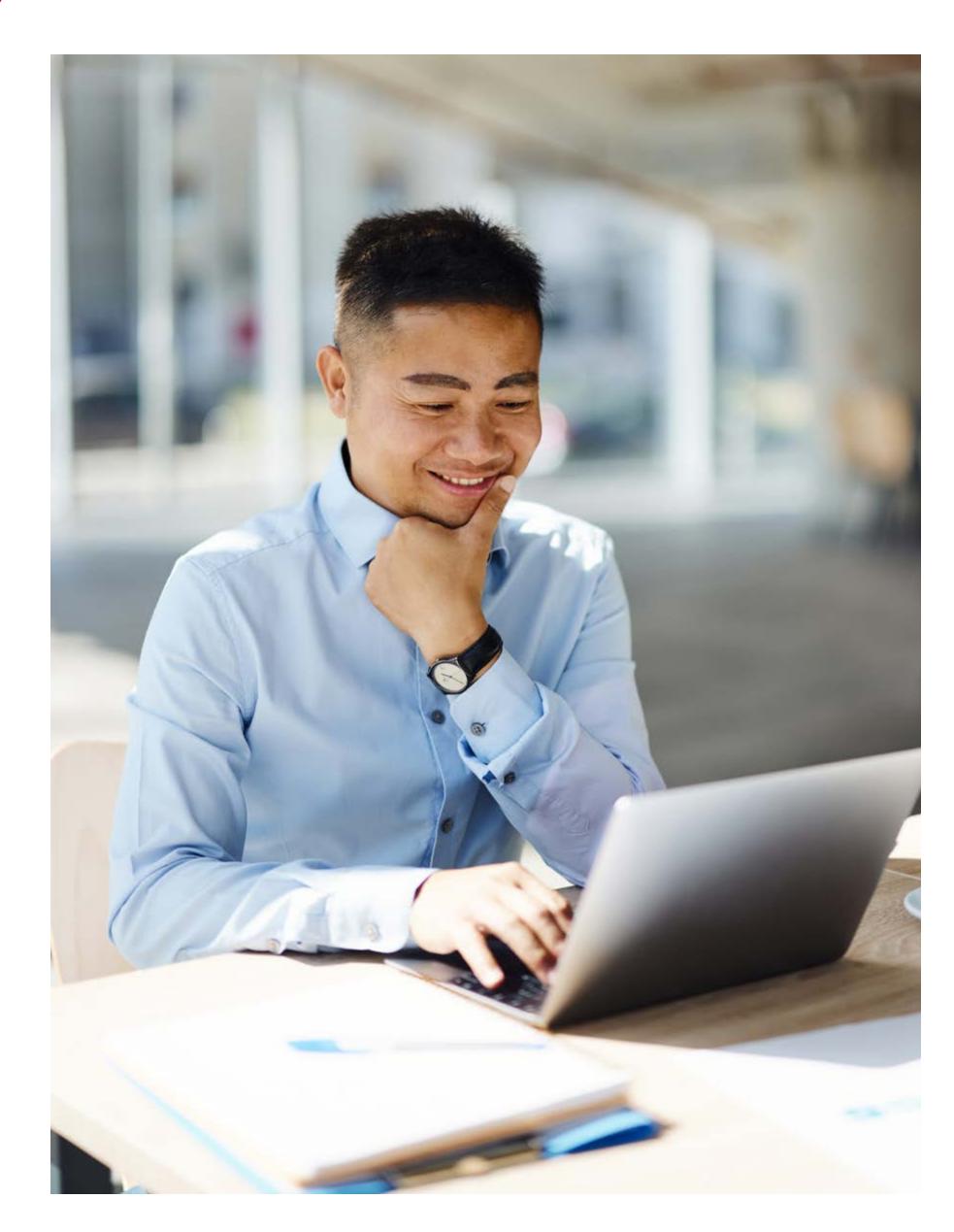
Customer data rights

Our Customer Privacy Promise in Canada outlines what data we collect, how we use it, how we dispose of it and how customers can exercise rights under applicable privacy legislation. In the UK&I these principles are encapsulated in our Privacy Notice. In the US, these principles are set out in our Customer Privacy Policy and related Privacy Notices.

We use customer information for several reasons, including to:

- Verify their identity and property.
- Assess and underwrite insurance risks, including analytics.
- Determine prices, fees and premiums.
- Investigate, adjust and settle insurance claims.
- Design new products and services, including improving existing products and services.
- Promote products and services offered by us, our affiliates or strategic partners.
- Conduct market research.
- Comply with applicable laws, including tax requirements.
- Detect, prevent and suppress fraud, financial crime, and unauthorized or illegal activities.

Customers can notify us to withdraw or revise permissions to use their data in certain circumstances. However, it may prevent us from renewing policies, providing coverage, or administering claims.



Business ethics

Code of conduct

Regular communication campaigns tailored for each region keep our commitment to Living our Values current.

Our policies and processes are designed to help us maintain our standards and abide by relevant laws and regulations. Regular communication, training and/or awareness on compliance are provided to Intact employees so that they understand Intact's Values and policies and correctly implement them.

Our Living our Values document defines expected behaviours, decisions and actions and reinforces that we are all responsible for complying with all Intact rules, policies and procedures.

Anti-bribery and corruption

Overall responsibility for the Intact financial crime function rests with the Group Head of Financial Crime, who reports to the Group Chief Compliance Officer. Regional Policy Owners for each region have overall responsibility for the day-to-day operation of the financial crime program in their respective jurisdictions.

We do not tolerate bribery or corruption. We strive to avoid real and perceived conflicts of interest and we seek to abide by all anti-money-laundering, terrorist financing and regulations and we have policies for all of these areas. We maintain Anti-Bribery and Corruption Policies which outline the controls in place to mitigate risk as well as our procedures for recording and escalation. These policies are reviewed and updated regularly. We have a comprehensive, risk-based anti-bribery program to support employees which includes training for all employees as well as additional training for those employees in higher-risk roles.

Whistleblowing program

Whistleblowing procedures across our regions enable our employees, other workers and external parties to confidentially report any breaches of Living our Values, controls or policies, laws or regulations, business misconduct or any ethical concerns. An enterprise-wide Whistleblower Policy was developed this year and approved by our Enterprise Risk Committee. We regularly communicate to all employees about our Whistleblower Hotline, which they can use to report concerns online or by phone. The Whistleblower Hotline is operated by EthicsPoint, an independent and confidential reporting tool available 24 hours a day, seven days a week.

The Whistleblower Hotline helps to live our Values to the fullest—and that includes honouring the integrity of our whistleblowers and protecting them.

Each investigation is unique and the process depends on a variety of factors. When an incident is reported, a preliminary investigation is commenced. If it reveals a possible breach of our Values, policies, or laws or regulations, we conduct a more thorough, confidential investigation. Our senior leaders and the Board of Directors are committed to living our Values and protecting everyone who comes forward with a good faith complaint.

Compliance with international sanctions

Intact strives to comply with all national and international laws relating to financial and trade sanctions as they apply to our businesses around the world.

Intact will not knowingly engage in any business or transactions that are contrary to any applicable sanctions laws or regulations. We deploy our comprehensive risk-based group wide sanctions program which includes:

 Sanctions screening tools which screen all of our customers, policies, claims, and payments in respect thereof against all of the sanctions lists applicable to those transactions.

- Taking all reasonable steps to identify and avoid transactions which are contrary to applicable trade and activities-based sanctions.
- We have devised and are delivering training focusing on the identification and navigation of sanctions risks.
- Our group wide high-risk countries framework provides additional precautionary measures are taken where transactions include exposure to countries and regions more likely to be the subject of international sanctions measures.

Tax transparency

Paying taxes is an important part of our contribution to the economies where we operate. We are committed to managing our tax affairs responsibly. We actively manage our tax liabilities, payments, and tax affairs so that we are compliant at all times.

Overall responsibility for the Intact tax function rests with the Group Chief Tax Officer, who reports to the Group Chief Financial Officer. The Head of Tax for each region has overall responsibility for the day-to-day operation of the tax function in their respective jurisdictions.

Changes to tax legislation are actively monitored and communicated to senior management and other business areas affected. When laws are introduced that affect the organization, we proactively manage the risk and impacts to comply with the new legislation.

▶ For more details, see the Public Accountability Statement (Canada) on page 83 and the RSA UK Tax Strategy.

Political involvement and contributions

We believe it is important for us to be a good partner to governments in both prosperous and challenging times. Throughout 2024, we continued to strengthen our relationships with government, by providing risk management expertise and reinforcing our ongoing commitment to working with them in ways that will build resilient communities and help our customers and society manage through periods of uncertainty.

Statement on political contributions

Any political contributions are made within prescribed legal limits. Intact complies with all laws, regulations and principles of ethics when offering items of value to any political party, candidate or public official at all levels of government. All contributions made on behalf of Intact are approved by the local head of government relations.

Canada

Intact complies with all laws and rules governing lobbying in Canada. This includes ensuring our engagements with public office holders are reported in the Lobbying Registries of the jurisdictions in which we are active. These registries provide information on Intact's advocacy activities and objectives.

In Canada, Intact works closely with the Insurance Bureau of Canada and through direct engagement with governments on the challenges facing Canadians and our industry.

These include:

- Ensuring that consumers have access to affordable and innovative auto insurance products.
- Encouraging flexible regulatory frameworks that keep pace with consumer expectations.
- Ensuring Canadians are adequately protected from extreme weather events by proposing climate change adaptation solutions at the government and homeowner levels.
- Working with government stakeholders on ensuring Canadians and our economy are protected from the impacts of a major earthquake.

UK&I

Our RSA business contributes to policy dialogue and discussions primarily through our membership of the Association of British Insurers, Insurance Ireland, the International Underwriters Association and TheCityUK. Within RSA, all engagements with government or political officials are recorded and conducted in line with our Anti-Bribery and Corruption and Conflict of Interest policies and relevant local legislation.

US

Intact Insurance Specialty Solutions in the US pays dues to the American Property Casualty Insurance Association (APCIA), a portion of which the APCIA uses for lobbying and contributions to its political action committees.

In addition, Intact Insurance Specialty Solutions participates in public policy dialogues through our membership in the APCIA. Intact Insurance Specialty Solutions is also a member of the Council of Insurance Agents & Brokers, the Surety & Fidelity Association of America, and the Wholesale & Specialty Insurance Association. A portion of our dues to these organizations support lobbying activities.

All engagements with government officials are reported in accordance with Intact Insurance Specialty Solutions' Lobbying policy.

Supplier code of conduct

RSA's Supplier Code of Conduct outlines our expectations of suppliers on issues such as human rights, environmental management, business ethics and community investment. The code is included in new contracts and agreements and monitored through our due diligence system. RSA is also a subscriber to the Financial Services Qualification System (FSQS) operated by Hellios—a community of over 70 financial institutions collaborating to agree on a single standard for gathering supplier information to support compliance, including ESG policy areas such as modern slavery and environmental impact. About 340 RSA suppliers, 39% of our total suppliers, are members of the FSQS system. Our aim is to raise awareness of relevant issues, understand supplier management practices and procedures in place to prevent breaches, and conduct appropriate due diligence.

Protecting human rights and preventing modern slavery

We are committed to protecting human rights. In line with the requirements of the UK Modern Slavery Act (2015), RSA's Annual Modern Slavery Statement details the steps our UK operations take to prevent slavery and human trafficking in our business or supply chain. We have a Human Rights Policy that sets out the human rights standards and principles we respect and support. RSA takes actions to prevent breaches of labour standards by RSA's suppliers. RSA engages with suppliers where their responses on modern slavery topics are considered a risk. Information is collected via a questionnaire from onboarded suppliers on their modern slavery and human rights policies and controls. Our contracts stipulate that suppliers must follow relevant laws and regulations to protect human rights and enforce ethical labour practices. We investigate any known breaches of these provisions.

In the UK&I this year we've also reviewed, refreshed and relaunched a training module targeted at those more likely to come into contact with issues related to modern slavery (for example, specialty lines underwriters, loss adjusters, risk consulting, audit, fraud and HR teams). In 2024, no cases of modern slavery were reported through RSA's formal channels.

Climate-related Financial Disclosures¹

At Intact, we are here to help people, businesses, and society prosper in good times and be resilient in bad times. This is our purpose, and it drives everything we do. As a leading P&C insurer we have been on the front lines of climate change for over a decade, positioning us to play a leadership role in strengthening society's climate resilience.

The purpose of this report is to disclose how Intact is identifying and managing climate-related risks and opportunities, how it is impacting our strategy and decision making, and the governance behind it.

This report is organized in four sections:

Governance: Intact's governance around climate-related risks and opportunities.

Strategy: The impacts of climate-related risks and opportunities on Intact's businesses, strategy, and financial planning.

Risk Management: The processes used by Intact to identify, assess, and manage climate-related risks and opportunities.

Metrics and Targets: The metrics and targets used by Intact to assess and manage climate-related risks and opportunities.

¹ RSA Insurance Group also publishes a mandatory climate-related financial disclosures report as part of its annual report and accounts. More information available at the RSA Insurance Group <u>website</u>.

Governance

The governance of our strategic objectives, climate strategy and ERM is integrated into our organizational structure, at both the Board and management levels.

▶ See our 2025 Management Proxy Circular for more details.



Board oversight

- The Board of Directors is ultimately responsible for overseeing the strategic direction and initiatives of the Company with regard to climate change risks and opportunities. It is supported by its Committees in this regard. It also oversees Intact Investment Management's climate change risk initiatives aiming to support the transition to a low emissions and climate resilient economy, including its policies on thermal coal-related investments and oil and gas.
- The Board Skills Matrix includes experience in ESG and helps with the identification of gaps in skills and experience on the Board and to identify requirements for current and potential Directors. In 2024, the Governance and Sustainability Committee Directors received training on climate risks and Intact's climate strategy. Targets are approved by the Board as part of the climate strategy, with oversight and monitoring provided by the Governance and Sustainability Committee.

Board Committee	Climate-related roles and responsibilities
Risk Management Committee (RMC)	 Oversees the identification, assessment and management of physical and transition risks (including liability risks) related to climate change. Establishes Intact's risk tolerance, including for natural catastrophe risk. Reviews risk monitoring (including climate change risk) programs and receives quarterly reports on risk monitoring activities, including investment risk monitoring. Reviews the adequacy of Intact's reinsurance program relative to weather-related catastrophe risk exposure.
Governance and Sustainability Committee (GSC)	 Oversees corporate disclosure on climate risk and opportunities management. Supports the Board in overseeing Intact's climate strategy, objectives and opportunities and monitors its progress (including with respect to our investment portfolio), initiatives and performance on such matters on a quarterly basis. Stays abreast of emerging trends, standards and best practices with respect to climate change.
Audit Committee (AC)	 Oversees the integrity, fairness and completeness of our financial statements and other financial disclosure, including climate-related financial disclosures. Oversees the quality and integrity of our internal controls and procedures, including management and disclosure of climate risk. Oversees our actuarial practices, ensuring reserving practices are adapted to address our risks including those related to climate change and trend in catastrophes and severe weather events.

Senior management oversight

• At the forefront of risk management at Intact is our Enterprise Risk Committee (ERC), which is headed by our Chief Risk Officer (CRO) and reports to the Board's RMC on a quarterly basis. The CRO and ERC oversee the implementation of the Enterprise Risk Management (ERM) process, which is integrated into all business activities and strategic planning, in line with our ERM Framework. This includes supporting the identification, assessment, response, monitoring and reporting of risks, including those related to climate.

Committee	Climate-related roles and responsibilities
Enterprise Risk Committee	The ERC is an enterprise-wide executive committee with a mandate to assist the Board and Senior Management with their responsibilities of managing and providing risk oversight on the operations of Intact. The ERC was established to support the Chief Executive Officer and the Chief Risk Officer in the matters of:
	• Formulating the risk strategy and setting and monitoring of the risk appetite and the key risk metrics, including monitoring performance of the Group relative to the risk appetite, aiming for the right balance between risk, return, and capital. Recommending risk appetite to the RMC and the Board for approval.
	 Identification, assessment, responding, monitoring and reporting to the RMC of the main risks facing Intact, including periodic review and evaluation of the top risks, including physical and transition risks related to climate change.
	 Overseeing actions to address material risks out of appetite and monitoring progress towards returning to within appetite, including oversight of the key risk mitigation function of business continuity.
	Risk governance, including the development of risk owned policies and frameworks, including the Enterprise Risk Management Policy.
	• Promoting and reinforcing a culture of risk awareness throughout Intact and overseeing the climate risk assessment and implementation of mitigation plans.
	• Evaluating the adequacy of Intact's reinsurance program related, but not limited to, weather-related catastrophe risk exposure.
Operating Committee	 The Intact Operating Committee oversees the climate strategy, net zero target progress, climate adaptation initiatives and climate risk management approaches.
	 This Committee includes Intact's Chief Executive Officer, Chief Risk Officer, and Chief People, Strategy and Climate Officer, among other C-suite level executives.
	 Climate-related risks and/or opportunities that could impact Intact at the enterprise level, or that require strategic/operational intervention, are presented and discussed with this committee.
Operational Investment Committee	• The Operational Investment Committee (OIC) assists Intact's management in developing, implementing and monitoring investment objectives and strategies which consider ESG factors, including climate risk.
	• Reviews investment strategies, monitors performance and discusses investment risks. The OIC oversees the climate change engagement strategies with investees, commitments to climate initiatives such as Climate Engagement Canada and progress on investment net zero targets.
	IIM reports regularly and directly to this committee on all ESG matters related to investment management.
Disclosure Committee	Oversees all corporate disclosures, including the Social Impact and ESG Report.
	Monitors climate-related regulation impacting Intact's public disclosure.



Strategy

At Intact, we are here to help people, businesses, and society prosper in good times and be resilient in bad times. This is our purpose, and it drives everything we do. As a leading P&C insurer we have been on the front lines of climate change for over a decade, positioning us to play a leadership role in strengthening society's climate resilience.

In the context of climate, physical risk within our business relates to the risk of increasing number and cost of claims associated with various weather perils. Shifting climate patterns and sustained increased frequency and severity of climate extremes can significantly impact our business and financial stability over time.

Transition risk is the risk inherent in the transition to a low emissions and climate-resilient economy, including changes in government policies, the legal environment, technologies and financial markets. The risk on our investment portfolio is the potential decline in the valuation of assets we hold in sectors vulnerable to transition risks, driven by changes in supply and demand from climate change.

Physical and transition risks may also lead to liability risk, stemming from the risk of climate related claims under liability policies, as well as the risk arising from other climate-related litigation or direct actions against Intact, such as climate change activism or allegations of greenwashing. Litigation risk could also arise from our policies in force where we may have to cover legal costs for our customers.

Physical and transition risks relevant to our business are presented on the following pages, along with the time horizon for which these risks may be most impactful and the ways in which we are managing these risks. The time horizons represent the following periods:

Short- term	0 – 1 year	Risks that arise within the horizon of the reporting timeframe
Medium- term	2 – 5 years	Risks that arise with the operational and strategic planning horizon
Long- term	> 5 years	Risks that arise beyond the medium- term strategic planning horizon

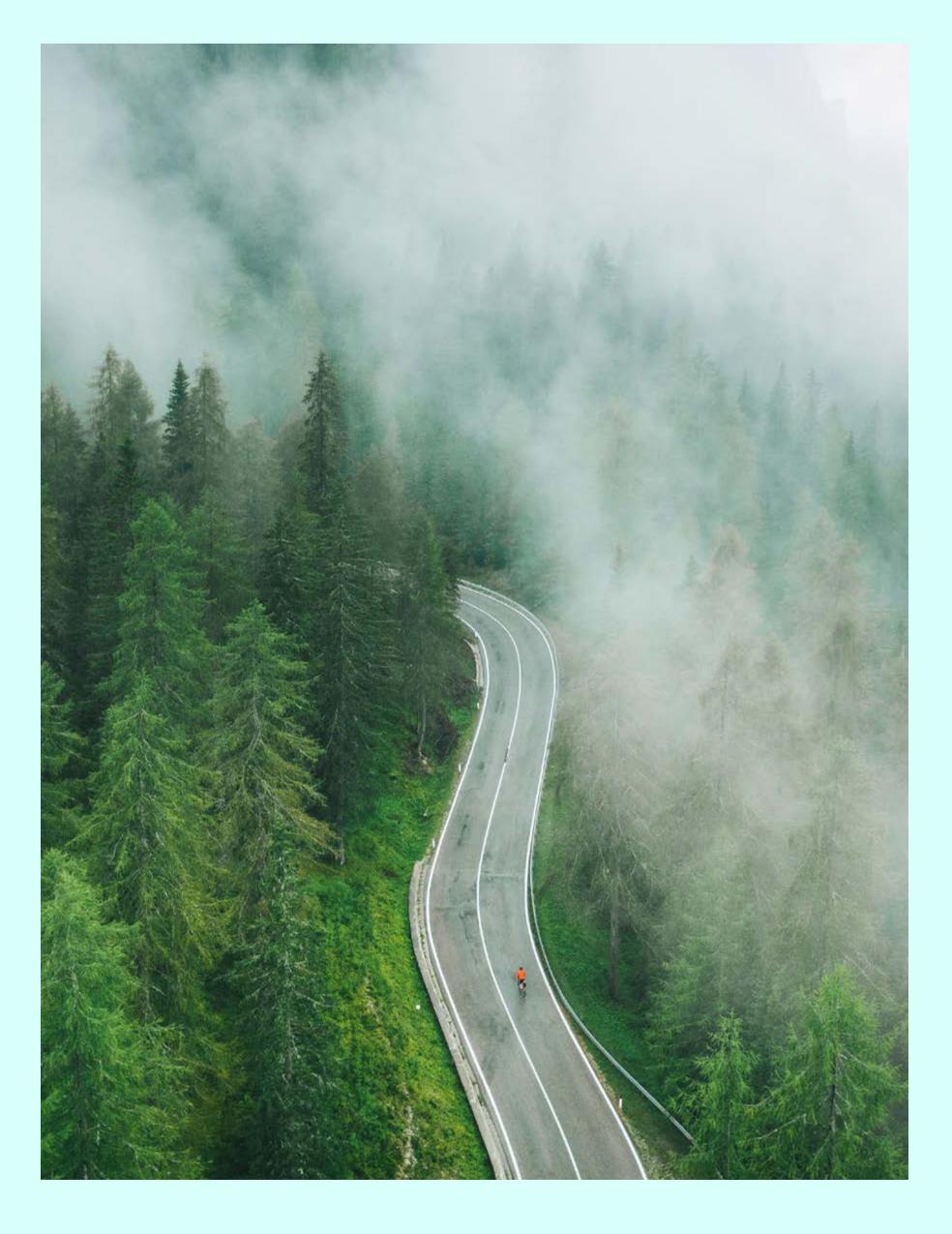
Climate-related Financial Disclosures

Governance

Strategy

Risk Management

(Metrics and Targets







Climate-related risks: physical risk Frequency and severity of weather-related claims





Short- to long-term

Climate change impacts our property insurance business due to changing weather patterns and an increase in the number and cost of claims associated with severe storms and other natural disasters. We foresee weather patterns continuing to change and impact the likelihood and severity of acute and chronic natural catastrophes, such as severe convective storms, winter storms, hurricane, wildfire, flood (acute) and/or cumulative gradual climatic changes (chronic) —for example, rise in sea level. This could impact our own operations due to physical damage to our premises, as well as those of our customers.

Assuming physical risk from our customers is core to our business. Our response to climate change has long been embedded in our strategy and our approach to risk management. We rely on several levers to maintain our track record of sustainable growth and profitability through actions that lower both the impact and the volatility of physical risks.

Risk is a combination of hazard, vulnerability and exposure. Weather-related events primarily impact our Personal and Commercial Property business, and may result in earnings volatility. Some areas are more at risk due to their geographical location, type of vegetation, dominant weather patterns, proximity to water bodies, topography and many other dimensions. When we think about better managing risk, we associate wildfire with communities located in coniferous-dominated ecozones and flood with low-lying areas or downstream of watersheds. As those events become more frequent, communities' resilience will be tested, and those that are more vulnerable will be more effected.

Governance

How we manage physical risk

Data and Al

- Continuously investing in and redefining how we leverage data and predictive models, with the specialized expertise within the Intact Lab across many disciplines such as AI, machine learning, actuarial science, and data science.
- Within the Intact Lab, the Centre for Climate and Geospatial Analytics uses weather, climate, land cover and topographic data, along with machine learning models to implement hazard maps to most accurately quantify and manage exposure in our underwriting portfolio.
- Updating and improving the performance of our flood risk maps, to advance segmentation capability. Development of proprietary exposure mapping (including wildfire, hail, etc.) will allow Intact to assess concentration of risk in high-risk areas by peril.
- We will continue improve and invest in our models to adequately reflect climate trends as per both actual experience and the research from partnerships in which we invest.

Pricing

- Re-pricing when needed, as most of our products are 12 months in duration. This allows for our charged prices to be responsive to the latest weather-related trends which we assess and action in our property business.
- To get the full benefits of our pricing sophistication, we have account level pricing governance metrics for new business and renewals that are monitored closely so that the pricing strategies are executed effectively.
- Setting risk tolerances supported by catastrophe model output and use it to determine pricing.

Product

- Continually evolving our products to account for new climate realities, such as:
- individualizing coverages by peril;
- bundling and enhancing our water damage product to improve penetration rates of flood protection for our customers:
- implementing the latest hazard maps to most accurately reflect exposure; and
- implementing coverage endorsements that respond to changing risk.

Supply chain and claims

- Capitalizing on opportunities in climate change by expanding our supply chain capacity through On Side Restoration, one of the largest restoration services providers, and through the presence of 38 Intact Service Centres across Canada. This allows us to mobilize our emergency response in impacted regions nationally.
- Internalizing claims adjusting coast-to-coast through our in-house claims experts. Our scale allows us to deploy a national and coordinated catastrophe response to act promptly and take control of the claims journey to optimize the customer experience and indemnity costs when natural disasters strike.

Risk control and loss prevention

- Investing in a global risk control team with deep experience. This includes those with a background in engineering, fire protection, sprinkler design, claims adjusting and underwriting.
- Leveraging technical expertise and data to mitigate risk and prevent losses, and offering incentives to customers for taking preventative actions. For example, our proprietary forecast system identifies properties at risk of roof collapse after snowfall. We offer customer subsidies to incentivise snow removal for loss prevention.

- Providing emergency risk mitigation services for homes at risk of impending wildfire, including setting up sprinkler systems, covering vents to limit fire embers from entering a home and removing material from around the property that may fuel a fire.
- Expanding the use of proactive risk modelling to target risk assessments in areas of highest hazard.
- Digitally engaging with insured customers through our mobile app to proactively provide weather and seasonal alerts, while offering preventive tips to protect and maintain their homes and cars.

Risk transfer

- Reinsuring certain risks to limit our maximum loss in the event of catastrophe losses or other significant losses. The placement of ceded reinsurance is mainly on an excess-ofloss basis (per-risk or per-event), with the primary objective of capital protection.
- ▶ For more information, see Section 22.3—Reinsurance in the Q4-2024 Management's Discussion and Analysis.

Capital management

 Maintaining an adequate capital margin to ensure we are sufficiently capitalized to withstand an acceptable level of insurance and/or market shocks.

Engaging with stakeholders

- Engaging with investees on climate change resiliency, to raise awareness of climate-related risks and assess investees' adaptation efforts.
- Making continued efforts to raise broker awareness on climate adaptation and ways to increase climate resilience through multiple avenues, including climate-related content in newsletters and industry magazine articles, and sharing resources (courses and tools) such as those developed by the Intact Centre. We also communicate Intact Centre infographics and articles to customers.

 Working with partners, such as the University of Waterloo, the Insurance Bureau of Canada and the global insurance industry think tank the Geneva Association, to promote climate change adaptation initiatives at all levels of government.

Financial impacts

- Annually, we review and adjust our reinsurance coverage to reflect our current exposures and our capital base.
- 2024 was subject to high catastrophe activity, particularly from significant weather events that occurred in a short time span in Q3-2024. Catastrophe losses related to weather events totalled \$1.3 billion in 2024.
- For 2025, we expect \$1.2 billion of annual catastrophe losses (on a continuing basis, net of reinsurance), up from our previous guidance of \$900 million in 2024. The revised estimate reflects our growing premium base, the increase in exposures, on-going inflation, our view of long-term climate trends and higher credibility assigned to recent catastrophe losses.

Our approach to physical risk encompasses initiatives that we take in the short-to-mid-term, as well as actions with a longer-term horizon, enabling strong financial performance even in lines heavily impacted by severe weather. In the Personal Property Canada business line, for example, we have shown long-term resiliency with an average combined ratio of 90% over the last five and ten years.

Governance

Climate-related risks: transition risk Shifting market demand



Long-term

In some sectors, the transition could lead to contraction of market demand and has the potential to negatively impact certain businesses, adding risk to the assets we hold and customers we insure in certain sectors. We also expect new industries to emerge and market demand for certain sectors to increase.

Shifting cost of claims



Long-term

Changes in the operational cost base or claims profile due to new or unproven technologies associated with the net zero transition (e.g., increasing wind turbine size, battery storage etc.).

Shifting asset valuations



Long-term

A decline in the valuation of assets we hold in certain sectors that are vulnerable to transition risks. There is more pressure on companies to disclose their transition pathways to continue attracting capital from investors. Furthermore, the investment in and exposure to GHG-intensive sectors or companies could increase the reputational risk associated with public perception. We also expect some assets to appreciate and be viewed favourably as supporting the transition.

Climate-related litigation





Short- to long-term

Physical and transition risks may also lead to liability risk, such as the risk of climate-related claims under liability policies, as well as the risk arising from other climate-related litigation or direct actions against Intact.

How we manage transition risk

Transition risk assessment for investments

- Analyzing transition risk on specific industries within our investment portfolio. We benefit from a diversified, highquality portfolio as well as our practice to review investee transition plans and remain ready to adjust our security selection, sector/segment allocation, and asset mix as appropriate—as climate risk trends evolve.
- Enhancing our internal analysis and understanding of potential impacts of transition risk on specific industries within our asset portfolio, and investment in data and modeling, to explore the risks posed by climate change and test the resilience of the financial services sector.
- Continued investment in data and modelling to continuously refine our analysis given the stochastic and uncertain nature of climate risk.

Transition risk assessment for underwriting

- Leveraging our internal climate risk management framework for the underwriting process across commercial, personal and global specialty lines of business.
- Holding our leaders accountable to identify, assess, measure and monitor climate risks and identify opportunities in our insurance business. This includes assessing underwriting risks and opportunities that can emerge in the net zero transition, such as our commitment to support companies delivering critical transition technologies.
- Assessing existing exposure to high-emitting sectors such as energy, producing an inventory of current underwriting guidelines, and overlaying them with strategic, regulatory and market considerations to produce recommendations for our business leaders.

Investment and proxy voting policies

- Continuing to evolve our positions on coal and oil and gas. focusing on supporting the energy sector transition towards a low emissions future.
- Leveraging our position as investors to have a say on climate-related issues through proxy voting.
- Setting interim targets for the emissions intensity of IIM's investment portfolio of common shares, preferred shares and corporate bonds.
- ▶ For more information, see page 54.

Engaging with investees

- Engaging with our top 20 high emitting investees, with a view to helping support net zero transition. We engage with investees on the integration of climate change into strategy and governance measures.
- Continuing to progress our engagement of investees through Climate Engagement Canada as a founding participant, to drive dialogue with Canadian issuers about climate risks and opportunities.
- Through deployment of our position on oil and gas, engaging with the highest emitting investee companies in the sector.



Short-term: 0 - 1 years



Medium-term: 2 - 5 years



Long-term: > 5 years



Climate-related opportunities: physical risk Capitalize on increased demand for insurance coverage



Short- to long-term

As weather patterns shift and public awareness for the need for insurance cover expands, we expect to see an increase in demand for insurance products and services.

Capitalize on increased demand for home restoration services





Short- to long-term

The frequency and severity of natural catastrophes is expected to increase with climate change, which will, in turn increase the demand for restoration services. At Intact, we are well placed to respond to this with our subsidiary, On Side Restoration, which is one of the largest restoration companies in Canada.

Provide leadership in helping to build resilient communities





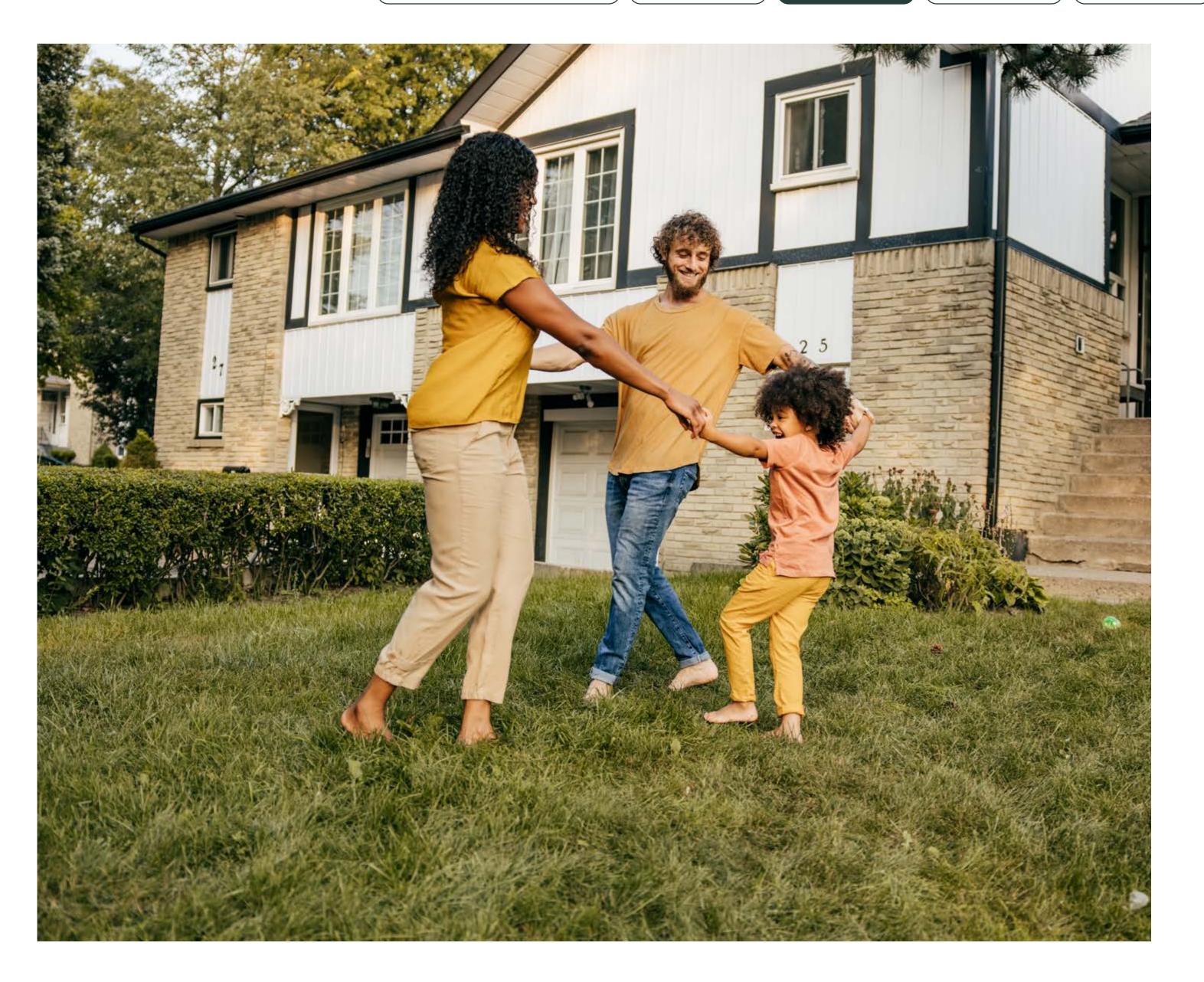
Short- to long-term

We believe our expertise positions us well to help people and society adapt to climate change.

For over 10 years, we have been leading various applied research and community-level investment projects and have demonstrated the concrete benefits of climate adaptation to strengthen society's climate resilience. Since 2010, we have committed \$27.4 million in funding for climate adaptation action.

Support for individual and community level prevention measures provides an opportunity for Intact to help protect what will very often be people's largest asset, contributing to avoided loss, and underpinning resilient local economies.

▶ For more information, see pages 35 – 37.



Strategy

Climate-related opportunities: transition risk **Insuring industries critical to the transition**





Short- to long-term

We use our expertise and resources to help facilitate the transformation of industries that are key to, or help accelerate, the transition, including renewable energy technologies.

Installations of renewable energy assets set a fresh record once again in 2024, with global capacity projected to more than double by 2030. More than 95% of that growth is expected to come from technologies within our core appetite – solar PV, onshore wind, hydro, and certain bioenergy sources – confirming we are well-positioned to seize the opportunities in this area. At the same time, our underwriting and engineering experts remain at the forefront of the evolving renewables space, adapting our appetite and approach in concert with industry developments. A prime example is Battery Energy Storage Systems (BESS), whose deployment has grown roughly ten-fold since 2020. We have been an early supporter of BESS technology from an insurance standpoint, and it has quickly become a core element of our appetite, strategy, and offering. We will continue to evolve and adopt underwriting guidelines and continue building our approach and capacity to underwrite renewable energy technologies.

Investing in industries critical to the transition



Short- to long-term

We can help accelerate the transition by influencing investee behaviour through our investment decisions and engagement. \$1.1 billion of our current portfolio aligns with the Climate Bonds Initiative Taxonomy. Our diversified portfolio of investments includes hydroelectric, wind, solar, biofuel and distributed energy solutions across five continents. We also carry green bonds on behalf of provincial investment portfolios or pension funds where the net proceeds are used to fund the financing of eligible green products or are allocated to assets that are considered environmentally and socially responsible.1

Improving circularity within our supply chain



Long-term

Aligning practices with the principles of the circular economy can help drive systemic changes that are important for the transition to a low emissions and climate resilient future. As Canada's largest P&C insurer, we can play a valuable role in building and supporting circularity. Using circular economy principles, we can enhance our supply chain by reducing our materials demands, including via our repair over replace approach and embedding climate related considerations in procurement processes. We can also leverage our size and platform to engage with the industry at large, as well as our vendors, to help catalyze circular economy initiatives within our supply chain, and positively influence the property and auto restoration industry (in Canada).

▶ For more information, see page 46.

1 Eligible green assets in this example must satisfy one or more of the following: replace direct fossil-fuel use; facilitate low-carbon solutions; significantly reduce emissions; remove/store carbon; help adapt to climate change; or help preserve or conserve scarce natural resources

Climate scenario analysis

Global temperatures have risen by 1.1 – 1.2°C since industrialization, and we have seen the impact of a changing climate, with an estimated five-fold increase in natural hazards over the past five decades.²

- In 2023, we conducted a physical risk climate scenario analysis to evaluate the impact of a 3 – 5°C global warming scenario on our Personal Lines underwriting business in Canada.
- In 2024, we expanded our analysis to conduct physical and transition risk analysis in each of our regions, under 2030 and 2040 timeframes, with consideration of four key risk categories: insurance, financial, operational and strategic risk.

For physical risk, we conducted our analysis using the Intergovernmental Panel on Climate Change (IPCC) RCP8.5 and RCP2.6 model projections. The RCP2.6 scenario is the most ambitious of the RCP scenarios and represents a low GHG emission trajectory, assuming substantial climate action is taken to reduce emissions over time.

For transition risk, our analysis aligned with two of the Network for the Greening of Financial Systems (NGFS) scenarios. The Delayed Transition scenario assumes a transition risk projection associated with delays in policy action (we assumed a delay to 2050), whereas the Net Zero 2050 scenario considers that climate policies are introduced early and gradually become more stringent.

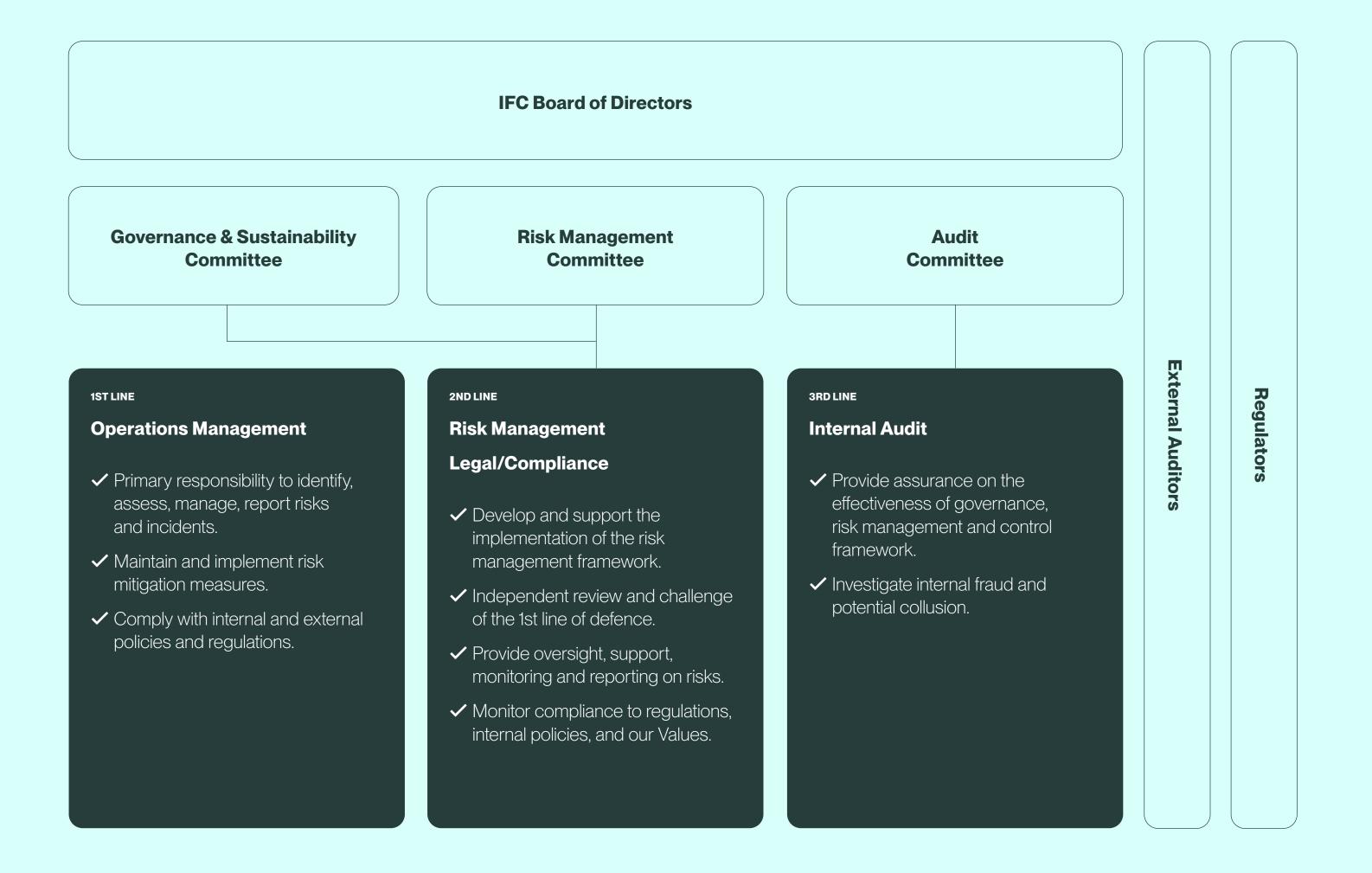
Our analysis indicates that the anticipated increase in climate physical and transition risks are projected to be manageable, in aggregate, and in the context of Intact's corporate strategy and business model. Despite the upward trajectory of weatherrelated events in the recent past, our corporate strategy and business model have allowed us to consistently achieve favourable financial results and help people, businesses and society prosper in good times and be resilient in bad times.

Scenario analysis is a helpful tool to assist us in understanding and planning for future climaterelated risks and opportunities. The outcomes of these analyses will continue to be integrated into pricing and risk selection, product innovation, and claims and supply chain planning.

2 WMO Atlas of mortality and economic losses from weather, climate and water extremes (1970 – 2019).

Risk management

Managing risk is a shared responsibility at Intact. The three lines of defence model is employed to clearly identify the roles and responsibilities of those involved in the risk management process and ensure accountability. Ongoing collaboration and clear communication across the lines of defence are paramount to fostering alignment and optimal risk management.



Strategy

Managing climate-related risks

We designed the ERM Framework to manage and monitor the risks that Intact is exposed to, to protect our business, clients, employees and stakeholders, while delivering on our promises to our shareholders. Our risk management programs aim to mitigate risks that could materially impair our financial position, accepting risks that contribute to sustainable earnings and growth and disclosing these risks in a full and complete manner.

Our Risk Management process consists of risk identification, assessment, response, monitoring and reporting. This process identifies the risks that pose the biggest threats, fosters discussion on mitigation measures, and enables management to make appropriate decisions to help Intact achieve its objectives. The same process is applied for climate-related risks as the other risks we face.

- Risk Identification is an integral part of the business strategic planning process and any major strategic initiatives (i.e. an acquisition, investment in a new asset class, a new product offering). The Risk Identification process uses our risk taxonomy to consider a comprehensive set of risks. The risk identification employs both a top-down approach, where we consider external sources and engage with senior business leaders to establish a broad view across the organization, and a bottom-up approach, where we review risk information obtained from various sources within business units that could develop into material risks.
- Risk Assessment identifies material risks to determine their significance to our organization and establishing priority for how we will address them. We use Risk Likelihood and Risk Impact scales to assess enterprise-wide risks. Once assessed, material enterprise-wide risks are measured against our established risk appetite and tolerance. A variety of tools, methods, models, and processes are used to assess risk thresholds and support decision-making. The approaches vary by category of risk as appropriate. We employ internal and external models to measure and understand the risks we are facing.

- Risk Response can take a variety of forms, including acceptance, mitigation, risk transfer and avoidance. These risk management activities should consider the associated risk, the expected return and the position relative to our risk appetite. Material risks are assigned a risk owner and managed within control. Relevant risk policies set out the controls designed for business activities to operate within risk appetite.
- Risk Monitoring activities assess that the
 risk response (acceptance, mitigation, transfer,
 avoidance) in place is effective and the risk
 exposures remain within the established risk appetite
 and tolerance. We also track the evolution of material
 risks using key risk indicators.
- Our Risk Reporting provides demonstrable evidence to senior management and the Board that we are managing risk and that the risk management activities support our executives in meeting their responsibilities.

We also consider potential emerging risks that are newly developing or changing risks which are difficult to quantify, and which may have a major impact on the organization, and transversal risks that materially impact multiple top enterprise risks. We consider climate change a transversal. We regularly complete assessments and identified the risks where climate change can have the biggest impact on Intact.

In early 2025, the Board approved adjustments for some of our catastrophe risk appetite metrics to focus only on weather-related catastrophe exposure. This will allow us to specifically monitor physical climate-related risks as they are expected to increase materially over time. We also enhanced our risk appetite statements in each of our major risk categories to reflect climate change risk. In addition, we have enhanced the investment mandates to implement a risk appetite tolerance to include a climate-related constraint.

Managing climate-related opportunities

Climate change presents an opportunity to both help society manage the impacts and for Intact to win in the marketplace with innovative products and services.

We prioritize opportunities based on our Strategic Roadmap. For opportunities stemming from physical risks, our focus is on capitalizing on increased demand for insurance coverage, followed by home restoration services. For transition risks, we are actively working on the renewable energy sector and influencing investee behaviour through our investment decisions.

To address the impacts of climate change identified using climate projections under an RCP8.5 scenario, in 2023 we initiated a multidisciplinary action plan that identified opportunities to manage volatility due to climate change. This included modifications to product offerings, investments in prevention services, including fire monitoring, event reporting, pre- and post- fire interventions, along with improvements in customer education and awareness and adjustments to our claims response to match expected increases in demand.

When reviewing climate-related product opportunities, we also have a product approval process that provides the organization discipline as it grows and expands into new products, strategies, underwriting risk appetite and business lines. It outlines the principles and governance required when developing a new product, or where appropriate, reviewing an existing product. The product approval process consists of the review of components that are material to the product or change in risk appetite, and our risk profile. It is a requirement of product development within our insurance business.

Additionally, the Product Resiliency and Relevance (PRR) Steering Committee, developed in 2024, oversees opportunity management resulting from climate scenario analysis and a deeper assessment of potential climate impact from wildfire, hail and flooding in Canada. This committee's mandate was to review the sophistication level of our science and data model foundations for each peril, and from this, to

identify emerging trends, improvement opportunities and prioritize opportunity action across our business. Ultimately, we aim to align our product design, pricing implementation and risk management concentration of exposures across our lines of business.

An outcome of the PRR Committee's work in 2024 was the identification, assessment and pilot development of a wildfire-based opportunity: a wildfire loss prevention service. This service was launched in May 2024 for our customers in British Columbia and Alberta, as a means of reducing the risk of property damage and loss due to wildfire.

► For more information, see <u>pages 66 – 67</u>.

Metrics and targets

We acknowledge the significance of measuring, quantifying, and managing the impact of our operations, as well as to track our advancement in achieving our climate strategy objectives.

Information related to our targets and performance can be found on pages 41 - 42, and details of oversight are on pages 60 - 61.

Our operations emissions targets were developed in alignment with the relevant principles of the Paris Agreement for both our interim target and our net zero target. We review and monitor progress towards our interim 2030 target quarterly, with gross annual emissions data compared against our 2019 baseline emissions. Additionally, we conduct emissions forecast modeling, analyzing the impact of the decarbonization levers we employ to achieve the target.

For Scope 3 emissions, we worked with a third-party consultant to conduct a Scope 3 GHG emissions materiality assessment. The assessment determined that investment emissions (part of Scope 3 category 15) are most material to our business. This allowed us to prioritize target-setting for this category of emissions (specifically the common shares, preferred shares and corporate bond portfolio). The weighted average carbon intensity (WACI) metric is used to monitor progress towards our emissions target; and the number of engagements is used to measure progress towards our engagement target. Both are assessed on an annual basis.

▶ Detailed notes on our GHG emissions methodology are available on the following pages from 71 to 74.

	Climate-related Financial Disclosures Governance		Strategy	RISK Manag	ement Metrics and
Operations emissions ¹	Metric	2024	2023	2022	Base year: 2019
Total GHG operations emissions	Scope 1	8,150	8,327	9,340	10,940
(tonnes CO ₂ e)	Scope 2 (location-based)	9,921	9,491	8,652	13,143
	Scope 2 (market-based)	8,689	8,678	7,917	12,838
	Scope 3	12,223	11,335	8,000	14,211
	Total (location-based)	30,294	29,153	25,992	38,294
	Total (market-based)	29,062	28,340	25,257	37,989
	Corporate Fleet ²	2,954	3,147	2,834	4,384
	Corporate Travel ³	11,688	10,885	7,524	13,681
	Buildings ⁴	14,420	14,308	14,899	19,924
GHG intensity (Gross tonnes CO ₂ e/employee)	Market-based	1.06	1.05	0.91	1.96
Energy consumption (MWh)	Electricity, district heating and cooling	81,489	72,221	68,894	92,636
	Gas consumption	28,692	28,472	35,629	36,420
	Stationary liquid fossil fuels	6,999	6,792	8,053	12,814
	Transportation—vehicles	18,220	18,470	15,367	25,748
	Total energy use	135,400	125,955	127,943	167,618
Business travel (million passenger km)		43	38	25	50
Waste	Waste generated (tonnes)	1,081	1,058	1,301	1,425
	Diverted from landfill (%)	81.5	81.1	79.8	80.1
Investment emissions ⁵	Metric	2024	2023	2022	Base year: 2019
Common shares, preferred shares	Absolute GHG emissions (tonnes CO ₂ e)	747,140	750,202	800,516	741,002
and corporate bonds portfolio	GHG intensity (WACI in tCO ₂ e/M revenue)	143	149	170	225
Sovereign Debt	Absolute GHG emissions, with LULUCF ⁶ (tonnes CO ₂ e)	804,109	_		
	GHG Intensity, with LULUCF ⁶ (tCO ₂ e/GDP)	256			
Other metrics					
Catastrophe losses	Catastrophe losses—total	\$1,539M	\$1,339M	\$836M	\$366M
	Catastrophe losses—weather	\$1,339M	\$1,141M	\$717M	\$326M
	Catastrophe loss ratio—weather	6.2%	5.6%	3.7%	3.2%
On Side Restoration GHG emissions (tonnes CO ₂ e)	Location- and market-based emissions	11,940			
Building climate resilient communities	Value of climate adaptation partnerships paid	\$3.7M			
Sustainable Investment	Current investment portfolio ⁷	\$1,100M	-		
Investee engagement	Number of climate resilience engagements	38	_		
	Engagements with top 20 high emitter investees (cumulative)	9	_		

Climate-related Financial Disclosures

Strategy

Governance

Risk Management

Metrics and Targets

70

¹ Starting in 2024, On Side Restoration emissions are reported separately. For more information on GHG emissions, see <u>page 42</u>. As a result, operations emissions and related figures in this section are restated from 2019 – 2023.

² Emissions related to our fleet of vehicles (Scopes 1 and 2 emissions).

³ Emissions related to corporate business travel (Scope 3 emissions).

⁴ Includes Scopes 1 and 2 emissions associated with electricity and natural gas use, and waste.

⁵ Data in this section is restated from 2019 – 2023. Please refer to pages 71 – 74 for more information on our methodology

⁶ Land use, land-use change, and forestry. For 2024, absolute GHG emissions without LULUCF (tonnes CO2e) were 780,164, and GHG intensity without LULUCF (tCO2e/GDP) was 249.

⁷ Based on criteria set out in the Climate Bonds Initiative (CBI) Taxonomy.

2024 GHG emissions methodology

Introduction

This section summarizes the methodologies used to quantify Intact Financial Corporation's ("Intact") greenhouse gas (GHG) emissions.

Alignment to internationally recognized standards

Wherever possible, Intact has sought to generally align its emissions calculations with the practices defined by the <u>GHG Protocol</u>, and the <u>Partnership</u> on Carbon Accounting for Financials (PCAF).

To the best of our knowledge, numbers are disclosed according to the definitions laid out in this document.

Operational boundary

Intact defines our operational boundaries based on an operational control approach as defined by the GHG Protocol, including our owned and leased assets where we can influence how spaces and vehicles are utilized.

For the purposes of GHG accounting, Intact's organizational boundary comprises of five entities: Intact Canada, Intact US, Brokerlink, On Side Restoration and RSA (United Kingdom & International). Intact manages and reports on its GHG emissions at a Group level.

Timeframes for reporting

Intact's GHG emissions are reported annually and cover the period of January 1st to December 31st.

GHG performance is assessed against a 2019 baseline. Where operations have been acquired or divested, all years back to the baseline have been restated to allow for comparisons year on year. Further information on restatement can be found on page 73.

Definition of metrics

Emissions are reported in the Social Impact and ESG Report as follows:

Operations emissions

- Scope 1 emissions, direct emissions from owned or controlled sources:
 - Stationary Combustion (natural gas and liquid fossil fuels)
 - Mobile Combustion / Owned Vehicle Fleet
- **Scope 2 emissions**, indirect emissions from the generation of purchased energy:
- Purchased & Used Electricity (including electricity used for Electric Vehicles)
- Imported Heat & Steam
- **Scope 3 emissions**, other indirect emissions that occur in the value chain:
- Emissions arising from the purchase and use of paper products and water consumption (GHG Protocol Category 1)
- Emissions arising from the Treatment of Waste (GHG Protocol Category 5)
- Employee Business Travel (GHG Protocol category 6)

Investment emissions

- **Scope 3 emissions**, other indirect emissions that occur in the value chain:
- Investment emissions (GHG Protocol category 15, PCAF Financed Emissions)

Estimates of these operations emissions are prepared with reference to The Greenhouse Gas Protocol's Corporate Accounting and Reporting Standard, Scope 2 Guidance and Corporate Value Chain (Scope 3) Accounting and Reporting Standard (collectively, the "GHG Protocol"). Emissions are presented in terms of tonnes of carbon dioxide equivalent (tCO₂e), incorporating greenhouse gases such as Carbon Dioxide, Methane and Nitrous Oxide.

Methodology and approach: Operations emissions

Data collection

Data is obtained from data owners on a site-by-site basis. Data is collected from a variety of sources and formats see the table on page 72.

For building energy consumption, actual consumption data is requested for all sites with floor area greater than 8,000 square feet or 50 Full Time Equivalents (FTEs), with all others estimated (see Estimation Hierarchy).

Data validation procedures

Intact data owners are requested to submit data sources for activities pertaining to more than 1% of emissions, to allow for review of information and internal quality assurance.

Data owners are responsible for data integrity procedures for the data submitted quarterly. Data validation is performed by a third party consultancy, including data integrity, reported activity, and supporting evidence checks. The calculated GHG inventory is further reviewed by Intact's corporate Climate team, including trend analysis, comparison with prior year data, and sample testing.

Emissions factors

Emissions factors applied are defined on a metric-by-metric basis. Unless otherwise specified, the latest data published by the relevant emissions factor provider is applied to the reporting year.

Definitions and methodologies for operations emissions estimates

Metric	Scope and calculation methodology
Scope 1	
	Scope: Stationary combustion at Intact's sites; covering natural gas and liquid fossil fuel
Stationary combustion	Methodology: Actual information sourced from a combination of supplier invoices and data collection templates populated by Intact's data owners are consolidated into an operations emissions management platform. Where necessary, estimates are made for any data gaps according to our standardized estimation hierarchy. Consumption values are multiplied by the appropriate IPCC Global Warming Potential emissions factor, published by UK's Department for Energy Security and Net Zero (DESNZ).
	Organizational boundary: All sites operated by Intact, where stationary combustion of fuels takes place.
	Scope: Fuels used in company owned or leased vehicles (all fuels type)
Mobile combustion	Methodology: Actual information sourced from a combination of travel expenses, fleet management reports and mileage readings are uploaded to our operations emissions management platform. Where possible, actual fuel consumption has been used as a more accurate reflection of emissions generated, though mileage claimed is referenced as an alternate source.
	Where data is not available by fuel type, a 97:3 gasoline/diesel split is assumed, based on Intact's historical national averages. In absence of data, we accrue according to the expected volume per day based on the most recent available data. Volume totals are multiplied by the appropriate IPCC Global Warming Potential emissions factor, published by the UK's DESNZ.
	Organizational boundary: All sites operated by Intact, where mobile combustion of fuels takes place.

Metric	Scope and calculation methodology					
Scope 2						
	Scope: Electricity used in powering facilities onsite					
	Methodology: Actual electricity data is sourced from a combination of meter readings, half hourly automated meter data, invoices, and data collection templates populated by Intact's data owners, and consolidated into our operations emissions management platform. Estimations are conducted in alignment with the data hierarchy as described in Estimation Hierarchy, below.					
Purchased and used electricity	Location-based calculations—Reflects the average emissions intensity of grids on which energy consumption occurs (using primarily grid-average emission factor data). Emissions factors reflect the average emission intensity of local grid mix as provided by the International Energy Agency (IEA) or sub-grid factors provided by the US Environmental Protection Agency (EPA), or other appropriately sourced sub-grid factors, as available.					
	Market-based calculations—Takes into account emissions from electricity that companies have purposefully chosen; it takes into account emissions factors from contractual instruments, including contracts for the purchase of renewable energy certificates and similar environmental attributes. Residual mix country factors provided by RE-DISS (Reliable Disclosure Systems for Europe) and appropriate sub-grid factors by geography are used.					
	Organizational boundary: All sites operated by Intact.					
	Scope: Electricity used to charge company-owned vehicles for business travel purposes					
Electric vehicles	Methodology: Where possible, actual electricity used to charge vehicles is captured. Where not available emissions are determined based on mileage data. Where actual electricity charged can be attained, IEA or localized grid factors are utilized to determine emissions. For mileage, DESNZ emissions factors for average battery electric vehicles are utilized.					
	Organizational boundary: Electric fleet vehicles operated by Intact, where data is available.					
	Scope: Emissions from the usage of heat and steam in the business operations					
Purchased heat and steam	Methodology: Actual data is collected from templates populated by Intact's data owners and uploaded into our operations emissions management platform, where UK DESNZ emissions factors are applied. For cases in which data has been provided for a site historically but gaps are present for the reporting period in question, accruals are made using the most recent available data, with expected consumption value per day. Both the location-based and market-based methodologies rely on the same emissions factor in the absence of a more appropriate country average purchased heat/ steam emissions factor.					
	Organizational boundary: All sites operated by Intact where steam and district heating is purchased.					

Metric	Scope and calculation methodology				
Scope 3					
	Scope: Emissions associated with purchase and use of paper products and water consumption				
Category 1 Purchased goods and services	Methodology: Paper and water consumption data is collected via total spend paid to vendors (paper) and to water utilities. Comprehensive Environmental Data Archive (CEDA) emissions factors are applied to total spend. Where data has been provided for a site historically but gaps are present for the reporting period in question, accruals are made using the most recent available data, with expected consumption value per day. In absence of data, estimations are conducted in line with that outlined in the estimation hierarchy section.				
	Organizational boundary: All operations associated with our RSA business; excluding Canada and US locations where it is not presently possible to attain this information. Efforts are being made to increase actual data coverage for future years.				
	Scope: Emissions associated with the disposal of waste that is produced by Intact's own operations and collected by contractors				
Category 5 Waste	Methodology: Waste disposal data is collected via invoices paid to contractors. Waste is grouped by disposal method, typically landfill, recycling and incineration. Emissions factors are applied against waste disposal data. Where data has been provided for a site historically but gaps are present, we accrue according to the most recent available waste data, per day. In absence of data, estimations are conducted in line with that outlined in the estimation hierarchy section.				
	Organizational boundary: All operations associated with our RSA business; excluding Canada and US locations where it is not presently possible to attain this information. Efforts are being made to increase actual data coverage for future years.				
	Scope: Emissions associated with land and air travel for business purposes				
	Methodology: Business travel data, consisting of air travel, hire cars, rail and employee-owned vehicles is collected via Intact expense reports on a per-entity basis.				
Cata mam i C	For air travel data, travel itineraries are used to estimate flight distances. Flights are then grouped by class and haulage type before being consolidated. Values are converted into emissions via DESNZ 2022 emissions factors.				
Category 6 Business travel	For employee-owned vehicle travel and hire cars, employees can claim mileage or fuel consumption on expenses, varying by geographical region. Where fuel type data is not available, a 97:3 gasoline/diesel split is assumed, based on IFC historical trends. Claimed fuel consumption or mileage are subject to DESNZ emission factors.				
	In absence of data, we accrue according to the expected data value per day.				
	Organizational boundary: All employees claiming travel related expenses for public or private vehicle use.				

Notes on operations emissions estimates

 Standards, methodologies and data sources for estimating operations emissions are evolving. In line with the GHG Protocol, all years of emissions data may be re-stated from time to time to take account of annual changes in emissions from acquisitions and/or divestments, or improvements in data and/or data calculation methodologies.

Estimation hierarchy

For some sites and/or periods of time, it is not possible to acquire actual data. When this occurs, we fill gaps with estimates. We adhere to the following hierarchy of data:

- 1. **Actual data:** Actual data is included in calculations for sites with a floor area greater than 8,000 square feet or 50 FTEs, wherever available.
- 2. **Accruals:** Where actual data has previously been attained, our operations emissions management platform automatically estimates missing timeframes based on previous data.
- 3. **Extrapolations:** Extrapolations are made where data is unobtainable (such as in spaces we lease and where consumption is not sub-metered) or sites identified as immaterial (such as offices with 50 or fewer employees). Consumption intensities (i.e. consumption per m² or per Full Time Equivalent (FTE)) are developed from sites in a similar geographic location; the type of intensity metric used (m² or FTE) is dependent on the figure to be extrapolated. By preference, floor area is used to estimate onsite electricity and thermal energy, whereas FTEs are used for water consumption, waste and business travel. If the preferred data is unavailable, the alternative metric is used.
- 4. **Accrue extrapolations:** Extrapolations rely on having enough data to determine an appropriate average consumption intensity metric. In situations where there is not yet enough data coverage to determine an intensity, accruals are completed based on extrapolations conducted in previous periods.

It is our intention to improve data quality and coverage over time. For reporting year 2024, approximately 77% of total emissions reported can be considered 'actual', 8% accrued and 15% extrapolated.

Restatements

In cases of acquisitions, we will adjust the baseline and restate previous years' emissions to include the emissions performance of the acquired entity. By contrast, restatements and baseline adjustments will not be made for business growth (i.e. if we increase our office space by entering into a new building).

For divestments, Intact will adjust the baseline and subsequent years' emissions to reflect that no emissions reduction activity has occurred—these activities are now occurring outside of our reporting boundary. However, where floorspace is reduced, or a site closes, emissions will not be restated and therefore will reflect an emissions reduction.

Notable restatements to previous year's reporting as a result of acquisitions and divestments include:

- Divestment of PL Home and Pet in the UK
- Acquisition of Direct Line Group's brokered commercial lines business in the UK

In addition, starting in 2024, On Side will be placed on a separate low emissions pathway, with its emissions reported separately from our insurance business operations emissions. Therefore, operations emissions from 2019 – 2023 have been restated.

Wherever identified, errors and omissions in disclosure will be addressed so future disclosure reflects the most accurate information available for the reported period at the time of disclosure. Intact does not apply a materiality threshold to restatement of previously disclosed numbers. ESG Performance

Definitions and methodologies for investment emissions estimates

Investment em	issions (Scope 3, category 15)
Portfolio	Scope and calculation methodology
	Scope: Emissions associated with the common shares, preferred shares, corporate bonds portfolio
Common shares, preferred shares, corporate bonds portfolio	Methodology: A third-party database (S&P Global Trucost) is used as the primary data source for emissions data. Emissions attributed to IIM's investments are estimated in general alignment with PCAF guidance for financed emissions—Listed equity and corporate bonds methodology. PCAF data quality scores are calculated; with an average data quality score of 2.4 to 2.5. In accordance with PCAF methodologies, we calculate two metrics for this portfolio: absolute emissions and weighted average carbon intensity (WACI). Organizational boundary: All corporate shares, preferred shares and corporate bonds (long strategies only of common shares held within Intact's investment portfolio were considered (i.e. excludes short positions or mixed long and short positions held in common shares))
	Scope: Emissions associated with the sovereign debt portfolio
Sovereign debt	Methodology: These emissions are calculated in general alignment with PCAF guidance for financed emissions—sovereign debt. Data is derived from the World Bank (PPP-adjusted GDP) and OECD (Scopes 1 and 2 sovereign emissions). Calculations use production-based data, which includes emissions produced domestically, as well as domestic consumptions and all exports. In accordance with PCAF, emissions have been estimated both with and without land use, land-use change, and forestry (LULUCF). Both absolute and intensity emissions have been calculated.
	Organizational boundary: Sovereign debt including Canada Mortgage bonds. Sub-sovereign and supranational sovereign bonds are excluded

Notes on investment emissions estimates

- Comparisons of our reported investment emissions to other companies' corporate disclosures cannot be carried out accurately, due to factors such as variability in investees' data, market forces (e.g., currency conversions) and changes in market capitalization.
- In estimating our investment emissions, IIM relied on PCAF guidelines. The methodologies are frequently changing in response to the evolving global response to climate change. As new methodologies are adopted, or as existing methodologies are enhanced or revised we may need to restate our reported investment emissions.
- In line with the GHG Protocol, estimated investment emissions associated with RSA Insurance Group (which

Intact acquired in 2021) have been included in all reported years of investment emissions data.

Notes on corporate shares, preferred shares and corporate bonds estimates

• In preparing our GHG emissions estimates, IIM uses the S&P Global Trucost database as the primary data source for investment emissions. Although we believe this database is reliable, it contains data from other third-party sources (such as public disclosures). IIM has not independently verified data from S&P Global Trucost, or any other third-party data sources (e.g., data reported in investees' disclosures) on which they rely, for accuracy or completeness. The data may therefore be of varying quality.

- Based on S&P Global Trucost's identification of the data quality in relation to PCAF scoring system, data used for our GHG emissions estimates for years 2019 to 2024 is currently evaluated to be equivalent in average to a PCAF data quality score of approximately 2.4 to 2.5.
- The data used by IIM in estimating our investment emissions is frequently updated, including as data sources restate their historical emissions and as data quality and accuracy is improved. Such changes may result in changes to IIM's estimates of investment emissions and/or restatements of prior years' investment emissions. As such, data reported in the 2023 Social Impact and ESG report regarding both the absolute investment emissions and their weighted average carbon intensity (WACI) has been restated within this report.
- Due to lags in reporting of data by investees, there are also lags in the subsequent incorporation of this data into S&P Global Trucost and other third-party data sources that IIM uses in estimating our investment emissions. Consistent with PCAF guidance, where data from the relevant reporting year is unavailable, IIM sometimes needs to use data from the most recent previous year.
- Our reported absolute investment emissions and WACI related to our investments may not capture the full extent of investees' actions affecting their GHG emissions, in part due to the above-mentioned lags in data availability. Therefore, we may need to restate the absolute reported emissions and WACI of our portfolios as more recent data becomes available.
- We believe that WACI is a useful metric in comparing investments across different asset classes and sectors.
 However, because WACI is determined with reference to company revenue, it can be sensitive to external market factors, such as commodity prices, resulting in fluctuations in WACI that are not necessarily a product of emissions performance.

Notes on sovereign debt

- Sovereign debt is used as a source of cash or duration management and play an important role in our investment strategy.
- The majority of our sovereign debt exposure is concentrated in Canada and its emissions intensity reflects the importance of the energy sector to the Canadian economy.
- Unlike other asset classes, engagement opportunities and other levers to reduce the emissions intensity of our portfolio are limited; however, a key component of our Climate Strategy is collaboration with government to accelerate climate action. We will continue these efforts with the Canadian government as we execute our Climate Strategy.
- Due to differences in the calculation methodologies and data sources, the emissions intensities for sovereign debt cannot be directly compared to other asset class emissions intensities or to disclosures of other investors.

OSFI Guideline B-15: Climate risk management index

In March 2023, the Office of the Superintendent of Financial Institutions (OSFI) released Guideline B-15: Climate Risk Management for the financial services sector entities headquartered in Canada. As an IAIG (Internationally Active Insurance Group), Intact Financial Corporation is in scope of this regulation effective October 2024. Components of this Guideline are required to be reported publicly each year. This index is prepared to help locate the Annex 2-2 climate-related financial disclosure expectations in our public reporting for the 2024 fiscal period.

Section	Disclosure element	Climate-related financial disclosure expectation topics	2024 Social Impact and ESG Report	Other reports: 2024 Management's Discussion and Analysis (MD&A) 2025 Management Proxy and Circular (MPC)
Governanc	pe			
	А	Board Governance	P. 60—Board Oversight P. 50—ESG Governance	MPC, P. 57—Board oversight responsibilities MPC, P. 69—Board of Directors' skills matrix MPC, P. 109 – 110—Alignment of compensation with ESG factors
	В	Management Oversight	P. 61—Management Oversight P. 50—ESG Governance	
Strategy				
	А	Climate-related risks and opportunities— classification	P. 62—Strategy	MD&A, P. 41 – 43—Section 20—Climate change; MD&A, P. 62—Climate change risk; MD&A, P. 63—Catastrophe risk (excluding earthquake risk)
	В	Climate-related risks and opportunities—business model and value chain	P. 63 – 65—Climate-related risks P. 66 – 67—Climate-related opportunities	MD&A, P. 41 – 43—Section 20—Climate change
	В	Climate-related risks and opportunities—strategy and decision making	P. 63 – 65—Climate-related risks P. 66 – 67—Climate-related opportunities	MD&A, P. 41 – 43—Section 20—Climate change
	В	Climate-related risks and opportunities—financial position, financial performance, and cash flows	P. 63 – 65—Climate-related risks P. 66 – 67—Climate-related opportunities	MD&A, P. 41 – 43—Section 20—Climate change
Risk Mana	gement			
	А	Identifying, assessing, prioritizing, and monitoring climate-related risks	P. 68 – 69—Risk Management—Managing climate-related risks	MD&A, P. 59 – 60—Section 27—Enterprise Risk Management
	В	Identifying, assessing, prioritizing, and monitoring climate-related opportunities	P. 68 – 69—Risk Management—Managing climate-related opportunities	
	С	Integration with overall risk management process	P. 68—Risk Management P. 50—ESG risk management	MD&A, P. 59 – 60—Section 27—Enterprise Risk Management
Metrics an	d targets			
	А	Metrics used to assess climate-related risks and opportunities	P. 69—Risk Management P. 70—Metrics and targets	
	В	GHG emissions: Scope 1 and 2 GHG emissions: measurement approach, inputs, and assumptions GHG emissions: reporting standard used	P. 70—Metrics and targets P. 71 – 74—2024 GHG emissions methodology (Note: Scope 3 emissions are not a reporting requirement for 2024.)	
	С	Climate-related targets Approach to setting and reviewing each target Performance against each climate-related target	P. 70—Metrics and targets	
	D	Cross-industry metrics	N/A—not a reporting requirement for 2024.	



Sustainability Accounting Standards Board (SASB)

The following provides our response to the SASB sector standards that are most relevant to our industry.

Transparent information and fair advice for customers

SASB Metric	Metric description	Response
FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers.	In 2024 Intact recorded no material losses related to litigation associated with marketing and communication of its products to new and returning customers. • A discussion on the risks we face with respect to legal proceedings can be found in Section 27.7—Other risk factors that may affect future results of our Q4-2024 Management's Discussion and Analysis and Note 33.2 – Contingencies of the 2024 Consolidated Financial Statements.
FN-IN-270a.2	Complaints-to-claims ratio.	In 2024, the ratio of personal lines complaints to claims registered with Ombudsman services in Canada, the UK and Ireland was 2:1000.
FN-IN-270a.3	Customer retention rate.	Our most relevant key performance indicator is operating direct premiums written (DPW), as it effectively shows our ability to retain and attract new customers.
		Our business has grown organically and through acquisitions to almost \$24 billion of total annual DPW. Operating DPW grew 5% (in constant currency).1
		Market share:
		Canada: Remain the largest player with a market share of 18% in 2024.
		 UK&I:² In UK commercial lines we have a 6% market share. In Ireland, we hold a top six position overall.
		▶ More information can be found in Sections 5 to 7—Segment performance of our Q4-2024 Management's Discussion and Analysis and Section 11.2 – P&C Industry update of our Q1-2025 Management's Discussion and Analysis.

¹ These are Non-GAAP financial measures. Please refer to the Annual Report for details.

² Based on the latest information available.

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	FN-IN-270a.4

N-IN-270a.4 Description of approach to informing customers about products.

Intact has an omni-channel distribution model, which enables customers to access the right products and services that meet their needs, from purchasing a policy to making a claim. We work with thousands of professional independent insurance brokers to provide knowledge, products and services to customers.

Intact provides regular product training and education to brokers to equip them with the knowledge they need to provide quality advice to customers. We also provide point of sale tools to brokers to enable them to efficiently access product and pricing details. Customers and brokers alike are also able to leverage our client centre and mobile app to help disseminate information regarding a customer's policy and the products they have purchased. In addition, our claims adjusters are trained before they take calls from customers so that they can deliver the most seamless experience possible. This includes extensive product training and licensing (where required) designed to equip adjusters to strongly support customers through all stages of the claims process, including assessing and confirming coverages.

▶ For more information on brokers, see <u>page 21</u>.

Through our direct distribution channels, insurance products and services are provided direct to customers, either through licensed agents or through digital distribution channels. Customers can receive detailed quotes, make changes to their policy and make claims using online tools, on mobile applications, or by phone to connect with one of our experienced agents.

▶ For more information on how we are continuously improving our digital experience, see page 14.

When there are changes to a customer's policy (i.e. a product change) we provide notice to the broker and customer of the change. We also have product details available on our website which can be supplementary to a discussion with a broker or agent.

We publicly disclose our Customer Privacy Promise, which outlines what data we collect, how we use it, how we dispose of it and how customers can exercise rights under applicable privacy legislation. In the UK&I these principles are encapsulated in our Privacy Notice. In the US, these principles are set out in our Customer Privacy Policy and related Privacy Notices.

▶ For more information, see page 56.

Incorporation of ESG factors in investment management

SASB Metric	Metric description	Response
FN-IN-410a.2	Description of approach to incorporation of ESG factors	ESG is integrated into Intact Investment Management's (IIM) investment policies and procedures and is part of the investment management process for our investment portfolios.
	in investment management processes and strategies.	▶ For more information on IIM's involvement in climate-related matters, see the Climate-related Financial Disclosures section pages 59 – 75.
		▶ For more information on how we manage climate transition risk, see Section 20 — Climate change of our Q4-2024 Management's Discussion and Analysis.

Financed emissions

TN INL 410 o 1	Aback to grape financed emissions disaggraphed	Intact reports on its investment emissions. We have been actively advancing our capacity to measure the GHG emissions of our insurance portfolio.							
FN-IN-410c.1	Absolute gross financed emissions, disaggregated by Scope 1, Scope 2 and Scope 3.	·		•	_	capacity to measure the	GHG emissions	of our insurance portion	0.
		▶ For more information,	see our climate	e strategy section on <u>page</u>	<u>41</u> .				
FN-IN-410c.2	Gross exposure for each industry by asset class.	Intact reports on the net	Intact reports on the net sectoral exposure by asset class ¹ , excluding cash and cash equivalents, for its investments portfolio.						
		▶ More information can	be found in the	e Investments Portfolio sec	tion of our Q4	l-2024 Supplementary I	Financial Inform	nation.	
		Debt securities	Q4 2024	Common shares	Q4 2024	Preferred shares	Q4 2024	Total portfolio	Q4 2024
		Government	39%	Energy	10%	Financials	73%	Government	30%
		Financials	23%	Financials	25%	Energy	11%	Financials	31%
		Energy	1%	Materials	8%	Utilities	12%	Energy	3%
		ABS and MBS ²	14%	Communication	6%	Communication services	4%	ABS and MBS ²	11%
		Utilities	3%	services				Utilities	5%
		Industrials	4%	Consumer discretionary	7%	Industrials	0%	Industrials	5%
		Consumer Staples	3%	Consumer staples	10%	Total	100%	Consumer Staples	4%
		Other industries	Other industries 13%	Industrials	10%			Other industries	11%
		Total	100%		10%			Total	100%
				Information technology	7%				
				Health care	7%				
				Total	100%				

Policies designed to incentivise responsible behaviour

SASB Metric	Metric description	Response
FN-IN-410b.2	Discussion of products or product features that incentivise health, safety or environmentally responsible actions or behaviours.	We provide products designed to help customers manage their risk, improve their resilience, and contribute positively to addressing climate change. For more information, see the Climate-related Financial Disclosures section page 64.

¹ Net of financial liabilities related to investments and hedging positions.

² Asset-backed securities (ABS) and mortgage-backed securities (MBS).

Physical risk exposure

SASB Metric	Metric description	Response
FN-IN-450a.1	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes.	With the assistance of third-party models, we model a range of natural catastrophes across all the main jurisdictions in which we operate. The modelled aggregate 1-in-100 year probable maximum loss (PML), net of reinsurance and taxes, has an incremental impact of -5.7% on BVPS above our expected annual catastrophe losses.
		▶ For more information, see Section 27.6—Top and emerging risks that may affect future results of our Q4-2024 Management's Discussion and Analysis.
FN-IN-450a.2	Total amount of monetary losses attributable to insurance pay-outs from (1) modelled natural catastrophes and (2) non-modelled natural catastrophes, by type of event and	The current year catastrophe losses of \$1,539 million for 2024 included both weather and non-weather losses. The catastrophe loss ratio of 7.1% was approximately 3 points above expectations for the year, largely due to severe weather events in Q3 within our Canadian segment.
	geographical segment (net and gross of reinsurance).	▶ For more information, see Section 9—Catastrophe losses of our Q4-2024 Management's Discussion and Analysis.
FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts	▶ For information on climate risk related to underwriting, see the Climate-related Financial Disclosures section page 64. Additionally, see Section 20—Climate change, and section 27.6—Top and emerging risks that may affect our future results of our Q4-2024 Management's Discussion and Analysis.
	and (2) the management of entity-level risks and capital adequacy.	Firm-Level Risk and Capital Adequacy: The amount of capital in any particular company or country depends upon Intact's internal assessment of capital adequacy in the context of its risk profile and strategic plans, as well as local regulatory requirements. Intact's objective is to maintain the capitalization of its regulated operating subsidiaries above the relevant minimum regulatory capital requirements in the jurisdictions in which they operate (referred to as regulator supervisory minimum levels).
		Operating targets for each jurisdiction are selected at a level that reflects our current risk appetite, market conditions, or regulatory considerations. Capital levels are managed around the operating target, and it is expected that actual results will vary above or below that target for any single reporting period.
		▶ For more information, see Section 24—Capital management in our Q4-2024 Management's Discussion and Analysis.

Systemic risk management

SASB Metric	Metric description	Response
FN-IN-550a.1	Exposure to derivative instruments by category: (1) total potential exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives.	Under current applicable regulation, Intact is not required to post collateral with the Central Clearinghouse. For more information, see Note 7—Derivative financial instruments in our Q4-2024 Consolidated Financial Statements.
FN-IN-550a.2	Total fair value of securities lending collateral assets.	We participate in a securities lending program to generate fee income. This program is managed by our custodian, a major Canadian financial institution, whereby we lend securities we own to other financial institutions to allow them to meet their delivery commitments. We loaned securities, which are reported as investments in the Consolidated financial statements, with a fair value of \$2,017 million as at December 31, 2024 (\$2,631 million as at December 31, 2023).
		Collateral is provided by the counterparty and is held in trust by the custodian for our benefit until the underlying security has been returned to us. The collateral cannot be sold or re-pledged externally by us, unless the counterparty defaults on its financial obligations. Additional collateral is obtained or refunded on a daily basis as the market value of the underlying loaned securities fluctuates. The accepted collateral consists of government securities representing approximately 105% of the fair value of the securities loaned as at December 31, 2024 (105% as at December 31, 2023).
		▶ For more information see Section 30.4—Off-balance sheet arrangements of the Q4-2024 Management's Discussion and Analysis and Section 6.3 Collateral in the Q4-2024 Consolidated Financial Statements.
FN-IN-550a.3	Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities.	Intact's liquidity management is governed by establishing a prudent policy that identifies oversight responsibilities as well as by setting limits and implementing effective techniques to monitor, measure and control exposure to liquidity risk. Given the nature of the Intact's P&C insurance activities, cash flows may be volatile and unpredictable. The company uses internal liquidity metrics to monitor and control liquidity risk within its insurance subsidiaries.
		Intact's liquidity needs are rigorously managed by matching asset and liability cash flows and by establishing forecasts for cash inflows and outflows. Intact invests in various types of assets to match them to its liabilities. This method maps the obligations towards insured clients to asset life and performance. Intact reviews the matching status on a quarterly basis. To manage its cash flow requirements, a portion of the Intact's investments is maintained in short-term (less than one year) highly liquid money market securities. A large portion of the investments are unencumbered and held in highly liquid federal and provincial government debt to protect against any unanticipated large cash requirements. In addition, Intact also has an unsecured committed credit facility.
		▶ For more information see Section 9.5—Liquidity risk our Q4-2024 Consolidated Financial Statements.

Activity metric

SASB Metric	Metric description	Response
FN-IN-000.A	Number of policies in force.	We have approximately 6,491,000 personal lines policies in force.1

¹ Personal auto and Personal Property policies in force in Canada in 2024.

Public Accountability Statement

Intact Financial Corporation's 2024 Social Impact and ESG Report is also produced and filed as a consolidated public accountability statement required under applicable regulations. It complements the Intact Financial Corporation Annual Report and provides an overview of activities undertaken in support of customers, employees, community members, shareholders and governments during the fiscal year January 1 to December 31, 2024. All dollar amounts are expressed in Canadian currency.

The Public Accountability Statement includes namely the contributions of the following subsidiaries operating in Canada:

- Belair Insurance Company Inc.
- Intact Insurance Company
- Novex Insurance Company
- The Nordic Insurance Company of Canada
- Jevco Insurance Company
- Trafalgar Insurance Company Western Assurance Company of Canada
- On Side Developments Ltd.
- Brokerlink Inc.
- Equisure Financial Network Inc.

- Québec Assurance Company
- The Johnson Corporation
- Royal & Sun Alliance Insurance Company of Canada
- Intact Public Entities Inc.
- Unifund Assurance Company
- Canadian Northern Shield Insurance Company





Community involvement and donations

In 2024, Intact donated \$10.9 million across Canada to 2,500 organizations. Our employees volunteered 23,000 hours across 389 organizations.

▶ Details about our social impact strategy and community involvement and donations can be found on pages 34 – 40.

Workforce demographics: Canada

Number of employees by province

	Full-time	Part-Time	Total 2024	Total 2023
Alberta	3,408	67	3,475	3,271
British Columbia	1,290	26	1,316	1,356
Manitoba	148	4	152	154
New Brunswick	375	3	378	307
Newfoundland and Labrador	1,071	23	1,094	1,080
Nova Scotia	837	19	856	870
Ontario	9,136	169	9,305	9,000
Prince Edward Island	13	0	13	14
Québec	6,423	493	6,916	6,859
Saskatchewan	_	_	_	_
Yukon	_	_	_	_
Total Canada	22.701	804	23.505	22,911

[▶] More data on our global employees is available on pages 52 and 53.



Economic impact

Taxes paid in Canada, on both federal and provincial levels (in thousands).

	Income taxes	Premium and fire taxes	Total taxes	Total taxes
	2024	2024	2024	2023
Federal	333,121	_	333,121	277,465
Newfoundland	4,046	23,752	27,798	32,645
Prince Edward Island	357	1,194	1,550	1,826
Nova Scotia	8,972	19,859	28,832	24,084
New Brunswick	3,216	8,269	11,485	10,406
Québec	64,502	130,233	194,735	182,101
Ontario	94,979	204,411	299,390	270,708
Manitoba	1,663	5,663	7,326	7,699
Saskatchewan	570	2,711	3,281	3,282
Alberta	47,116	99,310	146,426	127,680
British Columbia	11,188	45,602	56,791	65,459
Yukon	119	488	606	561
Northwest Territories	177	554	730	758
Nunavut	67	328	395	252
Total Provincial	236,971	542,374	779,345	727,460
Total	570,092	542,374	1,112,466	1,004,925

Debt financing

Intact and its Canadian subsidiaries provide financial support for insurance brokers in the form of loans to and/or equity investments in their business. In 2024, we issued new loans of \$129 million to brokers across Canada. The information has been consolidated to protect the identity of the individual firms that might otherwise be identifiable.

	Total	Total firms
\$0 - \$24,999	_	_
\$25,000 – 99,999	\$113,161	2
\$100,000 - \$249,999	\$405,969	2
\$250,000 – \$499,999	\$1,013,347	3
\$500,000 – \$999,999	\$2,964,738	4
\$1,000,000 - \$4,999,999	\$33,164,793	12
\$5,000,000 and greater	\$91,194,973	6
Total	\$128,856,981	29

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