



Looking
ahead
and acting
now

CRS

Corporate
Social
Responsibility



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Moving forward with solidarity and ambition

At Promutuel Insurance, our commitment to corporate social responsibility (CSR) is inseparable from our mutualist identity. We believe that solidarity, commitment, openness and ambition can transform times of change into opportunities for progress.

As risks evolve and climatic events become more frequent, our mission comes fully into focus. Insurance can serve as a practical tool not only to provide protection, but also to help build resilience in the communities where we operate.

In 2025, we continued to integrate environmental and social considerations at every level of the organization. We also stepped up our efforts to rally our teams around our CSR commitments, enabling us to reach maturity and meet new regulatory requirements.

Let's work together today to make a difference tomorrow!

A handwritten signature in black ink, appearing to read 'Geneviève Fortier'.

Geneviève Fortier, C.Q., M.A., CRHA Fellow
Chief Executive Officer

Our corporate social responsibility

Our CSR strategy is built around three pillars that guide our priorities:

- Create value for our members and communities
- Value diversity and inclusion
- Boost our social and environmental performance



It is aligned with the United Nations Sustainable Development Goals. It also fits within an evolving regulatory environment, particularly in light of the expectations of the Autorité des marchés financiers (AMF) with respect to disclosures and climate risk management.

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Our strategy and its guiding principles

In 2025, we achieved key objectives under our CSR strategy. These were aimed at strengthening our ability to embed sustainable development at the heart of our activities, for the benefit of our members, our teams and our communities.



Based on a study of the expectations of our internal and external stakeholders, our [materiality analysis](#) helped us structure our approach. It led to the identification of the organization's environmental, social, and governance priorities. These priorities, which are at the heart of our CSR action plan, serve as a driving force for our 2024–2027 Strategic plan and are being progressively integrated into our business objectives.

Our 10 priorities are:

- Greenhouse gas emissions management
- Responsible investments
- Member experience and satisfaction
- Responsible insurance products
- Socio-economic benefits, partnerships, and philanthropy
- Resource management and protection of the environment
- Climate risks and opportunities
- Diversity, equity and inclusion
- Responsible sourcing
- Talent attraction, engagement and retention

Our efforts are therefore ongoing and are aligned with the Paris Agreement.

Our evolving governance and oversight structure

In 2025, we updated our governance structure to oversee our CSR strategy and climate transition, and to integrate CSR considerations into our decision-making processes.

Our CSR strategy governance structure

Our governance continues to support the rollout of our CSR strategy and to ensure greater consistency between the Group's strategic directions, actions on the ground, and team commitment.

Our Fédération continues to provide mutual insurance companies with valuable support in rolling out projects and CSR initiatives.

Click here to learn more about our [climate governance structure](#).

Our climate transition governance

In 2025, we adopted a Climate Risk Management Policy. It provides a framework for our actions and clarifies the related roles, responsibilities and mechanisms. This policy is intended to integrate climate considerations into all our activities, ensure rigorous risk oversight and support consistent decision-making in line with our business objectives.

It is based on the three lines of defence model, which assigns risk management across three complementary roles:

1. The first line of defence (management, coordination and department heads) provides products and services to members and manages risks on a day-to-day basis.
2. The second line of defence (risk oversight and security) provides expertise and support, offers guidance and ensures a follow-up (risk, compliance, information security, etc.).
3. The third line of defence (internal audit) provides independent and objective assurance regarding the achievement of our objectives.

Click here to learn more about our [climate governance structure](#).



2025 highlights

- Adjustment of the roles and responsibilities of the CSR Committee and the Risk Oversight and Information Security Committee
- Creation of a working group dedicated to climate issues
- Adoption of a Climate Risk Management Policy

Our momentum and visibility

In 2025, our organization established a CSR champion network across Groupe Promutuel to accelerate the rollout of our CSR action plan. This network supports the implementation of initiatives, encourages the sharing of best practices and assesses the impact of internal actions.

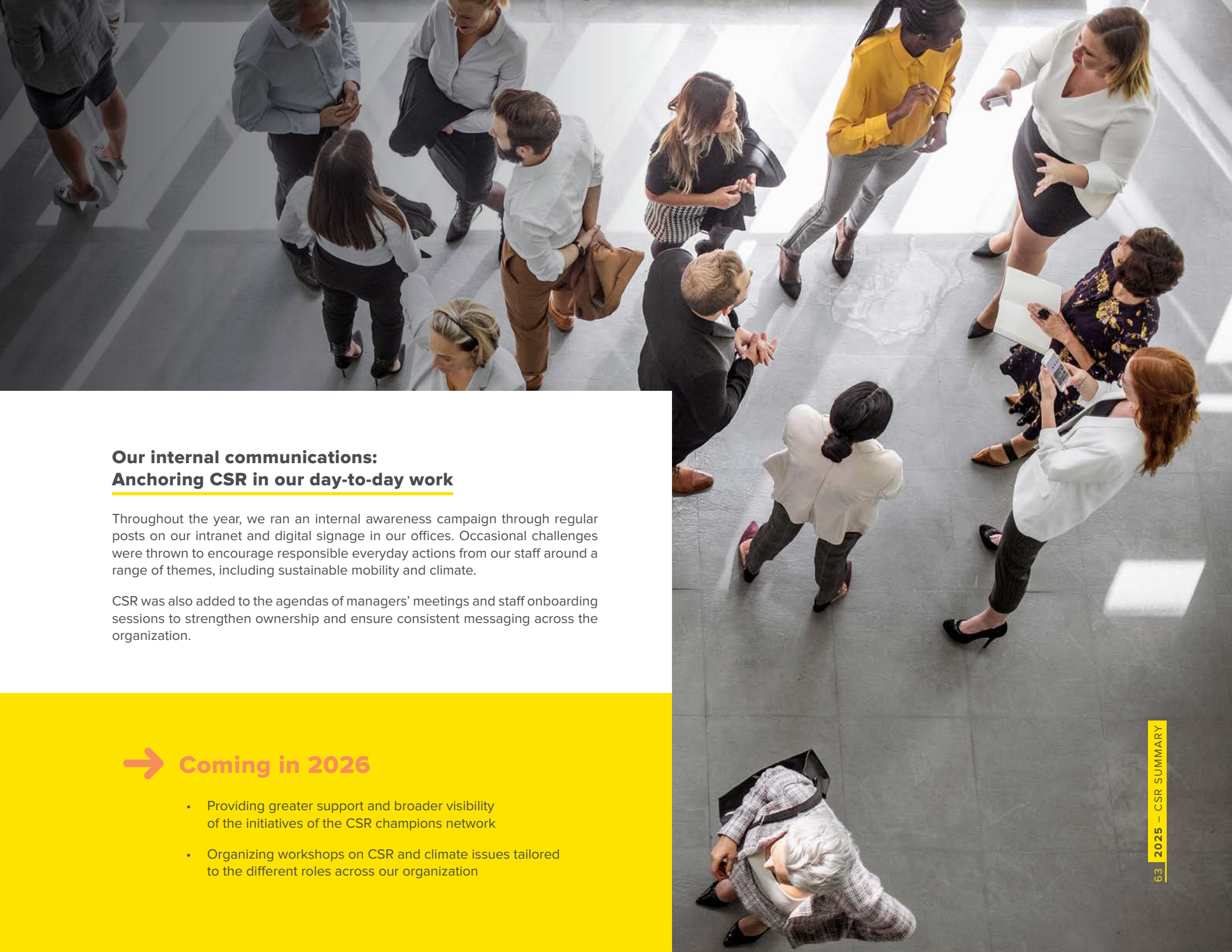
Our CSR champions network initiatives

- Purchasing from regional and provincial businesses
- Reducing single-use items
- Implementing a carpooling system for business travel
- Making donations to several local organizations
- Donating second-hand items

Our training and awareness efforts: Inventing a common language

In 2025, we strengthened our training and awareness efforts to equip our teams and governing bodies to address CSR and climate issues, including:

- Rollout of Université Laval's "**Climate Change Action Plan: Let's be clevers**" training to all staff members as well as board members;
- Development of a targeted training pathway for our staff, board members, senior management and managers (launched in 2025 and continuing in 2026);
- Moderating a panel featuring professors from Université Laval's Institute for Environment, Development and Society (EDS) to deepen understanding of climate issues and the role of insurance.



Our internal communications: Anchoring CSR in our day-to-day work

Throughout the year, we ran an internal awareness campaign through regular posts on our intranet and digital signage in our offices. Occasional challenges were thrown to encourage responsible everyday actions from our staff around a range of themes, including sustainable mobility and climate.

CSR was also added to the agendas of managers' meetings and staff onboarding sessions to strengthen ownership and ensure consistent messaging across the organization.

→ Coming in 2026

- Providing greater support and broader visibility of the initiatives of the CSR champions network
- Organizing workshops on CSR and climate issues tailored to the different roles across our organization

Pillar I

Create value
for our members
and communities

Being there for our members and communities
to tackle the challenges of today and tomorrow.





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Our commitments to responsible impact

True to our mutualist roots, we protect our members and contribute to the well-being of our community. We aim to offer responsible and inclusive insurance products. We also support initiatives that generate positive social and economic benefits, through donations, sponsorships or partnerships aligned with our values, to help build a more supportive and responsible future.

An ongoing commitment to member experience and satisfaction

In 2025, we strengthened our listening efforts and firmly embedded CSR in our feedback and continuous improvement tools so we could better meet the expectations of our members and partners. This was reflected in particular in the integration of CSR criteria into the optimization of the broker journey.

Our active participation in the Montreal Climate Summit

We took part in the Montreal Climate Summit as a *Mutual Ambition* and *Mobility* partner. At this event, more than 800 people came together to mobilize, gain tools and draw inspiration from the ecological transition. This sponsorship reflects our CSR commitment beyond our own walls by supporting a collective gathering that fosters the sharing of knowledge and resources to accelerate the ecological transition.

Our concrete collaboration with EDS Institute

As part of our partnership with EDS Institute, our team had the privilege of speaking with students in the master's program in climate action. This event reflects both our philanthropic commitment and our desire to educate and mobilize the next generation around socio-environmental issues.

Another step toward responsible insurance products

We:

- Conducted a survey of members holding a personal insurance policy to better understand their perceptions, their expectations and product development opportunities;
- Improved the offer development process by integrating CSR criteria.

This shift is also reflected in our services. Some of our partners in automobile repair have, in fact, adopted circular economy practices, such as reclaiming and recycling materials during repair work.



→ Coming in 2026

- Further integrating CSR principles into the development of our products and services, our external communications and our prevention initiatives.

Our strong support for our communities

Our organization contributes to the socio-economic vitality of the regions and proudly gives back to the community. Thanks to the involvement of the mutual companies in their communities and with their members, more than \$40 million was given back through donations, dividends and sponsorships.

Our solidarity in action through At the Heart of Your Community

The At the Heart of Your Community initiative perfectly embodies the spirit of mutual aid and solidarity that drives our organization. Our teams play an active role in a range of community projects that meet needs and build lasting ties with local organizations. Thanks to the participation of Promutuel Insurance Alta, du Lac au Fleuve, du St-Laurent aux Appalaches and Verchères—Les Forges, our program awarded **\$1,287,600** to regional community organizations.



A record-breaking result at our annual benefit event

Each year, we hold a fundraiser in support of an organization dedicated to the well-being of the community. Our event brings together our board members, managers, and partners around a meaningful cause. In 2025, this fundraiser raised a record \$77,000 for the Centre de pédiatrie sociale de la Haute-Yamaska.

A major donation to Centraide

Our commitment to the community once again shone through with our \$300,000 donation to Centraide. Thanks to the remarkable mobilization of our 660 Fédération employees, our organization was able to help fight poverty and social exclusion at a time when needs are more urgent than ever.





Concrete actions across Québec

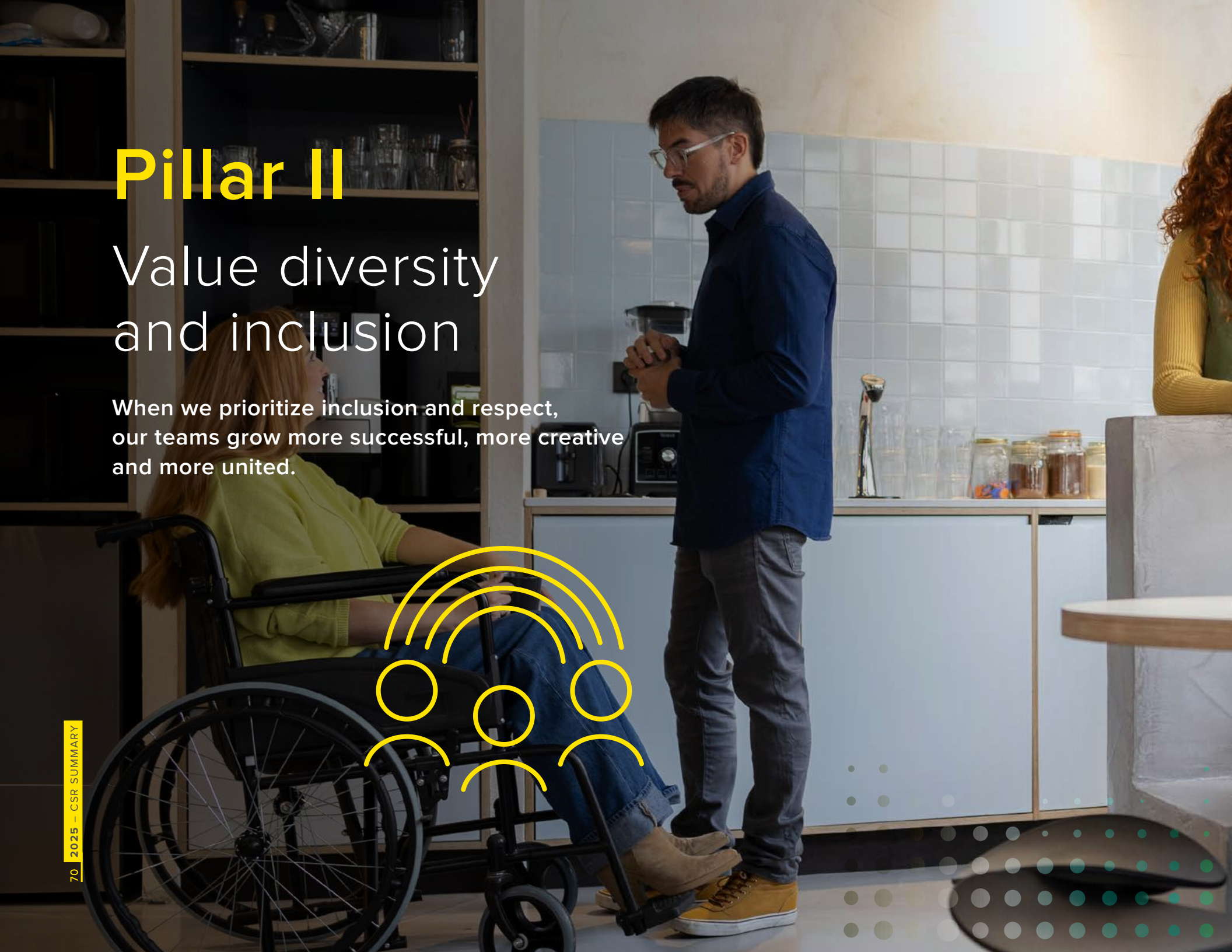
The mutual companies and their teams invest themselves wholeheartedly in their communities, making an active contribution to the growth and vitality of the communities they serve. Here are a few examples!



Pillar II

Value diversity and inclusion

When we prioritize inclusion and respect, our teams grow more successful, more creative and more united.





3 GOOD HEALTH AND WELL-BEING



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Diversity, equity and inclusion

Diversity, equity and inclusion (DEI) are integral to our success. By building an environment where everyone feels respected and valued, we foster engagement and collaboration. Our inclusive culture also supports our performance. It drives innovation, strengthens decision-making and deepens our understanding of our members' realities, helping us offer fair, tailored solutions.

In 2025, our 2024–2027 DEI Strategy was approved by our Board of Directors, and its rollout continued across the organization. To support buy-in, we also provided guidance to teams and key bodies within the Fédération and the mutual companies.

This strategy is reflected in concrete actions across three areas:

- Building a resilient DEI structure;
- Creating a more inclusive candidate and employee experience;
- Providing an inclusive member experience.

Here are some of the initiatives and achievements we implemented in 2025.

Our working group

We created a working group to ensure consistency across DEI initiatives. Its mandate is to support the sharing of information, coordinate actions and encourage the exchange of best practices.

Our data collection

We undertook a DEI data collection initiative across Groupe Promutuel, built around two complementary tools: a monthly inclusion climate survey and a self-identification form. This key milestone will help ensure more precise and structured monitoring of our activities. To support buy-in and participation, we also launched our first self-identification campaign in early 2026.

Our inclusive human resources practices and programs

Our human resources practices continued to evolve to foster a more inclusive and accessible workplace.

We:

- reviewed our recruitment processes to encourage applications from a more diverse range of candidates;
- added coverage under our group insurance plan for gender affirming surgery and certain related expenses, a significant enhancement to our offering aimed at supporting the well-being and inclusion of our employees;
- enhanced the top-up for government benefits during maternity, paternity and adoption leave at the Fédération to better support the full range of family realities.



In 2025, significant partnerships and a major recognition allowed us to continue shining a spotlight on DEI within our organization:

Pride at Work Canada

We continued our extensive work to build awareness of and foster ownership of DEI across our organization, in line with our values and in support of a more inclusive culture. With that in mind, our partnership with Pride at Work Canada reaffirms our commitment to maintaining a more inclusive and welcoming workplace for all members of our staff. Pride Month in June was also marked both internally and externally, particularly through testimonials from members of our staff.

Québec International

We also renewed our partnership with Québec International for a third consecutive year. Through this agreement, our employees have had access to more than 36 training sessions to deepen their knowledge of international mobility.

Bronze Parity Certification

At the Women in Governance’s Annual Recognition Gala, co-chaired by our Chief Executive Officer, we also received a major recognition—the 2025 Bronze Parity Certification. Awarded to our Fédération, this distinction recognizes our commitments and concrete actions in support of gender equality and a respectful, equitable workplace. We maintain gender parity in the Office of the Chief Executive Officer and across the organization. The consistency of this representation is a very positive indicator of the strength and sustainability of our practices.

DEI in action: Raising awareness and building skills

As part of our strategy, we invested in awareness-building and skills development activities to support a more inclusive culture.

Among these activities, we :

- marked the International Day Against Homophobia and Transphobia by offering all staff the webinar “Leadership in support of inclusion,” presented by Chris Bergeron;
- presented the webinar “Neurodiversity at work—understanding to better include” which helped equip the organization to better welcome and support neurodivergent people, and helped those concerned better navigate their professional reality;
- welcomed a talk by the Groupe régional d’intervention sociale Chaudière-Appalaches—regarding to demystify sexual diversity and gender plurality, as part of our Centraide campaign at the Fédération;
- marked five DEI-themed days by combining awareness activities, internal communications and content shared on our social media;
- offered a three-hour training session on inclusive recruitment to the teams concerned. It complements a DEI specialization pathway available on request.

→ Coming in 2026

- Definition of DEI indicators and implementation of dashboards to track our progress and guide our actions
- Rollout of an expanded training pathway for staff members and managers to encourage inclusive reflexes in management practices and in the day-to-day work of our teams

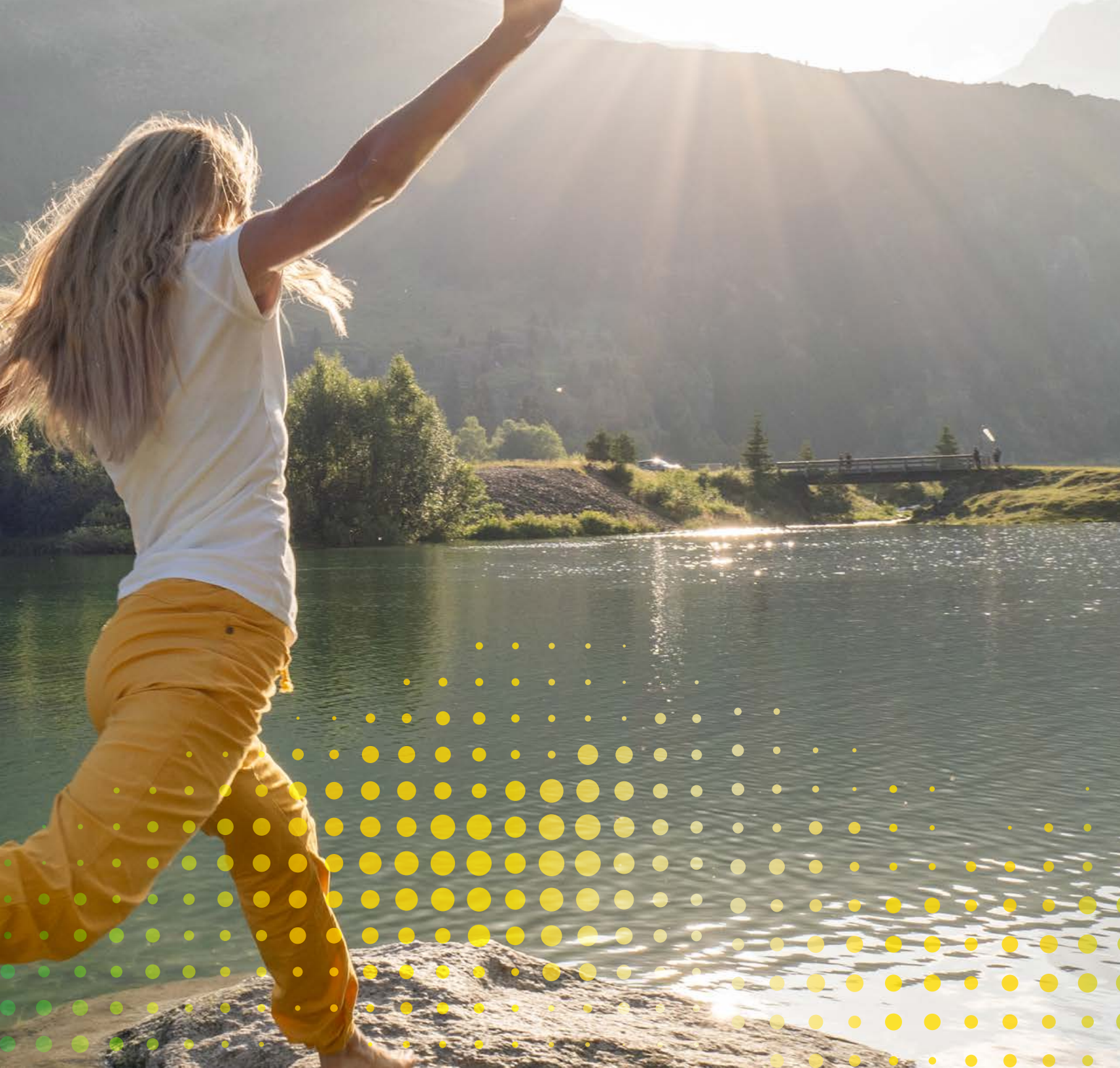


Pillar III

Boost our social and environmental performance

Live and grow responsibly: accelerate our climate transition, reduce our carbon footprint, and build the resilience of our members and communities.





11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



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Risk management

To act with discernment and strengthen our ability to adapt to climate change, structured, rigorous risk management is essential.

Our integrated risk approach

Climate-related risks are included in our integrated risk management process. We consider their potential impacts on our strategic objectives, as well as their interdependencies with other risks or internal or external factors that may influence them.

They are also taken into account in our crisis simulation program and our risk appetite framework, which sets out the level of risk we are prepared to accept and the associated monitoring mechanisms. This allows us to develop scenarios, analyze the results, and better prepare for extreme conditions.

This work helps to deepen our understanding of risks, assess the effectiveness of existing mitigation measures and controls, develop appropriate action plans, and ensure regular monitoring of climate risks.

Climate risks, whether physical or transition-related, are treated as cross-cutting factors that may act as drivers or amplifiers of financial, operational, strategic, and reputational risks.



Physical risks

This category of risk includes acute risks related to climatic events and chronic risks related to long-term changes in the climate.

Examples of acute risks:

- Floods
- Storms and high winds
- Heat waves
- Wildfires
- Freezing rain or cold spells

Examples of chronic risks:

- Sea-level rise
- Rising average temperatures
- Climate-related deterioration of infrastructure

Transition risks

These risks stem from changes in decarbonization-related policies, regulations, technologies, markets and behaviours. They may affect our products and investments and are accompanied by new expectations from our members and regulatory authorities.

Examples:

- New greenhouse gas (GHG) emission standards
- Introduction or increase in carbon pricing
- More stringent climate-related disclosure requirements
- Costs associated with implementing clean technologies
- Shifting consumer preferences
- Declining demand for carbon-intensive products
- Rising energy input costs

Risk management (cont.)

Our classification of climate risks

We classified risks to establish a clear link between the manifestations of climate change and their effects on our business activities. This classification also allows climate risk factors to be integrated into our risk register.

For more details, see the [examples of climate risk factors](#).

Our monitoring of emerging risks

The effects of climate risks are already being felt within the organization, but their evolution remains complex and unpredictable. This is why they are also integrated into our emerging risk monitoring process.

This process allows us to identify our vulnerabilities and prepare for potential impacts on our insurance and financial operations. Emerging risks often call for more than simple monitoring; they require action and the ability to adapt to major external challenges.

In this context, our organization carries out ongoing monitoring to spot, assess and track these emerging risks, and to determine their impact on our business environment. This monitoring is based on oversight of both the internal and external environment and on regular discussions with the business sectors concerned.

This work enables us to identify opportunities and gain a better understanding of how emerging risks are evolving. They also help inform our business plans and strategic planning. We prioritize short, medium and long-term analysis* to ensure an appropriate response to climate risks and strengthen our resilience.

* Short term: 0 to 2 years, medium term: 2 to 5 years and long term: 5 to 10 years



Our climate risk strategy

Given the growing frequency and intensity of severe weather events, our climate strategy and transition plan are of critical importance and contribute directly to our ambition to become an engaged, responsible national leader.

Our evolving business

Damage insurance is being shaped by climate change, and our organization is evolving along with it. This is reflected in:

- The adaptation of our pricing and claims models;
- The evolution of our product design and underwriting processes;
- Greater transparency in our climate communications;
- Training for our teams on climate change;
- The quantification and assessment of our carbon footprint;
- The development of a decarbonization plan.

In addition, our Sound Commercial Practices Policy includes a section on climate change stating that climate risks are considered a priority issue under our CSR strategy. We take these implications into account in managing our insurance operations and supporting our members.

Mitigation and adaptation efforts

We continue to measure our carbon footprint and develop our transition plan. As part of this process, we draw on recognized practices, including those of the Task Force on Climate-related Financial Disclosures framework*. The AMF also addresses climate change through its Climate Risk Management Guideline, and we comply with its requirements. This allows us to strengthen our governance, strategy and risk management, and to define our metrics and targets more clearly.

When it comes to adapting to climate change, our work is guided by the AMF Guideline, with initiatives that will continue into 2026. Oversight is provided by a working group that addresses climate issues in order to foster a cross-functional approach and ensure consistency in our practices.

* [The Task Force on Climate-Related Financial Disclosures \(TCFD\)](#) was established to recommend the information companies should disclose regarding climate-related risks.



Financial position

Climate change may put pressure on our organization's financial position, mainly because of the increasing frequency and severity of extreme weather events. These events could have short-term impacts on our profitability and, as a result, on the cash flows associated with claims settlements.

To mitigate these impacts, we rely on:

- Natural catastrophe models to estimate probable maximum losses and adjust our reinsurance coverage;
- A major loss model integrated into our financial scenario exercises, including Financial Condition Testing;
- Portfolio deterioration scenarios built from these models;
- A reinsurance and retrocession program whose parameters (retention and limits) are assessed annually.

Our work

We completed the Standardized Climate Scenario Exercise (SCSE) developed by the AMF and the Office of the Superintendent of Financial Institutions. Thanks to the SCSE, we now have a better understanding of climate-related financial risks.

We also worked with a reinsurance brokerage firm to gain a better understanding of the risks associated with certain climate events, such as wildfires and floods. This initiative enabled us to refine our modelling tools.

→ Coming in 2026

- Consolidation of our climate risk mapping
- Development of a framework for risk metrics and monitoring indicators
- Validation and publication of our decarbonization plan and its targets
- Enhancement of our natural catastrophe scenarios and development of climate scenarios



Indicators and targets

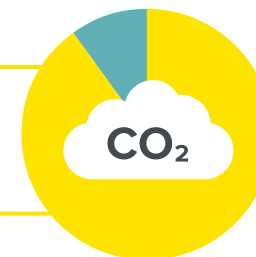
Given the current stage of our work on climate change, our key performance indicators and decarbonization plan are currently being validated and will be finalized soon. These indicators will be taken into account in our risk appetite framework. Monitoring indicators, including portfolio carbon intensity, will also be defined.

In 2025, we calculated our carbon footprint using the Greenhouse Gas Protocol methodology, presented in the [Quantification methodology Appendix](#) for Scopes 1 and 2 emissions. The calculation covers all mutual companies and our Fédération for the 2025 financial year.

- Scope 1—Direct emissions generated by sources owned or controlled by our organization. Example: emissions from fuel combustion in our buildings or related to our vehicle fleet.
- Scope 2—Indirect emissions associated with the generation of electricity purchased and consumed by our organization. These emissions come from the facilities that generate this energy, not from our organization’s direct operations. They are calculated using the location-based method, based on emission factors from the local electricity grid.

| Scope | Sources of emissions | Tonnes of CO ₂ equivalent, 2025 |
|-------|------------------------|--|
| 1 | Direct GHG emissions | 396 |
| 2 | Indirect GHG emissions | 32 |

Since 2022, we have offset our Scopes 1 and 2 carbon footprint each year using Gold Standard-certified carbon credits* from Planetair.



* Gold Standard is an independent certification that ensures carbon offset projects not only reduce GHG emissions in a measurable and verifiable way, but also generate significant social and environmental co-benefits.

Targets and monitoring approaches

In addition to the monitoring indicators currently being developed, our 2030 and 2050 decarbonization targets will also be confirmed once the appropriate bodies have approved our plan.

2025–2026 objectives:

- Calculating our operational and financed emissions (Scopes 1, 2 and 3, including categories 3.1—purchased goods, 3.6—business travel, and 3.15.1—financed emissions);
- Developing our decarbonization pathway and our GHG reduction targets;
- Developing our climate transition plan to support the monitoring and implementation of decarbonization measures.

To develop a realistic decarbonization plan tailored to our organization, our methodological approach draws on the framework of the Science-Based Targets initiative**. We combine this approach with one based on collaborative workshops and our operational realities.

This integrated approach will help identify potential reduction measures and prioritize the most relevant actions based on their impact and feasibility. It also supports a gradual and responsible decarbonization pathway.



** The Science-Based Targets initiative (SBTi) develops standards, tools, and guidance that enable companies to take science-based climate action.

Resource management and protection of the environment

We have introduced a number of initiatives to reduce our environmental footprint and use our resources responsibly. Among other things, we reduced the negative impacts of our transactional paper consumption by joining the PrintReleaf program, which supports tree planting through reforestation projects. In 2025, the production of **243,539 pounds of paper was offset through the planting of 2,930 trees.**

Responsible investments

As a damage insurer, our organization pays particular attention to its investments, which play a key role in value creation and long-term risk management. We believe that taking CSR factors and extra-financial risks into account supports positive outcomes and responsible investments.

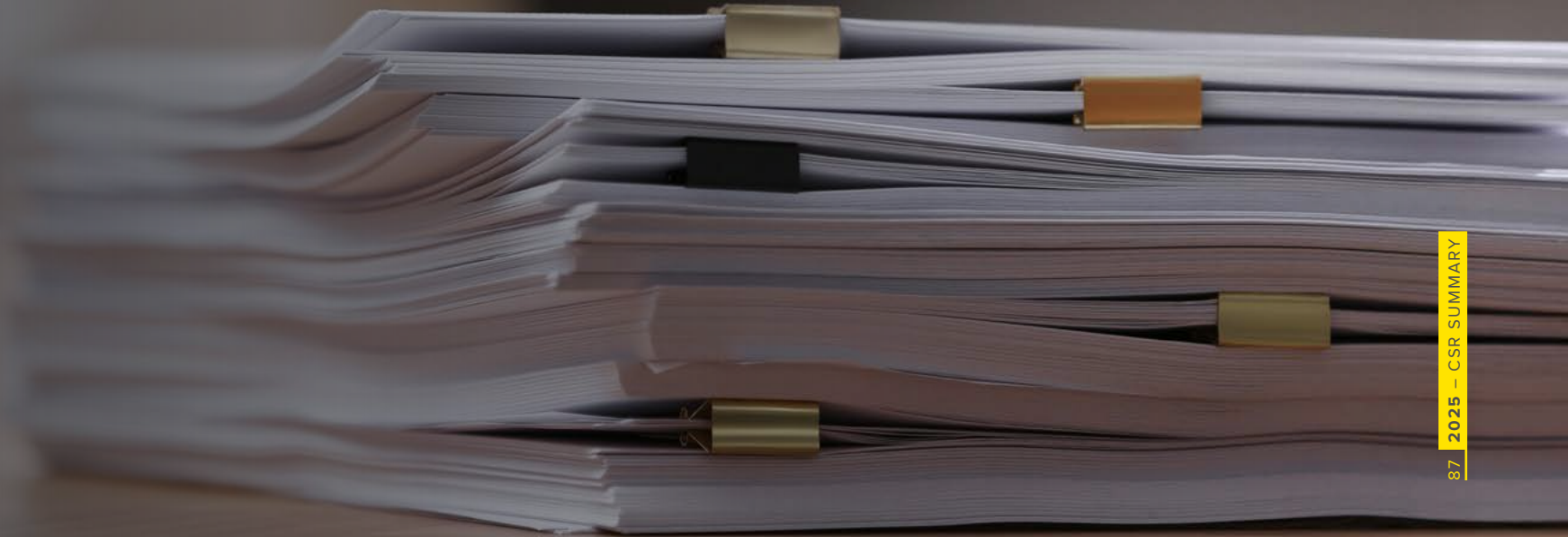


2025 highlights

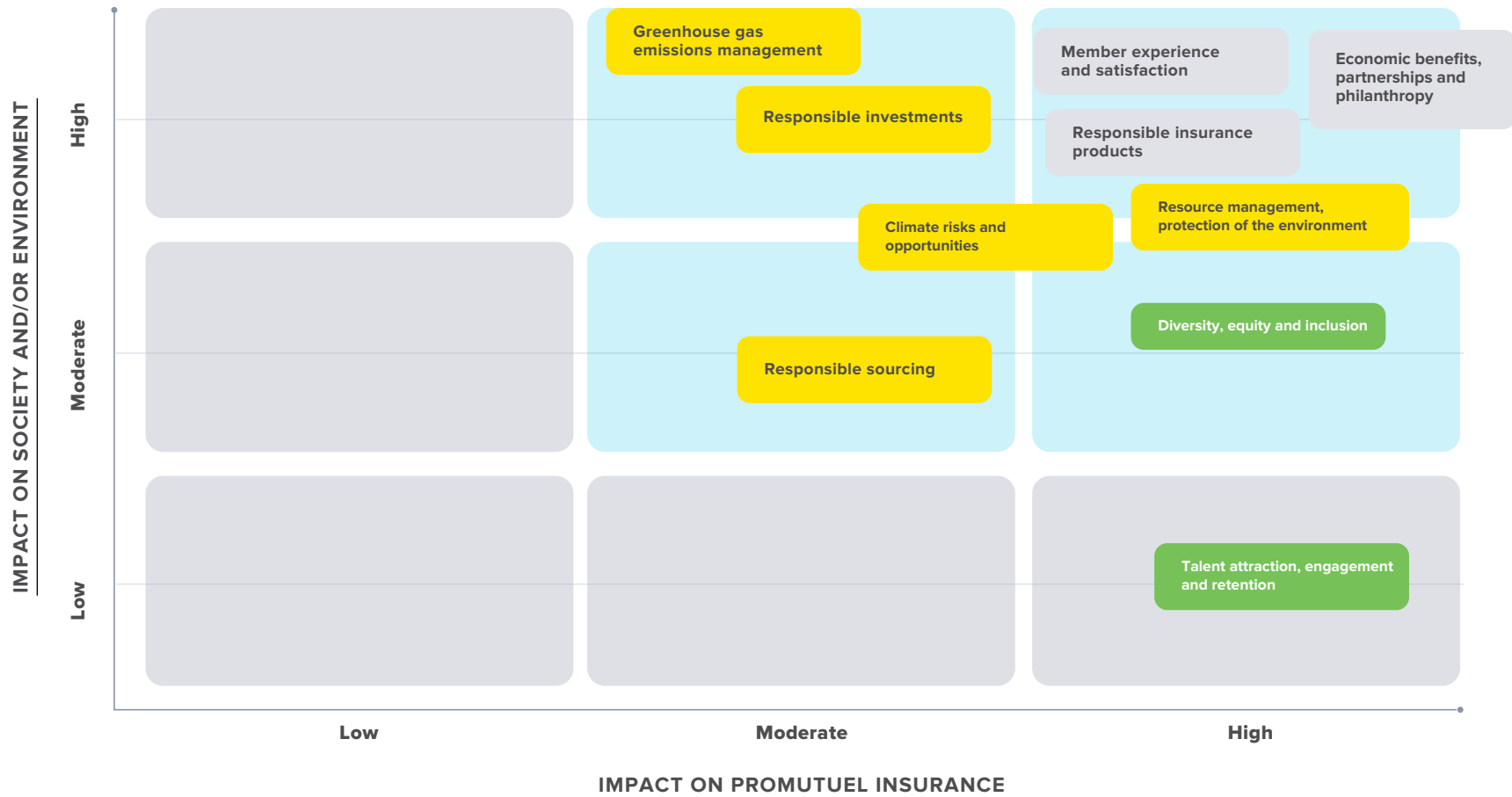
- Calculation of the carbon footprint of our portfolios
- Participation by the investments team in conferences to deepen its knowledge of responsible investments



Appendixes



Our materiality analysis based on internal and external stakeholder engagement



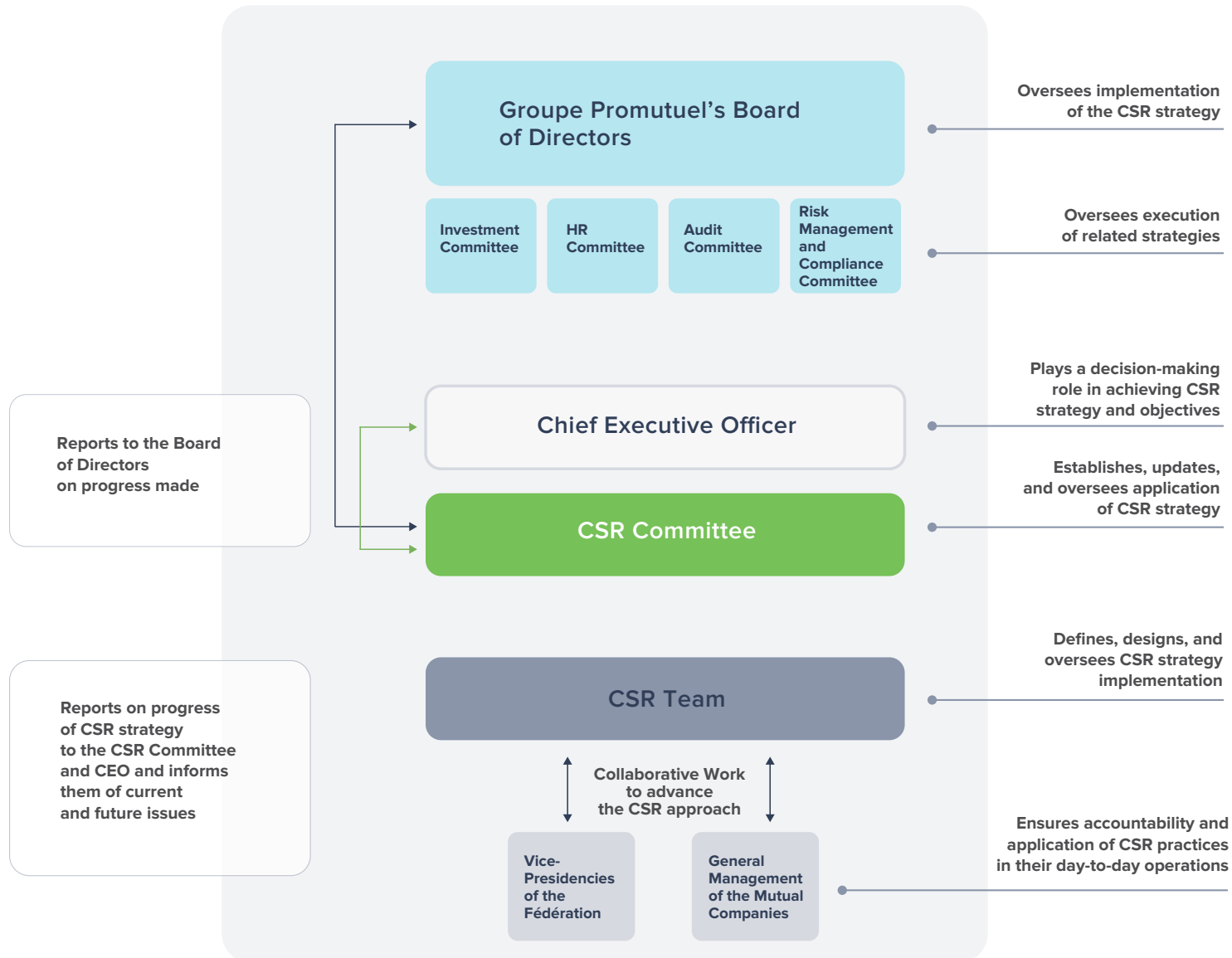
ESG Themes:

■ Creating value for our members and communities

■ Improving our social and environmental performance

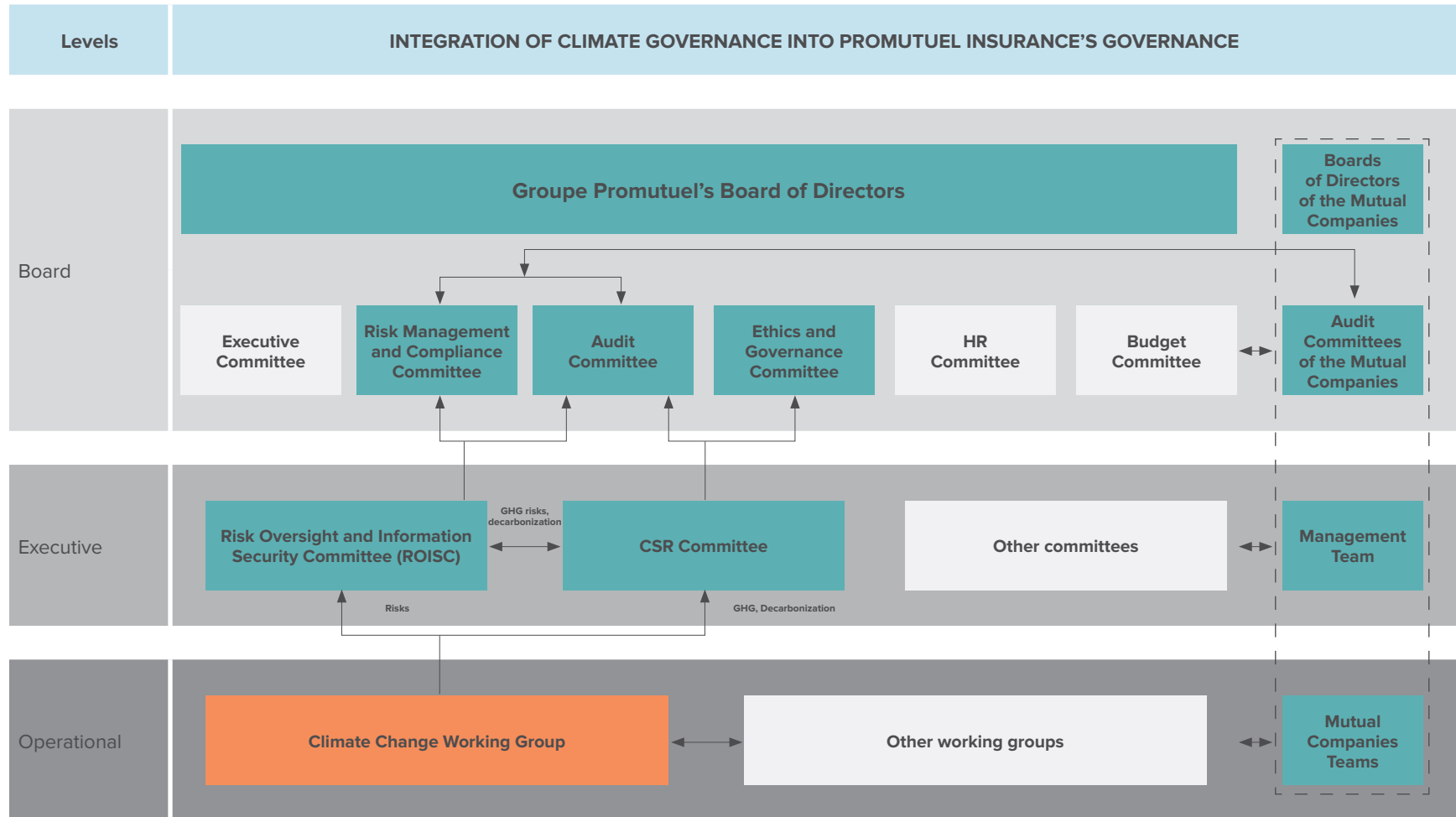
■ Creating a standout and inclusive employee experience

CSR governance structure



Climate governance structure

New responsibilities at all levels



Legend: ■ Climate Governance ■ New in 2025 ■ Other governance elements at Promutuel Insurance



Appendix 4

Governance roles table

| Governance body | Responsibility related to the climate transition |
|--|--|
| Chief Executive Officer | <ul style="list-style-type: none"> • Approves the policy, strategy, roadmap, and CSR targets; • Ensures the implementation, the operationalization and the respect of the Climate Risk Management Policy; • Designates the person responsible for climate risk management within the Groupe. |
| Senior Vice-President, Finance (Fédération) | <ul style="list-style-type: none"> • Ensures climate risk management; • Oversees the development and updating of the climate transition plan; • Coordinates regulatory reporting and reports to the governing bodies on the progress of work and initiatives related to the transition plan. |
| Corporate Social Responsibility Committee | <ul style="list-style-type: none"> • Oversees the application of the CSR Policy and the implementation of the measures set out in the action plan. |
| Board of Directors of Groupe Promutuel and the mutual companies | <ul style="list-style-type: none"> • Approves the key directions, targets and tolerance thresholds in the climate-related risk appetite framework, while ensuring that climate issues are fully integrated into decision-making processes and that the Policy is applied rigorously. |
| Groupe Promutuel’s Risk Management and Compliance Committee | <ul style="list-style-type: none"> • Recommends the adoption of the foundational elements; • Ensures consistency between climate-related risk management practices and the risk appetite framework; • Monitors changes in the risk profile and progress on the action plans; • Reports its findings to the Board of Directors. |
| Audit Committees of the mutual companies | <ul style="list-style-type: none"> • Recommend and align practices and the monitoring of the risk profile and action plans, while ensuring regular reporting to the Board of Directors of their respective mutual company. |
| Risk Oversight and Information Security Committee | <ul style="list-style-type: none"> • Approves the transition plan; • Ensures that climate-related risk management measures are aligned with the organization’s risk profile and risk appetite; • Monitors progress toward the objectives of the transition plan, as well as compliance with the tolerance thresholds set out in the risk appetite framework. |
| Vice-Presidency—Risk Oversight and Corporate Actuarial (second line of defence) | <ul style="list-style-type: none"> • Ensures that climate issues are integrated into the overall integrated risk management framework; • Ensures that appropriate mechanisms are in place to disclose when climate risk targets are missed or tolerance thresholds are exceeded; • Oversees the crisis simulation program, including analyses related to climate scenarios. |
| Corporate Social Responsibility Team | <ul style="list-style-type: none"> • Actively supports the concrete implementation of the transition plan by coordinating initiatives, supporting business sectors and contributing to regulatory reporting efforts; • Carries out greenhouse gas emissions inventories and participates in analyses related to climate scenarios. |

Examples of climate risk factors

| | Transition | Physical |
|---|------------|----------|
| Reputational risks | | |
| <ul style="list-style-type: none"> Reputational risks associated with CSR disclosures. | ☑ | |
| Strategic risks | | |
| <ul style="list-style-type: none"> Strategies, such as climate change management, that are not implemented effectively, consistently or in a timely manner, thereby compromising the achievement of Groupe Promutuel's strategic objectives. | ☑ | ☑ |
| Financial risks | | |
| <ul style="list-style-type: none"> Increase in the frequency and severity of extreme weather events leading to higher claims costs and impacts on reinsurance needs. | | ☑ |
| <ul style="list-style-type: none"> Changes in seasonality or an increase in claims affecting liquidity. | | ☑ |
| <ul style="list-style-type: none"> Decline in asset valuations in sectors vulnerable to transition risks. | ☑ | |
| <ul style="list-style-type: none"> Lower returns on investments linked to sectors exposed to physical risks. | | ☑ |
| <ul style="list-style-type: none"> Increase in the frequency and severity of claims and extreme weather events affecting the different lines of business. | | ☑ |
| <ul style="list-style-type: none"> Increase in claims costs. | | ☑ |
| <ul style="list-style-type: none"> Adoption of new insurable technologies related to climate change adaptation (impact on underwriting, pricing, operating costs, and the supply chain). | ☑ | |
| <ul style="list-style-type: none"> Changes in market demand and the behaviour of insured members. | ☑ | |
| <ul style="list-style-type: none"> Greater uncertainty in risk models. | ☑ | |

| | Transition | Physical |
|---|-------------------------------------|-------------------------------------|
| Operational risks | | |
| • Increase in extreme weather events and claims volume putting pressure on demand for specialized resources. | | <input checked="" type="checkbox"/> |
| • Increased resources and efforts in the underwriting process. | | <input checked="" type="checkbox"/> |
| • Increase in claims volume and extreme weather events putting pressure on claims handling processes. | | <input checked="" type="checkbox"/> |
| • Increase in regulatory requirements, oversight efforts and disclosure requirements related to climate transition. | <input checked="" type="checkbox"/> | |
| • Higher claim volumes and more extreme weather events are putting pressure on the supply chain that supports claims handling (partners, suppliers). | | <input checked="" type="checkbox"/> |
| • Increase in disruptions to, or failures of, critical activities following extreme weather events. | | <input checked="" type="checkbox"/> |
| • Increase in climate-related catastrophes leading to major losses, economic pressure on households and businesses, greater claim complexity and added strain on operational processes. | | <input checked="" type="checkbox"/> |

Quantification Methodology

Groupe Promutuel measures and reports its GHG emissions in accordance with the GHG Protocol accounting and reporting standard.

The GHG inventory is established using the operational control approach and covers all activities over which Groupe Promutuel exercises control. The reported emissions relate to the 2025 fiscal year.

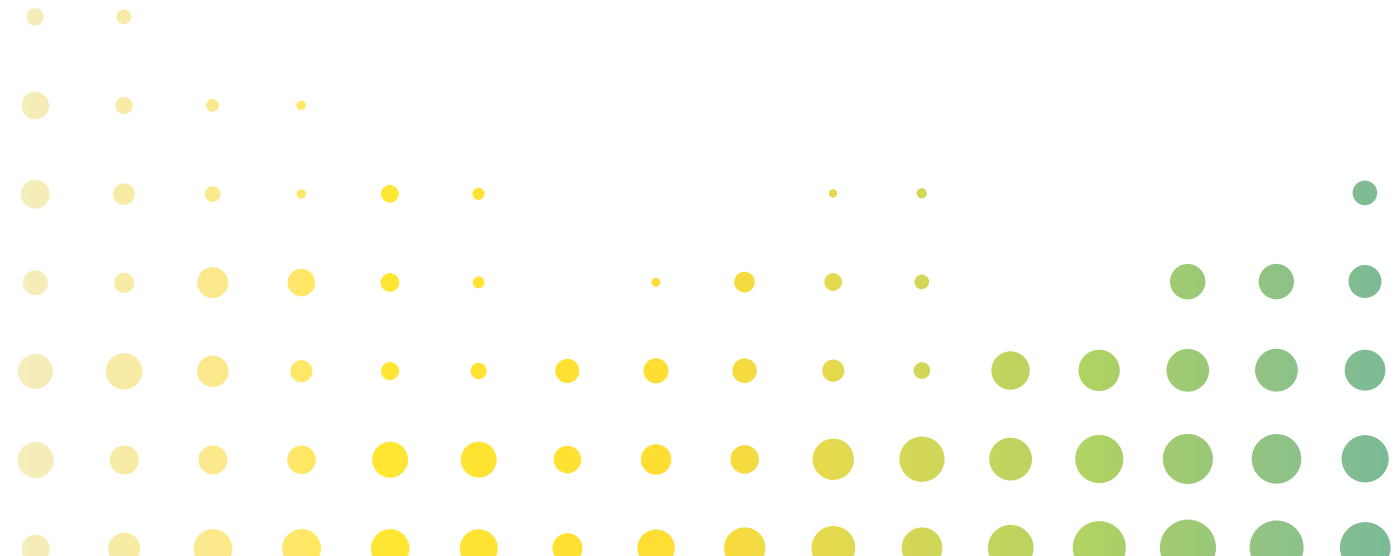
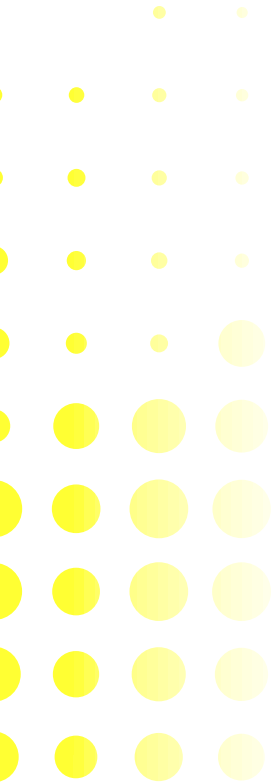
The measured emissions include carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O), and are expressed in tonnes of CO₂ equivalent based on internationally recognized global warming potential.

Calculation methodology

Emissions are calculated primarily using actual consumption data. Where data is unavailable, estimates based on recognized industry indicators are used. Emission factors are drawn from official Canadian and international sources.

Certain emission sources deemed non-material, or for which data is unavailable, were excluded from the inventory.





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Legal deposit – Bibliothèque et Archives nationales du Québec, 2026

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