



CIBC 2018
Corporate Responsibility Report
and Public Accountability Statement

Overview

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1.1 Message from the President and Chief Executive Officer

CIBC is committed to creating sustainable value for our stakeholders, as we build a relationship-focused bank for a modern world.

In today's rapidly changing world, relationships matter more than ever in banking. That's why CIBC is focused on putting our clients at the centre of all that we do. We work hard to create value for our clients by helping them navigate and thrive in a modern world. From interactions based around our advice and ideas, to our digital innovations that create personalized experiences, this past year we continued to forge stronger, trusted partnerships with our clients and make it as easy for them to engage with us.

This relationship-driven focus extends to all our stakeholders and encapsulates our longstanding dedication to support the long-term prosperity of the people and communities we serve.

- > To deliver an exceptional experience for our team members and nurture the next generation of CIBC leaders, we invested more than \$63 million last year in developing our people and making progress on our inclusion and diversity goals.
- > Together with our employees, we contributed more than \$80 million to communities across North America to make a positive impact. Our team's personal generosity – through their donations and volunteerism – is something we're very proud of at CIBC.
- > We engaged with industry and non-profit organizations to address critical societal issues such as climate change, responsible finance and gender balanced leadership that matter to our stakeholders.

In the global economy, sustainability has become an important yardstick for business performance. That's why we're so pleased to be included as the only Canadian bank to make the Corporate Knights Global 100 Most Sustainable Corporations in 2018, placing us in the top 2% of companies globally on our environmental, social and governance (ESG) performance. As this report shows, we were very active across the spectrum of environmental, social and governance areas, with our efforts supporting a number of the United Nations Sustainable Development Goals.

All organizations need to adapt and do more – much more – to help shape a truly sustainable future, and CIBC is dedicated to doing its part.

Victor G. Dodig
CIBC President and Chief Executive Officer





1.2 Our Commitment to Corporate Responsibility

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We are committed to contributing to a sustainable future to help our clients, employees and communities grow and prosper. We recognize that the long-term success and viability of our business is closely linked to the confidence and trust our clients and stakeholders have in our bank.



Our Business and Sustainability

At CIBC, we are building a relationship-oriented bank for a modern world that delivers superior client experience and total shareholder return by focusing on four key areas:

1. Building a strong client-focused franchise
2. Diversifying our earnings growth
3. Optimizing our operational efficiency
4. Maintaining capital and balance sheet discipline

Our approach to sustainability aligns with our corporate strategy, as our environmental, social and governance initiatives are interconnected with our performance as a business and our ability to connect with and be relevant to our diverse stakeholders.

Our Vision and Values

Our vision is to be the leader in client relationships. We are building the most trusting and enduring client relationships by putting our clients at the centre of all that we do. Our vision comes to life through our core values of trust, teamwork and accountability. Our values are an intrinsic part of the work that we do every day and underpin every interaction with our stakeholders.

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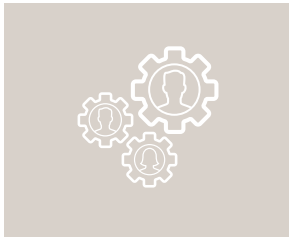
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1.2 Our Commitment to Corporate Responsibility (continued)

Our Material Topics

This Corporate Responsibility Report focuses on the environmental, social and governance (ESG) topics of most importance to stakeholders and CIBC. These topics have been determined through our materiality assessment, which is reviewed on a regular basis. Below is a list of our material topics along with a description of why they matter. In this report, we have organized our material topics into five overarching themes; we also discuss other priorities and emerging issues that relate to these themes.

						
Client Experience	Responsible Finance	Employee Engagement	Inclusion and Diversity	Community Investment	Corporate Governance	Business Ethics
Creating a positive experience for each client is essential to building deep and enduring relationships. Clients expect nothing less than the best possible service whenever and however they choose to bank with us.	We recognize that we have a responsibility to proactively identify and manage the environmental and social impacts of our lending activities, so that we balance the sustainable growth of our business and our communities.	To be the leader in client relationships, we must be a leader in employee relationships. Team members who are fully engaged and passionate about their work, our clients and the future of CIBC are critical to our success.	Making inclusion the way we do business is integral to our global success and competitive edge. We recognize that diverse teams working in an inclusive environment are more innovative, make better decisions, reduce risk and deliver a superior experience for our clients.	As a financial services provider, we benefit from operating in many communities across North America, and we believe they should benefit in return – not only through our economic contributions like job creation, but also by ensuring CIBC and team members play an active role in addressing key societal needs.	Effective corporate governance ensures that our Board of Directors has proper oversight of how CIBC is being managed on behalf of shareholders and all stakeholders.	The way we conduct business is as important as the services and products we offer. Strong business ethics are vital to our bank’s reputation, relationships with stakeholders and long-term growth.

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1.3 Our Scorecard

Material Topics	Key Performance Indicators (KPI)	2018	Goal
Client Experience	CIBC Client Experience Index	✓	100% of CIBC Client Experience Index target
Responsible Finance	1,193 environmental and related social risk assessments completed as part of due diligence process for financial transactions - Eight project finance transactions assessed under the Equator Principles	N/A N/A	- As these financial transactions are market driven, a goal is not applicable for this KPI - As these financial transactions are market driven, a goal is not applicable for this KPI
Employee Engagement	88% engagement score – seven percentage points above the global financial services norm	✓	Exceed global financial services norm
Inclusion and Diversity	31% women in boarded executive roles	✓	30%–35% women in boarded executive roles
Community Investment	More than \$80 million invested in community organizations across Canada and the U.S., including \$60 million in corporate contributions and \$20 million in employee-led fundraising and giving	N/A	\$350 million over five years (2019–2023) in total corporate and employee giving
Corporate Governance	44% women on the CIBC Board of Directors 94% of directors are independent	✓ ✓	- At least 30% women on the CIBC Board of Directors - A substantial majority of independent directors
Business Ethics	100% of employees completed CIBC ethical training on our Code of Conduct	✓	100% completion rate

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1.4 United Nations Sustainable Development Goals

At CIBC, we know that achieving a more sustainable future for all requires a coordinated effort involving everyone and every organization in society. That’s why we are dedicated to supporting the United Nations Sustainable Development Goals (SDGs). Launched in 2015, the SDGs are a set of global aspirations to tackle climate change, fight inequality and injustice and eradicate poverty by 2030.

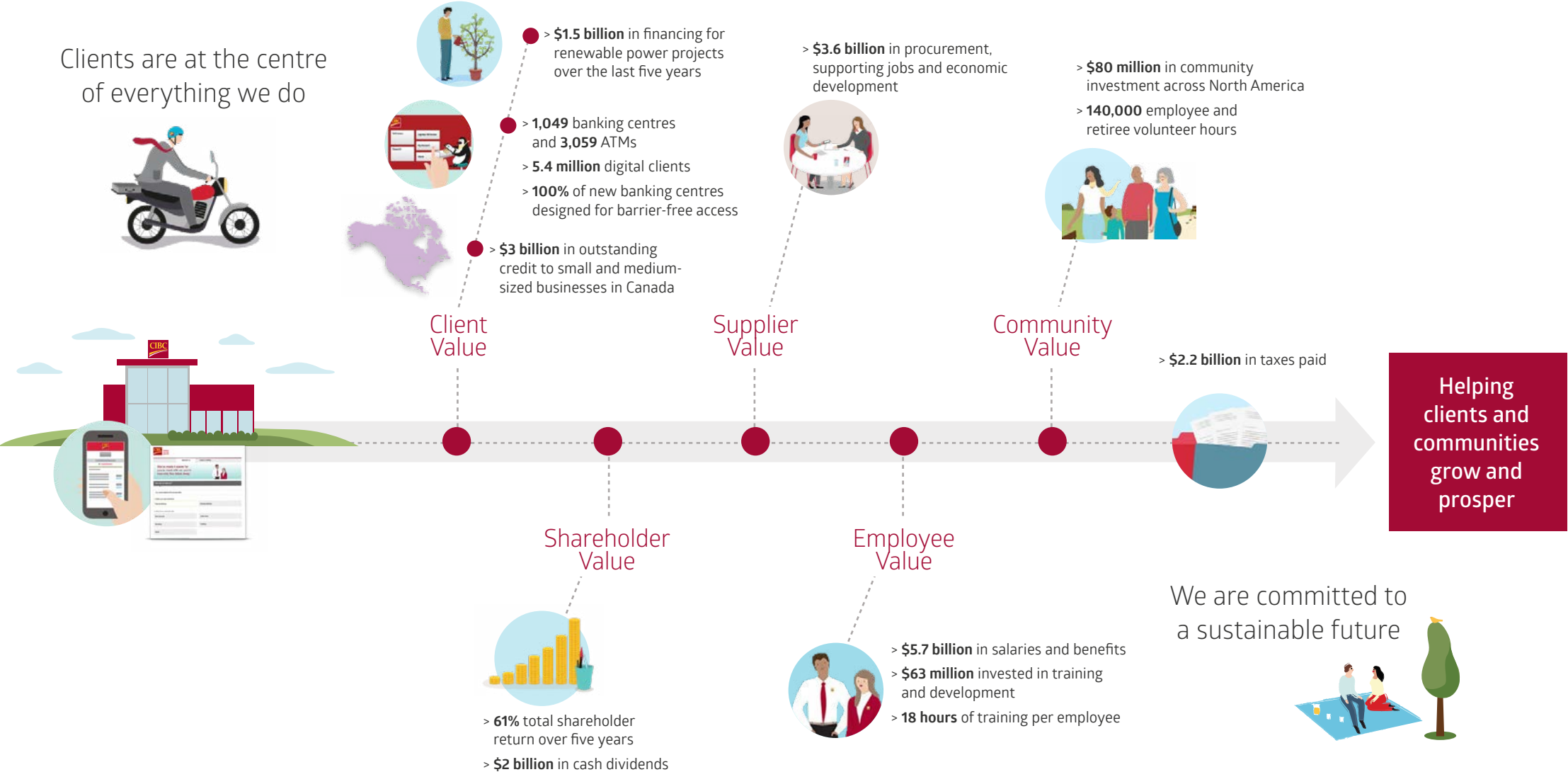
Through our strong commitment to sustainability and ongoing work to address our most material topics, our actions are supporting a number of the SDGs. Below we have mapped the SDGs that are most relevant to our corporate responsibility themes and material topics.

Client Focus	Responsible Banking	Culture	Building Community	Governance
				
4 QUALITY EDUCATION Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	7 AFFORDABLE AND CLEAN ENERGY Ensure access to affordable, reliable, sustainable and modern energy for all	5 GENDER EQUALITY Achieve gender equality and empower all women and girls	3 GOOD HEALTH AND WELL-BEING Ensure healthy lives and promote well-being for all at all ages	5 GENDER EQUALITY Achieve gender equality and empower all women and girls
8 DECENT WORK AND ECONOMIC GROWTH Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	12 RESPONSIBLE CONSUMPTION AND PRODUCTION Ensure sustainable consumption and production patterns	8 DECENT WORK AND ECONOMIC GROWTH Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	4 QUALITY EDUCATION Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	16 PEACE, JUSTICE AND STRONG INSTITUTIONS Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	13 CLIMATE ACTION Take urgent action to combat climate change and its impacts by regulating emissions and promoting developments in renewable energy		9 INDUSTRY, INNOVATION AND INFRASTRUCTURE Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation	
	17 PARTNERSHIPS FOR THE GOALS Strengthen the means of implementation and revitalize the global partnership for sustainable development		10 REDUCED INEQUALITIES Reduce income inequality within and among countries	

1.5 Our Value Chain

At CIBC, we are contributing to a sustainable future to help our clients, teams and communities grow and prosper.

We are a leading North American financial institution and our 44,000 employees serve 10 million personal, business, public sector and institutional clients in Canada, the United States and around the world. Here are some of the ways in which we created value in 2018:



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1.6 Stakeholder Engagement

At CIBC, stakeholder engagement is critical to how we conduct our business.

Throughout the year, we use a variety of methods to interact with our diverse stakeholders and foster strong relationships with them. These include gathering feedback and gauging the perceptions of our stakeholders to ensure we are meeting their evolving needs and expectations. This important feedback informs our corporate responsibility approach and how we run our business, and guides the content we include in this report. The chart below summarizes our main stakeholder groups, methods of engagement and the key areas of interest raised in 2018.

Stakeholders	Engagement Methods	Key Areas of Interest in 2018
Clients	> Client surveys > Social media > Focus groups > Meetings, phone calls and email correspondence > Complaints management process	> Fees > Processing errors > Lending and mortgages > Fraud complaints > Fraudulent withdrawals or transactions
Team members	> Annual employee survey and pulse checks > Intranet > Leadership townhalls and executive leadership visits > Employee discussions to review performance and career development > Inclusion and diversity activities, including 10 People Networks	> Client-first culture > Enabling employees to do what’s right for our clients, team members and communities > Inclusion and diversity in the workplace > Professional development
Shareholders and investors	> Annual Meeting > Shareholder proposals > Investor meetings > Quarterly conference calls > Investor Relations website > Emails, phone calls and perception research studies > Annual investor meeting with Chair of the Board	> Financial performance > Strategic priorities > Climate change > Executive compensation
Government and regulators	> Regulatory submissions > Participation in industry consultations and advisory groups > Meetings, phone calls and email correspondence	> Stability and growth of the Canadian banking sector > Canadian economic competitiveness > Payments modernization and open banking > Cyber security and anti-money laundering > Risk culture
Community partners and non-governmental organizations (NGOs)	> Investments in charitable and non-profit organizations > Grant applications and progress reports from community partners > Social media engagement and participant feedback > Community and Sponsorship website > Conferences and community events > Meetings, phone calls and email correspondence	> Cancer treatment and research > Persons with disabilities > Financial literacy > Nurturing and educating children and youth > Climate change > Social risks in lending
Suppliers	> Request for Proposal process > Supplier risk assessment processes > Supplier Governance and Relationship Management framework > Supplier website > Dialogue through ongoing relationships	> Supplier Code of Conduct > Third-party risk and regulatory requirement > Source-to-pay process and policy > Social and environmental requirements in procurement activities

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Contact Us

Corporate Responsibility
Email: corporateresponsibility@cibc.com

The CIBC Corporate Responsibility Report and Public Accountability Statement provides an overview of CIBC’s environmental, social and governance commitments to our stakeholders and our annual performance in these areas.

Standards and Assurance

This report is written in accordance with the Global Reporting Initiative (GRI) Standards and fulfills the requirements for a Core report. This framework sets out the principles and indicators that organizations can use to measure and report their environmental, social and governance performance. Please refer to our GRI Index, located in the Appendix, for a listing of our GRI disclosures included in this report and in our Annual Report and Management Proxy Circular. Additional information about CIBC is also available at www.cibc.com.

While the performance data in this report was not externally assured, the report content was reviewed by internal subject matter experts along with our teams in Legal, Compliance, Communications and Public Affairs, Human Resources and Risk Management and has been validated by supporting documentation.

This report covers our fiscal 2018 activities in North America for the year ended October 31, 2018, unless otherwise noted. We report annually and any material restatements and significant changes from previous reports are described in performance data footnotes. Measures are metric and currency amounts are in Canadian dollars, unless otherwise noted.

Materiality

Our report focuses on ESG-related topics that are deemed “material”. As defined by GRI, material topics are those with the potential to have both a significant environmental, social or governance impact on our business and that substantially influence the assessments and decisions of our stakeholders.

To determine our material topics, we conduct an assessment that includes researching mega-trends and industry issues, listening to the interests and concerns of stakeholders through various engagement methods (discussed in section 1.6) and examining opportunities to support responsible and sustainable development. Our material topics are regularly reviewed and updated to ensure they reflect the most relevant ESG issues for our business and our stakeholders. For a list of our 2018 material topics, please refer to section 1.2.



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Every day, our 44,000 team members are focused on fulfilling our vision of being the leader in client relationships. And for us that means building strong, inclusive relationships and delivering the very best client experience.

Our client-focused culture is a bank-wide priority. It's a multi-faceted effort, from the service we provide every day to how we communicate, handle requests and resolve concerns.

We're harnessing digital innovation to build a relationship-oriented bank for a modern world. We face the complexity of serving multiple generations of

clients – some more comfortable than others with the pace of changing technology. While we have made everyday banking transactions easier, clients want greater engagement with our teams for more complex financial needs. One example of how we are doing this is the transformation of our banking centres. In 2018, we transformed our 150th banking centre to an advice centre, reflecting evolving client needs.

Our client focus is also reflected in our commitment to inclusive and barrier-free access to banking services.

Alignment with UN SDGs



2018 Highlights



Leader in client experience

For the second consecutive year, CIBC was named a North American Diamond Award winner by Clarabridge for a Client Experience program that demonstrates vision, strategy, execution and results.



Best branch strategy

CIBC won the Retail Banker International Best Branch Strategy award which recognizes the progress we've made in transforming our network to reflect evolving client needs.



Leader in mobile banking

CIBC was one of two banks to earn the highest overall score for mobile banking functionality and user experience, in The Forrester Banking Wave™: Canadian Mobile Apps 2018 report.

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2.1 Client Experience

Why it's important to CIBC

Creating a positive experience for each client is essential to building deep and enduring relationships. Clients expect nothing less than the best possible service and advice whenever and however they choose to bank with us.

Management Approach

Our client-focused culture is embedded throughout our bank with the goal of providing clients the best possible experience each time they do business with us.

Our *Service Commitment to You* outlines our focus on exceeding client expectations, and sets out the standards that our clients can expect from CIBC and that we demand of ourselves. We strive to be open and forthcoming, provide clear explanations of our products, services and fees, listen to client concerns and provide solutions that are easy to understand and flexible to individual needs. When concerns arise, our goal is to make things right by providing a fair and speedy resolution each and every time.

Everyone at CIBC is accountable for our service commitment – from the Client Service Representative in the banking centre to the President and Chief Executive Officer. A member of our Executive Committee is leading the charge to ensure all of our business units fulfill our commitment of delivering the very best client experience. Our compensation structure is aligned to our client experience goals, with variable incentive compensation awards aligned with client experience performance.

We continue to have a strong and ongoing focus on the client experience. The CIBC Client Experience Index, which is a range of relevant measures from each of our businesses, is aligned to our client-focused strategy and includes external and internal Net Promoter Score (NPS) studies as well as specific business and operational metrics which tightly correlate with the client experience.

Creating distinctive client experiences through digital innovation

We continue to enhance and expand our award-winning digital platforms, capabilities and features to create engaging client experiences.



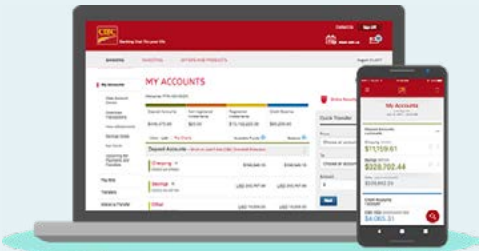
In recent years, CIBC has introduced many digital firsts, including being the first Canadian financial institution to make the three leading mobile wallets – Apple Pay, Google Pay and Samsung Pay – available to our clients. At the forefront of these efforts is our Digital Strategy Team. This team works to understand and meet the growing digital expectations of clients, through resources such as:

- > **CIBC Live Labs** – our innovation and digital technology centre in Toronto's MaRS Discovery District where our teams create digital products and services for clients, from advanced voice navigation and digital carts to improvements in secure authentication.
- > **CIBC Data Studio** – our innovation hub that supports tech companies at all stages of growth.

In 2018, we introduced CIBC Innovation Banking, a full-service business that delivers strategic advice and funding to North American technology and innovation clients at each stage of their business cycle, from startup to IPO and beyond.

“We’re committed to becoming one of North America’s leading client-focused banks in the innovation ecosystem. It’s about delivering capabilities and functionality that our clients want and value.”

Mike Boluch, CIBC EVP, Direct Banking, Innovation, and Analytics



#1 For Mobile Banking

CIBC was one of two banks to earn the highest overall score for mobile banking functionality and user experience, in The Forrester Banking Wave™: Canadian Mobile Apps 2018 report.

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2.1 Client Experience (continued)

2018 Performance

Measuring the client experience

Over the past several years we have made meaningful progress towards building a client-focused culture and improving the client experience. Bank-wide measures are used to track client experience including internal and external client experience insight and research studies managed by third-party providers, one of which is the Ipsos Customer Satisfaction Index NPS.

In 2018, we launched our new CIBC Client Experience Index discussed above. The composition of this Index is evolving as we learn how to most effectively measure client experience across our bank. In 2018, our goal was to achieve 100% of the aggressive target we set for this Index, and we achieved 99% of this target by year end.

Goal – 100% of CIBC Client Experience Index target

2018 Performance – 99%

Client Experience	2016	2017	2018
CIBC Client Experience Index target	N/A ¹	N/A ¹	99%

¹ CIBC Client Experience Index was launched in 2018.

CIBC “APPY DAY” is about promoting our digital banking capabilities and showing clients how CIBC makes it easy for them to bank where, when and how they want.

Taking complaints seriously

We take client feedback seriously and strive to do everything we can to resolve concerns or complaints. Our **Complaint Resolution Process** includes the CIBC **Ombudsman's Office**. The goal of the Office is to resolve disputes fairly through an independent, impartial and thorough investigation. Recommendations are not binding and our clients are free to pursue other avenues if a settlement is not reached. The cases brought to the CIBC Ombudsman's Office allow us to identify opportunities for improvement in our products and services to clients.

CIBC Ombudsman's Office	2016	2017	2018
Investigations			
• Banking	182	240	305
• Investments	30	18	28
Resolutions to the satisfaction of the client	51%	51%	52%
Average number of days to complete investigations			
• Banking	19	21	28
• Investments	29	35	36

The Ombudsman for Banking Services and Investments (OBSI) remains CIBC's External Complaint Body for both banking and investment complaints. The CIBC Ombudsman's Office works closely with OBSI to resolve escalated complaints and, in 2018, OBSI supported CIBC's findings in 89% of the files escalated to them compared to 88% in 2017.

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2.1 Client Experience (continued)

Responsible sales practices

At CIBC, doing what’s right for our clients is at the heart of establishing deep, trusting and long-lasting client relationships. It’s about putting our clients at the centre of everything we do, from recommending products and services based on their needs to resolving an issue quickly and fairly.

- > Through our business controls and oversight functions, we have procedures and processes in place designed to monitor the sales practices of our frontline sales teams. If we suspect a discrepancy that contravenes our Code of Conduct, we undertake a thorough and independent review. Contravention of the Code by a team member may result in disciplinary action up to and including termination.
- > From our senior executives to our frontline teams, client experience is a key metric used to measure performance, including incentive awards. Our team is focused on doing what is right for our clients and supported to do so through training, tools and our values of Trust, Teamwork and Accountability.
- > Our Client Service Representatives (CSR) in Personal and Small Business Banking help clients with their day-to-day banking needs, including discussing basic banking solutions based on a client’s transaction history and needs. Should a CSR recognize a service that our client may benefit from, they refer them to a qualified advisor.
- > Our client experience feedback system allows us to collect and share client insights to gauge the effectiveness of employee/client interactions and to reinforce best practices.

Clear, open communication is also a priority because we want our clients to make informed financial decisions. We provide candid explanations of our terms, conditions and fees relating to our products and services. Our service fees are based on three principles:

1. They should be **simple** to understand.
2. They should reflect our **commitment** to deliver options and value.
3. They should provide clients with **choices** to reduce or even eliminate certain fees.

Privacy and information security

Protecting the privacy and confidentiality of our clients’ personal information, especially in light of emerging technologies and trends, is an integral part of our commitment to service excellence.

To help us meet this commitment, our Chief Privacy Officer oversees CIBC’s privacy management framework. This framework – consisting of privacy policies, procedures, proactive consulting, and privacy awareness and education – assists in preventing and mitigating privacy risk. All employees complete mandatory Code of Conduct, privacy and information security training upon hiring and subsequently annually.

In addition, we implement security safeguards designed to prevent unauthorized use, sharing, loss or theft of information. Our Chief Information Security Officer oversees the bank’s information security organization and framework. This involves managing CIBC’s information security strategy, policies, risk management, security architecture and services, security testing and cyber resilience practices to protect our systems, bank and client information from damage and unauthorized disclosure.

There is an ever-evolving threat landscape, so we strive to achieve an overall cyber resilience that prevents, detects and responds to threats such as data breaches, malware, unauthorized access and denial-of-service attacks. We continually perform cyber security preparedness, testing and recovery exercises to validate our defenses, benchmark against best practices and provide regular updates to the Board. We also actively collaborate with industry peers and government agencies in threat intelligence sharing, cyber response exercises and other activities to improve collective defenses across our industry.

Policies and Resources:

- > [Privacy at a Glance](#)
- > [CIBC Privacy Principles](#)
- > [CIBC Digital Privacy Statement](#)
- > [Online Fraud Reporting and Alerts](#)



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2.2 Financial Inclusion

At CIBC, we pride ourselves on being an inclusive bank. We support financial inclusion through affordable banking and financing solutions, free access to financial experts and education, and by operating in underserved communities.

Affordable banking

In Canada, we offer low-cost accounts, credit cards and other services for students, seniors and newcomers.

In the U.S., we offer EasyPath Banking solutions for individuals and families in low- or moderate-income communities who need affordable banking solutions to help them create financial stability.

Our newest U.S. banking centre is scheduled to open in 2019 in Bronzeville, Chicago, one of the city's low-income neighbourhoods. The full-service location will help individuals and families make smart financial decisions by providing education, access to financial experts and affordable banking products.

Helping clients through economic hardship

We are committed to assisting clients in times of distress. Our advisors work directly with clients to help them manage their finances when they are faced with hardship or crisis that makes it difficult for them to meet their financial responsibilities. In these situations, we offer assistance to clients in their day-to-day banking and long-term financial needs by deferring mortgage or other loan payments and providing them with debt restructuring solutions.

We also support disaster relief efforts in communities by making corporate donations and facilitating fundraising through our banking centres. In 2018, for example, we supported the victims of devastating wildfires in California by donating to the Red Cross via our webpage and matching employee donations up to \$10,000.

Banking centres across Canada collected monetary donations, and CIBC donated \$10,000 to Canadian Red Cross to assist with the relief efforts for those affected by the flooding in New Brunswick.

Clients in British Columbia who were experiencing financial impact as a result of the wildfires received help and personalized advice during this time.

We made a donation of \$25,000 to the Canadian Red Cross, to those affected by tornado damage in Ottawa and Gatineau, and accepted monetary donations at all banking centres to the Canadian Red Cross.

CIBC supported the community of Humboldt, Saskatchewan, by making donations to the Royal University Hospital Foundation and the STARS Foundation to support emergency services and first responders who were on the scene of the tragic accident.

Strengthening financial literacy

Financial literacy is crucial in today's complex marketplace. We want to help our clients strengthen their knowledge, skills and confidence to make sound financial decisions and improve their financial well-being.

- > **Information and advice:** Our front-line staff are trained to educate clients on their financial options and explain financial information and terms clearly.
- > **Online tools:** We offer online tips and tools to help clients navigate personal and family financial matters, such as budget and cash management, reducing debt, family finance, home ownership, retirement planning and tax savings. Our [Financial Education](#) webpage includes information about our financial education resources.
- > **Financial education programming:** We support non-profits that deliver financial literacy initiatives. Learn more in [section 5.0](#) of this report on Building Community.
- > **Credit and homebuyer education:** CIBC Bank USA partners with community organizations to provide educational seminars and events focusing on credit and homebuyer education. CIBC Bank USA also provides funding to HUD-certified housing counseling agencies that provide homebuyer education services.

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2.3 Accessible Banking

Every year, CIBC commits over \$1 million to make banking more accessible for clients.



Celebrating Pride Month

Demonstrating our ongoing commitment to LGBT+ clients and employees, new rainbow signage was displayed in front of the bank's Toronto headquarters at King and Bay streets.

Nancy Bramm (pictured, left), Vice President, Communications at CIBC, and Executive Sponsor of the bank's Pride Network, is joined by members of CIBC's Inclusion & Diversity Leadership Council in celebrating the start of Pride Month.

Barrier-free accessibility

CIBC offers accessible services, facilities and technologies for people with disabilities. Serving as our roadmap, we have an [Accessible Customer Service Policy](#) and a [Multi-Year Accessibility Plan](#), which is updated every two years to outline the new enhancements we're making to deliver barrier-free facilities and services.

- > We offer a full range of accessible banking options, as outlined on our [Accessibility at CIBC](#) website.
- > Every new CIBC banking centre is designed to provide barrier-free access, from parking and counters to ATM and vestibule access.
- > Our Access for All ATMs include features such as wheelchair accessibility, larger fonts and volume controls.
- > Our digital and telephone banking channels incorporate the latest accessibility features, including advanced speech recognition and teletype technology.
- > Our mortgage advisors are able to accommodate flexible schedules and locations that are most convenient for our clients.
- > We provide awareness training to employees on a range of accessibility needs and requirements, including how to communicate effectively with clients who may be visually or hearing impaired.
- > CIBC is the exclusive Canadian financial institution sponsor of MagnusCards, a free app that coaches people with cognitive special needs through everyday situations, including banking. In partnership with the app, CIBC's card decks guide people through depositing a cheque into an ATM, using a prepaid card, and more.



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2.3 Accessible Banking (continued)

Helping newcomers succeed

We provide newcomers advice on a wide range of services and products designed to help them get set up with everything they need from when they first arrive in Canada to when they have settled into their new home, career and community.

Our Welcome to Canada banking package includes:

- > A range of credit cards that newcomers can qualify for without a security deposit or credit history, no-fee day-to-day banking for one year on a new CIBC Smart Chequing Account and auto loans with little or no Canadian credit history.
- > Advice on savings and investments that are unique to Canada.
- > Service in many different languages across our network of banking centres.
- > A website in seven languages, providing newcomers easy-to-understand advice and financial solutions, along with a dedicated section about the Canadian banking system, managing money and financial products.

CIBC Global Money Transfer™

Quickly send money with no fees*.

*Conditions apply.

CIBC Global Money Transfer provides clients an affordable and reliable way to send money to over 50 countries with no upfront fees through mobile banking, online banking or at CIBC banking centres.

Indigenous banking

We are dedicated to providing financial services to Canada's Indigenous peoples and communities and work together to support economic sustainability.

- > Our Indigenous Banking Team focuses on serving the wealth management, personal and business banking needs of Indigenous communities, businesses and citizens. We work closely with our clients to support their objective of economic self-sustainability through long-term relationship building, offering financial service expertise and partnerships, and transferring knowledge to community leaders and members on- and off-reserve.
- > In addition to our range of accessible banking services, we offer one agency location and four on-reserve branches. In addition, our Remote Account Opening processes allow new personal bank accounts to be set up from locations where there are no banking centres.
- > Alongside the First Nations Market Housing Fund, CIBC is working towards providing greater support and access to First Nations housing both on reserve and on settlement lands across Canada. The aim of CIBC's Indigenous housing program is to offer mortgage-like loans to First Nations individuals.
- > We also demonstrate our commitment to Indigenous prosperity through corporate donations and sponsorships. CIBC continues to partner with and support strong Indigenous-focused organizations that advance Indigenous prosperity and economic equality in Canada. We are members of organizations that focus on sustainable Indigenous economic development, including the Canadian Council for Aboriginal Business, NATOA and the Council for the Advancement of Native Development Officers.

\$5+ million

Contributed over the past 5 years to organizations and programs supporting Indigenous communities

Progressive
Aboriginal
RELATIONS

COMMITTED

Canadian Council for
Aboriginal Business

CIBC is a proud Patron Member of the Canadian Council for Aboriginal Business and is recognized as 'PAR Committed'



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2.3 Accessible Banking (continued)

To advance Indigenous financial literacy, we have created a Personal Financial Planning Course to help participants take stock of all their assets and obligations and develop a suitable financial plan. The course can be presented in the community at no charge. We also offer an Indigenous-focused Financial Education Program that supports community members as they seek to understand the financial services available to them. As part of this program, we offer online banking education and financial literacy workshops designed to meet their unique needs.

Collaborating to Meet the Unique Needs of Our Women Clients

At CIBC, we're leveraging the uniqueness of our team to generate outstanding ideas that will enhance the experience of our clients. A great example is our CIBC XX Design Challenge.



For the second year in a row, we brought together team members in a 'hackathon' to collaborate on innovative ideas for meeting the unique financial services needs of women. A diverse group of 150 women from across our bank were invited to work in teams to tackle the 2018 event's theme: disrupting unconscious gender bias in CIBC's products and services.

The forum was a catalyst for real change, as each of the top three ideas was given executive sponsorship for further development and exploration.

“To ensure CIBC remains at the forefront of delivering the best services for our clients – regardless of gender – we have set out to capture the hearts and minds of diverse female banking clients. To us, that means actually rethinking the current service model being offered. Who better to spearhead this change than the women at CIBC themselves.”

Georgia Woods, SVP, Personal & Small Business Banking Technology



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2.4 Supporting Small and Medium-Sized Enterprises

We are committed to helping business owners and professionals reach their business and financial goals.

We offer our clients the information, advice, opportunities and solutions they need to succeed.

We offer business solutions to help clients manage day-to-day banking, accept client payments, enhance cash flow, complete payroll and workforce planning, manage risks in their business, and maximize savings and investments. When our clients prepare to transition their business, CIBC supports owners and purchasers with advice and solutions to meet their unique needs.

Own the Community Days

CIBC hosts national Own the Community Days, where members of the executive leadership team, as well as regional leaders and advisors, participate in client meetings at their place of business and in the community. It's an opportunity to connect with business owners and build relationships with members of the business community to better understand how we can help them achieve their goals. Since inception in September 2017, CIBC has connected with almost 10,000 businesses during Own the Community Days.



Support for business owners in Canada includes:

- > Approximately \$3 billion in outstanding credit.
- > Polls and insights for business clients on topics such as investing in innovation, tax and cash flow planning, and business transition planning.
- > Focus groups, events and seminars for business owners to share best practices, develop relationships and network.

More info:

- > Debt Financing to Canadian Firms
– See Appendix of this report

We produce reports for business owners with relevant information about macroeconomic factors such as minimum wage hikes and trade disputes that may impact the way businesses operate in Canada. Among them is a 2018 report by Jamie Golombek, Managing Director, Tax and Estate Planning at CIBC, that discusses private corporation tax changes.



Support for business owners in the U.S. includes:

- > More than US\$355 million in small business loan originations.
- > Expanded access to products such as the innovative EasyPath line of flexible small business lending products through community partnerships such as Woodstock.
- > A Preferred Lending Partnership with the Small Business Administration (SBA) and loan originations under the SBA 504 loan program in conjunction with local Certified Development Corporations.
- > Expanded access to the Entrepreneurial Loan program through our 35 partner organizations and Neighborhood Opportunity Fund loans.

CIBC Bank USA, in collaboration with community partner Bethel New Life, created an Entrepreneur Loan Program on Chicago's west side that combines an entrepreneur training and counseling program with the opportunity to obtain start-up and emerging business financing at below market rate terms. The program has successfully expanded to a number of other community organizations in Chicago, St. Louis, Detroit and Milwaukee.





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From our lending, investment and procurement decisions to the actions we're taking on climate change, we continue to strengthen our banking practices to foster sustainable economic growth.

As our business and clients face new and intensifying environmental, social and economic challenges, our view of what it means to be a responsible bank continues to evolve. At CIBC, we recognize the important role our bank can play in supporting a low-carbon economy and sustainable development. For these reasons, we maintain strong environmental standards.

We believe that our environmental responsibilities and business objectives are connected, as a healthy environment fosters sustainable economic growth and long-term prosperity.

We manage and report on a number of key environmental performance indicators, and disclose our progress in this section as well as on our [environment website](#) and in our [ESG Data Tables](#).

Alignment with UN SDGs



2018 Highlights



1,193

Environmental and related social risk assessments completed as part of due diligence process for financial transactions



\$1.5 billion

Financing provided for renewable power projects over the last five years



100%

Electronic waste diverted from landfill
(Applies to CIBC's operations in Canada, U.S., U.K. and APAC.)



New social bond framework

Issued Canada's first social bond framework focused on corporations with a demonstrated commitment to women in leadership roles

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3.0 Responsible Banking (continued)

CIBC Volunteers Tackle Shoreline Litter

In June 2018, more than 700 CIBC employees and their families showed their support for CIBC Environment Day by participating in the Great Canadian Shoreline Cleanup at 48 sites across the country.



Eco-Friendly Products, e-Banking	2016	2017	2018
Number of clients digitally registered (cumulative, millions of clients)	4.8	5.1	5.4
Number of paperless client accounts, (cumulative, thousands of accounts)	4,539	4,908	5,274



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3.1 Responsible Finance

Why it's important to CIBC

Proactively identifying and managing the environmental and social impacts of our lending activities is critical to the sustainable growth of our business and our communities.

Management Approach

2018 marked the 25th year since launching our corporate environmental policy. First approved by the Board in 1993, the policy outlines CIBC's longstanding commitment to environmental stewardship. Updated every two years – including most recently in 2018 – and approved by our Chief Risk Officer, the policy commits CIBC to protect and conserve the environment in all our business activities, safeguard the interests of stakeholders from unacceptable levels of environmental risk, and support the principles of sustainable development.

As an integral part of our due diligence process, we conduct environmental and related social risk assessments of our business lending transactions. In addition to protecting the bank from undesired risks, our environmental and related social review process often helps our clients better understand and effectively manage their own risks and liabilities.

- > Our lending managers must follow CIBC's **Environmental and Social Credit Risk Management Standards and Procedures** to identify environmental and social risks pertaining to credit evaluation and financing. These guidelines require various environmental and related social due diligence depending on the level of risk.
- > Our environmental risk management team further assesses lending opportunities that may pose environmental and related social risks for CIBC. The team provides training for applicable CIBC employees as required.
- > Complementing our own policies, since 2003 we have used the Equator Principles, a voluntary financial industry benchmark, for assessing and managing environmental and social risk in project financing. These principles have been incorporated into CIBC's environmental and related social due diligence requirements.
- > Our environmental risk management team reviews all Equator Principles-applicable transactions and conducts regular training across the bank to ensure lending and risk adjudication groups are current with the requirements of the Equator Principles. For large projects, the team may complete site visits to assess environmental compliance and management.



Transactions that may pose significant environmental and related social risk are escalated to the Reputation and Legal Risk Committee for senior executive review, if required. In 2018, two proposed transactions were escalated through this process.

Given the growing importance of environmental risk to CIBC, our environmental policy and governance is overseen by the Senior Vice-President, Enterprise and Conduct Risk, who reports directly to the Chief Risk Officer. Our environmental risk management team is responsible for developing environmental strategy, setting environmental standards and targets, and reporting on performance. In addition, an enterprise-wide Environmental Management Committee, comprised of senior leaders who meet quarterly, provides input into our environmental strategy and oversees CIBC's environmental initiatives. Individual performance against these responsibilities is assessed annually and considered in the final determination of variable incentive compensation awards.

We have developed an integrated approach to managing our reputation risks through a framework of corporate-wide standards and processes – including our Code of Conduct, our Supplier Code of Conduct, our Global Reputation and Legal Risks policy and procedures, and policies related to anti-money laundering and anti-terrorist financing, lobbying, and the environment. We finance companies with sound environmental and social risk policies and governance. We will not knowingly finance companies that:

- > Make weapons banned by international treaties signed by Canada and the U.S.
- > Manufacture or trade in equipment or material for the purpose of chemical, biological or nuclear weapons, land mines, or cluster munitions.
- > Show any evidence of modern slavery, such as forced labour, human trafficking, and child labour.
- > Manufacture products or engage in trade/activities deemed illegal under host-country laws or regulations.

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3.1 Responsible Finance (continued)

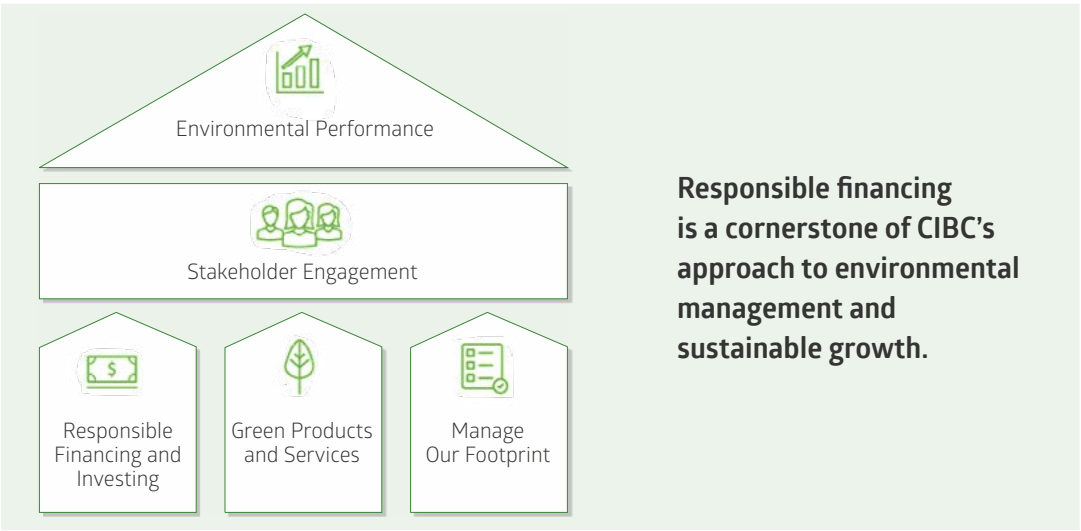
Loans in environmentally sensitive sectors

As a % of total lending

Sector	
Forest products	0.2%
Mining	0.4%
Oil and gas	2.1%
Utilities	1.1%
Agriculture	1.6%

As part of our environmental strategy, we provide innovative financial solutions to our clients in environment-related sectors. CIBC Capital Markets is at the forefront of financing new and innovative projects that contribute to cleaner, alternative or renewable energy supplies, including biogas, biomass, district energy systems, hydroelectric, solar and wind.

We are a member of the United Nations Environment Programme – Finance Initiative, a partnership between United Nations Environment and the global financial sector with a mission to promote sustainable finance. More than 230 financial institutions, including banks, insurers, and investors, work with UN Environment to understand today’s environmental, social and governance challenges.



2018 Performance

- > We completed specialized environmental and related social due diligence reviews on 1,193 transactions totaling over \$20 billion in 2018.
- > CIBC financed 8 projects for which the Equator Principles were applicable and reached financial close. A detailed breakdown of these projects is available in the Equator Principles Reporting table on the following page.
- > Over the last five years, CIBC has provided \$1.5 billion, including \$225 million in 2018, in financing towards renewable power projects.
- > In 2018, we helped clients raise over \$1.5 billion in capital on a total of over \$9.5 billion raised towards renewable energy and green bond investments.
- > We continued to engage with industry and environmental organizations and conduct research and benchmarking on environmental issues, such as climate change, as they pertain to our lending practices.

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3.1 Responsible Finance (continued)

Equator Principles Reporting for Project Finance Transactions that Reached Financial Close in 2018

Sector	Category A ¹	Category B ²	Category C ³
Mining	0	0	0
Infrastructure	0	3	1
Oil and gas	0	1	0
Power	0	3	0
Others	0	0	0
Region			
Americas	0	5	1
Europe, Middle East and Africa	0	0	0
Asia Pacific	0	2	0
Country Designation			
Designated	0	7	1
Non-designated	0	0	0
Independent Review			
Yes	0	7	1
No	0	0	0
Totals	0	7	1

Project Related Corporate Loans – none undertaken

Project Finance Advisory Services – none undertaken

1 Category A – Projects with potential significant adverse social or environmental impacts that are diverse, irreversible or unprecedented.
2 Category B – Projects with potential limited adverse social or environmental impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures.
3 Category C – Projects with minimal or no social or environmental impacts.

Responsible Finance	2016	2017	2018
Number of transactions that underwent environmental credit risk reviews	1,012	1,009	1,193
Project finance transactions assessed under the Equator Principles	2	6	8
Lending to renewable energy projects (millions)	\$86	\$446	\$225



Northland Power's Deutsche Bucht wind farm (under construction).

“CIBC is a key lender supporting the global expansion of Northland Power’s renewable energy portfolio. In 2018, they played a leading role in facilitating a \$1.25 billion corporate credit facility, which provides a solid foundation to execute on Northland’s commitment to sustainable growth.”

Mike Crawley, CEO & President, Northland Power Inc.

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3.2 Responsible Investing

As a large investor and asset manager, we’re committed to responsible investing and integrating environmental, social and governance (ESG) factors into our investment and ownership decisions. We believe this helps us better manage risk, identify opportunities, meet client needs and generate sustainable, long-term returns.

Through our investment arm – **CIBC Asset Management** (CIBC AM) – we consider the wide range of ESG implications that can affect investment performance. CIBC AM is a signatory of the United Nations Principles for Responsible Investment (PRI), a voluntary set of investment principles for incorporating ESG factors into investment practice. In adopting these principles, we are contributing to a more sustainable global financial system. We are also a registered observer of the Green Bond Principles, a member of the Canadian Coalition for Good Governance, a sustaining member of the Responsible Investment Association of Canada and have recently rejoined the United Nations Environment Programme – Finance Initiative.

Commitments and Memberships





> [Play the video](#)

Dominique Barker, Portfolio Manager, CIBC Asset Management discusses what’s driving the demand for ESG investing, and its impact on the energy sector.

More info:

> [CIBC AM Responsible Investing Policy](#)

Examples of ESG Factors Considered in our Investment Decisions		
Environmental	Social	Governance
• Climate change • Waste and pollution • Resource depletion • Sustainable sourcing	• Health and safety • Community impacts • Inclusion and diversity • Respect for human rights • Consumer protection	• Business ethics • Workplace relations and conditions • Executive compensation • Board diversity and structure • Bribery and corruption

Investment Process

- > **Evaluation and screening:** CIBC AM has a rigorous equity and credit research process that includes an evaluation of the environmental and social factors of a company to assess their possible impact on stock and corporate bond performance. We also consider the quality and governance practices of corporate boards.
- > **External research:** CIBC AM draws on research provided by Sustainalytics, an independent firm that assesses the ESG performance of global companies. Attention to these issues is central to our broader client investment objectives, not just the objectives of clients specifically interested in ethical investing.
- > **Voting and engagement:** The CIBC AM Proxy Voting Guidelines applied to all equity accounts are consistent with the PRI. We take our responsibility as shareholders seriously and many votes, including all controversial votes, are subjected to close scrutiny by the CIBC AM equity investment team. As part of our due diligence, a company’s management team, board members and others may be consulted before a vote is cast.
- > **Sector exclusion and ethical investing:** CIBC AM manages a family of equity and fixed income portfolios with specific Socially Responsible Investment (SRI) mandates. These SRI portfolios have criteria set by the client and exclude securities of any companies involved in the tobacco, alcohol, weaponry and other similarly themed industries or that have major operations in countries that disregard human rights.

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3.2 Responsible Investing (continued)

Socially Responsible Investment (SRI) Holdings ¹			
Our SRI holdings include mutual funds as well as institutional mandates managed for our clients.			
(millions)	2016	2017	2018
CIBC Wood Gundy ²	\$84.9	\$62.2	\$106.3
CIBC Investor Services Inc. ^{2,4}	\$15.1	\$22.9	\$19.0
CIBC Asset Management ³	\$361.5	\$367.9	\$392.5
U.S. Region Commercial Banking and Wealth Management	\$512.5	\$597.5	\$752.9

1

As of fiscal year end (October 31).

2

RI retail mutual fund assets representing both Responsible Investment Association member and non-member-promoted funds.

3

RI's on behalf of clients managed on a segregated account basis.

4

Formerly, Imperial Investor Services and CIBC Investor's Edge.



Gender-Themed Bond: a First in Canada

In September 2018, CIBC introduced the first **Women in Leadership Social Bond Framework** in Canada, enabling institutional clients to invest in a bond focused on companies with a commitment to gender diversity in leadership roles.

The global momentum around responsible investing continues to grow, as individuals and organizations seek ESG-driven choices for their portfolios.

With our milestone Women in Leadership Social Bond Framework, we are facilitating new sustainable investment options for clients while promoting the importance of gender diversity across corporate Canada. Funds raised through the bonds will support companies that have demonstrated leading practices or have made an active effort to foster greater gender diversity in leadership positions. [Learn more](#)

This initiative reflects our own work in advancing gender-balanced leadership at CIBC. We are a proud signatory of the Catalyst Accord 2022, a founding member of the 30% Club Canada, and were the first Canadian bank to sign the Women in Finance Charter in the U.K. [Learn more](#)

Carbon Portfolio Tracker Helps Money Managers Assess Carbon Risk

CIBC's Carbon Portfolio Tracker, developed by our Equity Research team, offers money managers a simple, comprehensive tool to understand and manage carbon risk across portfolios. Most importantly, a money manager or investor can easily determine how their portfolios are weighted in terms of greenhouse gas (GHG) emissions, relative to traditional benchmarks. The tool applies to the S&P/TSX Composite Index, the Dow Jones Industrial Average and the S&P 500.

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3.3 Climate Change

Climate change is a pivotal issue for our planet. Its physical effects, along with regulations designed to mitigate it, will have a measurable impact on communities and the economy. That’s why we are committed to understanding and responsibly managing the relevant impacts of climate change on our business.

As a service-based company, CIBC has relatively low carbon emissions. However, we recognize there are opportunities to further improve our carbon emission performance associated with our operations, supply chain and business activities. Many of our clients operate businesses that are currently facing or will face new carbon emission regulations in the future.

Carbon risk management program

CIBC’s carbon risk management program assesses and manages the impacts of climate change and climate change-driven regulations on our business operations and those of our clients. The program comprises five elements:



Leaders in our Environmental Risk Management and Corporate Real Estate groups are accountable for energy and related GHG emission reduction activities through personal performance measures. CIBC’s variable incentive compensation program aligns annual awards with business and individual performance.

Policies and Standards:

- > Corporate Environmental Policy
- > Environmentally Responsible Procurement Standard

Carbon-related financial disclosures

We are committed to being transparent with stakeholders on our efforts to address climate change:

- > We participate in a global carbon disclosure system known as the CDP, through our response to the annual Carbon Questionnaire. Our disclosure provides information on how CIBC manages risks and acts on opportunities related to carbon such as providing eco-friendly financial services. View our 2018 CDP response [here](#).
- > We support the Task Force on Climate-related Financial Disclosures (TCFD). This global working group established a framework for voluntary, consistent climate-related financial risk disclosures for use by companies to provide information to investors, lenders, insurers and other stakeholders. The TCFD recommendations lie across four pillars of governance, strategy, risk management, and metrics and targets. Consistent with the TCFD recommendations, we are assessing the potential impact of physical and transition risks from climate change on our lending portfolio. We continue to evaluate the potential for further climate-related disclosures that align with the TCFD recommendations and to engage with peers in a variety of industries in an effort to ensure that any methodology developed to support such disclosures is reasonable and appropriate and can be applied on a consistent basis. Our [climate change disclosure statement](#) provides further details.



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3.3 Climate Change (continued)

Managing Environmental Impacts

We continue to seek ways to reduce the environmental impact of our facilities and operations, with a focus on pollution prevention and the efficient use of natural resources.

- > Environmental considerations, including climate change, are integrated into our core business through our Corporate Environmental Policy.
- > Our environmental risk management team works closely with other groups across the organization to facilitate implementation of the policy and best practices.
- > Our Environmental Management System (EMS) follows an ISO 14001 framework that is used to achieve environmental policy requirements.
- > To ensure the continual improvement and effectiveness of our EMS, we monitor and review environmental Key Performance Indicators. An executive-level Environmental Management Committee provides input on environmental strategy and oversight of CIBC's environmental initiatives.

Goal – 10% reduction in GHG emissions
from our operations by 2023

2018 Performance – 2018 was the baseline year

Energy and GHG emissions

We proactively invest in energy reduction initiatives. We are committed to keeping all of our stakeholders updated on our progress. See the [environmental performance data section](#) of CIBC's website for all our metrics.

- > Energy consumption from our Canadian real estate operations has decreased by 12% since 2016.
- > Absolute GHG emissions from Canadian operations have decreased by 15% since 2016 (Scope 1 and 2).
- > GHG emissions per dollar of revenue has decreased by more than 12%, since 2016 (Scope 1 and 2).

GHG Emissions^{1,2}

Scope 1 & 2	Units	2016 ⁶	2017 ⁶	2018 ⁷
Scope 1 ³	tonnes CO ₂ e	24,700	20,623	22,412
Scope 2 ⁴	tonnes CO ₂ e	35,269	32,573	39,844
Total scope 1 & 2	tonnes CO ₂ e	59,969	53,196	62,256
GHG emission intensity (per square meter) ⁵	kg CO ₂ e/sq. m.	52.87	47.15	52.07
GHG emission intensity (per \$ millions in revenue) ⁵	tonnes CO ₂ e/millions of dollars	3.99	3.27	3.49

1 CIBC's reporting period for GHG emissions from Canadian-based real estate is from August 1 to July 31. Other sources of emissions are aligned with CIBC's fiscal year (November 1 to October 31).

2 For further details see the [environment section](#) of CIBC's website.

3 Scope 1 emissions include direct emissions from heating and cooling.

4 Scope 2 emissions include indirect emissions from electricity, heating and cooling.

5 From Scope 1 and 2 emissions.

6 2017 and 2016 data pertains to all leased and owned real estate facilities located within Canada, covering approximately 91% and 97% of our global footprint, respectively. In mid-2017, CIBC acquired U.S.-based PrivateBancorp, Inc., with related GHG emissions data first included in 2018 results.

7 2018 data pertains to all leased and owned real estate facilities located within Canada and the U.S., covering approximately 99% of our global footprint.

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3.3 Climate Change (continued)



Managing Environmental Impacts (continued)

Electronic waste and recycling

Our goal is 100% of electronic waste diversion from landfill. In 2018, we once again met that goal. A portion of our used electronics is donated to the Renewed Computer Technology program to help meet the need for computers in schools, public libraries and community organizations. For 25 years, CIBC has been the largest corporate supporter of the program. In 2018, we donated 4,202 computer components, which diverted approximately 31,000 kilograms of electronic waste from landfills.

Goal – 100% of electronic waste diverted from landfill

2018 Performance – 100%

Electronic Waste and Recycling	2016	2017	2018
Percent of electronic waste diverted from landfill (Canada, U.S., U.K. and APAC) ¹	100%	100%	100%
Computer donations to schools (number of components/tonnes)	4,116/30	3,640/27	4,202/31

¹ Reported electronic waste diverted from landfill data relates to more than 99% of global occupied floor space.

LEED-certified buildings



Our green building design criteria, which includes energy efficiency, are applied to new builds in our network of banking centres and offices. CIBC Square, our new global headquarters coming to downtown Toronto in 2020, is being built with sustainable development in mind, targeting LEED Platinum certification – the highest level under the LEED green building rating system. CIBC Square will connect to all modes of transportation, while a series of pedestrian-friendly pathways will provide access to downtown Toronto’s PATH network, businesses and amenities. The site will also feature a one-acre elevated park to serve as an urban outdoor space for CIBC employees, clients and the public.

Currently, seven percent of our occupied space is located in LEED-certified buildings.

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3.4 Responsible Sourcing

CIBC is a major purchaser of goods and services with more than 5,700 suppliers globally and \$3.6 billion spent on procurement in 2018. We strive to build collaborative supplier relationships and practice responsible and sustainable procurement.

Doing Business With CIBC

We only engage with suppliers who meet or exceed the requirements of our Supplier Code of Conduct, including:

- Acting ethically and complying with applicable laws
- Demonstrating responsible employment practices, such as minimum wage and overtime hours, safe working conditions and respecting human rights
- Following responsible business practices, including labour and employment standards, immigration, health and safety, meeting building codes and safeguarding privacy
- Caring for the community and environment

We screen and work closely with our suppliers to ensure they honour our standards, policies and expectations, including specific ESG criteria, all of which are outlined on our website in a dedicated [section for suppliers](#).

> We have a fair, transparent and inclusive sourcing process to evaluate and select suppliers.

> Suppliers are assessed – before and while they do business with CIBC – on comprehensive criteria, including their social and environmental initiatives, and must abide by our global [Supplier Code of Conduct](#), commit to living up to our core values and meet the highest standards of ethical and professional behaviour.

> Procedures are in place to assess supplier risk and to manage our supplier relationships. Our Supplier Governance Program, Enterprise Supplier Governance Office and Executive-level Enterprise Sourcing Committee govern our bank’s sourcing activities across a broad range of suppliers.

> To comply with the U.K. Modern Slavery Act, [CIBC’s statement](#) on the matter sets out the steps taken to prevent slavery and human trafficking in our business and supply chains.

Supply Chain	2016	2017	2018
Total value of goods and services purchased globally (billions)	\$3.6	\$3.8	\$3.6
FSC-certified paper use (as a % of total paper use) ¹	98%	98%	98%

¹ Does not include U.S. operations; will be included once data is available.

Opening the doors for diverse suppliers

Through our [Supplier Inclusion and Diversity program](#), we are committed to building on the current diversity within our supply chain. We want to do business with companies that reflect the clients and communities we serve and drive value for all of CIBC’s stakeholders.

To support this, we are focused on promoting and providing opportunities for diverse suppliers, including enterprises that are owned and managed by women, Indigenous peoples, veterans, people with disabilities, and visible minorities, as well as companies with a diverse workforce. One way we’re working to build supplier diversity is through ongoing relationships with organizations that work in this area (see below).

In 2018, our Sourcing group supported our HR team with their Inclusion and Diversity strategy to identify and engage Indigenous recruitment suppliers for services. In addition, the Sourcing group looked for supplier diversity opportunities to engage in the building of CIBC Square in Toronto.

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3.4 Responsible Sourcing (continued)

Memberships

To help us reach and grow business with suppliers from diverse communities, CIBC is a member of the following organizations and we participate in their supplier diversity events:

Canadian Aboriginal and Minority Supplier Council	Certifies firms at least 51% owned and operated by Indigenous peoples and visible minorities
Women Business Enterprise Canada	Certifies firms at least 51% owned and operated by women
Canadian Gay & Lesbian Chamber of Commerce	Certifies firms at least 51% LGBT+ owned and operated
Canadian Council for Aboriginal Business	Certifies firms at least 51% owned and operated by Indigenous peoples

Environmentally responsible procurement

Our Environmentally Responsible Procurement Standard outlines the requirements for buying any goods and services that may be associated with significant adverse environmental impacts. As part of our overall supplier management process, we monitor supplier environmental performance, including an ongoing requirement for suppliers to complete a questionnaire at least every two years.

Through this questionnaire, we collect and review supplier information pertaining to:

- > Environmental management systems
- > Environmental initiatives and performance
- > Environmental violations
- > Product stewardship
- > Forestry practices
- > Third-party certifications

We buy paper from sources that are environmentally and socially responsible, and in 2018 more than 98% of CIBC's total paper consumption was Forest Stewardship Council (FSC)-certified. This includes printer paper, client statements, forms, cheques, envelopes and commercial printing.

Goal – 100% of paper used is FSC-certified

2018 Performance – 98%

Goal – Reduce internal paper use by 5% per employee over five years

2018 Performance – 2018 was the baseline year

We have a five-year goal to reduce our internal paper use by 5% per employee (kg paper per FTE, 2018 baseline).

When purchasing technology, we incorporate environmental considerations through a Technical Performance Assessment. We consider many factors including the space needed to house the equipment, service life, recyclability and energy efficiency.

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At CIBC, we're a collaborative global team of 44,000 members building a relationship-oriented bank for a modern world. Our core values of trust, teamwork and accountability strengthen the CIBC community where all our team members can connect, develop, thrive and prosper. By engaging and harnessing the rich diversity of identities, talents and perspectives of our team members, we help foster a culture of innovation and meet the unique needs of our 10 million clients.

In this section, we discuss two material topics that nurture our strong client-focused culture: employee engagement, and inclusion and diversity.

Alignment with UN SDGs



2018 Highlights



88%

Employee Engagement Score – seven percentage points above the global financial services norm



\$63 million

Invested in the development of our people with a focus on our clients



31%

Women in boarded executive roles, within our goal of 30%–35%



One of Achievers 50 Most Engaged Workplaces™ in North America



One of Canada's Top 100 Employers by Mediacorp – for the seventh consecutive year

4.1 Employee Engagement

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Why it's important to CIBC

To be the leader in client relationships, we must be the leader in employee relationships. This is why we focus on attracting and retaining team members who are fully engaged and passionate about their work, our clients and the future of CIBC.



Management Approach

At CIBC, we are committed to delivering on an exceptional experience for our team members and nurture the next generation of CIBC leaders by prioritizing their development and providing the tools, collaborative environment and support they need to perform at their very best. To create a sustainable global workplace, we continue to encourage community and well-being by offering:

- > More flexibility and choice in where and how we work.
- > A culture empowered by leaders who are more visible and accessible.
- > A seamless, connected technology experience so we can work faster and more digitally.

Our Chief Human Resources Officer oversees a team that is instrumental in partnering with leaders across the bank to develop an engaged, diverse and inclusive workforce. Individual and organizational success against key measures such as employee engagement and total turnover of key talent are embedded in our leadership performance goals and reviewed with the Board on an annual basis.

New global headquarters reflects our workplace transformation

As part of our global workplace transformation, CIBC Square will soon be home to approximately 14,000 of our team members. Starting in 2020, our new global headquarters located in Toronto will redefine how we work together to shape a modern, flexible workplace that places our clients at the centre of everything we do while fostering collaboration, teamwork and community.

Wellness is a key focus of the space. The building is engineered to LEED Platinum and WELL specifications, so employees will benefit from features such as highly optimized air filtration and ventilation and floor-to-ceiling windows that provide lots of natural light.



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4.1 Employee Engagement (continued)

2018 Performance

Employee Survey Results

To build a strong, innovative, relationship-oriented bank, we need to be firmly plugged into the hearts and minds of our employees. This entails listening and engaging with our employees across job levels, businesses and regions. We have many communication and feedback channels that help us to continuously shape better experiences for our clients and teams.

One of our richest sources of feedback is our confidential Annual Employee Survey. Here, we seek feedback from our employees on a number of aspects of their experience at work including our culture, how we work, development opportunities and senior leadership. The survey results tell us how we are doing at every level of our organization, giving us meaningful data that informs action plans to enhance the employee experience at the local team level and across all of CIBC. In 2018, 86% of our global workplace completed the survey, including our expanded U.S. team for the first time.

- > Our Employee Engagement score continues to be best-in-class among high-performing companies with a score of 88%. This was seven points above the Willis Towers Watson's Global Financial Services Norm. Compared to other financial services companies within this global benchmark, CIBC received higher scores across every category. This includes categories at the heart of our strategy, such as client focus, culture, collaboration and inclusion.
- > Team members' suggestions included increasing our focus on continuous improvement and ensuring internal processes facilitate the best possible service and advice to clients.

A leader in employee engagement

CIBC was recognized by Achievers as one of the 50 Most Engaged Workplaces™ in North America, an award that recognizes excellence and innovation in employee engagement.



88%

Best-in-class employee engagement score

90%

Of team members would recommend CIBC as a place to do business

85%

Would recommend CIBC to a friend seeking employment

As we transform our bank, we also need to ensure we're connected to our team members from day one, to make them feel valued and respected. Beginning in 2018, we piloted a confidential 'pulse check' survey for new hires to give us feedback to help deliver a superior onboarding experience.

Employee Engagement	2016	2017	2018
Employee Engagement score	N/A ¹	89%	88%
Global engagement survey completion ²	94%	87%	86% ³

- ¹ The Employee Engagement score for 2016 is not comparable to the 2017 and 2018 scores, as we evolved our survey approach and changed the basis of the calculation.
- ² Response rate based on full-time/part-time permanent employees only. However, the 2016 survey included participation from some contingent workers.
- ³ Includes our expanded U.S. team.

Goal – Exceed global financial services norm for Employee Engagement score

2018 Performance – 88% score was seven percentage points above the global financial services norm

Employee Retention

Retaining our talent is an ongoing priority and another signpost of employee engagement. We monitor turnover across the organization and deploy strategies such as coaching, career planning and emphasizing internal mobility and new experiences to manage turnover in key segments. While our global total turnover rate increased slightly year over year, we had positive results on several fronts:

- > Two-thirds of all non-entry-level vacant positions were filled by internal talent.
- > Approximately 30% of external hires came from team member referrals.

Total Employee Turnover ¹	2016	2017	2018
Canada total turnover	16.4%	16.6%	17.8%
Global total turnover	16.3%	16.1%	17.2%

¹ Percentage of regular workforce, excluding temporary employees and employees on unpaid leaves.

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4.1 Employee Engagement (continued)



Developing Our People

Building individual and team capabilities is critical in maintaining our competitive advantage. In 2018, we invested more than \$63 million globally on corporate-wide learning and development through in-house classroom, in-person, virtual and online training, as well as tuition reimbursement for externally offered courses and accreditations. This translated to an average of 18.4 hours of training per employee, up from 16.6 hours the previous year. Beyond ensuring that team members are equipped to deliver a great client experience, we want them to achieve their full potential so they thrive and excel.

To optimize our global training model, this past year we began to redesign training to create a more customized learner experience – one that ensures the timely and effective development of each of our team members, while emphasizing our client service and digital capabilities. We apply these blended and modern approaches to learning in our induction programs for multi-incumbent roles, in our offers for continuous education for professional development, and our programs that target skill and knowledge build for specific roles and teams.

During 2018, we launched the CIBC Leadership Institute, an integrated suite of targeted leadership experiences for developing executives and people leaders at all levels of our bank. Organized into three Academies, these experiences leverage high-impact in-person events and cutting-edge digital learning to build leader capabilities and business acumen to accelerate CIBC’s strategy.

Developing Our People	2016	2017	2018
Global investment in learning and development (millions)	\$61	\$61	\$63
Average training per employee	\$1,413	\$1,374	\$1,425
Average training per employee (hours)	17.6	16.6	18.4

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4.1 Employee Engagement (continued)

Continuous Learning

CIBC Continuing Education Learning Hub



CE COURSE LIBRARY



SUPPORT



CE CREDITS

Many team members have told us they need support in managing the various continuing education credits required to maintain their financial planning licensing/designations. That was the catalyst behind the Continuing Education Learning Hub, launched in 2018 in partnership with the Canadian Securities Institute. Our new hub simplifies the process and offers team members greater choice, flexibility and control over their professional development.

Rewards and Recognition

Team members share in our collective success and are recognized for their contributions through a competitive Total Rewards offer. It includes salary, a flexible benefits program, pension and retirement savings programs, Employee Share Purchase Plan, Employee Banking Offer, and variable incentive compensation awards reflective of business and individual performance.

We continue to refine and enhance our compensation programs to ensure base salary and variable incentive compensation programs are competitive with market practice and fairly recognize and reward our employees as they grow their capabilities in support of our vision to be the leader in client relationships.

In 2018, we paid close to \$5.7 billion in compensation and benefits worldwide.



Financial Benefits	2016	2017	2018
Employee compensation and benefits (billions)	\$5.0	\$5.2	\$5.7
Eligible employees invested in CIBC common shares through the Employee Share Purchase Plan in Canada	63%	70%	74%
Matching contributions co-invested by CIBC towards the purchase of shares for our employees (millions)	\$37	\$40	\$43

Team members’ achievements are frequently acknowledged through our corporate intranet and newsfeed. Our Achievers program includes peer-to-peer recognition, quarterly individual or team Achiever awards, annual Achievers and our Awards of Distinction. Our Anniversary program recognizes team members as they reach important milestones in their careers with CIBC.

Performance Management

Each year, managers and their teams work together to set performance and development goals that align with our bank’s strategic priorities and support employees’ roles and/or career objectives. Regular coaching and feedback throughout the year to discuss actions and behaviour helps to work through challenges and ensure progress against goals. This ongoing performance dialogue is critical to enabling individual, team and our bank’s success.

Annual performance reviews provide managers and employees with the opportunity to evaluate individual contributions toward performance goals. Employee self-assessments initiate the discussions with managers, and additional peer feedback is recommended to supplement the assessment. Reviews also take into account the demonstration of CIBC values and compliance with policies and risk management, privacy, governance and controls requirements. Together, this information drives an annual performance rating and, along with business performance, factors into the determination of variable incentive compensation awards.

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4.1 Employee Engagement (continued)

Supporting Emerging Talent

We're working to help young people succeed, both at CIBC and in the fast-changing digital economy. It's about ensuring we have a strong pipeline of internal talent and the next generation has the right skills for a sustainable future.



From millennial-friendly work practices to development opportunities for students, our efforts have led CIBC to be named one of Canada's Top Employers for Young People, eight years in a row.



Initiatives:

- Co-op opportunities and paid internships for students
- Rotational and Leadership Development programs for both undergraduate and masters/MBA graduates
- Supportive onboarding experience and 'pulse check' survey for new hires
- Mentoring and networking programs
- NextGen Young Professionals Network
- Think tanks and thought forums to foster creativity and collaboration

Health and Well-being

We support the holistic well-being of our workforce because people who feel safe and healthy in all aspects – mind, life, body, and financial – are more engaged and better able to meet our clients' needs. In 2018, we continued to provide a comprehensive range of programs to support and nurture the well-being of our team members and their families. These programs vary by region based on local needs. Here are some examples:

- > **Flexibility@CIBC** – alternative working arrangements including flexible work schedules, telecommuting and compressed work weeks that help team members balance professional and personal commitments.

- > **Emergency Backup Child Care** – access to child care services at various locations across North America.
- > **Ergonomics** – offers tools and information to assess individual workstations and address problems to help eliminate discomfort and prevent injuries.
- > **Workplace Accommodation** – various solutions and supports, such as sign-language interpreter services, assistive technology, and access to facilities to support religious observance.
- > **Wellness Resources** – resources to support a healthy lifestyle, including a robust Employee and Family Assistance Program, Wellness Checkpoint (a confidential online health risk appraisal tool) and the LifeSpeak online video series (presents information on physical and mental health, relationships and personal development).

Providing a safe working environment wherever CIBC operates is a crucial part of caring for employees. It is a shared responsibility and collaborative effort, where everyone has an active role to play.

- > All team members in Canada are represented by Workplace Health and Safety Committees, or Workplace Health and Safety Representatives, who conduct monthly workplace inspections to ensure that every part of our workplace is safe.
- > We provide mandatory health and safety training for all team members, which includes information relating to emergency procedures, training to recognize and prevent violence in the workplace, and workplace harassment and sexual harassment awareness training.
- > In addition, team members who are client-facing are provided with specialized training, as well as procedures and practices, on robbery prevention.

Workplace Accidents (Number of Injuries) ¹	2015	2016	2017
Type of Workplace Injuries			
Minor injuries ²	419	339	441
Disabling injuries ³	195	125	110

¹ Latest data available. Federally regulated employees in Canada, including INTRIA, for calendar years 2015, 2016 and 2017. For each of the years shown there were no workplace fatalities. The 2018 data will be reported to the federal government in spring 2019.

² Minor injuries: Injuries that are treated in the workplace, with no time lost beyond the day of the injury.

³ Disabling injuries: Injuries that result in lost time in the workplace on any day following the day of the injury.

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4.2 Inclusion and Diversity

Why it's important to CIBC

Making inclusion the way we do business is integral to our global success and competitive edge. We recognize that diverse teams working in an inclusive environment are more innovative, make better decisions, reduce risk and deliver a superior experience for our clients.

Management Approach

Our longstanding commitment to inclusion and diversity is ingrained throughout our organization. We have numerous initiatives in place to promote belonging and attract, engage and develop a diverse talent pool. As we move forward, we continue to introduce innovative programs to help us create a vibrant workforce that leverages the uniqueness of our team and a workplace where all team members can realize their full potential.

CIBC's Inclusion and Diversity Leadership Council, chaired by a member of the Executive Committee, oversees the implementation of the bank's Inclusion and Diversity strategy. The council receives support from a dedicated Inclusion and Diversity Team, senior leaders from Inclusion and Diversity Action Committees across the bank and 10 People Networks connecting over 11,000 team members around the globe.

Our Inclusion and Diversity strategy emphasizes the importance of inclusive leadership. Scorecards track the quarterly progress made towards achieving our Diversity Plan goals. Each member of our executive leadership team has gender composition and broader diversity targets included in their annual performance goals.

More info:

> Corporate Governance – See [section 6.1](#) of this report



“Gender diversity is not a women’s issue – it’s a human issue. Creating opportunities and empowering not just women, but persons with disabilities and under-represented groups in the workplace, is extremely important to me personally, and to the health and future of our economy. I’m proud to lead an organization like CIBC that has achieved a number of historic firsts in the field of inclusion and diversity.”

Victor Dodig, CIBC President and CEO

2018 Performance

- > We hired more than 500 persons with disabilities, exceeding our goal and bringing the workforce representation rate to 6.4%.
- > Membership in our 10 People Networks, which support our team members through activities including networking and peer mentoring, increased to more than 11,000 team members, up from 10,000 the previous year. Our Women’s Network continues to be the largest, with 3,000 members across Canada, the U.S. and the U.K.
- > More than 1,400 senior leaders and managers completed disrupting unconscious bias training to help strengthen inclusive leadership capabilities.

2018 Awards and Recognition



For the eighth consecutive year



For best-in-class gender inclusion policies and practices



Four CIBC executives honoured

People Networks at CIBC

- | | |
|---------------------------------------|---------------------------------------|
| > Asian Employee Network | > NextGen Young Professionals Network |
| > Black Employee Network | > Pride Network |
| > HOLA Network | > South Asian Employee Network |
| > Indigenous Employee Circle | > Women’s Network |
| > International Professionals Network | > WorkAbility Network |

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4.2 Inclusion and Diversity (continued)

Goal – 30%–35% women in boarded executive roles

2018 Performance – 31% women in boarded executive roles

Workforce Diversity ¹	2016	2017	2018
Global			
Women	58%	57%	56%
Executives ²	30%	30%	31%
Canada			
Visible minorities	32%	33%	34%
Executives ²	13%	13%	18%
Persons with disabilities	5%	6%	6%
Indigenous peoples	1%	1%	1%
LGBT+	3%	3%	3%

¹ Percentage of regular workforce, excluding temporary employees, employees on unpaid leaves and retirees as of October 31. Data is voluntarily disclosed by employees, except for the number of women which is collected as part of employment records.

² Executive roles include Vice Presidents and above.



Inclusive Leaders Open Doors for Careers in Technology

CIBC team members grasp the importance of inclusion and diversity and volunteer their time and expertise to make a difference.

In partnership with Hackergal – a non-profit that brings technology programming to girls in grades 6 to 9 to address the gender imbalance in STEM fields – CIBC co-sponsored the largest all-girls hackathon in Canada.

Many of our team members volunteered at the 100+ schools that engaged in the initiative in 2018, impacting more than 3,000 girls. Building on that success, we also hosted a two-day summer program where CIBC volunteers engaged girls ranging in age from 11 to 14 in activities like mini coding challenges and a tour of our Digital Labs at MaRS.

This past year, CIBC became a founding sponsor of #movethedial, an organization focused on the advancement of women in technology through building an inclusive technology ecosystem. We are leveraging this partnership to accelerate change internally within our own technology departments to ensure they are representative of the communities we serve.

Externally, CIBC team members are working through this partnership to educate business startups early on in their journey about the importance of building inclusive cultures to create a stronger Canadian economy.



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We're committed to engaging the communities in which we live and work through charitable investments, volunteering, financial literacy programs and contributions to broader economic development.

As the financial services industry modernizes, we are evolving and innovating our business. But we remain focused on supporting the communities we serve. Our community investments reflect this commitment.

For more than 150 years, CIBC has been a strong community partner – making a positive impact through our corporate giving, sponsorships and the volunteer

spirit of our team members. This past year alone, we invested a record \$80 million in combined corporate and employee contributions.

Coupled with our strategic community investments, CIBC also generates broader economic value in the form of job creation, local hiring and procurement, revenues to government, dividends to shareholders, and more. Our aim is to create long-term economic benefits and opportunities in the communities where we operate so that we contribute to their growth and prosperity.

Alignment with UN SDGs



2018 Highlights



\$80 million
In community investment



140,000
Hours volunteered by employees and retirees



\$3.6 billion
Spent on purchasing local goods and services



44,000 jobs and \$5.7 billion
In employee compensation and benefits for team members and their families

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5.1 Community Investment

Why it's important to CIBC

Healthy and inclusive communities are vital to our clients, our employees and the sustainability of our business. We benefit from operating in many communities across North America, and we believe they should benefit in return – not only through our economic contributions like job creation, but also by ensuring CIBC and team members play an active role in addressing key societal needs.

Management Approach

Giving back is embedded deep within CIBC's culture. We manage a comprehensive community investment program to create social impact as well as business benefits. Our approach includes:

- > Providing donations and sponsorships to support local causes, as well as sharing our business expertise, marketing and other in-kind resources to build capacity for community.
- > Collaborating with non-profits to coordinate our combined resources toward common goals.
- > Measuring, evaluating and continually improving the impact of our community giving.
- > Encouraging and supporting our team members and retirees to be change catalysts in their communities through our Employee Volunteer Program. The program offers opportunities to volunteer during work hours, the chance to volunteer for the bank's community initiatives, and "CIBC Reward Dollars" that can be donated towards a preferred charity or not-for-profit.

Focus Areas

While contributing to a range of societal needs, we support causes that matter most to our employees and clients. This past year, we refined our strategic areas of focus for corporate donations to:

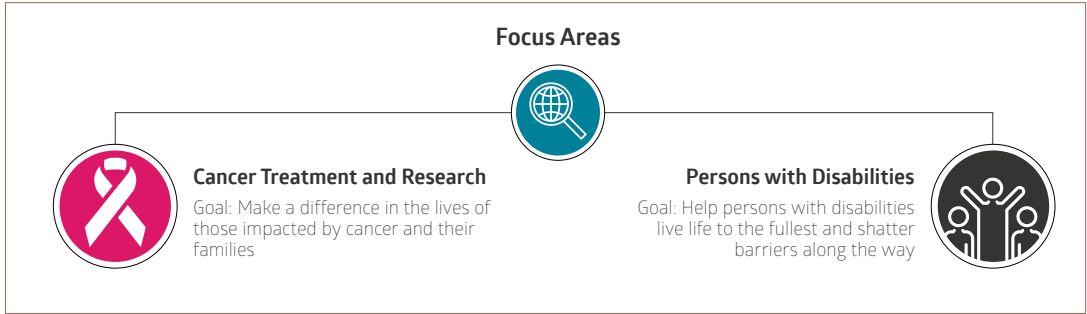
- > **Cancer treatment and research:** Cancer has historically been a strong focus for CIBC because it's a cause important to our team members and our clients. Along with funds raised by the Canadian Cancer Society CIBC Run for the Cure, most of our donations for hospitals and wellness programs are directed to cancer. We support all steps along the cancer journey from diagnosis to end of life care.
- > **Persons with disabilities:** The focus on persons with disabilities aligns with CIBC's strategic goal of removing barriers to employment for under-represented groups and promoting accessible and inclusive workplaces.

Resources:

- > [Donation and Sponsorship Guidelines](#)
- > [Community and Sponsorship](#) web page
- > [Community Development Plan](#) for CIBC Bank USA

Responsibilities

In Canada, responsibility for our community investment program lies with the head of Communications and Public Affairs, who reports to CIBC's Operating Committee. Our head of Community Investment is responsible for day-to-day management. In the U.S., the team that oversees these responsibilities reports to the CEO of CIBC Bank USA.





CIBC is a designated Imagine Canada Caring Company given our commitment to giving at least 1% of pre-tax profit in support of communities.

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5.1 Community Investment (continued)

2018 Performance

- > Our global community investment was \$80 million, up from \$70 million the previous year. This comprised \$60 million in corporate giving and \$20 million in employee-led fundraising and giving.
- > Our contributions supported more than 2,077 charities and non-profits across North America, helping them deliver much-needed programs and build capacity.
- > CIBC employees and retirees volunteered more than 140,000 hours¹ in communities across North America and also raised more than \$15 million during our annual Employee Giving Campaign.
- > Our new community investment initiative, One for Change, unifies our areas of giving and mobilizes volunteerism to drive greater social impact (see sidebar).

¹ In 2018 CIBC transitioned to a new technology platform to measure employee volunteerism which resulted in a decrease in hours captured. As the platform is further integrated we anticipate the number of hours captured will increase to more closely reflect actual employee volunteer time.

Goal – \$350 million over five years in total corporate and employee giving

2018 Performance – This target is for 2019–2023

Community Contributions	2016	2017	2018
Corporate contributions (millions)	\$44	\$45	\$60
Employee contributions (millions)	\$21	\$25	\$20
Total (millions)	\$65	\$70	\$80

Employees inspire new community investment initiative

In 2018, we launched a new global community investment initiative, One for Change. It was inspired by the tremendous passion our employees have for serving communities through volunteering and fundraising. Each year thousands of employees give generously of their time and money to causes that matter most to them.

One for Change communicates what we stand for, while also being a compass for future action. Our employee-led fundraising campaigns reflect the One for Change spirit:



- > BC Children’s Hospital Campaign
- > CAMH One Brave Night
- > Movember
- > Ride to Conquer Cancer
- > OneWalk to Conquer Cancer
- > SickKids Leaders
- > Tour CIBC Charles-Bruneau
- > Canadian Cancer Society CIBC Run for the Cure

“We know from experience that it only takes one person to make a difference, and that great things happen when our team rallies around a common purpose. This unifying initiative really captures the power of people coming together around causes that have touched our clients, communities and team personally.”

Veni Iozzo, CIBC Executive Vice-President, Communications, Public Affairs & Workplace Transformation



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5.1 Community Investment (continued)

Community Building in 2018



Canadian Cancer Society CIBC Run for the Cure

A 15,000 strong Team CIBC joined more than 82,000 Canadians at 56 run sites across the country, and through pledges, donations and fundraising raised an estimated \$3 million of the total \$16.2 million through the 2018 Canadian Cancer Society CIBC Run for the Cure (the "Run"). 2018 marked the 22nd year of CIBC's title sponsorship of the Run and, over more than two decades, Team CIBC has raised more than \$51 million in support of breast cancer research, education and support.



Tour CIBC Charles-Bruneau

More than 100 Team CIBC cyclists raised over \$1 million to support pediatric oncology through the 2018 Tour CIBC Charles-Bruneau. CIBC employees and clients have supported the cause since 2005, contributing over \$7.6 million to help the Fondation Charles-Bruneau carry out cutting-edge pediatric research and projects in the hope of creating a cancer-free future for children.



BC Children's Hospital

Through garage sales, barbeques and other activities, CIBC employees across British Columbia, Northwest Territories and the Yukon raised \$275,000 to help BC Children's Hospital meet its growing pediatric needs.



CIBC Miracle Day

Together with clients across Canada and in offices in New York, London and Hong Kong, our employees generated \$5.5 million on CIBC Miracle Day to benefit kids in need around the globe. Over the past 33 years, the initiative has raised nearly \$250 million globally.



Movember

CIBC is a global leader in fundraising for the Movember movement, with over \$3 million raised since 2007 to promote men's health. Funds raised during this campaign go toward research to address some of the biggest health issues faced by men: prostate and testicular cancer, mental health and suicide prevention.

"I do it for my mom who has done so much to help me.

I was 5 years old when I was diagnosed with a degenerative eye disease. Shortly thereafter, my mom started a fundraiser to support vision research and joined the Foundation Fighting Blindness. That was 20 years ago.

Through my mom's work at the foundation, I was inspired to take action and become a mentor for other young, visually impaired people within my community. From organizing networking events to speaking at fundraisers, I see firsthand the impact of building a support network.

It's about connection. It's about hope. And, it's about building a future together where everyone thrives."

Gavin Morrison, CIBC Senior Analyst,
Credit Processing Services





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5.2 Financial Literacy

As a bank, we have a special ability – and a responsibility – to promote good personal finance and banking habits. That’s why we invest in community programs that support financial literacy. Here we provide a selection of examples focusing on youth, women and entrepreneurs.

Youth

- > In Canada and the U.S., we partner with Junior Achievement (JA), a non-profit organization committed to helping students succeed in the global economy. Our team members volunteer to deliver JA financial literacy workshops in classrooms throughout the year, making the connection between program concepts and real-life situations.
- > In our banking centres, we host financial literacy seminars to educate young adults between the ages of 18 and 25 on a range of topics including budgeting, expenses and managing their personal finances.

“I am a big supporter of Junior Achievement. I go to classrooms and teach youth about the economy as well as the importance of savings and budgeting. I want to help improve the financial literacy of young Canadians so that they’ll make smart decisions when they start making money.”

Benjamin Tal, CIBC Managing Director and Deputy Chief Economist



Entrepreneurship

- > CIBC is the presenting sponsor of Entrepreneurship 101, Canada’s largest live and online entrepreneurship course. The five-week course helps over 27,000 entrepreneurs, students and individuals in Canada and around the world with a range of issues including financial literacy.
- > We co-founded Futurpreneur Canada in 1996 and continue to be a funding and strategic partner. Futurpreneur is the only national, non-profit organization that provides financing, mentoring and support tools to aspiring business owners aged 18 to 39. Its mentoring program matches young entrepreneurs with a business expert from a network of more than 3,000 volunteer mentors. Since its inception, it has supported over 11,400 entrepreneurs, helped create more than 47,000 jobs and helped generate tax revenues of nearly \$300 million.
- > Each year, CIBC Bank USA donates \$500,000 to community organizations that provide entrepreneurial training programs.

Women

- > CIBC is a longstanding National Corporate partner of the Canadian Women’s Foundation’s Economic Development Fund, having provided over \$2 million in financial support since 1996 and lending our expertise as representatives on the national committee at various times.
- > On an annual basis, CIBC hosts a seminar in person and via teleconference for approximately 200 people. The presentations empower women through an increased understanding of the inter-relationships between finance, health and family.

Other Highlights

- > CIBC Bank USA partners with community organizations to offer educational seminars and events focusing on credit and homebuyer education, and also provides funding to HUD-certified housing counseling agencies that deliver homebuyer education services.
- > To advance financial literacy for Indigenous peoples, we have created a Personal Financial Planning Course to help participants take stock of all their assets and obligations and develop a suitable financial plan. The course can be presented in the community at no charge. We also offer an Indigenous-peoples-focused Financial Literacy Program that supports community members with online banking education and financial literacy workshops designed to meet their unique needs.
- > As the Official Bank of the Canadian Hockey League (CHL), we developed a unique financial literacy program targeting hockey players aged 16 to 19 from our 23 sponsored teams that teaches fundamental money management skills through four modules of learning. The four modules cover chequing and savings accounts, managing money, credit and borrowing. The CIBC Financial Skills Training program is now a permanent part of the CHL’s annual training camp for these 23 teams.

More info:

- > [CIBC’s financial literacy webpage](#)
- > Financial literacy initiatives for clients – See [section 2.2](#) of this report
- > [CIBC Bank USA 2017 Community Impact Report](#)



5.2 Financial Literacy (continued)

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CIBC Donation Helps Students Master Money

In 2018, we pledged \$125,000 to Nova Scotia Community College (NSCC) to support the development of a financial literacy course.

The course will be built into every program at NSCC locations across the province so students can learn to manage their money and make smart financial decisions now and in the future.



“Through the generosity of CIBC, students at Nova Scotia Community College will be better equipped to manage expenses, control personal debt and begin saving money for their future. We are so fortunate that CIBC sees the value in addressing this pressing societal issue amongst the college-aged population.”

Don Bureaux, NSCC President

Giving Kids Practical Skills for Money Management



“The partnership between CIBC employees and Junior Achievement of Chicago runs deep. Together we have been able to bring financial literacy to Chicago’s underserved schools while also logging over 15,000 qualified CRA volunteer hours over the past 10+ years. The students enjoy having us in their classroom, the employees love giving back in a meaningful way and the regulators commend us for our contributions to the community. CIBC + Junior Achievement = Win!”

Kristen P. Freund, CIBC Managing Director & Deputy Group Head,
Illinois Commercial Banking

185

Free seminars run by our U.S. employees in 2018 to help clients and community members boost their financial knowledge and skills

8,300

People benefited from financial education initiatives supported by CIBC in 2018

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5.3 Economic Value

Beyond corporate and employee giving, we contribute to community development and local economic growth through our many economic contributions.



We are committed to creating long-term economic value by helping our clients grow and prosper, providing meaningful employment opportunities, purchasing local goods and services, paying taxes and supporting small businesses. The chart below breaks down our impacts.

Our corporate strategy is to build a relationship-oriented bank for a modern world by creating a strong client-focused culture, optimizing operational efficiency, diversifying earnings growth and ensuring disciplined capital deployment. We have a track record of delivering sustainable financial results, which serves as the foundation for our ability to deliver economic value to our stakeholders.

CIBC's Economic Contributions	2016	2017	2018
Revenue (billions)	\$15.0	\$16.3	\$17.8
Adjusted net income (billions)	\$4.1	\$4.7	\$5.3
Taxes paid (billions)	\$1.4	\$1.9	\$2.2
Total shareholder return	5.2%	18.3%	4.7%
Debt financing to firms in Canada (billions)	\$148.0	\$160.6	182.0
Goods and services (billions)	\$3.6	\$3.8	\$3.6
Community investment (millions)	\$65	\$70	\$80
Employee compensation and benefits (billions)	\$5.0	\$5.2	\$5.7

As part of the financial services industry, CIBC is dedicated to ensuring our business complies with tax obligations in all markets where we do business. In response to recent legislation in the United Kingdom, CIBC has published its [UK Tax Risk Management Strategy](#).

Taxes in Canada

In 2018, the CIBC group of companies contributed a total of \$1.8 billion to all levels of government in Canada. This total consisted of \$1,168 million in income tax expense, \$68 million in capital taxes and \$560 million in payroll taxes (employer portion), business taxes, property taxes, GST/HST and provincial sales taxes.

More info:

- > [2018 Annual Report](#)
- > Taxes in Canada – See [Appendix of this report](#)

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6.0 Governance



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- 6.2 Business Ethics

Other Topics:

- 6.3 Tax Governance
- 6.4 Public Policy and Political Contributions

Over the past 151 years we have built our business on a foundation of strong ethics and leading corporate governance. In this section, we discuss our approach and 2018 performance in these key areas.

Everything we do as a financial services provider depends on having the confidence and trust of our clients, employees, shareholders and other stakeholders. Effective corporate governance ensures that our Board of Directors has proper oversight of how CIBC is being managed. We strive each year for continuous improvements in our governance – from our controls around accountability, strategic decision-making and managing risk to our executive compensation and disclosure practices.

Business ethics are interconnected with our efforts to be a corporate governance leader. To earn and maintain public trust, we have an integrated framework of policies and programs to ensure our activities are conducted with honesty, respect and integrity. Commitment and diligence from every member of our global team are required to sustain the ethical and responsible growth of our business.

We also believe that engaging in public policy forums and other government relations activities contributes to our success. By being an active and constructive participant in discussions about important issues facing both our banking business and the broader economy, we seek to inspire changes that benefit everyone.

Alignment with UN SDGs



2018 Highlights



44%

Women on CIBC’s Board of Directors, which is above our minimum goal of 30%



94%

Of directors on the Board are independent



100%

Of employees completed CIBC ethical training on our Code of Conduct



Named one of the world’s 100 most sustainable companies by Corporate Knights, which assesses companies on sustainability practices including disclosure, financial health and women in leadership



Selected by Corporate Knights as one of the Best 50 Corporate Citizens in Canada, marking the eleventh time CIBC has made the list since the annual ranking began in 2002

6.1 Corporate Governance

Why it's important to CIBC

Effective corporate governance ensures that our Board of Directors has proper oversight of how CIBC is being managed on behalf of shareholders and all stakeholders.

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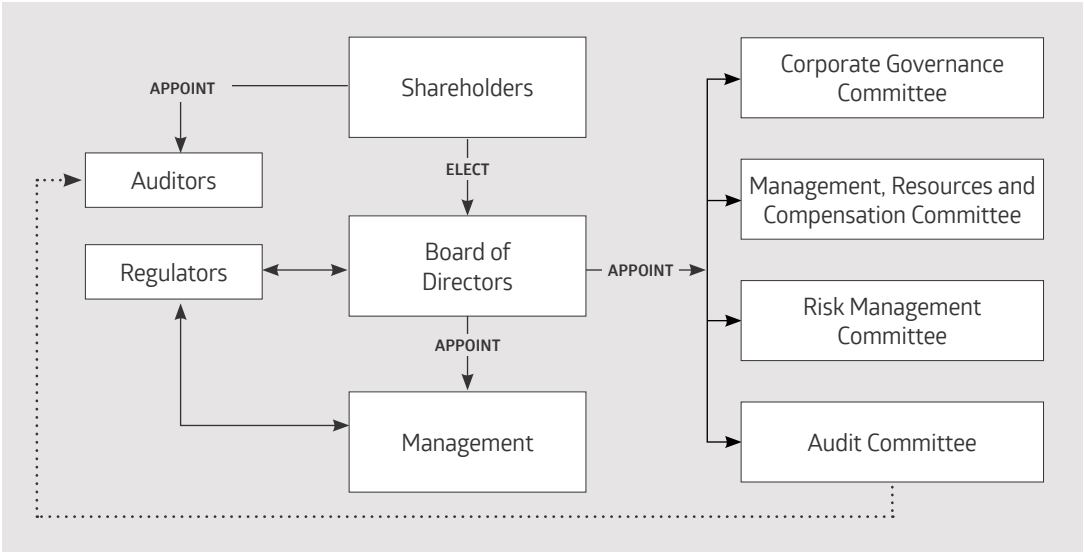
Management Approach

At the foundation of CIBC's governance structure are knowledgeable and effective directors who are committed to upholding strong governance principles and fostering a culture of engagement and transparency.

Key components of CIBC's governance practices are set out below:

- > Director independence is an important part of how the Board satisfies its duty to supervise the management of CIBC's business and affairs. All Board members are independent except for the CEO.
- > CIBC's **Statement of Corporate Governance Practices** describes the governance framework that guides the Board and management in fulfilling their responsibilities to CIBC and its shareholders, employees and clients.
- > The **Board Diversity Policy** recognizes the value that all aspects of diversity bring to the boardroom in gaining other perspectives and making better decisions for CIBC and its clients, shareholders and employees. Women make up 44% of our Board – exceeding the Board's goal of at least 30% women.
- > CIBC's **stakeholder engagement processes** reflects the Board's and management's belief that understanding the broad range of stakeholder perspectives is important to being a relationship-oriented bank and welcomes stakeholder feedback as valuable input for enhancing its governance practices.
- > CIBC's **Code of Conduct** sets out the principles and standards of behaviour we expect from our employees, contingent workers and members of the Board of Directors and supports CIBC in living up to our values of Trust, Teamwork and Accountability.

Another component of good governance is risk management. We manage a wide variety of risks across all our business areas. Defining acceptable levels of risk and establishing sound principles, policies and practices for managing risks is fundamental to achieving consistent and sustainable long-term performance, while remaining within our risk appetite. For more about risk management at CIBC, refer to page 41 of our 2018 Annual Report.



“Having a breadth and depth of experience across Board members is critical. We continue to review the alignment of the skills and experience of your Board with CIBC’s strategic priorities and the long-term needs of the Board. This review helps us identify gaps in the Board’s collective skill set for Board renewal purposes and continuing education.”

The Honourable John P. Manley, Chair of the Board

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6.1 Corporate Governance (continued)

Guiding Our Corporate Responsibility Journey

Two committees of the Board have oversight accountabilities related to corporate responsibility:

- > The **Corporate Governance Committee** oversees the annual evaluation of the Board’s performance and effectiveness, CIBC’s corporate governance framework, policies on CIBC’s approach to conducting its business in an ethical and socially responsible manner, CIBC’s Code of Conduct, client complaint processes, privacy matters and the Board’s stakeholder engagement framework.
- > The **Risk Management Committee** reviews and approves CIBC’s frameworks and policies on the identification and control of risks. This review includes our Reputation Risk Management Framework and the Global Conduct Risk Framework.

In addition and to ensure alignment with our risk-controlled approach to compensation, the **Management Resources and Compensation Committee** considers input from the Chair of the Risk Management Committee when making variable incentive compensation decisions.

Our **Executive Committee** is accountable for the progress of our corporate responsibility program and senior management compensation is linked to company-wide performance. Annually, the Management Resources and Compensation Committee sets goals and measures for the CEO and Executive Committee members. These goals align with CIBC’s culture and incorporate metrics for inclusion and diversity as well as environmental performance for certain employees, which are then incorporated into the goals and measures of other executives and team members across the bank.

When making variable incentive compensation decisions, the Management Resources and Compensation Committee looks at business performance and risks undertaken by considering the performance of CIBC and its businesses against financial and non-financial metrics, including client experience, risk appetite measures and compliance with governance, control and policy requirements. As well, there is a higher proportion of deferred compensation for individuals with the potential to create significant risk for CIBC. Our Executive Compensation plans adhere to the Financial Stability Board Principles and Standards for Sound Compensation Practices. See CIBC’s Proxy Circular on our [investor relations website](#) for additional information.

CIBC’s Governance Practices Include:

Integrated Governance Model	Code of Conduct	Executive Compensation Standards	Oversight of Corporate Responsibility
Stakeholder Engagement	Independent Directors	Director Orientation & Continuing Education	Talent Management & Succession Planning
Whistleblower Hotline	Proxy Access Policy	Statement of Disclosure Policy and Practices	Annual Board Evaluation Process by Independent Firm

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6.1 Corporate Governance (continued)

2018 Performance

- > The Board exceeded its gender diversity goal of at least 30% women and at least 30% men, with women representing 44% and men representing 56% of Board membership. In 2018, women also comprised 31% of global executives, exceeding our goal of 30%.
- > CIBC was named among the world's 100 most sustainable companies, one of only four Canadian companies to be included on the list compiled by Corporate Knights. We were recognized for our commitment and performance on gender diversity, responsible tax behaviour and pension benefits.

Goal – At least 30% women and at least 30% men on the Board

2018 Performance – 44% women and 56% men on the Board

Goal – A substantial majority of independent directors

2018 Performance – 94% of directors are independent

Corporate Governance	2016	2017	2018
Women directors	35%	41%	44%
Independent directors	94%	94%	94%

Women in Leadership: Accelerating Progress

Progress at CIBC

- > Representation of women directors on our Board has climbed from 27% in 2015 to 44% in 2018.
- > Women chair three of CIBC's four Board committees.
- > We were recognized for the third consecutive year as a member of the Bloomberg Gender-Equality Index for our commitment to inclusion.

Championing action in the corporate world

- > Our President and CEO, Victor Dodig, serves as Chair of the Catalyst Canada Advisory Board, as a member of Catalyst's Global Board of Directors and past Chair of the 30% Club Canada.
- > In September 2018, we issued Canada's first social bond framework focused on corporations with a demonstrated commitment to women in leadership roles – see [section 3.2](#) to learn more.
- > CIBC was the first Canadian bank to sign HM Treasury's Women in Finance Charter (in 2016), signaling our pledge for better gender balance across financial services firms in the United Kingdom.

“Victor Dodig’s commitment to supporting Catalyst and bringing other business leaders to the table to accelerate the advancement of women and inclusive workplaces has been transformative. He sets the gold standard for leadership and action in corporate Canada.”

Tanya van Biesen, Executive Director, Catalyst Canada



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6.2 Business Ethics

Why it's important to CIBC

The way we conduct business is as important as the services and products we offer. Strong business ethics are vital to our bank's reputation, relationships with stakeholders and long-term growth.

Management Approach

We're committed to operating in an honest, ethical and responsible manner at all times, and we have robust policies and programs to achieve this.

Code of Conduct

Our **Code of Conduct** sets out the principles and standards of behaviour expected from employees, contingent workers and members of the boards of directors of Canadian Imperial Bank of Commerce and its wholly-owned subsidiaries. The Code covers subjects ranging from avoiding conflicts of interest to ensuring a respectful and safe workplace to protecting privacy and confidentiality. Annual training on the Code is required for all CIBC employees and contingent workers, and includes scenario-based decision-making exercises along with an annual attestation of compliance. The Corporate Governance Committee oversees compliance with the CIBC Code of Conduct.

Goal – 100% of employees complete CIBC ethical training on our Code of Conduct

2018 Performance – 100%

Corporate Mandatory Training and Testing (CMTT):

All employees and contingent workers must annually complete a series of e-learning modules (see below) designed to help our team members achieve CIBC's vision while meeting regulatory, legislative and policy learning requirements. We closely monitor completions of CMTT by the specified deadline.

Mandatory Training and Testing modules include:



- > CIBC's Vision and Values
- > Act with Integrity
- > Anti-Bribery and Anti-Corruption Policy
- > Health and Safety for Employees/Managers
- > Anti-Money Laundering and Anti-Terrorist Financing
- > Confidentiality and Privacy
- > Managing Risk
- > Records Management
- > Respect in the Workplace
- > Sexual Harassment Awareness
- > Violence in the Workplace

Anti-Money Laundering and Anti-Terrorist Financing

We have an enterprise-wide program that helps us to detect, deter and report suspected money laundering and terrorist financing activities. These measures include appropriate controls and procedures to ensure we are conducting due diligence on new and existing clients, and for performing enhanced due diligence on clients who may pose a potential risk to CIBC. We stay informed about evolving trends and techniques to counter such risk, consult on an ongoing basis with external experts, and provide regular training to help our employees stay abreast of ongoing changes. Our Risk Management Committee oversees this program.

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6.2 Business Ethics (continued)

CIBC Leads Fight Against Fentanyl Trafficking

Pervasive use and dependence on illegal opioids, such as fentanyl, have skyrocketed in recent years, triggering a significant number of overdoses and deaths in every region of the country. Fentanyl – a powerful painkiller that’s 50 to 100 times more potent than morphine – accounts for more than two-thirds of the opioid-related deaths.

To promote this illegal trade, opportunistic drug traffickers continually hunt for ways to take advantage of the global financial system. Through devious and sophisticated tactics such as money laundering, wire transfers and virtual currency, these criminals can facilitate opioid procurement and delivery in and out of countries worldwide, often involving black-market versions of fentanyl.

Project Guardian: A Unique Partnership

CIBC has been leading a public-private project called Project Guardian to combat illegal fentanyl trafficking. Through this unique alliance – launched in 2018 – we have helped rally action and collaboration across financial institutions, governments and other sectors to find innovative ways to help tackle this illicit activity.

Intelligence Sharing

In particular, CIBC is working closely with the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) and law enforcement agencies to monitor, identify and share intelligence about suspicious transactions involving fentanyl. FINTRAC has created a list of money laundering indicators that assist businesses like ours to detect the various ways drug traffickers exploit the financial system to distribute fentanyl and other opioids.

“This crisis is a significant concern to CIBC because it affects our clients, our communities and our business. In response, we have spearheaded Project Guardian to fight this truly global crime and attempt to halt illegal opioid trafficking, which is devastating so many Canadians and their families.”

Stephen Wade, CIBC Chief Anti-Money Laundering Officer

Anti-Bribery and Anti-Corruption

An Anti-Bribery and Anti-Corruption Policy, a Fraud Management Policy and other measures help ensure our people don’t engage, directly or indirectly, in bribery, kickbacks, fraud or other corrupt activities. In particular, we have zero tolerance toward internal fraud and have procedures to prevent bribery and corruption when hiring employees or contingent workers, engaging suppliers and entering into strategic transactions. All internal fraud is investigated, recorded, and reported to the CEO, the Executive Committee, the Operational Risk and Control Committee, and the Audit Committee. Our Risk Management Committee oversees this program.

Human Rights

We believe that ensuring human rights is a cornerstone of doing business ethically. CIBC is committed to providing a workplace that is free from harassment and discrimination on the basis of characteristics protected by human rights legislation – including national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, physical and/or mental disability, gender identity and gender expression. Our Management Resources and Compensation Committee oversees our human capital strategy. See below for more details.

Reporting

Anyone working on behalf of CIBC must report suspected violations of our Code of Conduct or the law. Our confidential [Whistleblower Hotline](#), available 24/7 and in multiple languages, allows for anonymous reporting of concerns without fear of retaliation. Our Whistleblower Policy outlines the requirements for reporting and investigating concerns whether raised internally or from an external party. Contravention of our Code or the law may result in disciplinary action including termination of employment. The Audit Committee oversees our Whistleblower Policy and CIBC’s fraud prevention and detection program.

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6.2 Business Ethics (continued)

2018 Performance

- > Every year we update our Code of Conduct for approval by our Board of Directors. This approach ensures our Code remains current and relevant. The most recent Code was launched in November 2018. The updates align with changes in CIBC policies, regulatory requirements and best practices. With the change in cannabis laws, our Code now includes provisions that limit the use of recreational cannabis. In addition, we combined CIBC’s Code of Ethics for Directors with CIBC’s Code of Conduct to consolidate and simplify our approach to behavioural codes.
- > All CIBC employees and contingent workers completed training and testing and attestation on the Code of Conduct. Many team members completed additional role- and business unit-specific mandatory training as applicable.
- > We updated mandatory training to include new modules on:
 - > Sexual Harassment Awareness that reinforces how we must all work together to prevent, report and respond to sexual harassment in the workplace.
 - > Anti-Bribery and Anti-Corruption Policy to help team members recognize and avoid involvement in activities linked to bribery and corruption.

Business Ethics	2016	2017	2018
Employee completion of CIBC ethical training on our Code of Conduct	100%	100%	100%

Safeguarding Human Rights: A Comprehensive and Unwavering Effort

- We at CIBC ensure everything we do respects human rights. It is at the core of how we run our business – and brought to life in the many ways we promote human rights in our workplace, in our communities and throughout our supply chain.
- Everyone has the right to be treated fairly, with decency and respect, and to feel safe and secure when they come to work or interact with us. This philosophy is at the heart of our human rights commitment and is embedded into every corner of our organization. Here is an overview:
- > **Dedicated team:** A team within our Human Resources group proactively anticipates and manages human rights issues that may arise for employees, contingent workers and clients. The team collects data, monitors trends, conducts investigations where required and advances our policies and processes on promoting human rights.
 - > **Feedback channels:** Employees can voice workplace concerns through various channels, as outlined in our Whistleblower Policy and the Speak Up Policy in the U.K., including our Employee Survey, Workplace Issue Resolution Process, Whistleblower Hotline, and Employee Relations Hotline.
 - > **Change Initiative Risk Assessment Process:** This robust process includes reviews of all initiatives and ensures potential human rights issues are identified and addressed.
 - > **Competitive and equitable rewards:** We conduct regular reviews of our Total Rewards offer, consisting of salary, a flexible benefits program, pension and retirement savings programs, Employee Share Purchase Plan, Employee Banking Offer, and variable incentive compensation awards, and make necessary adjustments to ensure our offer remains market competitive and appropriately recognizes team members for their contributions. CIBC is committed to ensuring that our Total Rewards offer remains consistent with Living Wage Principles.
 - > **Pay equity:** To ensure women are paid equally, CIBC conducts internal gender pay gap analysis and a same job gap analysis, using an internal methodology. As part of our annual compensation cycle, CIBC reviews and compares compensation levels to ensure alignment with CIBC’s gender-neutral internal compensation structure, including base salary and variable compensation, and market data as applicable.
 - > **Training:** Employees receive training on a range of human rights issues, and in 2018 we introduced new Sexual Harassment Awareness training to supplement our sexual harassment policy.



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- > **Freedom of association:** We respect the choice of our employees and we do not conduct business where the right to exercise freedom of association and collective bargaining is at risk. Approximately 2% of CIBC employees in Canada are covered by a collective bargaining agreement, specifically at our Credit Card Contact Centre in Toronto.
- > **Compliance:** We comply with applicable human rights laws and standards wherever we operate, including laws addressing issues such as pay equity, employment equity, health and safety, discrimination and harassment.
- > **Our suppliers:** As a condition of doing business with us, suppliers must model strong human rights practices. CIBC is committed to ensuring that slavery and human trafficking are not employed in our supply chains or in our business.
- > **Local communities:** We respect the cultures and traditions of all peoples, including those of Indigenous communities.

Our Policy Framework – An Integrated Approach

Our pledge to protect and promote human rights is woven through many CIBC policies, such as:

- > CIBC Code of Conduct
- > Respect in the Workplace Anti-Discrimination and Anti-Harassment Policy
- > Workplace accommodation policies
- > Employment Equity Policy
- > Global Hiring Policy
- > Gender – Reassignment Policy (U.K.)
- > Supplier Code of Conduct
- > U.K. Modern Slavery Act Statement



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6.3 Tax Governance

Our primary goal is to maximize the value we generate for our shareholders while fulfilling our legal, regulatory, social and environmental responsibilities. To that end, we comply with the requirements of tax, money laundering, and other laws of all of the countries where we carry on business. In addition, we follow strict compliance procedures, including under our Global Reputation and Legal Risks Policy. We also support the need for all countries, including so-called tax havens, to develop laws and regulations that improve the economic and social well-being of people globally while preventing illegal activity, rather than facilitating it. We will continue to support the development of these laws, as well as initiatives through forums like the Organisation for Economic Co-operation and Development (OECD).

Our approach to tax governance includes the following key elements:

- > Complying with all applicable tax laws, rules and regulations
- > Maintaining tax compliance as a fundamental part of our business practice
- > Paying all taxes due in the jurisdictions where we operate
- > Working transparently and co-operatively with the appropriate tax authorities
- > Consulting with leading law and accounting firms to obtain expert, objective advice and opinions on tax matters
- > Proactively working with policy-makers and revenue authorities
- > Complying with the arm's length transfer pricing principle for CIBC's intra-group cross-border transactions
- > Following the OECD transfer-pricing guidelines adopted by Canada and many foreign jurisdictions, including country-by-country reporting
- > Continuous monitoring of OECD pronouncements and local country laws for transfer pricing developments



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6.4 Public Policy and Political Contributions

As part of CIBC’s initiatives to help build strong communities, we contribute to public policy goals and support the democratic process.

We meet regularly with political stakeholders, officials and regulators to promote a healthy financial sector and economy. As part of a highly regulated industry, we believe it is important to engage in relevant public policy discussions and industry consultations to offer constructive feedback and expertise. Informed policy-makers make better decisions for our communities, our clients and our shareholders.

Transparency and governance

We are transparent about all of our public policy activities and political contributions wherever we operate. As part of our approach, we have implemented robust policies and procedures – including CIBC’s Code of Conduct, Federal Lobbying and Political Donations Policy (Canada), and Anti-Bribery and Anti-Corruption Policy – to ensure that our engagement with government bodies and officials follows CIBC’s strict standards and complies with all relevant laws and regulations.

As part of its governance oversight, CIBC’s Corporate Governance Committee reviews our framework for communicating with our stakeholders and our approach to maintaining effective relationships with governments and regulators. On a monthly basis, Government Relations contacts all employees authorized to undertake lobbying activities and determines whether any reportable communications have occurred.

Political donations – Canada

- > We do not contribute to Canadian federal political parties, candidates or electoral district associations, and we also do not donate to municipal politicians.
- > At the provincial level, we contribute to political parties where legally permitted, and each donation is publicly disclosed through the provincial election websites. In 2018, our provincial political donations totaled \$20,100 to various parties, compared to \$41,000 the previous year.

Political donations – U.S.

- > Our U.S. business has a Political Action Committee (PAC) registered with the Federal Election Commission (FEC). The CIBC PAC is supported entirely by voluntary employee contributions, which are reported to the FEC and the relevant State or local election commissions and are publicly available. These funds allow CIBC to support the PACs of the financial industry trade associations where we are a member and, periodically, contribute to candidates and political committees on a bi-partisan basis. In 2018, the CIBC PAC made no donations to political parties or candidates.
- > As a state-chartered bank, CIBC is allowed to contribute to candidates and political committees at the state and local level, subject to limits set by each jurisdiction. Our corporate political contributions in the U.S. equaled US\$11,640 in 2018, compared to US\$15,350 the previous year.

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7.1 Canadian Public Accountability Statement

All federally regulated financial institutions in Canada with equity greater than \$1 billion are required to publish annual public accountability statements outlining their contributions to the Canadian economy and society. Our previous Public Accountability Statement was included in the CIBC 2017 Corporate Responsibility Report and Public Accountability Statement. Our current and previous reports are available for download and printing [here](#).

Important Information

- 1. Affiliates – This Corporate Responsibility Report and Public Accountability Statement has been published by CIBC and the following affiliates of CIBC: CIBC World Markets Inc.; CIBC Mortgages Inc.; CIBC Life Insurance Company Limited; CIBC Trust Corporation; CIBC Securities Inc.; CIBC Investor Services Inc.; CIBC Asset Management Inc.; CIBC BA Limited; CIBC National Trust Company; CIBC Private Wealth Advisors, Inc.
- 2. Community Investment – See [section 5.0](#) of this report
- 3. Support for Small Business – See [section 2.4](#) of this report
- 4. Debt Financing to Canadian Firms – See [section 7.1.1](#) of this report
- 5. Access to Financial Services – See [section 2.3](#) of this report
- 6. Branches and ATMs – See [section 7.1.2](#) of this report
- 7. Employment in Canada – See [section 7.1.3](#) of this report
- 8. Taxes – See [section 7.1.4](#) of this report

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7.1. Canadian Public Accountability Statement (continued)

7.1.1 Debt Financing to Canadian Firms

We provide our clients with access to credit in order to support their business goals.

Our range of lending products and services meets the needs of small, medium-sized and large corporate businesses and includes real estate lending and commercial mortgages, agriculture lending, leveraged financing, asset-based lending, wholesale automotive financing and general corporate financing. CIBC and other major Canadian financial institutions have partnered with the federal government to create the Business Growth Fund, which provides capital, talent and mentorship to spur growth, productivity and increased scale among Canada’s small to medium-sized businesses.

CIBC and its listed affiliates debt financing to firms in Canada

As at October 31, 2018

(\$millions)

Province or Territory		\$0–\$24,999	\$25,000–\$99,999	\$100,000–\$249,999	\$250,000–\$499,999	\$500,000–\$999,999	1,000,000–\$4,999,999	\$5,000,000 and Greater	Total
British Columbia	Authorized Amount	54	224	289	295	477	2,126	16,894	20,360
	Number of Firms	8,336	4,345	2,093	861	658	816	509	17,618
Alberta	Authorized Amount	39	191	233	225	328	1,862	31,226	34,105
	Number of Firms	6,451	3,710	1,677	670	464	755	486	14,213
Saskatchewan	Authorized Amount	11	71	78	83	112	462	1,677	2,494
	Number of Firms	1,587	1,354	548	242	158	211	55	4,155
Manitoba	Authorized Amount	9	46	66	63	109	524	4,970	5,786
	Number of Firms	1,266	891	465	185	154	232	110	3,303
Ontario	Authorized Amount	183	794	953	937	1,477	5,418	82,196	91,957
	Number of Firms	28,560	15,116	7,096	2,665	1,898	1,878	1,404	58,617
Quebec	Authorized Amount	34	157	218	266	448	2,216	17,477	20,816
	Number of Firms	5,303	3,095	1,481	746	576	725	474	12,400
New Brunswick	Authorized Amount	3	18	19	27	45	244	884	1,240
	Number of Firms	512	357	129	65	55	76	36	1,230
Nova Scotia	Authorized Amount	7	37	41	50	87	358	2,757	3,337
	Number of Firms	1,069	723	292	134	102	128	76	2,524
Prince Edward Island	Authorized Amount	1	7	9	9	18	98	153	297
	Number of Firms	204	140	65	25	25	45	12	516
Newfoundland and Labrador	Authorized Amount	4	21	21	14	22	124	702	908
	Number of Firms	655	414	145	42	27	49	17	1,349
Northwest Territories, Nunavut and Yukon	Authorized Amount	2	9	11	19	21	68	554	684
	Number of Firms	319	179	74	52	29	32	19	704
Total	Authorized Amount	349	1,575	1,938	1,988	3,144	13,499	159,491	181,983
	Number of Firms	54,262	30,324	14,065	5,687	4,146	4,947	3,198	116,629

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7.1.2 Ways to Bank

CIBC is leading the way in helping clients bank when, where and how they want. We offer a full range of financial services allowing clients to bank through their mobile device, online, by phone, or through our teams at banking centres across the country.

CIBC's banking centre and ATM locator is available [here](#).

The following is a list of CIBC banking centres and ATMs that opened, relocated or closed in 2018.

Banking Centre Openings

Alberta
19587 Seton Cr. SE, Calgary

Banking Centre Closures

In every decision to close a banking centre, we carefully consider the interests of the community, our clients and employees.

We inform the community at large, including clients, employees, community leaders, politicians and government officials, of the decision to close the banking centre. We hold a community meeting when circumstances require and assist affected individual clients and groups, identifying their needs and the most appropriate banking centre in the market to serve them.

British Columbia
530 7th Ave., Keremeos

Alberta
426 2nd Ave. N., Vauxhall

Saskatchewan
118 Main St., Blaine Lake
1220 La Ronge Ave., La Ronge
136 1st Ave. W., Leader
213 Main St., Loon Lake
20 Main St., Lucky Lake

Manitoba
20 Main St., Ashern
21 Main St., Lundar
1658 Main St., Winnipeg
3408 Roblin Blvd., Winnipeg

Ontario
31 Mill St. E., Acton
3011 Hwy. 56, Binbrook
442 Queen St., Blyth
5006 Old Brock Road N., Claremont
12 Talbot St. E., Jarvis
2 Main St. N., Milverton
5284 Main St., Orono
1007 Bay St., Port Rowan
190 Front St. N., Sarnia
35855 Talbot Line, Shedden
90 Golden Ave., South Porcupine
15 Front St. N., Thorold

Québec
640 Rue Dorchester, Saint-Jean-sur-Richelieu
4520 boul des Recollets, Trois-Rivières

Nova Scotia
655 Main St., Kingston

Prince Edward Island
9327 Main St., Murray River

Banking Centre Relocations

British Columbia
3970 Shelbourne St.
Relocated to 3959 Shelbourne St., Victoria

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ATM Installations			
British Columbia 4101 Hastings St., Burnaby 1036 Austin Ave., Coquitlam 1967 E. Trans-Canada Hwy., Kamloops 20191 88th Ave., Langley 19130 Lougheed Hwy., Pitt Meadows 11200 No. 5 Rd., Richmond 16016 Fraser Hwy., Surrey 4489 W. 10th Ave., Vancouver 4493 Main St., Vancouver 496 SW Marine Dr., Vancouver 1720 Robson St., Vancouver	Ontario 104 Harwood Ave. S., Ajax 46 Dunlop St. E., Barrie 237 Front St., Belleville 9025 Airport Rd., Brampton 245 Castle Oaks Crossing, Brampton 575 Brant St., Burlington 4490 Fairview St., Burlington 11 Main St., Cambridge 99 King St. W., Chatham 1 2nd St. W., Cornwall 1423 Hwy. 2, Courtice 4914 Dundas St. W., Etobicoke 115 Humber College Blvd., Etobicoke 1500 Islington Ave., Etobicoke 201 Lloyd Manor Rd., Etobicoke 136 Rexdale Blvd., Etobicoke 25 Victoria Rd. N., Guelph 1882 King St. E., Hamilton 999 Upper Wentworth St., Hamilton (2 ATMs) 433 Kent St. W., Lindsay (2 ATMs) 228 Oxford St. E., London 9255 Woodbine Ave., Markham 1745 Lakeshore Rd. W., Mississauga 2800 Skymark Ave., Mississauga 15 Harry Walker Pkwy., Newmarket 16715 Yonge St., Newmarket 2516 Jane St., North York 1448 Lawrence Ave. E., North York 1865 Leslie St., North York 2800 Victoria Park Ave., North York	 4841 Yonge St., North York 501 Dundas St. W., Oakville 511 Maple Grove Dr., Oakville 600 Speers Rd., Oakville 5150 Innes Rd., Orleans 555 Rossland Rd. E., Oshawa 357 Stewart St., Renfrew 650 Major Mackenzie Dr. E., Richmond Hill 1657 Laurier St., Rockland 1170 London Rd., Sarnia 150 Churchill Blvd., Sault Ste. Marie 2973 Kingston Rd., Scarborough 371 Old Kingston Rd., Scarborough 100 4th Ave., St. Catharines 5349 Fernbank Dr., Stittsville 146 Hwy. 8, Stoney Creek 7027 Yonge St., Thornhill 101 College St., Toronto 1150 Eglinton Ave. W., Toronto 364 Oakwood Ave., Toronto 209 Roncesvalles Ave., Toronto 4360 Hwy. 7, Unionville 5690 Wyandotte St. E., Windsor	Québec 225 boul des Grives, Gatineau 3725 boul St-Charles, Kirkland 1170 boul le Corbusier, Laval 5501 ch de la Côte-des-Neiges, Montréal 1254 av Beaumont, Mount-Royal 2040 rue Blanche-Lamontagne, Québec 7015 boul Wilfrid-Hamel, Québec 1700 ch du Fer-à-Cheval, Sainte-Julie 2755 rue Laframboise, Saint-Hyacinthe 1212 boul des Seigneurs, Terrebonne
Alberta 5808 50th St., Beaumont 1230 9th Ave. S., Calgary 2000 Airport Rd. N., Calgary 2318 Centre St. N., Calgary 104 Riverstone Ridge, Fort McMurray			New Brunswick 1300 Onondaga St., Oromocto
Saskatchewan 156B Kitsaki Reserve, La Ronge			Nova Scotia 54 Dellridge Ln., Bedford 56 Portland St., Dartmouth
Manitoba 119 Marion St., Winnipeg 2260 McPhillips St., Winnipeg			Newfoundland and Labrador 380 Conception Bay Hwy., Conception Bay South

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ATM Removals			
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ATM Installations at Non-Banking Centre Locations			
Alberta 11030 100 St., Grande Prairie 4936 53 Ave., Red Deer 187 Parkland Hwy., Spruce Grove	Ontario 9 Borealis Ave., Aurora 130 Hollidge Blvd., Aurora 235 Fletchers Creek Blvd., Brampton 370 Main St., Brampton 82 King George Rd., Brantford 183 Silvercreek Pkwy. N., Guelph 969 Upper Ottawa St., Hamilton 1233 Midland Ave., Kingston 153 Angeline St., Lindsay 3220 Erin Mills Pkwy., Mississauga 1512 Merivale Rd., Nepean 17 Townline, Orangeville	 258 Park Rd. S., Oshawa 250 Taunton Rd. E., Oshawa 98 George St., Ottawa 1020 St. Laurent Blvd., Ottawa 682 Kennedy Rd., Scarborough 1009 Talbot St., St. Thomas 1250 Main St., Stittsville 55 Gould St., Toronto (2 ATMs) 150 Wynford Dr., Toronto 7990 York Regional Rd. 27, Vaughan 200 Fitch St., Welland	New Brunswick 640 Prospect St., Fredericton 80 Mapleton Rd., Moncton 100 Prince Edward St., Saint John
Saskatchewan 800 15 St. E., Prince Albert 2735 Avonhurst Dr., Regina			Nova Scotia 269 Hwy. 214, Elmsdale 3531 Dutch Village Rd., Halifax 205 Herring Cove Rd., Halifax 613 Main St., Kingston
Manitoba 1650 Main St., Winnipeg 305 McPhillips St., Winnipeg 2195 Pembina Hwy., Winnipeg			

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ATM Removals at Non-Banking Centre Locations

British Columbia

11724 Alaska Rd., Abbotsford
1125 Rogers Way, Abbotsford
11991 Steveston Hwy., Abbotsford
2054 Whatcom Rd., Abbotsford
1289 East Broadway, Burnaby
1969 Willingdon Ave., Burnaby
132 12th St., Campbell River
1390 33rd Ave. E., Chilliwack
15211 Fraser Hwy., Coquitlam
1541 Island Hwy. N., Coquitlam
1401 Johnson St., Coquitlam
1440 Portage Rd., Coquitlam
1621 McCallum Rd., Courtenay
1675 Rupert St., Delta
1723 Cliffe Ave., Fort St. John
18383 64th Ave., Kamloops
1743 Burrard St., Kamloops
176 Golden Dr., Kamloops
185 Mountain Hwy., Kamloops
1885 Hwy. 1 W., Kelowna
1980 Marine Dr., Kelowna
1879 Old Island Hwy., Kelowna
19971 72nd Ave., Langley
20370 Dewdney Trunk Rd., Maple Ridge
205 Mclean St., Maple Ridge
2096 Clearbrook Rd., Mission City
2345 Island Hwy. E., Nanoose
2420 5th Ave., New Westminster
2277 Kingsway, North Vancouver
22799 Lougheed Hwy., North Vancouver
5500 Clements Cr., Peachland
2435 Millstream Rd., Peachland
2692 152nd St., Pemberton
2693 Hwy. 97 N., Port Alberni
2890 Hastings St. E., Port Moody
3102 St. John St., Prince George
395 Glenmore Rd., Richmond
5111 Grant McConachie Way, Richmond
365 Hwy. 33 W., Richmond

31201 Old Yale Rd., Richmond
3951 Shelbourne St., Richmond
411 10th Ave., Sardis
4301 25th Ave., Surrey
4709 27th St., Surrey
8014 King George Blvd., Surrey
5101 River Rd., Surrey
4513 Saanich Rd. W., Surrey
41420 Yale Rd. W., Surrey
4501 Yellowhead Hwy., Surrey
5th Ave. & Hwy. 5, Vancouver
7th Ave. & Cedar St., Vancouver
715 Harvey Ave., Vancouver
7285 Horne St., Vancouver
710 SE Marine Dr., Vancouver
5498 Pat Bay Hwy., Vancouver
7591 Vedder Rd., Vancouver
7980 Williams Rd., Vancouver
8024 120th St., Vernon
8985 120th St., Victoria
8811 126th St., Victoria
948 Austin Ave., Victoria
829 Brunette Ave., Victoria
8151 Granville Ave., Victoria

Alberta

800 Nolan Hill Blvd. NW, Acheson
270 Baseline Rd., Airdrie
10 Sage Hill Plaza NW, Airdrie
100 Crowfoot Way N., Aldersyde
100 Longview Dr., Bonnyville
1840 9th Ave., SE, Calgary
14319 23rd Ave., SW, Calgary
10560 51 Ave., Calgary
116 89th St., SW, Calgary
13211 100th St., Calgary
11925 101st Ave., Calgary
1830 102nd St., SW, Calgary
1120 137th Ave., SE, Calgary
140 Chestermere Way, Calgary
261200 Crossiron Blvd., Calgary
10120 Elbow Dr., SW, Calgary
1000 Emerald Dr., Calgary
15 Erinwoods Blvd., Calgary
1051 Falconridge Dr., NE, Calgary
64273 Hwy. 547 E., SW, Calgary
1438 Kensington Rd., Calgary
1731 Mountain Ave., Calgary
1071 Rossglen Dr., Calgary
1020 Sherwood Dr., Calgary
143 St. Albert Rd., Calgary
174 St. Albert Rd., Calgary
1010 Strathcona Dr., Calgary
11 Sunpark Dr., SE, Calgary
102 Township Rd., Calgary
1010 Webber Greens Dr., Calgary
190 East Lake Cr., Canmore
1920 4th St., SW, Chestermere
208 19th Ave., Edmonton
2235 33rd Ave., SW, Edmonton
3402 43 Ave., Edmonton
2900 Box Springs Blvd., NW, Edmonton
217 Edmonton Tr., Edmonton
3330 Gaetz Ave., Edmonton

3604 Highway St., Edmonton
365 MacAlpine Cr., Edmonton
4205 South Park Dr., Edmonton
321 Thickwood Blvd., Edmonton
4419 45th St., Edson
4431 4th Ave., Fort McMurray
4646 37 St., SW, Fort McMurray
470 Carmichael Ln., Grande Prairie
5009 Ellerslie Rd., SW, Grande Prairie
5020 56th St., Hinton
5215 61st Ave., SE, Medicine Hat
5110 122nd St., Medicine Hat
5135 167th Ave., NW, Medicine Hat
5505 Signal Hill, Nisku
5602 54th Ave., Red Deer
6206 104th St., Rocky Mountain
624 16th Ave., NE, Rocky View
356 Cranston Rd., Sherwood Park
70 Freeport Blvd., NE, Sherwood Park
7603 Macleod Tr., Sherwood Park
770 St. Albert Rd., Spruce Grove
8338 18th St., SE, St. Albert
820 Redcliff Dr., St. Albert
19489 Seton Cr., SE, St. Albert
8420 Bowfort Rd., NW, Stony Plain
895 Tamarack Way, NW, Valleyview
9640 118th Ave., Wetaskiwin

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7.1.2 Ways to Bank (continued)

ATM Removals at Non-Banking Centre Locations (continued)

Saskatchewan

102 Carbon Cr., Estevan
450 North Service Rd., Moose Jaw
Hwy. 16 Bypass, North Battleford
529 1st Ave. E., Regina
481 Albert St. N., Regina
2304 Albert St., Regina
2020 Coleman Cr., Regina
1919 Fleet St., Regina
3625 Sherwood Dr., Regina
935 Victoria Ave., Regina
1502 8th St. E., Saskatoon
402 51st St. E., Saskatoon
3 Worobetz Pl., Saskatoon
Hwy. 9 & 16, Yorkton

Manitoba

4200 McGillivray Blvd., Oak Bluff
500 Oak Point Hwy., Oakpoint
Hwy. 1 & Hwy. 16, Portage la Prairie
55097 Provincial Rd. 207, Springfield
1216 Grant Ave., Winnipeg
1050 Keewatin St., Winnipeg
1720 Kenaston Blvd., Winnipeg
610 Lagimodiere Blvd., Winnipeg
1425 McPhillips St., Winnipeg
2012 Pembina Hwy., Winnipeg
3033 Pembina Hwy., Winnipeg
2607 Portage Ave., Winnipeg
3316 Portage Ave., Winnipeg
670 St. Anne's Rd., Winnipeg
1485 St. Mary's Rd., Winnipeg

Ontario

474 Bayly St. W., Ajax
2 Salem Rd., Ajax
225 Salem Rd. S., Ajax
201 Taunton Rd. W., Ajax
1 Westney Rd. N., Ajax
7994 Wellington Rd., Arthur
15440 Yonge St., Aurora
320 Blake St., Barrie
175 Cundles Rd. E., Barrie
151 Mapleview Dr. W., Barrie
623 Yonge St., Barrie
1415 Durham Rd., Beaverton
311 Cannifton Rd., Belleville
Hwy. 62 & Hwy. 401, Belleville
306 Queen St. S., Bolton
545 Queen St. S., Bolton
2305 Hwy. 2, Bowmanville
133 Holland St. E., Bradford
577 Holland St. W., Bradford
450 Fairview Dr., Brantford
325 Stewart Blvd., Brockville
685 Appleby Line, Burlington
4525 Dundas St. E., Burlington
458 Guelph Line, Burlington
1150 Guelph Line, Burlington
5600 Mainway, Burlington
3515 Upper Middle Dr., Burlington
825 Walkers Line, Burlington
1200 Walkers Line, Burlington
671 Hespeler Rd., Cambridge
900 Jamieson Pkwy., Cambridge
9266 Guelph Line, Campbellville
93 Park Ave. E., Chatham
490 Whites St., Cobourg
9070 Jane St., Concord
4358 Innes Rd., Cumberland
1095 Don Mills Rd., Don Mills
800 York Mills Rd., Don Mills
3305 Dorchester Rd., Dorchester

4650 Jane St., Downsview
901 Sheppard Ave., Downsview
32 Cootes Dr., Dundas
475 Hwy. 6, Dundas
1195 County Rd. 22, Emeryville
1755 Albion Rd., Etobicoke
830 Burnhamthorpe Rd., Etobicoke
365 Dixon Rd., Etobicoke
585 Dixon Rd., Etobicoke
5495 Eglinton Ave., Etobicoke
581 Kipling Ave., Etobicoke
2 The East Mall, Etobicoke
189 Guelph St., Georgetown
375 Mountainview Rd., Georgetown
2536 Bank St., Gloucester
5336 Boundary Rd., Gloucester
1941 Innes Rd., Gloucester
2630 Innes Rd., Gloucester
2073 Montréal Rd., Gloucester
2329 Stouffville Rd., Gormley
80 Imperial Rd. S., Guelph
109 Silver Creek Pkwy., Guelph
817 Queenston Rd., Hamilton
813 Upper James St., Hamilton
52 Ottawa St. W., Havelock
10 Samnah Cr., Ingersoll
500 Eagleson Rd., Kanata
570 Terry Fox Dr., Kanata
1514 Ravenshoe Rd., Keswick
1586 Centennial Dr., Kingston
1188 Division St., Kingston
765 Gardiners Rd., Kingston
459 Taylor Kidd Blvd., Kingston
120 Conestoga College Blvd., Kitchener
1178 Fisher Hallman Rd., Kitchener
2430 Homer Watson Blvd., Kitchener
4319 King St. E., Kitchener
795 Ottawa St., Kitchener

770 Adelaide St. London
1845 Adelaide St. N., London
154 Clarke Rd., London
1331 Dundas St. E., London
1900 Dundas St. E., London
1790 Ernest Ave., London
614 Fanshawe Park Rd., London
277 Highbury Ave., London
1791 Highbury Ave. N., London
491 Oxford St. W., London
584 Oxford St. W., London
1679 Richmond St. N., London
835 Wellington Rd., London
1253 Wellington Rd., London
825 Wilton Grove Rd., London
1175 Wonderland Rd. N., London
1701 Wonderland Rd., London
9249 9th Line, Markham
2830 16th Ave., Markham
4780 Hwy. 7 E., Markham
5315 Major Mackenzie Dr., Markham
7314 Markham Rd., Markham
7635 Markham Rd., Markham
5270 Steeles Ave. E., Markham
591 Ontario St., Milton
235 Steeles Ave. E., Milton
620 Thomson Rd. S., Milton
3030 Artesian Dr., Mississauga
1520 Britannia Rd., Mississauga
695 Burnhamthorpe Rd., Mississauga
2100 Burnhamthorpe Rd., Mississauga
4106 Cawthra Rd., Mississauga
6035 Creditview Rd., Mississauga
450 Derry Rd. W., Mississauga
3380 Dixie Rd. N., Mississauga
7300 Dixie Rd., Mississauga
1334 Dundas St. E., Mississauga

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7.1.2 Ways to Bank (continued)

ATM Removals at Non-Banking Centre Locations (continued)

Ontario (continued)			
2125 Dundas St. W., Mississauga	1988 St. Joseph Blvd., Orleans	1121 Kingston Rd., Scarborough	8 South Kingsway, Toronto
995 Eglinton Ave. E., Mississauga	812 Taunton Rd., Oshawa	2320 Lawrence Ave., Scarborough	55 Spadina Ave., Toronto
4140 Erin Mills Pkwy., Mississauga	470 Bronson Ave., Ottawa	1525 Markham Rd., Scarborough	90 The Queensway, Toronto
6400 Erin Mills Pkwy., Mississauga	3201 Conroy Rd., Ottawa	3905 Sheppard Ave., Scarborough	8 Thorncliffe Park Dr., Toronto
1175 Hurontario St., Mississauga	690 Hunt Club Rd., Ottawa	5110 Sheppard Ave., Scarborough	385 Weston Rd., Toronto
6009 Hurontario St., Mississauga	1960 Innes Rd., Ottawa	9501 Sheppard Ave., Scarborough	56 Glen Miller Rd., Trenton
7015 Kennedy Rd., Mississauga	2180 Montréal Rd., Ottawa	65 Dillane Dr., Schomberg	4641 Hwy. 7 E., Unionville
2489 Sheridan Way N., Mississauga	390 Parkdale Ave., Ottawa	270 Bunting Rd., St. Catharines	Hwy. 27 & Innovation Dr., Vaughan
3425 Winston Churchill Blvd., Mississauga	1900 Prince of Wales Dr., Ottawa	533 Lake St., St. Catharines	8480 Hwy. 27, Vaughan
6536 Winston Churchill Blvd., Mississauga	4000 Riverside Dr., Ottawa	195 Niagara St. N., St. Catharines	9301 Hwy. 50, Vaughan
3011 Wolfedale Rd., Mississauga	676 Somerset St., Ottawa	193 Wilson Ave., St. Thomas	11600 Keele St., Vaughan
638 County Rd. 41, Napanee	1007 St. Laurent Blvd., Ottawa	400 Highbury Ave. S., St. Thomas	3680 Langstaff Rd., Vaughan
1431 Woodroffe Ave., Nepean	3775 Strandherd Dr., Ottawa	6061 Hazeldean Rd., Stittsville	1867 Major Mackenzie Dr., Vaughan
1432 Baseline Rd., Nepean	607 Lansdowne St., Peterborough	6250 Hazeldean Rd., Stittsville	3700 Major Mackenzie Dr. W., Vaughan
3095 Carling Ave., Nepean	1800 Brock Rd., Pickering	300 Mud St. W., Stoney Creek	2651 Rutherford Rd., Vaughan
3320 Fallowfield Rd., Nepean	1299 Kingston Rd., Pickering	1190 Barry Downe Rd., Sudbury	1514 Steeles Ave. W., Vaughan
3766 Fallowfield Rd., Nepean	1709 Kingston Rd., Pickering	3070 Regent St., Sudbury	245 Weber St. N., Waterloo
3300 Woodroffe Ave., Nepean	363 Ontario St., Port Hope	1065 The Kingsway, Sudbury	504 Niagara St., Welland
250 Mulock Dr., Newmarket	524 Rexdale Blvd., Rexdale	6350 County Rd. 27, Summerstown	935 Niagara St., Welland
540 Mulock Dr., Newmarket	10749 Bathurst St., Richmond Hill	20819 Dalton Rd., Sutton West	3930 Brock St. N., Whitby
17111 Yonge St., Newmarket	8760 Bayview Ave., Richmond Hill	4406 Provincial Rd., Tecumseh	1602 Dundas St. E., Whitby
18151 Yonge St., Newmarket	9277 Bayview Ave., Richmond Hill	13345 Tecumseh Rd., Tecumseh	1755 Dundas St. W., Whitby
7950 Mcleod Rd., Niagara Falls	695 Major Mackenzie Dr., Richmond Hill	7011 Bathurst St., Thornhill	1 Paisley Ct., Whitby
7307 Oakwood Dr., Niagara Falls	5 Red Maple Rd., Richmond Hill	7400 Bathurst St., Thornhill	10 Taunton Rd., Whitby
459 Mississauga St., Niagara-on-the-Lake	9550 Yonge St., Richmond Hill	1487 Centre St., Thornhill	301 Thickson Rd., Whitby
3351 Bayview Ave., North York	12871 Yonge St., Richmond Hill	8727 Dufferin St., Thornhill	700 Victoria St. W., Whitby
1493 Finch Ave., North York	789 Indian Rd., Sarnia	4201 Innisfil Beach Rd., Thornhill	520 Winchester Rd., Whitby
2012 Jane St., North York	1741 London Line, Sarnia	1081 Rutherford Rd., Thornhill	3075 Don Mills Rd., Willowdale
2205 Jane St., North York	713 Trunk Rd., Sault Ste. Marie	7092 Yonge St., Thornhill	2125 Sheppard Ave. E., Willowdale
3900 Jane St., North York	1270 Brimley Rd., Scarborough	1021 Avenue Rd., Toronto	4630 Yonge St., Willowdale
4747 Steeles Ave. W., North York	1896 Eglinton Ave. E., Scarborough	1750 Bloor St. W., Toronto	2295 Division Rd., Windsor
2250 Victoria Park, North York	20 Ellesmere Rd., Scarborough	2265 Danforth Ave., Toronto	2235 Huron Church Rd., Windsor
2821 Weston Rd., North York	1651 Ellesmere Rd., Scarborough	2863 Dufferin St., Toronto	2535 Ouellette Ave., Windsor
845 Burloak Dr., Oakville	3100 Ellesmere Rd., Scarborough	613 Evans Ave., Toronto	50 Tecumseh Rd. W., Windsor
450 Dundas St. E., Oakville	2900 Finch Ave. E., Scarborough	117 Jarvis St., Toronto	7400 Tecumseh Rd. E., Windsor
1020 Dundas St., Oakville	70 Island Rd., Scarborough	292 Kingston Rd., Toronto	4340 Walker Rd., Windsor
350 Iroquois Shore, Oakville	1977 Kennedy Rd., Scarborough	695 Lawrence Ave., Toronto	3733 Hwy. 7 W., Woodbridge
610 Atherley Rd., Orillia	2800 Kennedy Rd., Scarborough	1571 Lawrence Ave., Toronto	5241 Hwy. 7 W., Woodbridge
			535 Norwich Ave., Woodstock

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7.1.2 Ways to Bank (continued)

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Québec			
8100 boul du Golf, Anjou	2800 boul Jacques-Cartier E., Longueuil	115 rue Dalhousie, Québec	New Brunswick 2600 Mountain Rd., Moncton 241 Bayside Dr., Saint John
55 boul des Châteaux, Blainville	20905 chemin de la Côte N., Mirabel	11008 boul Henri Bourassa, Québec	
2525 boul de la Grande-Allée, Boisbriand	17505 rue Charles, Mirabel	120 boul Industriel, Repentigny	
601 rue de Montbrun, Boucherville	9901 boul de l'Acadie, Montréal	7800 boul Cousineau, Saint-Hubert	
100 boul Matte, Brossard	6211 ch de la Côte-des-Neiges, Montréal	260 rue de Martigny O., Saint-Jerome	Nova Scotia 909 Cole Harbour Rd., Dartmouth 105 Main St., Dartmouth 610 Portland St., Dartmouth 240 Victoria Rd., Dartmouth 291 Hwy. 214, Elmsdale 2946 Lake Thomas Dr., Fall River 7015 Bayers Rd., Halifax 231 Herring Cove Rd., Halifax 124 Kearney Lake Rd., Halifax 51 Sackville Dr., Sackville 81 Main St. W., Stewiacke 2 Westwood Blvd., Tantallon
168 boul de L'industrie, Candiac	7560 boul Décarie, Montréal	4900 ch St-François, Saint-Laurent	
20 Rte 132, Delson	455 rue Guy, Montréal	1230 ch des Oliviers, Saint-Nicolas	
120 boul St-Raymond, Gatineau	545 boul Henri Bourassa E., Montréal	Rte Transcanadienne, Sainte-Hélène	
210 boul St-Raymond, Gatineau	2033 boul de Maisonneuve E., Montréal	2766 boul Talbot, Stoneham-et-Tewkesbury	Northwest Territories 250 Old Airport Rd., Yellowknife
255 av Gatineau, Gatineau	10110 rue Papineau, Montréal	2550 boul des Récollets, Trois-Rivières	
47 rue Greber, Gatineau	4505 av du Parc, Montréal	5420 rue de Verdun, Verdun	
395 Montée Paiement, Gatineau	3400 rue Rachel E., Montréal		
744 boul St-Joseph, Gatineau	6705 rue St-Denis, Montréal		
3176 boul Taschereau, Greenfield Park	5455 boul St-Laurent, Montréal		
440 av 32e, Lachine	7205 boul St-Laurent, Montréal		
1510, ch de Saint-Jean, La Prairie	111 Montée Ryan, Mont-Tremblant		
4560 Autoroute 440, Laval	2600 rue de la Concord, Québec		
830 rue Vanier, Laval			
855 ch St-Féréol, Les Cèdres			

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7.1.2 Ways to Bank (continued)

Other Closures

Note: In August 2017 CIBC and President’s Choice Bank agreed to wind-down their consumer banking offer, and clients with President’s Choice Financial® products provided by CIBC were transitioned to Simplii Financial. These President’s Choice Financial® locations closed in fiscal 2018.

British Columbia 2855 Gladwin Rd., Abbotsford 4700 Kingsway, Burnaby (3 ATMs) 1424 Island Hwy., Campbell River 45779 Luckakuck Way, Chilliwack 1301 Lougheed Hwy., Coquitlam 3000 Lougheed Hwy., Coquitlam 757 Ryan Rd., Courtenay 8195 120th St., Delta 910 Columbia St. W., Kamloops 2280 Baron Rd., Kelowna 19851 Willowbrook Dr., Langley 32136 Lougheed Hwy., Mission 6435 Metral Dr., Nanaimo 333 Seymour Blvd., North Vancouver 2210 Main St., Penticton 19800 Lougheed Hwy., Pitt Meadows 2155 Perry Ave., Prince George 4651 No. 3 Rd., Richmond 14650 104th Ave., Surrey 7550 King George Hwy., Surrey 3113 Arbutus St., Vancouver 1255 Davie St., Vancouver 3185 Grandview Hwy., Vancouver 7190 Kerr St., Vancouver 350 SE Marine Dr., Vancouver 5001 Anderson Way, Vernon 835 Langford Parkway, Victoria 3020 Louie Dr., Westbank 8200 Bear Paw Tr., Whistler	Alberta 300 Veterans Blvd. NE, Airdrie 7020 4th St. NW, Calgary 3575 20th Ave. NE, Calgary 4700 130 Ave. SE, Calgary 5251 Country Hills Blvd. NW, Calgary 100 Country Village Rd. NE, Calgary 42148 Hwy. 1, Calgary 20 Heritage Meadows Way SE, Calgary 15915 MacLeod Tr. SE, Calgary 10 Sage Hill Plaza NW, Calgary 19655 Seton Way SE, Calgary 5858 Signal Hill Ctr. SW, Calgary 10505 Southport Rd. SW, Calgary 3633 Westwinds Dr. NE, Calgary 7005 48th Ave., Camrose 210 5th Ave. W., Cochrane 2100 17th St. N., Cranbrook 5212 50th St., Drayton Valley 4410 17th St. NW, Edmonton 9711 23rd Ave. NW, Edmonton 11839 26th Ave. S., Edmonton 4950 137th Ave., Edmonton 12350 137th Ave., Edmonton 4821 Calgary Tr. NW, Edmonton 17303 Stoney Plain Rd., Edmonton 11541 Kingsway NW, Edmonton 1155 Windermere Way, Edmonton 4431 4th Ave., Edson 9 Haineault St., Fort McMurray 12225 99th St., Grande Prairie 3515 Mayor Magrath Dr. S., Lethbridge 5031 44th St., Lloydminster 1792 Trans Cda Way SE, Medicine Hat 5016 51st Ave., Red Deer 410 Baseline Rd., Sherwood Park 110 Jennifer Heil Way, Spruce Grove 101 St. Albert St., St. Albert 2601 14th Ave., Wainwright	Saskatchewan 30 Thatcher Dr. E., Moose Jaw 591 15th St. E., Prince Albert 1341 Broadway Ave., Regina 2055 Prince of Wales Dr., Regina 4450 Rochdale Blvd., Regina 2901 8th St. E., Saskatoon 411 Confederation Dr., Saskatoon 206 Broadway St. E., Yorkton	Manitoba 920 Victoria Ave., Brandon 291 Cowichan Way, Duncan 175 Cargill Rd., Winkler 80 Bison Dr., Winnipeg 1035 Gateway Rd., Winnipeg 550 Kenaston Blvd., Winnipeg 2132 McPhillips St., Winnipeg 3193 Portage Ave., Winnipeg 1578 Regent Ave., Winnipeg 1385 Sargent Ave., Winnipeg 215 St. Anne’s Rd., Winnipeg	Ontario 30 Kingston Rd. W., Ajax 420 Main St. S., Alexandria 30 King St. S., Alliston 401 Ottawa St., Almonte 54 Wilson St. W., Ancaster 15900 Bayview Ave., Aurora 14800 Yonge St., Aurora 472 Bayfield St., Barrie (2 ATMs) 11 Byrne Dr., Barrie 201 Cundles Rd. E., Barrie 165 Wellington St. W., Barrie 620 Yonge St., Barrie 400 Dundas St. E., Belleville 487 Queen St. S., Bolton 2375 Hwy. 2, Bowmanville 270 Wellington St., Bracebridge 55 Mountainash Blvd., Brampton 1 Presidents Choice Financial Circle, Brampton (2 ATMs) 60 Quarry Edge Dr., Brampton 85 Steeles Ave. W., Brampton 35 Worthington Ave., Brampton 108 Colborne St. W., Brantford 603 Colborne St., Brantford 410 Fairview Dr., Brantford 290 King George Rd. N., Brantford 1972 Parkdale Ave., Brockville 2515 Appleby Line, Burlington 2025 Guelph Line, Burlington 5111 New St., Burlington 1059 Plains Rd. E., Burlington 322 Argyle St., Caledonia 400 Conestoga Blvd., Cambridge 200 Franklin Blvd., Cambridge 980 Franklin Blvd., Cambridge 791 St. Clair St. N., Chatham 500 Division St., Cobourg
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Ontario (continued)			
12 Hurontario St., Collingwood	210 Talbot St. E., Leamington	1385 Harmony Rd. N., Oshawa	4473 Kingston Rd., Scarborough
31 9th St. E., Cornwall	400 Kent St. W., Lindsay	1300 King St. E., Oshawa	350 McLevin Ave., Scarborough
3730 Lakeshore Blvd. W., Etobicoke	600 Mitchell Rd., Listowel	1050 Simcoe St. N., Oshawa	681 Silver Star Blvd., Scarborough
330 Queen's Plate Dr., Etobicoke	825 Oxford St. E., London	296 Bank St., Ottawa	101 Second Line, Shelburne
748 Queensway, Etobicoke	1205 Oxford St. W., London	2210 Bank St., Ottawa (2 ATMs)	125 Queensway St. E., Simcoe
220 Royal York Rd., Etobicoke	1740 Richmond St. N., London	1980 Baseline Rd., Ottawa (2 ATMs)	25 Ferrara Dr., Smiths Falls
62 Thames Rd. E., Exeter	635 Southdale Rd. E., London	2085 Carling Ave., Ottawa	285 Geneva St., St. Catharines
800 Tower St. S., Fergus	925 Southdale Rd., London	3201 Greenbank Rd., Ottawa	221 Glendale Ave., St. Catharines
171 Guelph St., Georgetown	3040 Wonderland Rd., London	224 Hunt Club Rd., Ottawa	411 Louth St., St. Catharines
1619 Orleans Ave., Gloucester	200 Bullock Dr., Markham	4270 Innes Rd., Ottawa	1251 Main St., Stittsville
Hwy. 8, Goderich	9305 Hwy. 48, Markham	64 Isabella St., Ottawa	102 Hwy. 8, Stoney Creek
290 1st St. N., Gravenhurst	7075 Markham Rd., Markham	100 McArthur Rd., Ottawa	865 Ontario St., Stratford
361 South Service Rd., Grimsby	8601 Warden Ave., Markham	1980 Ogilvie Rd., Ottawa	626 Victoria St., Strathroy
297 Eramosa Rd., Guelph	9292 Hwy. 93, Midland	190 Richmond Rd., Ottawa	1485 La Salle Blvd., Sudbury
160 Kortright Rd., Guelph	820 Main St. E., Milton	363 Rideau Dr., Ottawa	82 Lorne St., Sudbury
1045 Paisley Rd., Guelph	3050 Argentia Rd., Mississauga	685 River Rd., Ottawa	1836 Regent St. S., Sudbury
191 Silver Creek Pkwy. N., Guelph	6085 Creditview Rd., Mississauga	2241 Riverside Dr., Ottawa	600 Harbour Expy., Thunder Bay
75 Centennial Pkwy. N., Hamilton	620 Eglinton Ave. W., Mississauga	59 Robertson Rd., Ottawa	400 Simcoe St., Tillsonburg
50 Dundurn St. S., Hamilton	5010 Glen Erin Dr., Mississauga	1910 St. Laurent Blvd., Ottawa	654 Algonquin Blvd. E., Timmins
1579 Main St. W., Hamilton	3045 Mavis Rd., Mississauga	1020 10th St. W., Owen Sound	243 Alberta Ave., Toronto
65 Mall Rd., Hamilton	5970 McLaughlin Rd., Mississauga	1150 16th St. E., Owen Sound	2877 Bayview Ave., Toronto
499 Mohawk Rd. E., Hamilton	1250 South Service Rd., Mississauga	769 Borden Ave., Peterborough	1755 Brimley Rd., Toronto
21 Upper Centennial Pkwy. S., Hamilton	1460 Merivale Rd., Nepean	230 George St., Peterborough	720 Broadview Ave., Toronto
1550 Upper James St., Hamilton	1540 Haysville Rd., New Hamburg	400 Lansdowne St. E., Peterborough	449 Carlaw Ave., Toronto
180 Holiday Inn Dr., Hespeler	18120 Yonge St., Newmarket	1900 Dixie Rd., Pickering	60 Carlton St., Toronto (2 ATMs)
131 Howland Dr., Huntsville	6940 Morrison St., Niagara Falls	1792 Liverpool Rd., Pickering	301 College St., Toronto
273 King St. W., Ingersoll	1 Laurentian Ave., North Bay	250 Lakeshore Rd. W., Port Credit	245 Dixon Rd., Toronto
2211 20th Sideroad, Innisfil	825 Don Mills Rd., North York	1893 Scugog St., Port Perry	40 Dundas St. W., Toronto
760 Eagleson Rd., Kanata	3555 Don Mills Rd., North York	680 O'Brien Rd., Renfrew	900 Dufferin St., Toronto
200 Earl Grey Dr., Kanata	1641 Jane St., North York	301 High Tech Rd., Richmond Hill	2280 Dundas St. W., Toronto
24018 Woodbine Ave., Keswick	1450 Lawrence Ave. E., North York	9325 Yonge St., Richmond Hill	3671 Dundas St. W., Toronto
1048 Midland Ave., Kingston	270 Wilson Ave., North York	9625 Yonge St., Richmond Hill	650 Dupont St., Toronto
1100 Princess St., Kingston	493 Dundas St. W., Oakville	10488 Yonge St., Richmond Hill	101 Eglinton Ave., Toronto
300 Main St. E., Kingsville	173 Lakeshore Ave. W., Oakville	10909 Yonge St., Richmond Hill	200 Front St. E., Toronto
875 Highland Rd. W., Kitchener (2 ATMs)	201 Oak Walk Dr., Oakville	2737 Laurier St., Rockland	51 Gerry Fitzgerald Dr., Toronto
750 Ottawa St. S., Kitchener	50 4th Ave., Orangeville	1063 Talbot St., Saint Thomas	1020 Islington Ave., Toronto
1005 Ottawa St., Kitchener	1029 Brodie Dr., Orillia	600 Murphy Rd., Sarnia	222 Lansdowne Ave., Toronto
123 Pioneer Dr., Kitchener	289 Coldwater Rd. W., Orillia	44 Great Northern Rd., Sault Ste. Marie	700 Lawrence Ave. W., Toronto
1375 Weber St. E., Kitchener	481 Gibb St., Oshawa	70 Island Rd., Scarborough	3401 Lawrence Ave. E., Toronto

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Ontario (continued)			
17 Leslie St., Toronto (2 ATMs)			
10 Lower Jarvis St., Toronto			
301 Moore Ave., Toronto			
50 Musgrave St., Toronto			
25 Photography Dr., Toronto			
585 Queen St. W., Toronto			
11 Redway Rd., Toronto			
12 St. Clair Ave. E., Toronto			
396 St. Clair Ave. W., Toronto			
380 The East Mall, Toronto			
270 The Kingsway, Toronto			
2549 Weston Rd., Toronto			
985 Woodbine Ave., Toronto			
3501 Yonge St., Toronto			
5095 Yonge St., Toronto			
6220 Yonge St., Toronto			
25 York St., Toronto			
293 Dundas St. E., Trenton			
323 Toronto St. S., Uxbridge			
2911 Major Mackenzie Dr., Vaughan			
25 45th St. S., Wasaga Beach			
115 Hamilton St. N., Waterdown			
555 Davenport Rd., Waterloo			
450 Erb St. W., Waterloo			
315 Lincoln Rd., Waterloo			
821 Niagara St. N., Welland			
920 Dundas St. W., Whitby			
200 Taunton Rd. W., Whitby			
2430 Dougall Ave. E., Windsor			
5890 Malden Rd., Windsor			
400 Manning Rd., Windsor			
7201 Tecumseh St. E., Windsor			
4371 Walker Rd., Windsor			
3940 Hwy. 7, Woodbridge			
8585 Hwy. 27, Woodbridge			
969 Dundas St., Woodstock			
Québec			
300 boul St-Joseph, Hull			
1150 rue King-George, Longueuil			
375 rue Jean-Talon O, Montréal			
4849 boul St-Jean, Pierrefonds			
7605 boul Maurice Duplessis, Rivière-des-Prairies			
42 place du Commerce, Verdun			
New Brunswick			
700 St. Peters Ave., Bathurst			
577 Victoria St., Edmundston			
440 King St., Fredericton			
116 Main St., Fredericton			
471 Smythe St., Fredericton			
240 Madawaska Rd., Grand Falls			
429 Coverdale Rd., Moncton			
165 Main St., Moncton			
89 Trinity Dr., Moncton			
408 King George Rd., Newcastle			
1150 Onondago St., Oromocto			
115 Campbell Dr., Rothesay			
168 Rothesay Ave., Saint John			
650 Somerset St., Saint John			
195 King St., St. Stephen			
138 Main St., Sussex			
3455 Rue Principale, Tracadie			
350 Connell Rd., Woodstock			
Nova Scotia			
126 South Albion St., Amherst			
1650 Bedford Hwy., Bedford			
21 Davison Dr., Bridgewater			
211 Duke St., Chester			
9 Braemar Rd., Dartmouth			
920 Cole Harbour Rd., Dartmouth			
650 Portland St., Dartmouth			
118 Wyse Rd., Dartmouth			
470 Warwick St., Digby			
295 Highway 214, Elmesdale			
129 Reserve St., Glace Bay			
1075 Barrington St., Halifax			
210 Chain Lake Dr., Halifax			
3601 Joseph Howe Blvd., Halifax (2 ATMs)			
6139 Quinpool Rd., Halifax			
6141 Young St., Halifax			
9064 Commercial St., Kings			
470 Main St., Kingston			
50 Milton Rd., Liverpool			
745 Sackville Dr., Lower Sackville			
394 Westville Rd., New Glasgow			
125 King St., North Sydney			
50 Paint St., Port Hawkesbury			
5240 Hwy. 7, Porters Lake			
16 Dentith Rd., Spryfield			
1225 Kings Rd., Sydney			
332 Welton St., Sydney			
46 Elm St., Truro			
5178 Hwy. 3, Upper Tantallon			
104 Starrs Rd., Yarmouth			
Prince Edward Island			
465 University Ave., Charlottetown			
670 University Ave., Charlottetown			
535 Granville St., Summerside			
Newfoundland and Labrador			
5 Murphy's Sq., Corner Brook			
166 Conception Bay Hwy., Manuels			
260 Blackmarsh Rd., St. John's			
20 Lake Ave., St. John's			
150 Old Placentia Rd., St. John's			
55 Stavanger Dr., St. John's			
Northwest Territories			
250 Old Airport Rd., Yellowknife			
Yukon			
2270 2nd Ave., Whitehorse			

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7.1. Canadian Public Accountability Statement (continued)

7.1.3 Employment in Canada

CIBC is one of Canada’s largest employers.

In 2018, CIBC and its listed affiliates had approximately 40,100 regular full-time and part-time employees in Canada.

Full-time and part-time employees¹ (as at October 31, 2018)

Province or Territory	Full-Time Employees	Part-Time Employees	Total
British Columbia	3,061	574	3,635
Alberta	2,101	387	2,488
Saskatchewan	789	129	918
Manitoba	482	105	587
Ontario	25,172	1,924	27,096
Quebec	3,076	432	3,508
New Brunswick	517	67	584
Nova Scotia	757	128	885
Prince Edward Island	53	24	77
Newfoundland and Labrador	175	48	223
Northwest Territories	36	5	41
Nunavut	12	1	13
Yukon	26	5	31
Grand Total	36,257	3,829	40,086

¹ Headcount comprising permanent employees, who are working or on paid/unpaid leaves, excluding temporary employees. Excludes employees of INTRIA.

Globally, CIBC’s workforce comprises approximately 44,000 full-time equivalent employees. The CIBC group of companies paid close to \$5.7 billion in salaries and benefits in 2018.

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7.1. Canadian Public Accountability Statement (continued)

7.1.4 Taxes in Canada

In 2018, the CIBC group of companies contributed a total of \$1.8 billion to all levels of government in Canada. This total consisted of \$1,168 million in income tax expense, \$68 million in capital taxes and \$560 million in payroll taxes (employer portion), business taxes, property taxes, GST/HST and provincial sales taxes.

Taxes – 2018

CIBC group of companies

(S thousands)	Income Taxes	Capital Taxes	Other Taxes
Federal government	695,148	—	138,388
Provincial and territorial governments			
British Columbia	54,259	—	17,203
Alberta	36,249	—	7,615
Saskatchewan	7,426	17,791	3,529
Manitoba	6,949	20,819	3,577
Ontario	323,927	—	334,453
Quebec	29,533	—	42,150
New Brunswick	3,268	6,925	3,242
Nova Scotia	6,432	10,989	5,730
Prince Edward Island	929	2,219	836
Newfoundland and Labrador	2,893	9,255	2,866
Northwest Territories	631	—	206
Nunavut	119	—	55
Yukon	397	—	132
	1,168,161	67,999	559,983

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7.2 Trademarks

Trademarks used in this 2018 Corporate Responsibility Report and Public Accountability Statement which are owned by Canadian Imperial Bank of Commerce, or one of its wholly-owned subsidiaries, in Canada and/or other countries include: CIBC; CIBC CUBE DESIGN; “CIBC MIRACLE DAY”; “CIBC SQUARE”; “ONE FOR CHANGE” DESIGN; and “WOOD GUNDY”.

All other trademarks mentioned in this 2018 Corporate Responsibility Report and Public Accountability Statement, which are not owned by Canadian Imperial Bank of Commerce or its subsidiaries, are the property of their respective owners.

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	103-1	Explanation of the material topic and its Boundary	Responsible Finance – Why It’s Important to CIBC
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Employee Engagement			
	103-1	Explanation of the material topic and its Boundary	Employee Engagement – Why It’s Important to CIBC
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Inclusion & Diversity			
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