

Corporate Social Responsibility Statement

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Take action
for a sustainable future
today



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About us

Founded in 1859, National Bank of Canada offers financial services to individuals, businesses, institutional clients and governments across Canada. We are one of Canada's six systemically important banks and among the most profitable banks on a global basis by return on equity.

We operate through three business segments in Canada: Personal and Commercial Banking, Wealth Management and Financial Markets. A fourth segment, U.S. Specialty Finance and International, complements the growth of our domestic operations.

We are a leading bank in our core Quebec market and also hold leadership positions across the country in selected activities.

We strive to meet the highest standards of social responsibility while creating value for our shareholders. We are proud to be recognized as an employer of choice and for promoting inclusion and diversity. We are headquartered in Montreal and our securities are listed on the Toronto Stock Exchange (TSX: NA).

National Bank at a glance

(as at October 31, 2021)

26,920¹

Employees

466²

Branches

1,713³

ABMs

\$356

billion

Total assets

\$652

billion

Assets under
administration

\$34.6

billion

Market
capitalization

1 Worldwide

2 384 in Canada, 79 in Cambodia and 3 in the United States (Florida)

3 927 in Canada and 786 in Cambodia

Serving our clients better

At the Bank, our clients are at the heart of our activities. To better meet their needs, we're continuously improving our work methods, our products and services and our facilities.

Promoting accessibility

Once again this year, we've undertaken a number of initiatives to simplify access to our facilities and banking services.

Physical network

National Bank continues to invest extensively in its branches and points of service to offer clients an environment that lives up to their expectations. For example:

- › We've opened, renovated or relocated some 10 branches to offer modern, technologically enhanced spaces. All projects are carried out in compliance with sustainable development and universal accessibility standards.
- › We've gradually updated our bank branches to meet new inclusivity and universal accessibility standards for people with cognitive and physical limitations and to comply with the Code of Conduct for the Delivery of Banking Services to Seniors.

Financial services

Other measures help us improve access to financial services and meet the specific needs of some client segments. For example:

- › Bank accounts offered without fees to certain client segments identified by the Government of Canada as financially vulnerable (seniors,¹ persons who have been determined to be disabled,² children, full-time students), if linked to a specific package.
- › Monthly discount on most banking packages offered to certain client segments, such as people aged 24 or younger and people aged 60 or older.
- › Support offered to clients who are experiencing financial difficulties due to the COVID-19 pandemic.

Supporting small business financing

During the past fiscal year, the Bank launched new initiatives to enhance its financing offer for small businesses. For example:

- › Support offered to a dozen incubators and accelerators, including two new ones in 2021: Concordia University's District 3 Innovation Hub and National Bank's innovation fund for SMEs offered in partnership with Université du Québec à Trois-Rivières. The Bank also partnered with the Défi Start-up from *Les Affaires* and the Startupfest. These two events give start-ups a chance to network and obtain financing.
- › Agreement with Entrepreneuriat Québec, a network of over 60 training centres across Quebec. Entrepreneuriat Québec offers two training programs: Starting a business and *Gérer efficacement mon entreprise* (French only). As a partner, the Bank offers a \$350 bursary to graduates of these programs when they open a business account.
- › Partnership with the Black Opportunity Fund, including a \$1.25 million donation and a \$5 million investment fund for Black entrepreneurs. This funding will be used to invest in Black-owned businesses and initiatives to benefit Black communities, which continue to face barriers in terms of access to education, job opportunities and the capital required to fully participate in the growth of the Canadian economy.
- › Contribution to a financing envelope of \$52.5 million, together with the Government of Quebec and other financial institutions, to support the mission of Evol (formerly Femmessor), an organization dedicated to promoting inclusive businesses. This financing will be used to provide conventional loans to support diversified and inclusive businesses that generate positive social and environmental impacts in line with the United Nations Sustainable Development Goals.

¹ Persons aged 65 years or older on presentation of proof of eligibility for the Guaranteed Income Supplement.

² Beneficiaries of a Registered Disability Savings Plan (RDSP) aged 18 over, upon presentation of proof of eligibility.

Encouraging community development

A leading player in the economy of Quebec and Canada since 1859, the Bank is committed to promoting the well-being of the communities it serves.

It achieves this goal through a well-defined donations and sponsorships program, the commitment of employees and retirees who volunteer in their communities and successful fundraising efforts with our clients' participation.

In 2021, the Bank gave tens of millions of dollars back to the community. It made over \$15 million in donations to organizations across the country to support communities and help them deal with the impact of the COVID-19 pandemic.

Some of our donations

› ARTS AND CULTURE

Fondation Duceppe

(Montreal, Quebec; 2021-2022)

Revitalize the Duceppe theatre company.

\$100,000

› COMMUNITY

Children's Aid Foundation of Canada

(Canada; 2021-2023)

Help create a fund supporting mental health services at a number of Indigenous youth centres across Canada.

\$300,000

› EDUCATION

Fondation de l'Université du Québec à Trois-Rivières

(Trois-Rivières, Quebec; 2021-2030)

Promote research and innovation among local businesses in the Mauricie and Centre-du-Québec regions.

\$1,000,000

› HEALTH

Montreal General Hospital Foundation and Research Institute of the McGill University Health Centre

(Montreal, Quebec; 2021-2027)

Support a unique incubator for healthcare technology.

\$2,000,000

Employees and retirees dedicated to their community

Thousands of National Bank employees and retirees are committed to having a positive impact on the community. The Bank supports their actions through its Volunteer Program. This program donates \$10 for each hour of volunteer work logged by employees at an eligible organization, for a maximum of \$400 annually per employee. Each organization can receive up to 4 employee donations, for a maximum of \$1,600. In 2021, a total of 25,059 volunteer hours were logged in Canada.

Some of our sponsorships

In 2021, National Bank consolidated its role as the main Canadian financial institution associated with tennis. It plays a key role in developing future stars and bringing the world's best tennis players to Canada.

› National Bank Open

(Toronto, Ontario and Montreal, Quebec; 2021)

The Bank will be the title sponsor of Canada's top international tennis tournament (formerly known as the Rogers Cup) until 2030.

› National Bank Canadian Junior Open

(Repentigny, Quebec; 2021)

This tournament supports young players aged 14 to 18 as they make their first appearances on the international scene.

› National Bank Little Aces program

(Canada; 2021)

A Canada-wide talent recruitment program for children aged 6 to 8.

› Girls.Set.Match. program

(Canada; 2021)

The Bank launched this program in partnership with Tennis Canada to encourage women and girls to pick up a racket, continue playing tennis, and become coaches or life-long players.

› National Bank Challenger

(Canada; 2021)

This tournament provides many Canadian athletes with their first experience on the international circuit and allows them to earn points toward their world ranking.

The Bank also offered its support to business clients:

› Ice time for business clients (Montreal Canadiens)

(Montreal, Quebec; 2021)

The Bank offered ice time to business clients during Montreal Canadiens home games (2020–2021 season). These businesses were given advertising space around the boards and on the television screens, and were promoted via online campaigns and personalized radio messages.

A few examples of our community engagement

› United Way Centraide campaign

(Canada; 2021)

The amount includes funds collected from thousands of Bank employees and retirees across Canada, plus a corporate donation. This Canada-wide campaign has been held annually since 1977.

\$3,616,477

› Ride to Defeat Diabetes for JDRF

(Canada; 2021)

Since 2004, hundreds of Bank employees across Canada have participated in the Ride to Defeat Diabetes. The event was held virtually in 2021. The amount collected includes a \$34,000 donation from the Bank.

\$190,815

› COVID-19 vaccination clinics

(Greater Montreal, Greater Quebec; 2021)

The Bank set up four vaccination clinics in the Greater Montreal and Greater Quebec areas, in collaboration with four other companies. This group made a commitment to invest a total of \$4 million, including \$1 million from the Bank, in rolling out and operating these clinics, which made it possible to distribute over 70,000 doses of the COVID-19 vaccines. These clinics supported the efforts of the public health network and pharmacies and stepped up the pace of the vaccination campaign among the general public.

\$1,000,000

Geographic breakdown of employees (as at October 31, 2021)

Province	Full-time	Part-time	Total
Alberta	326	18	344
British Columbia	288	24	312
Prince Edward Island	13	4	17
Manitoba	80	7	87
New Brunswick	179	64	243
Nova Scotia	32	1	33
Ontario	1,823	232	2,055
Quebec	14,306	2,370	16,676
Saskatchewan	42	8	50
Newfoundland and Labrador	—	—	—
Yukon, Northwest Territories and Nunavut	—	—	—
Total Canada	17,089	2,728	19,817
Outside Canada	7,099	4	7,103
Total	24,188	2,732	26,920

Income taxes and other taxes paid or payable in Canada (in thousands of dollars; as at October 31, 2021)

	Income taxes ¹	Capital taxes ¹	Other taxes ²
Federal	462 745	—	88 401
Provincial			
Alberta	7,940	—	2,214
British Columbia	6,214	—	3,797
Prince Edward Island	183	169	378
Manitoba	1,356	1,066	1,144
New Brunswick	3,652	3,299	4,207
Nova Scotia	512	—	522
Ontario	46,008	—	42,376
Quebec	269,504	4,669	345,467
Saskatchewan	930	1,761	580
Newfoundland and Labrador	5	—	86
Yukon, Northwest Territories and Nunavut	1	—	—
Total – Provincial	336,305	10,964	400,771
Total – Federal and Provincial	799,050	10,964	489,172

¹ Income taxes and capital taxes: Estimated amounts.

² Other taxes: Amount including employee benefits (employer's contribution including amounts paid to the Canada Pension Plan, Employment Insurance and provincial health insurance plans), business taxes, property taxes, sales taxes (including GST/HST and estimated provincial sales tax) and deposit insurance premiums.

**Our total
contribution:**

\$1.29 **Billion**
paid in income taxes
and other taxes

Debt financing made available to companies in Canada (in thousands of dollars)

In 2021, National Bank approved more than \$127 billion in debt financing to businesses across Canada.

	\$0 to \$24.9	\$25.0 to \$99.9	\$100.0 to \$249.9	\$250.0 to \$499.9	\$500.0 to \$999.9	\$1,000.0 to \$4,999.9	\$5,000.0 or more	Total
Alberta								
Total authorized (\$)	2,610.0	5,501.8	9,565.2	15,099.3	21,871.7	255,140.3	12,854,706.2	13,164,494.5
Number of clients	269	115	65	41	30	106	212	838
British Columbia								
Total authorized (\$)	1,538.8	3,602.3	6,446.9	5,995.9	33,701.2	311,501.8	6,188,504.6	6,551,291.5
Number of clients	166	78	44	17	49	122	173	649
Prince Edward Island								
Total authorized (\$)	472.5	b	c	d	e	f	g	472.5
Number of clients	59	b	c	d	e	f	g	59
Manitoba								
Total authorized (\$)	664.9	1,821.4	3,483.6	6,816.0	32,366.7	226,277.4	1,857,618.6	2,129,048.7
Number of clients	66	42	21	20	48	92	50	339
New Brunswick								
Total authorized (\$)	9,312.3	22,971.4	28,687.5	54,533.1	67,362.7	338,664.4	1,019,888.0	1,541,419.5
Number of clients	1,003	466	190	154	95	164	63	2,135
Nova Scotia								
Total authorized (\$)	225.5	b	c	d	e	45,105.8	1,055,790.0	1,101,121.3
Number of clients	22	b	c	d	e	19	29	70
Ontario								
Total authorized (\$)	27,001.0	42,313.0	57,542.3	104,081.1	212,089.2	1,638,840.5	28,738,358.9	30,820,226.0
Number of clients	2,960	878	380	291	301	672	631	6,113
Quebec								
Total authorized (\$)	326,149.4	656,271.8	888,180.2	1,284,141.8	2,356,761.2	10,506,428.8	55,804,364.7	71,822,297.9
Number of clients	38,064	13,603	5,810	3,605	3,370	4,870	1,615	70,937
Saskatchewan								
Total authorized (\$)	477.0	1,784.9	2,802.6	d	12,404.5	96,197.1	408,945.8	522,611.9
Number of clients	49	36	16	d	18	46	21	186
Newfoundland and Labrador								
Total authorized (\$)	a	b	c	d	—	f	g	0
Number of clients	a	b	c	d	—	f	g	0
Yukon, Northwest Territories and Nunavut								
Total authorized (\$)	a	b	—	d	—	—	—	0
Number of clients	a	b	—	d	—	—	—	0
Grand total								
Total authorized (\$)	368,451.4	734,266.6	996,708.4	1,470,667.3	2,736,557.0	13,418,156.3	107,928,176.8	127,652,983.7
Number of clients	42,658	15,218	6,526	4,128	3,911	6,091	2,794	81,326

Note: To preserve client confidentiality, some data has been grouped together as follows:

a - The figures for Newfoundland and Labrador, Yukon, the Northwest Territories and Nunavut have been added to the figures for New Brunswick and to that province's total.

b - The figures for Prince Edward Island, Nova Scotia, Newfoundland and Labrador, Yukon, the Northwest Territories and Nunavut have been added to the figures for New Brunswick and to that province's total.

c - The figures for Prince Edward Island, Nova Scotia and Newfoundland and Labrador have been added to the figures for New Brunswick and to that province's total.

d - The figures for Prince Edward Island, Nova Scotia, Saskatchewan, Newfoundland and Labrador, Yukon, the Northwest Territories and Nunavut have been added to the figures for New Brunswick and to that province's total.

e - The figures for Prince Edward Island and Nova Scotia have been added to the figures for New Brunswick and to that province's total.

f - The figures for Prince Edward Island and Newfoundland and Labrador have been added to the figures for New Brunswick and to that province's total.

g - The figures for Prince Edward Island and Newfoundland and Labrador have been added to the figures for New Brunswick and to that province's total.

The figures shown have been rounded to one decimal point.

Subsidiaries* of National Bank (as at October 31, 2021)

List of subsidiaries covered under the Public Accountability Statements Regulations and the Finance Entity Regulations.

National Bank Life Insurance Company

- National Bank Insurance Firm Inc.
- National Bank Planning and Benefits Inc.

National Bank Investments Inc.

National Bank Financial Inc.

- NBF Financial Services Inc.
- NBF Financial Services Ltd.

Natcan Trust Company

National Bank Trust Inc.

Branches** closed and opened (during the fiscal year ended October 31, 2021)

Branches closed

British Columbia

2186 Oak Bay Avenue, Suite 220, Victoria
1480 Fort Street, Victoria

Manitoba

200 Waterfront Drive, Suite 400, Winnipeg

New Brunswick

139 St-Thomas Street, Memramcook

Ontario

848 March Road, Ottawa
469 East Main Street, Welland
131 Pembroke Street West, Pembroke
2628 Princess Street, Kingston
423 George Street North, Peterborough
108 Hurontario Street, Collingwood

Quebec

875 Avenue du Palais, Saint-Joseph-de-Beauce
509 Rue Notre-Dame, Montebello
8032 Avenue des Églises, Lévis
530 Rue Notre-Dame, Saint-Tite
145 Rue Champoux, Disraeli
63 Rue Principale, Saint-Léonard d'Aston
660 Rue Royale, Malartic
1 Rue Keable, Sayabec
1056 Rue Saint-Cyrille, Normandin
1695 Bélanger St. East, Montreal
1600 Boul. Bécancour, Bécancour
60 Route 202, Lacolle
56 Rue Principale North, Saint-Pamphile
280 Rue Principale East, Farnham
585 Avenue Saint-Charles, Vaudreuil-Dorion
2195 Boul. Guillaume-Couture, Lévis
1086 Rue Saint-Isidore, Saint-Lin-Laurentides
436 Boul. Sir-Wilfrid-Laurier, Suite 100, Mont-Saint-Hilaire
920 Boul. Saint-Joseph, Suite 100, Gatineau
193 Rue Principale, Granby

Branches opened

British Columbia

2706 30th Avenue #105, Vernon

Manitoba

400 St. Mary Avenue, Suite 1000, Winnipeg

Ontario

500 Highway 7 East, Richmond Hill

Quebec

97 Rue Principale East, Farnham
39 Boul. de la Cité-des-Jeunes, Vaudreuil-Dorion
1201 Rue de Courchevel, Lévis
2157 Avenue du Marché, Saint-Lin-Laurentides
450 Boul. Sir-Wilfrid-Laurier, Suite 100, Mont-Saint-Hilaire
920 Boul. Saint-Joseph, Suite 250, Gatineau
975 Rue Principale, Suite 201, Granby

Branch reopened after major renovations

Quebec

2303 Beaubien St. East, Montreal (major renovation)

* The term subsidiary denotes an entity of the National Bank group.

** The term branch is used as defined in the Public Accountability Statements Regulations.

ABMs removed and added (during the fiscal year ended October 31, 2021)

ABMs removed

Manitoba

200 Waterfront Drive, Winnipeg

New Brunswick

29 Rue Principale, Lamèque

140 Route 124, Norton

Quebec

1500 Avenue des Vétérinaires, Saint-Hyacinthe

455 Boul. Jean-Paul-Vincent, Longueuil

50 Boul. Montcalm North, Candiac

1750 Chemin Oka, Deux-Montagnes

1755 Boul. René-Laennec, Laval

1255 Notre-Dame West, Montreal

491 Rue Seigneuriale, Beauport

2369 Chemin de Chambly, Carignan

8032 Avenue des Églises, Lévis

499 Boul. Greber, Gatineau

1200 Boul. Saint-Martin Ouest, Laval

2155 Beaubien St. East, Montreal

428 Boul. Saint-Joseph, Hull

1695 Bélanger, Montreal

1086 Rue Saint-Isidore, Saint-Lin-Laurentides

1086 Rue Saint-Isidore, Saint-Lin-Laurentides (2 ABMs)

585 Avenue Saint-Charles, Vaudreuil-Dorion (3 ABMs)

2195 Boul. Guillaume-Couture, Lévis (3 ABMs)

280 Rue Principale East, Farnham

ABMs added

New Brunswick

68 Rue Principale, Lamèque

Quebec

988 Rue Saint-Isidore, Saint-Lin-Laurentides

2157 Avenue du Marché, Saint-Lin-Laurentides (2 ABMs)

39 Boul. de la Cité-des-Jeunes, Suite 120, Vaudreuil-Dorion (3 ABMs)

1201 Rue Courchevel, Lévis (3 ABMs)

97 Rue Principale East, Farnham (2 ABMs)

256 Rue Papineau, Papineauville

2989 Boul. Curé-Labelle, Prévost

494 Rue Beaudoin, Saint-Léonard-d'Aston

295 Boul. Armand-Thériault, Rivière-du-Loup

2303 Beaubien St. East, Montreal (2 ABMs)

The Corporate Social Responsibility Statement issued by National Bank of Canada is specifically intended to meet the requirements of the Public Accountability Statements Regulations adopted by the federal government (Bank Act). A report on the Bank's environmental, social and governance (ESG) advances will also be produced. This document will be made public in the coming months and will be available on the Bank's website at nbc.ca.

The Corporate Social Responsibility Statement complements National Bank's Annual Report and Management Proxy Circular. Unless otherwise indicated, the information presented refers to fiscal 2021 (November 1, 2020, to October 31, 2021) and is released after the annual statement for fiscal 2020, published in March 2021.

The Corporate Social Responsibility Statement is drawn up by a team reporting to the Vice-President of Communications and Corporate Social Responsibility, with input from dozens of experts, then revised and approved by executives from many different sectors of the organization.

The document may be consulted in its entirety on National Bank's website (nbc.ca/socialresponsibility). It can also be obtained by visiting any National Bank branch or by calling 1-888-835-6281 or 514-394-5555.

Également disponible en français.

Comments regarding this document may be submitted by email to esg@nbc.ca or via our social media platforms.

Social networks

In order to promote discussion, the Bank communicates on a daily basis with its clients and various communities of interest online.



nbc.ca/socialnetworks

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