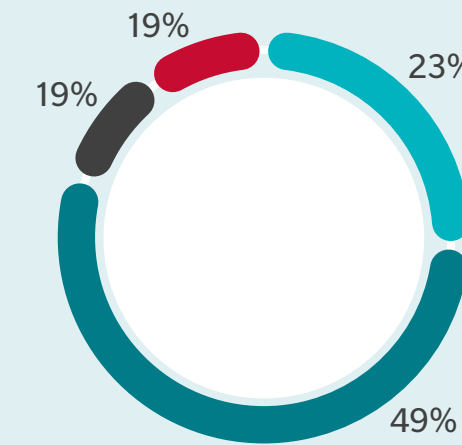


Our goals are aligned with the expectations of society

Our convictions drive our leadership in community resilience and our expanding focus on climate change—efforts that align with what the public expects from us. More than seven in 10 people believe their current insurer should be involved in building resilience, especially resilience to climate change.¹

Where does society expect us to play a role?

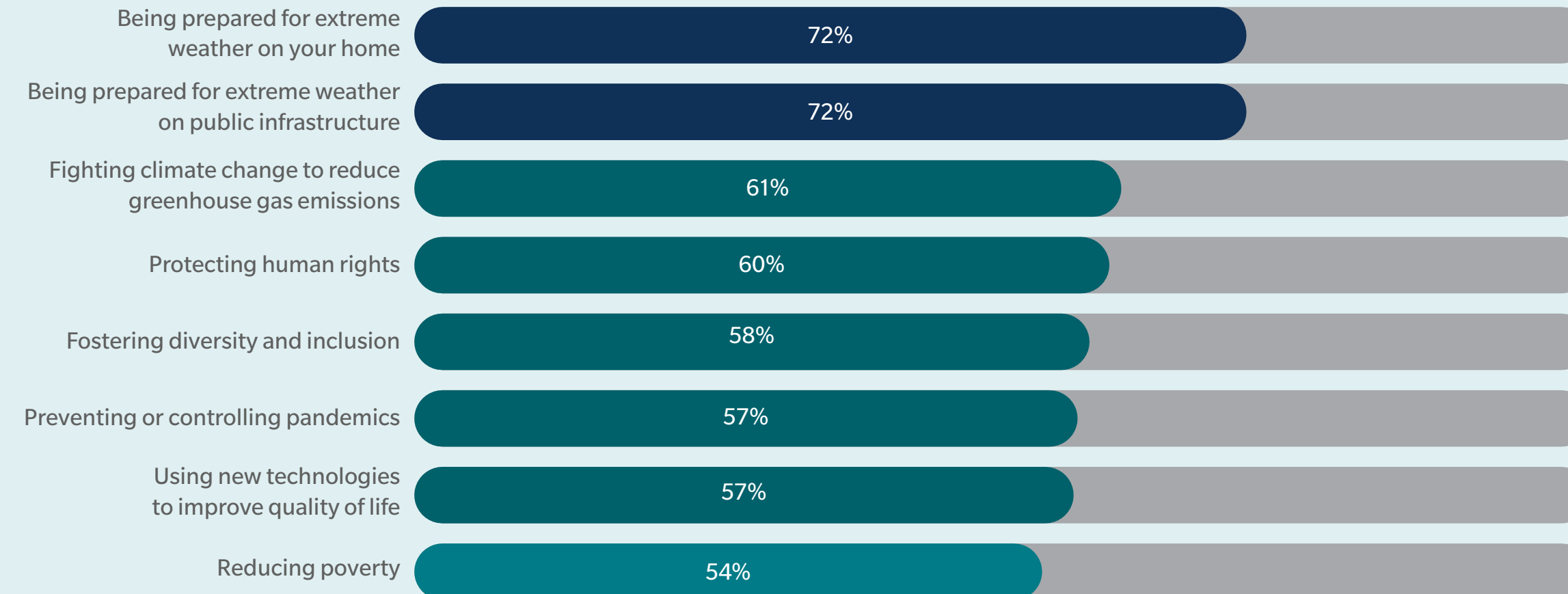
In 2022, we commissioned research with market research leader Ipsos to understand how society defines resilient communities and whether there is an expectation of their insurer to play a role. The results supported our hypothesis that we have the license and credibility to play a leadership role in building resilient communities.



- 23%** Involved a great deal
- 49%** Somewhat involved
- 19%** A little involved
- 19%** No involvement at all

Over 7 in 10
believe that their current insurance provider should be involved in playing a role in building resilient communities.

Desired involvement of insurer in specific dimensions of resilience



¹ Research was conducted for Intact by Ipsos.

Introducing our Resilience Barometer

Our performance target—“three out of four stakeholders recognize us as leaders in building resilient communities”—centres on the experience of the very people we aim to support.

We partnered with Ipsos to develop a **Resilience Barometer**, measuring stakeholder feedback on our performance in four dimensions where we are uniquely positioned to help build resilient communities. We’ve defined resilient communities as being climate proof and economically thriving—for us, this includes entrenching and building leadership in four key areas:



Helping communities adapt to climate change.



Reducing greenhouse gas (GHG) emissions.



Creating opportunity for families living in poverty.



Contributing to community well-being through generosity.

We engaged six stakeholder groups that are critical to our success and asked for their feedback on our performance to build the barometer:

- Customers
- Brokers
- Governments
- Employees
- Investors
- NGOs and industry associations



Initial results

Our inaugural results indicate we’re on the right track with more progress to make over time.

54%

of stakeholders recognize us as leaders in building resilient communities.

90%

of stakeholders believe Intact has the responsibility to help communities become more resilient.

We are expanding the barometer’s geographic reach in 2023 to include US, UK and EU stakeholders.