

## Building resilient communities

At Intact, we exist to help people, businesses and society prosper in good times and be resilient in bad times. This purpose is embedded in our strategy. It is a moral compass that guides our decisions. It shapes where we focus our resources and defines how we interact with people. It gives meaning to the work we do.

Learn more about [our purpose](#).

Society is at a pivotal time. Inflation, socio-economic and geopolitical challenges, and the increasing impacts of extreme weather are affecting the ability of communities to thrive and respond to sudden change.

Building resilient communities starts with listening to people's needs and aspirations. It means looking at the direction in which the world is moving and figuring out how we can use our strengths and expertise to help those around us. And it means making sure that people are not left behind and have opportunities to grow in a changing society.

Learn more about [our approach](#).



We define resilient communities as being climate proof and economically thriving.

### A resilient community...

...has the capacity to adapt to a changing climate.

It recognizes that natural assets, like wetlands, grasslands and trees, can help to reduce the impacts of extreme weather, like flooding, and to remove and store greenhouse gas (GHG) emissions.

It has climate-proof infrastructure including strong transport, power, water and sanitation systems that are able to sustain more frequent extreme weather events.

It supports the people that live there by providing education, awareness and tools to guide individuals and businesses to take preventative action and be better prepared for the consequences of a changing climate.

...is built on a solid economic foundation.

It provides opportunities for all with a focus on skills training and a diverse range of employment opportunities and gives everybody a fair chance at thriving.

It takes care of the most vulnerable with social networks, which provide a wide supportive environment to meet the local population's basic needs and support their physical health and emotional well-being.

It is knowledgeable and provides opportunities to access education, learn new skills, build on past experiences, and adapt to a rapidly changing world.



**53%**

of stakeholders globally recognize us as leaders in building resilient communities, the first time we have measured a global score.

**57%**

of stakeholders in Canada recognize us as leaders in building resilient communities, up from 54% in 2022.

**89%**

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

## At Intact, helping is what we do, day in and day out

Insurance is about protecting people and managing risk, and we are uniquely positioned to help and to make a difference in people's lives.

We believe that Intact has an increasingly important role to play in fostering climate and economic resilience.



### **Creating opportunity for families living in poverty.**

Through our long-standing partnership with the United Way, we address the root causes of poverty by helping parents access employment and essential care for their young children.



### **Contributing to community well-being through generosity.**

Intact's 30,000 employees tackle social challenges and support humanitarian relief efforts when disasters happen. Last year, our employees donated more than \$2.9 million and volunteered 25,500 hours to more than 400 organizations. Together with our employees, we supported more than 3,000 organizations in 2023.



### **Helping communities adapt to climate change.**

We are working with customers, communities, research centres, NGOs and governments to develop practical solutions to tackle climate change.

In 2015, we invested to create the [Intact Centre on Climate Adaptation](#) at the University of Waterloo and, since then, extensive research has been published on effective ways to make our communities more resilient.



### **Reducing greenhouse gas (GHG) emissions.**

In addition to our own commitment to achieve net zero by 2050, we can do our part to enable the transformation of industries that are key to the transition. With our product offering and expertise, we are well positioned to support the growth of clean technologies critical to a low-emissions future such as renewable energy production.