

Public Accountability Statement 2020



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Who we are

This Public Accountability Statement includes the contributions of the following RSA Canada affiliates:

- Royal & Sun Alliance Insurance Company of Canada
- Canadian Northern Shield Insurance Company
- Western Assurance Company
- Ascentus Insurance Ltd.
- Quebec Assurance Company
- Unifund Assurance Company

In 1833, when Royal Insurance first came to Canada, fire was a big threat to Canadian lives and livelihoods. Major fires took a heavy toll in Montreal and Toronto. Many insurance companies had to declare bankruptcy. Royal Insurance didn't. In fact, Canadians came to know Royal Insurance for our full and prompt payments.

Today we are one of Canada's largest property & casualty insurance companies, employing more than 2,900 people and insuring close to a million cars and more than half a million homes in Canada.

Back in 1833, Canadians recognized we kept our promises. We were there when disaster struck. Made full and prompt payments. And made things better for people.

Today, we're doing the same as we did back then - keeping our commitments to our customers, communities and each other.

We are global, national and local, with experience knowing what works, how teams contribute to success, and most importantly how our people make a difference.

Our founding history was built on a vision to provide protection and peace of mind, for our people, customers, and communities and this continues to fuel our desire to be the best at what we do.

We work with energy and determination to get better every day through industry leading thinking, listening and respecting all perspectives.

At RSA Canada, this is how our leaders and our people make an impact. We look forward, so we can adapt, evolve and improve, ultimately achieving our better, together.

Some of the details presented in this Public Accountability Statement includes information related to entities that are in addition to the listed Affiliates.

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Our values and employee promise

One of Canada's Top 100 Employers

In recognition of our commitment to our culture, where people can grow, feel supported, and become their best selves, we were selected as one of [Canada's Top 100 Employers](#) for the second consecutive year. The award also honoured workplaces in 2020 that innovated to support employees and gave back to the community during the pandemic.



To further advance our employee culture of growth and opportunity, we introduced a new Employee Value Proposition (EVP) in 2020 called *Ambition to Lead Our Tomorrow*.

The EVP outlines what makes RSA Canada unique, along with the reciprocating actions between the company and our employees that drive personal and organizational success.

Ambition to lead our tomorrow

We are energized by an ambitious spirit.

Active minds that relentlessly search for the right solutions.

Focusing on building team success with the desire to make us better every day.

Our employee promise

The EVP comes to life through five core pillars and values, which help guide our leadership and employees in everything they do:

- Lead to Learn – Developing our people so they can be their best;
- Own Your Path – Always getting better to drive performance with pace;
- Keep Our Commitments – Keeping commitments to our customers, communities, shareholders and each other;
- Talk with Transparency – Trust and transparency in everything we do;
- Collaborate and connect – Collaboration and inclusion where everyone matters.

Promoting diversity and inclusion

Our Canadian Diversity and Inclusion (D&I) Council, chaired by our Senior Vice President, Internal Audit, drives collaboration and change across the business, supported by a network of volunteer D&I champions and employee resource groups. Our clearly defined D&I priorities – building greater diversity, removing systemic barriers, investing in education and awareness, and rewarding inclusive behaviours – are also embedded into our HR processes.

In 2020 we launched resource guides to help employees understand key issues relating to racism and ways they can proactively support colleagues. We rolled out Unconscious Bias learning modules and our two Employee Resource Groups, LGBTQ+ and United Colours of RSA, delivered an ‘Eight Weeks of Giving’ campaign to celebrate Pride Month and draw attention to anti-racism.

Supporting positive wellbeing and mental health

Our aim is to empower our employees to better care for their mental health and raise awareness of the extra support available to those who need it. Recognizing the greater need in 2020, we expanded our wellbeing resources for our employees to support them during pandemic restrictions and remote working. We provided colleagues with access to a range of tools, activities, resources and online events covering topics such as coping with stress, self-care tips, and how to lead and support virtual teams.



We also participated in the ‘[Not Myself Today](#)’® campaign led by the Canadian Mental Health Association, which provides access to program materials to support positive mental health and reduce the stigma.

The key elements of our *Confident Futures* strategy are:

- **Shaping a smarter tomorrow** — Using our resources to enhance customers' and society's understanding of the risks they face, so they can manage them more effectively.
- **Building stronger relationships** — supporting our customers, colleagues and communities by seeking to better understand and respond to their needs with clear commitments to action.
- **Managing the everyday well** — integrating responsible business practices into our everyday operations, including investments and underwriting, supply chain management and reducing our environmental impact.

Corporate Responsibility

Our Corporate Responsibility commitment

We think every choice we make as a business matters. Our corporate responsibility strategy, *Confident Futures*, sets out how we integrate responsible business practices into our everyday operations and our ambition to create a future in which people can be smarter and more confident in managing the risks they face.

Our corporate responsibility strategy is underpinned by policies that are reviewed annually and set the framework for our operations, helping us manage our operational, regulatory and reputational risks.

To find out more about our strategy and commitments, read the [Corporate Responsibility annual report](#).

Building stronger relationships

We value strong relationships with everyone we work with and strive to understand and respond to the needs of our customers, colleagues and communities so they can flourish.

We're committed to ensuring that we offer our customers excellent support and care, develop our colleagues, and make a positive contribution to the communities we're part of. That's why we have placed these three stakeholder groups at the centre of our *Confident Futures* strategy.

Active in communities

As a business, we don't exist in isolation - we're an integral part of every local community we're based in. We value our relationships with the communities we're part of. Through encouraging employee volunteering, promoting social mobility and supporting local causes, we can make a positive difference to the people and places around us.

Our Community Investment policy governs the ways we support community organizations, from contributing time and skills to providing one-off donations and establishing long-term partnerships. Much of our community activity is defined by the needs we see on the ground in the areas we work in, and is organized by local teams. We focus RSA Canada's contributions on developing education & employability, promoting risk education, enhancing social inclusion, supporting causes linked to mental health, contributing to emergency relief and protecting the environment.

Promoting road safety in our local communities



We help people and businesses to learn about the risks they face and how to manage them more effectively. Our award-winning [TruceTO](#) program aims to build understanding and empathy between pedestrians, cyclists and

drivers to reduce accidents and fatalities in the Greater Toronto Area. In 2020 and into 2021, we worked with our broker partner, Gallagher, to expand the program. We continue to conduct consumer research and road safety education at key times throughout the year to break down misconceptions and help all road users safely share the road.



Helping communities prepare better for flooding in Canada

Through our partnership with [WWF-Canada](#), we are helping communities build resilience to climate change by sharing knowledge of how they can protect their homes and businesses from extreme weather events, with particular attention to the impacts of flooding. In 2020 we brought community leaders together to increase awareness of flood-vulnerability assessments, natural assets and how natural infrastructure can reduce flooding.

In Florenceville-Bristol, a riverside town located on the banks of the Saint John River in New Brunswick, we funded a project in collaboration with WWF-Canada and the Municipal Natural Assets Initiative to help prevent flooding through adopting green infrastructure, nature-based solutions, climate-friendly bylaws and municipal development plans. This work uses Geographic Information System (GIS) data and hydrological modelling to predict the community's vulnerability to flooding now and under future climate scenarios. Recommended actions include restoring wetlands, building storm-water management ponds and installing rain gardens. We are developing a toolkit for local communities with a model that other municipalities can replicate.

Supporting front-line mental health and addictions care



Mental illness is a leading cause of disability in Canada and a leading cause of death among segments of our population. In any given year, one in five Canadians experience a mental illness or addiction problem. Through our partnership with [Dollar A Day Foundation](#), we are supporting

access to front-line mental health and addiction programs across the country and helping to change the conversation. Together, we are making real change happen on the front lines of mental health and addictions care across Canada.

Our Corporate Citizenship program

2020 community investment highlights:

Total community investment:

\$1,107,884

Number of organizations helped through
community investment activities:

215

Amount raised by employees through
our Regional Charity program:

\$23,535

Number of employee hours volunteered:

386

Amount of employee donations matched:

\$32,023

RSA Canada supports our employees by giving them time off to volunteer in their community and money to donate to charities they care about.

Matching donations

We match employee charitable donations up to \$500 per year for each employee.

Volunteer days

Employees can take two paid work days off every year to volunteer in their communities.

‘Dollars for Doers’ program

We donate \$500 to an employee’s favourite charity when they volunteer more than 50 hours outside of company time.

Regional charity fundraising

Each RSA Canada region has a charity committee, which is made up of volunteers who organize fundraising events throughout the year for the top three chosen charitable organizations in their region.

Local charities supported in 2020 include:

- community food banks and shelters, such as Ronald McDonald House Charities® Toronto;
- healthcare and hospital foundations, such as The Princess Margaret Cancer Foundation;
- disease prevention organizations, such as Heart&Stroke™; and
- mental health organizations, such as Canadian Mental Health Association (CMHA) National.

Supporting our customers and communities during COVID pandemic

Throughout 2020, we acted quickly to provide additional support to those who needed it, with the safety and security of our people and customers our top priority.

Stepping in and stepping up for our customers

In 2020, we implemented measures and encouraged greater use of our online tools and expertise to help alleviate some of the burden that Canadians faced as a result of the pandemic and to make it easier to do business with us virtually. This included:

- Financial relief of **\$75 million in savings** for personal and commercial insurance customers who faced financial hardship;
- Coverage for customers who were temporarily using their vehicle for delivery services;
- Flexible payment options, payment deferrals and support for customers who faced financial hardship;
- Guidance to help businesses that shut down to protect their idle property and fleets, and prevention and protection tips to avoid identity theft, as instances of fraud increased in the wake of COVID-19;
- Expanded use of digital tools such as our RSA Claims Point® portal where customers can submit and check on home and auto claims;
- Support for the most vulnerable Canadians through a **\$100,000** contribution to Food Banks Canada to purchase food products for those living with food insecurities, plus an additional **25,200 meals** donated through employee participation in our #RSACares program;
- Priority access to services and claims repairs for healthcare workers and educators through our **'Healthcare Workers First'** and **'Thank You Educators'** programs. By the end of 2020, we fast-tracked **260** healthcare worker claims and **300** educator claims.

For more details, read the [news release](#).

Keeping our colleagues safe

The safety and wellbeing of our people has never been more important. In 2020, we acted quickly to support our employees to work safely from home through investments in technology, the creation of digital resources and a strong focus on communications and wellbeing. Some of the actions include:

- Switched to remote working, providing devices and support to enable our people to work safely from home;
- Introduced safety protocols and measures at our offices to protect the few still working on-site, and temporarily closed all offices to walk-in traffic;
- Strengthened our flexible working arrangements to support employees with dependent care responsibilities;
- Launched wellbeing resources, providing a wide range of practical and emotional support to help our people adjust, such as webinars and online tools on coping with stress, self-care tips and building resilience;
- Enhancements to our health benefits, such as a one-time allowance to purchase wellness apps;
- Provided ongoing and transparent communications to ensure our employees were supported and kept up-to-date on the latest developments.

Protecting the environment

Climate change threatens lives and livelihoods. Urgent action is needed to reduce carbon emissions in line with the Paris Agreement to limit temperature change to 1.5°C and build climate resilience. We're supporting the transition to a low-carbon economy, minimizing the environmental impact of our operations and promoting climate change adaptation.

Our actions

Underwriting

We carefully evaluate the risks we underwrite, and work with our customers to promote sustainable business practices. Our Climate Change and Low Carbon Policy position ensures we are working closely with the industry, our partners and communities to achieve a low carbon future.

Investments

Our Investment teams consider the Environmental, Social and Governance (ESG) policies of our fund managers and use specialist datasets to review investment options on the quality of their ESG management. We've also committed to ruling out investments in carbon-intensive activities.

Our operations

We're working hard to reduce our impact by cutting carbon emissions and using resources more efficiently. We're also adopting digital solutions to reduce reliance on paper, removing single-use plastics and reducing waste at our offices.

Supply chain

Being a responsible business means thinking about our impact beyond our own operations. We work collaboratively with our suppliers and partners to gain their commitment to social and environmental standards and share best practice.

We encourage a 'repair over replace' philosophy among our suppliers where possible and safe to do so. We incentivize repairers to fix parts instead of replacing them when this option is available. We're also measuring the carbon intensity of our supply chain and are using this to target our engagement activity in the areas we can have the biggest impacts such as car repairs and building restoration.

Communities

Our expertise in risk management and product development can support society to adapt and respond to the impacts of climate change. With our partners, we are helping communities build resilience by sharing knowledge of how they can protect their homes and businesses from extreme weather events such as floods, storms, wildfires and drought.

Our economic contribution

As one of Canada's largest property & casualty insurance companies, we generate economic benefit as an employer, taxpayer and investor.

Number of employees in Canada

In 2020, RSA Canada employed 2,907 people in 8 provinces.

Province	Full Time	Part Time	Total
Alberta	163	1	164
British Columbia	114	1	115
New Brunswick	37	0	37
Newfoundland & Labrador	687	29	716
Nova Scotia	153	0	153
Ontario	1,449	11	1,460
Prince Edward Island	11	0	11
Quebec	231	20	251
TOTAL	2,845	62	2,907

Debt financing

RSA Canada and its affiliates provided total financing of \$49.2m, of which 17% were direct loans and 83% were loan guarantees. New loans provided in 2020 amounted to \$9m.

	\$0 – 24,999	\$25,000 – 99,999	\$100,000 – 249,999	\$250,000 – 499,999	\$500,000 – 999,999	\$1m – 4,999,999	\$5m and greater
Total loans	nil	\$0.098m	\$0.35m	\$0.93m	nil	\$11.5m	\$36.5m
Total firms	nil	2	1	3	nil	6	4

Taxes

In 2020, RSA Canada paid the following federal and provincial taxes:

(\$000) CAD	Income Taxes	Premium and Fire Taxes	Total Taxes 2020
Total Federal	\$46,916,824		\$46,916,824
NL	2,218,043	9,355,777	11,573,819
PEI	128,188	344,659	472,847
NS	2,145,301	6,522,028	8,667,330
NB	1,233,005	3,040,035	4,273,040
QC	3,515,972	10,074,988	13,590,960
ON	19,248,719	44,145,422	63,394,141
MB	299,238	713,328	1,012,565
SK	190,216	976,168	1,166,384
AB	4,412,039	20,536,487	24,948,526
BC	2,550,427	15,112,261	17,662,688
YT	65,863	118,061	183,924
NWT	46,191	120,626	166,817
NT	39,355	95,334	134,689
Total Provincial	\$36,092,557	\$111,155,174	\$147,247,730
Total	\$83,009,381	\$111,155,174	\$194,164,554



Contact us

RSA Canada

18 York Street, Suite 800
Toronto, Ontario M5J 2T8

rsagroup.ca |   

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