



Farm Mutual Re  
Collaborate. Empower. Succeed.

# 2022

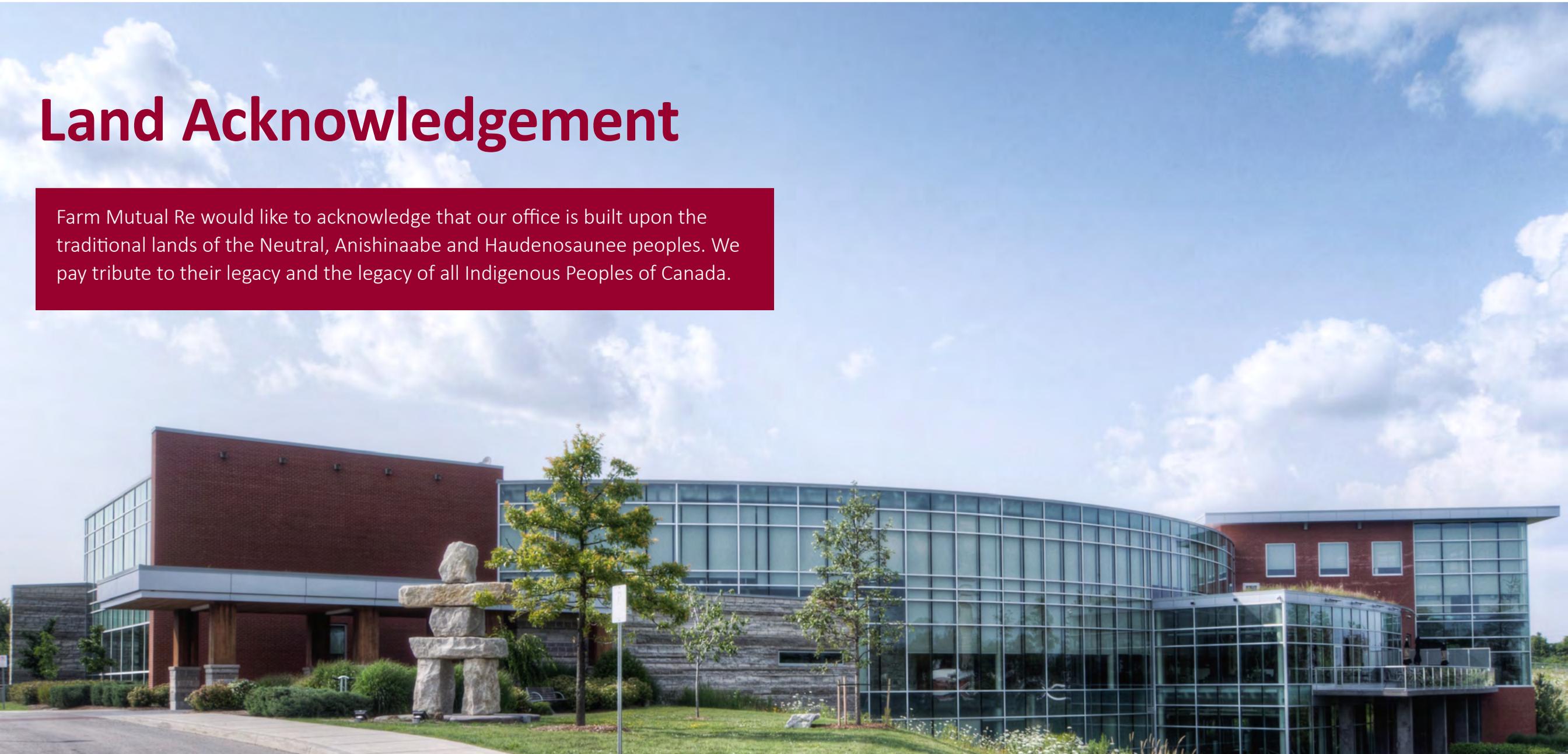
## Community Investment Report





# Land Acknowledgement

Farm Mutual Re would like to acknowledge that our office is built upon the traditional lands of the Neutral, Anishinaabe and Haudenosaunee peoples. We pay tribute to their legacy and the legacy of all Indigenous Peoples of Canada.





# Contents

- 2 Land Acknowledgement
- 3 Contents
- 4 CEO Message
- 5 We Are Committed
- 6 Our Values

## ENVIRONMENTAL SUSTAINABILITY

- 8 LEED® GOLD Certified Office Building
- 10 Our Green Procurement Strategy
- 12 Home to Honeybees
- 12 Reducing Vehicle Emissions
- 13 Bronze Pledging Member of Sustainable Waterloo Region
- 13 Voted one of Canada's 2022 Greenest Employers
- 14 Contribute to Green Causes

## YOUTH & EDUCATION

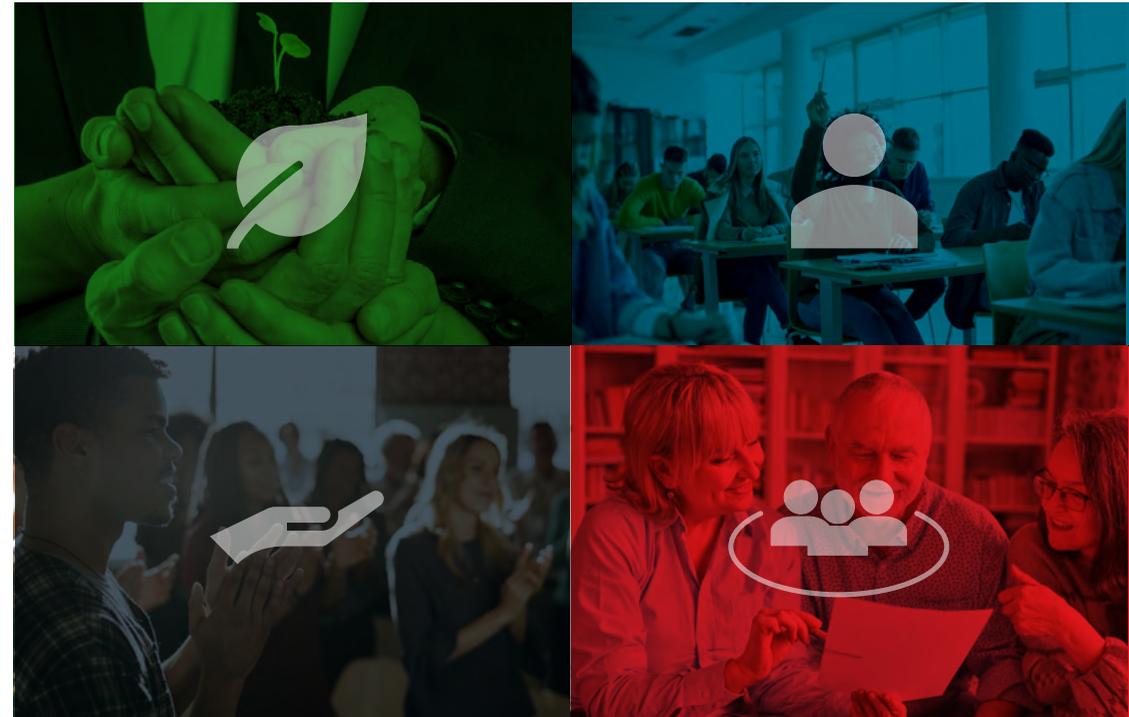
- 16 The Farm Mutual Foundation
- 17 We Support Co-operative
- 17 Education
- 17 4-H Canada

## THRIVING COMMUNITIES

- 19 Empowering Our Employees
- 24 Corporate Giving

## EMPOWERING OUR MUTUAL COMMUNITY

- 26 We Support Our Members
- 27 Valued Partners





# CEO Message



At Farm Mutual Re, we believe in doing what is right. That means we have a role to play in protecting the environment, supporting youth and education, fostering health and wellness, and contributing to our community. We pride ourselves in taking meaningful, concrete steps to help build a sustainable future. While the journey is not new to us, this is our first Community Investment Report highlighting the efforts we make in these realms. I am so pleased with our organization's progress and salute our directors, executives, and employees for all their hard work.

Being environmentally responsible is of utmost importance to us. We operate our business using greener practices to ensure a healthy planet for future generations.

Young people are our future. By supporting their education, we are contributing to their long-term success and helping them become active contributors to society who will positively impact the world.

In keeping with our values, we cultivate healthy, diverse, and safe communities for all. This intentionality is mirrored in our internal focus to strengthen our people through wellness programs and equity, diversity and inclusion (EDI) practices.

We are passionate about empowering and advancing the mutual community. This has never been more evident than in 2022. It has been a difficult year. We experienced our two worst property catastrophe events to date. But then, these types of events are why we exist. We are

proud to be able to support our members when they need us. Our solid financial position and strong support from our reinsurance partners allows us to demonstrate the full value we bring to our members. We are in the business of protecting our communities from extreme weather events. They will continue to happen, and we will continue to be there.

I look forward to advancing our sustainability journey in 2023.

Jean-Pierre Gagnon  
President & CEO



## We Are Committed

The increased urgency to address climate change and social injustices that have plagued our world is at the forefront of humanity. These global issues require collective action, and Farm Mutual Re is committed to doing our part. Since our beginning in 1959, we have been dedicated to sustainability. We are steadfast in being environmentally and socially responsible to help build a healthier, more equitable future where everyone can thrive.

### Our Vision

To be the reinsurer of choice for the global mutual community and an essential part of the Canadian property and casualty industry.

---

### Our Mission

Committed to mutuality and strengthened by our scale and Canadian agricultural heritage, we provide enhanced reinsurance solutions for the benefit of our members and those who value deep-rooted relationships.



# Our Values

Our values create the foundation on which we guide ourselves and our behaviours. They guide our mission, inspire us to fulfill our vision and drive the way we interact with our members, customers, employees, and business partners.

## Caring

We care deeply about people, the success of the mutual insurance community, and the environment. We are invested in each other, our members, our partners, our communities, and our policyholders.

## Committed

We are committed to building strong, long-lasting relationships. We encourage each other and are committed to being our best through work-life balance, healthy choices, and life-long learning. We make green choices to protect our environment. We believe in doing what is right.

## Integrity

We hold ourselves and each other accountable for our actions. We deliver on our promises so others can deliver on theirs. We treat everyone with respect. We build trust by being honest and transparent. We apologize when we are wrong, take steps to make it right and treat mistakes as an opportunity to improve.

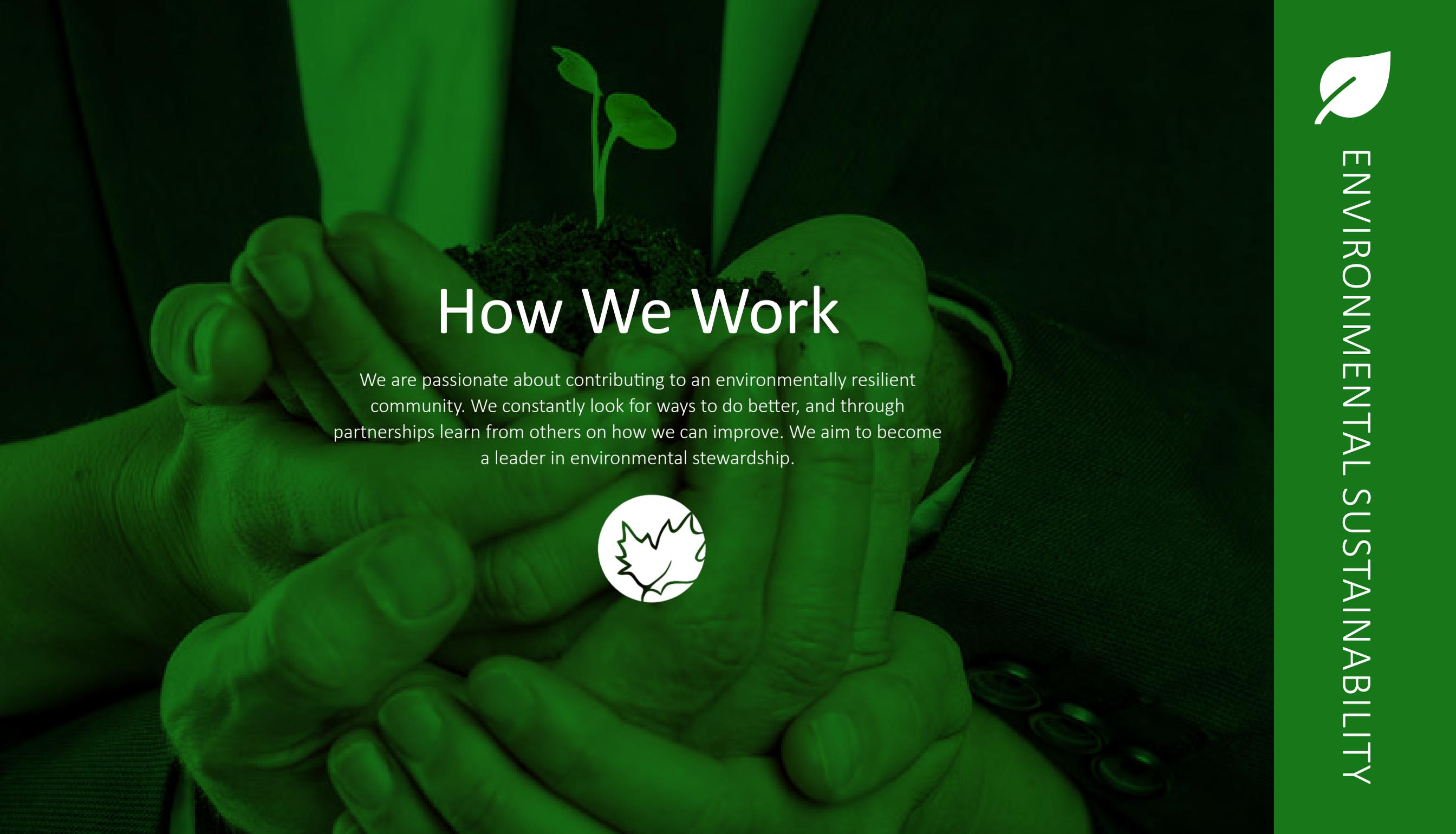
## Courageous

We are leaders by connecting, communicating, and collaborating to foster mutuality. Recognizing the speed of change, we embrace problem solving with openness, creativity, and innovation to further our progressive approach to success. We are prepared to be challenged.

## Empowering

We accomplish more together than we do alone. We listen, contribute, and share. We instill confidence by celebrating each other's successes and supporting each other when we fail. We are ambassadors, helping the mutual community move forward.

*We are passionate about empowering and advancing the mutual community.*



# How We Work

We are passionate about contributing to an environmentally resilient community. We constantly look for ways to do better, and through partnerships learn from others on how we can improve. We aim to become a leader in environmental stewardship.



ENVIRONMENTAL SUSTAINABILITY



# LEED® GOLD Certified Office Building

Our office building is LEED® GOLD Certified. Leadership in Energy and Environmental Design (LEED) is a rating system that is recognized as the international mark of excellence for green buildings in 150 countries. Our building contributes to a healthier working environment through better air ventilation and more natural daylight. Our building and landscape design reduce waste, conserve energy, and decrease water consumption.





## Specific Building Features:

### Windows

- Automated window blinds control heat and light and are automatically controlled by computer and photocell.
- High performance glass was used in the windows to reduce heat as well as noise.

### Lighting

- A high efficiency lighting system reduces our energy consumption and lowers CO<sub>2</sub> emissions.
- Electronic ballasts allow for daylight harvesting which reduces light intensity during daylight hours. Most areas are motion-sensor controlled, turning lights off when an area is not in use.

### Storm Water

Our storm water management system was designed in conjunction with our proximity to the provincially significant wetland. Multiple setting points reduce

sediment and contaminants prior to storm water release into the wetland. Thorough studies were completed to ensure there was a reduced impact on the wetland area.

### Drought Tolerant Vegetation

No landscape irrigation system was installed on the property. To mitigate our potable water consumption, drought tolerant vegetation was chosen for the landscaped areas. These types of plants have adapted to drought or “dry” conditions and therefore need less water to survive.

### Green Roofs

Three areas of our roof have been fitted with green roof plantings. This reduces our heat island effect by absorbing the sun’s heat and not allowing it to heat up the surrounding air. This layer of earth helps to absorb sound as well as insulate the

building, reducing the need for energy to cool and heat spaces. The green roof also enhances the storm water retention of the building by slowing the rate of water runoff as well as providing cleaner water to permeate the ground. These plantings are drought tolerant requiring only 2.5 cm of rainfall per month which keeps the roof maintenance minimal.

### Ultra-low Flow Water

Rainwater is gathered from our main roof into external cisterns and used as non-potable water for flushing toilets. This reduces the usage of potable water for sewage conveyance. Most washrooms contain ultra-low flow toilets, dual flush toilets, ultra-low flow faucets and cloth hand towels. The faucets are automated to reduce excessive water use. Furthermore, water hydrants located around the building are fed from our rainwater collection system to avoid depleting the city’s potable water supply.

### Ground Source Heating

The ground source heat pump system contains over 80,000 linear feet of underground piping extending under the parking lot. Primary pumps circulate vegetable-based glycol fluid through the piping allowing us to extract heating and cooling energy from the ground depending on the season.

### Reduced Energy Consumption

A central computer monitors room temperature and CO<sub>2</sub> levels adding fresh air only when required. Rooftop energy recovery ventilators use the recovered heat from exhaust air to pre-heat incoming airflow. These techniques reduce the energy consumption of the mechanical systems by allowing the system to function minimally.



# Our Green Procurement Strategy

- 🌿 We purchase 100% recycled paper from Sustainable Forests
- 🌿 We wash the floors with vinegar
- 🌿 We do not use sprays or pesticides and our weeds are pulled by hand
- 🌿 We try to purchase, wherever possible, items with the least amount of packaging. For example, when we cater lunches – we ask that sandwiches be served on a tray and not individually packaged
- 🌿 We use reusable totes instead of cardboard boxes from our supplier





# Our Staff Make the Difference

We recognize that our employees are our most important asset in advancing our sustainability efforts. We create opportunities for them to get involved and make a significant difference.

## Our Green Team

An employee Green Team is responsible for coordinating environmental initiatives throughout the year.

- Like previous years, this summer, the office garden was planted and regularly maintained by members of the Green Team. The bushels of vegetables harvested were donated to the Cambridge Food Bank.

## Our IT Team members are responsible stewards of our technology

- The life of our old equipment is extended when it is donated to organizations in need to avoid adding it to landfills
- Batteries are recycled
- The team has organized a vendor toner recycling program

Employees help us find ways to minimize our carbon footprint. We actively recycle and compost as many materials as possible and avoid using single-use plastic cutlery, plates, and cups.





## Home to Honeybees

Our grounds are home to three honeybee hives that are maintained by an apiarist.

Honeybees support the ecosystem via pollination, enhance the productivity of agricultural crops and help biological diversity conservation.



---

## Reducing Vehicle Emissions

Demonstrating our commitment to reducing vehicle emissions:

- We have four electric vehicle charging stations in our parking lot free for employees and visitors to use
- We request employees to carpool when attending company events
- We provide bike racks and a bike room to encourage employees to cycle to work





**Farm Mutual Re**  
Collaborate. Empower. Succeed.

Environmental Sustainability



## Bronze Pledging Member of Sustainable Waterloo Region

We are a bronze pledging partner of Sustainable Waterloo Region. This initiative is a member-based program that helps organizations in Waterloo Region assess their environmental impact and set carbon, waste and water targets.



## Voted one of Canada's 2022 Greenest Employers





# Contribute to Green Causes



Not only are we committed to doing our part, but we also contribute to causes that support greener communities to ensure a healthy planet for future generations.

Farm Mutual Re was one of the founding partners of Partners for Action in 2015 and continues to support the organization based at the University of Waterloo's Faculty of Environment.

Partners for Action is an applied research initiative that uses a collaborative approach to bring together business, government, and academic representatives to create and share knowledge, address information needs and drive action to better manage the risks posed by flooding.

Partners for Action empowers Canadians to become flood resilient by promoting awareness and preparedness actions that are inclusive and evidence-based.



Institute for Catastrophic Loss Reduction  
Institut de prévention des sinistres catastrophiques

We are a member of the Institute for Catastrophic Loss Reduction (ICLR) — a world-class centre for multi-disciplinary disaster prevention research and communication. ICLR was established by Canada's property and casualty insurance industry as an independent, not-for-profit research institute affiliated with Western University. Institute staff and research associates are international leaders in wind and seismic engineering, atmospheric science, risk perception, hydrology, economics, geography, health sciences, public policy and a number of other disciplines. The Institute champions seismic and climate resilience based on science.

These examples show how we are taking steps to combat climate change and we will continue on this journey. We are committed to learning and making improvements along the way to address the environmental impact of our business practices.



# Committed to Empowering Youth

By supporting young people's education, we are contributing to their long-term success and helping them become active contributors who will positively impact the world.





# The Farm Mutual Foundation

The Farm Mutual Foundation (Foundation) was created to help children of people employed in the mutual community pursue post-secondary education. With our financial support, contributions from the mutual community, and fundraising activities, the Foundation has awarded more than \$3.6 million in scholarships since its inception in 2005 to students enrolled in a post-secondary educational institution.

In 2022, the Foundation funded 213 scholarships.

To apply for a scholarship, eligible students must submit an essay or video addressing a particular issue. Here are the topics from the past five years.

2022

This is your chance to elevate a social justice issue that is underrepresented and not receiving enough attention in the media. Why is this cause important to you? Why should people have an awareness of this issue? Outline your ideas to help bring awareness.

2021

We challenge you to find a way to give back to your community. Donate your time, perform a random act of kindness for a neighbour, participate in a fundraiser or charity event; be creative in your efforts to make a positive impact in your community and tell us about your experience.

2020

What has the emergence of “fake news” done to society? How do we create a global culture that values and promotes truth?

2019

There will be 40 000 job vacancies in the Canadian insurance sector within the next couple of years. Would you consider a job in the insurance sector? What would prevent you from exploring a career in the insurance sector?

2018

With society’s ever-increasing acceptance of personal information sharing, privacy is becoming a thing of the past. What are some of the unintended consequences and risks associated with third parties having access to your personal data?



# We Support Co-operative Education

Our co-operative education positions help students enrolled in post-secondary education programs and people entering the workforce make career decisions and develop the knowledge, skills, and social behaviours essential to workplace success. Since the inception of the Co-op Program in 2010, Farm Mutual Re has welcomed a total of 97 co-op students, 19 of whom have been hired as full-time employees.



## 4-H Ontario

In partnership with Ontario Mutuals, we also support 4-H Ontario

- ➔ 4-H Canada is a not-for-profit organization that is focused on strong leadership for world-class positive youth development experiences in Canada. We are happy to support 4-H Ontario in their efforts to provide positive youth development experiences in the province.
- ➔ The mission of the 4-H movement in Canada is to empower youth to be responsible, caring and contributing leaders that effect positive change in the world around them.



## Setting People Up for Success

We work to cultivate healthy, diverse and safe communities. This starts at home, by doing what we can to support and empower every employee. Then we lend a hand to the larger local community.





# Empowering Our Employees

We want our employees to flourish. We do all we can to fortify our strong, supportive culture and foster a sense of camaraderie. We offer a workplace that supports physical, emotional and mental well-being.

- Employee Engagement
- Hybrid Work Environment
- Focus on Learning
- Equity, Diversity and Inclusion
- Wellness





## Employee Engagement

We regularly take the pulse of our employees through Employee Experience Surveys and use the feedback to design practices, policies and initiatives that create the greatest positive impact.



## Hybrid Work Environment

Our employees told us they love the flexibility in our work environment, and they want to build on the relationships through connection and collaboration. So we moved to a hybrid work environment where workplace schedules balance business and personal needs. This elevates our organizational culture so that where work is done is determined to intentionally maximize productivity, relationships, and well-being.



## Focus on Learning

We also offer comprehensive training and development opportunities to cultivate continuous learning at all levels. We invest in professional development through our offsite Professional Development days and Individual Development Plans. For example, we have held workshops as part of our Innovation goals which focus on concepts such as how to make decisions quickly and how to frame challenging problems; and we have learned about cultural competence from equity, diversity and inclusion expert, Tanya (Toni) De Mello, and inclusive leadership from Live Empowered.





## Equity, Diversity & Inclusion

We are on an Equity, Diversity, and Inclusion (EDI) journey. To keep our competitive advantage, it is critical for us to provide an environment where all people feel valued and respected. When this is accomplished, everyone can reach their full potential.

### Our EDI strategy based on five focus areas:

1. Organizational Commitment and Development
2. High-Quality Diverse Talent
3. Inclusive Infrastructure
4. EDI Awareness and Competency
5. External Outreach and Social Responsibility

With this work, our goals are to achieve:

- ➔ Improved representation of diverse talent
- ➔ Clearer indication of barriers to EDI and solutions to remove them
- ➔ Employee and leader engagement and participation in EDI initiatives

We have action plans for each component of the strategy. In 2022, we continued to implement our EDI Strategy with external consultation:

- ➔ We formed an EDI Champion Committee made up of interested employees
- ➔ We conducted EDI training across the organization
- ➔ We assessed our end-to-end recruitment practices so we can address gaps

*Our EDI Statement is prominently displayed on our main stairwell*



We believe this work will continue to enhance the employee experience and overall employee engagement. It will also support greater cross-functional collaboration in solution development and innovation, and ultimately greater member/external partner satisfaction.

We built EDI momentum and awareness through employee-focused communication and learning opportunities. We have developed a resource hub on our intranet to enrich cultural competencies of employees on EDI-related topics such as:

- Allyship
- Creating Safe Spaces through words and practices
  - Pronouns Infographic
  - Microaggressions Ouch Oops Infographic
  - Terminology to Avoid
- Black History Month Celebration
- National Day for Truth and Reconciliation
- Unconscious Bias
- Disability Awareness

## Allyship



Flying the flag during Pride month.

## Black History Month



## National Day of Truth and Reconciliation

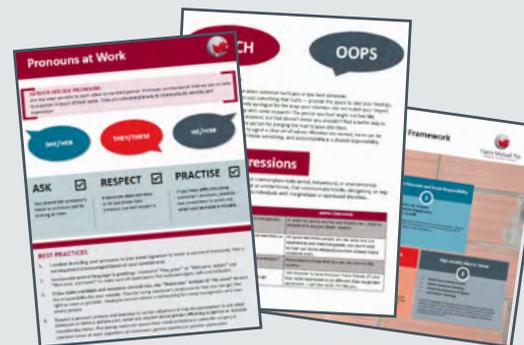
On September 30, 2022, Farm Mutual Re staff were invited to the office for a special lunch for learning and commemoration where they watched educational videos to highlight the significance of Canada's National Day of Truth and Reconciliation. Staff also learned about Indigenous history and colonialism, intergenerational trauma and systemic racism experienced by many Indigenous people.

## Professional Development Day



In June, we learned about cultural competence from an EDI expert Tanya (Toni) De Mello, Human Rights lawyer.

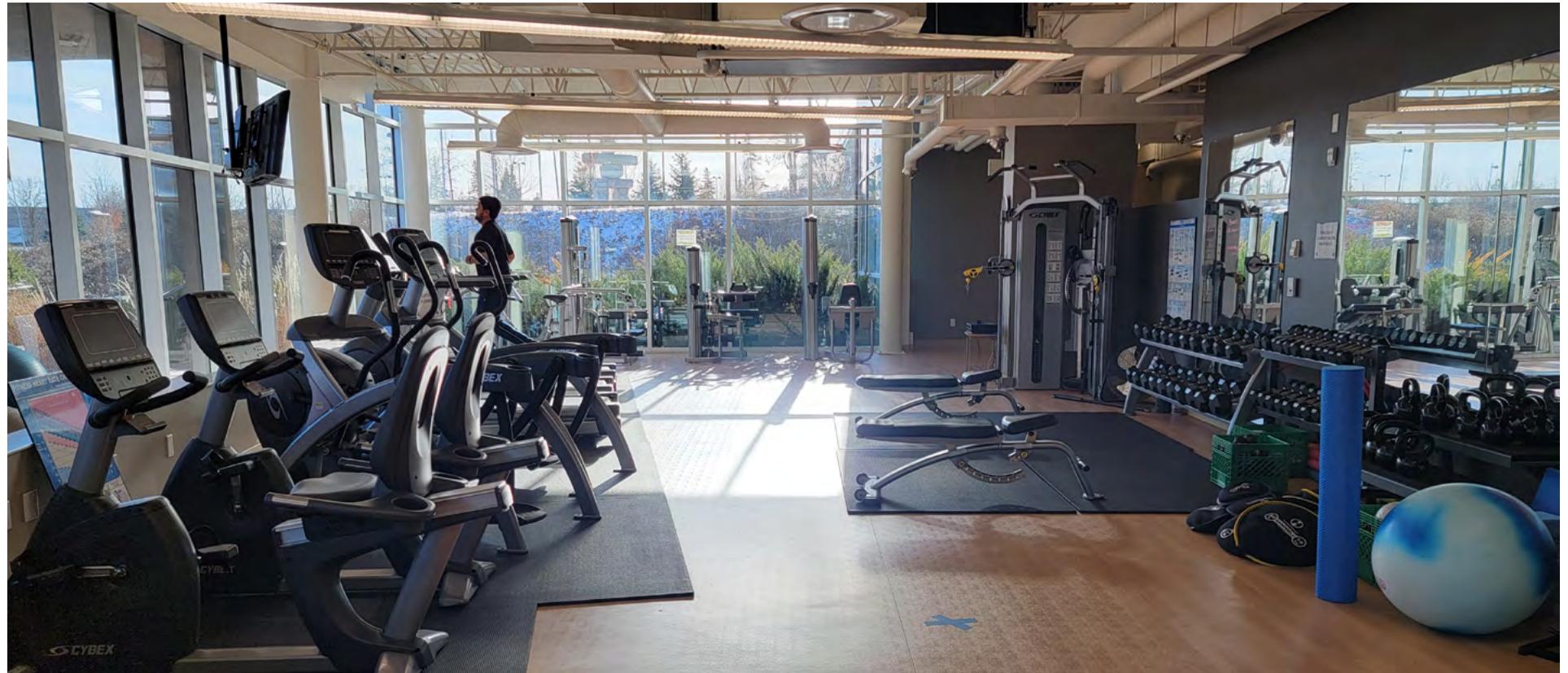
## Educational Infographics





We aspire to improve the health and wellness of our staff

- We employ 9toThrive, a company specializing in wellness programs to support our staff's physical and mental health through:
  - Lunch & Learn educational sessions on health topics
  - Educational Presentations
  - Cooking Demonstrations
  - Health Coaching
  - Fitness Classes (Onsite & Virtual)
  - Team Challenges
  - Virtual Guided Meditations
  - Virtual Stretch Breaks
  - Energize Breaks
- We provide mental health support through our employee and family assistance program
- We offer nutritional options at company functions
- Our Wellness Committee members are ambassadors of balanced, healthy lifestyles



*Our staff can stay active in our beautiful, state-of-art fitness centre.*



# Corporate Giving



Farm Mutual Re has a long history of giving back through corporate giving, and volunteerism. We do everything we can to make a meaningful positive impact on our community.

- We are a caring and contributing member of Waterloo Region. In addition to what we direct towards youth and education, over \$100,000 is allotted for community philanthropy annually. In 2022, Farm Mutual Re contributed to local hospitals, food banks, mental health associations, charities and community organizations.
- Our Power of We Committee plays a large part in coordinating Farm Mutual Re's charitable donations throughout the year focusing on health causes and supporting the disadvantaged.
- Each full-time employee has the opportunity to allocate \$200 to a registered charity, or sports team of their choice each year.
- We offer one paid volunteer day per year to each full-time employee to assist a charity or community organization close to their heart. We also allow employees paid time off for other group volunteer work that doesn't count towards their "volunteer day."

*In 2022, Farm Mutual Re organized a volunteer day at the Cambridge Food Bank.*



EMPOWERING OUR MUTUAL COMMUNITY

## A True Partner

To truly live our brand of empowering and advancing the mutual community we cultivate our mutual network and support our mutual affiliations. Our philanthropic approach supports our members' and business partners' sustainable initiatives.





# We Support Our Members

We are a Canadian leader in agricultural-based reinsurance solutions. We build deep-rooted relationships that drive trust and success, and are proud to provide genuine and unique value.

- Committed to mutuality and strengthened by our scale and Canadian agriculture heritage, we provide enhanced reinsurance solutions for the benefit of our members and those who value deep-rooted relationships.
- Beyond fulfilling our core business, we are always looking for ways to further support our members.
  - This fall, some of our employees travelled to Prince Edward Island to assist PEI Mutual Insurance Company process claims following the destruction caused by Hurricane Fiona.
  - Farm Mutual Re also offered monetary support towards 9toThrive's *We Care* Challenge. Compassionate participants at our 350 Pinebush office from Farm Mutual Re, Ontario Mutual Insurance Association (OMIA), Ontario Mutual Automobile Plan (OMAP), and Collectivfide Insurance Group Inc., racked up points by engaging in wellness activities. Together they achieved the top goal (a sufficient daily group average over 28 days) enabling all allocated funds to be directed to the Canadian Red Cross Hurricane Fiona Relief Fund.
  - Farm Mutual Re is also answering the call from Cayuga Mutual Insurance. Their President & CEO has vowed to cut his hair if a financial goal is raised to support The Community Addiction and Mental Health Services of Haldimand – Norfolk (CAMH). We hope to see a public haircut during the Mutual Convention in March 2023.





# Valued Partners



We are an associate member of the Ontario Mutual Insurance Association (OMIA) which is the overarching trade association for 38 independent mutual insurance companies across Ontario. Each of these is 100% Canadian and owned by its policyholders, and most are more than a century old. OMIA's function is to share resources, discuss issues of common concern and explore opportunities for growth and development among our member companies. OMIA enables member companies to achieve and maintain a high level of excellence by providing leadership through education, training, marketing, and support services.

We are also an active member of the Canadian Association of Mutual Insurance Companies (CAMIC).

- ➔ We lend our expertise to the organization. Our Chief Operating Officer, Jeff Consitt, serves on CAMIC's Board of Directors. Their mission is to empower member owned mutual insurance companies in Canada through national advocacy, education, services and the promotion of the value of mutuality.
- ➔ Through our connection with CAMIC we have supported the DHAN Foundation to scale up their mutual microinsurance activities, and make a real impact on the lives of vulnerable communities in India.

Not only are we a member of the National Association of Mutual Insurance Companies (NAMIC), but we donate to the NAMIC Advocacy Fund. NAMIC is the only U.S. trade association representing mutual property and casualty insurance companies. Their mission is to strengthen members by providing leadership in advocacy, education, and association services. Through their advocacy programs they promote public policy solutions that benefit policyholders, and the NAMIC member companies that exist to serve them.

We are a member of the International Cooperative and Mutual Insurance Federation (ICMIF). Celebrating its centenary in 2022, ICMIF is the global association for cooperative and mutual insurers. As a membership organization, the Federation's mission is to help its member companies achieve their strategic goals and sustainably grow in their local markets.



Our investment advisors are Principles for Responsible Investment signatories. We choose to partner with firms who share our commitment to including environmental, social and governance (ESG) factors in investment decision making and ownership.



# Farm Mutual Re

Collaborate. Empower. Succeed.

Farm Mutual Reinsurance Plan Inc.

350 Pinebush Road

Cambridge, Ontario N1T 1Z6

[www.farmmutualre.com](http://www.farmmutualre.com)

