

Principles for Sustainable Insurance – Annual Disclosure 2015

In 2014, TD Insurance (TDI) became the second Canadian-based signatory to the United Nations Environment Program Finance Initiative's Principles for Sustainable Insurance (UNEP FI-PSI). UNEP FI-PSI serves as the global framework for insurance companies to better manage environmental, social and governance risks (as well as opportunities) in their core business strategies and operations.

This document outlines the actions TDI has taken to demonstrate its progress in implementing the Principles for Sustainable Insurance. TDI also participates in TD's broader environmental strategy and initiatives, many of which directly support TD's commitment to the UNEP-FI PSI. See [TD's 2015 Corporate Responsibility Report](#) for the full range of environmental initiatives.

Principle 1: We will embed in our decision-making environmental, social and governance issues relevant to our insurance business.

Company strategy

In 2015, TDI continued to build its understanding of the potential impact of a changing climate on our insurance business and identify opportunities for enhancing risk management, underwriting practices and customer protection.

Underwriting

TDI's underwriting criteria includes:

- A requirement for customers to install sewer back-up valves following a claim in order to continue coverage
- Strict criteria for oil tanks

Product and service development & claims management

Hybrid and electric vehicles	TDI has offered and insurance for hybrid vehicles in Canada since 2008. In 2011 the program was extended to electric vehicles.
Solar panel insurance	Insurance on solar panels is included in TDI's mainstream insurance offerings.
GreenBuild Pilot	As part of a claims prevention initiative, TDI ran a pilot to understand how to best implement recommendations from the Institute for Catastrophic Loss Reduction (ICLR). In this pilot, a number of TDI customers whose assets were damaged as a result of catastrophic events were selected to have their assets rebuilt with stronger, more climate-resilient materials at no additional cost.
GreenCheck Pilot	TDI ran a pilot in preventative claims education for customers, specifically targeted at water damage prevention.
Mobile Response Units	TDI launched mobile response units (MRUs) in Ontario and Alberta. These vehicle based units provide easy customer assistance in locations where catastrophic events (i.e. hail, flooding) have occurred. MRUs allow for on-site face-to-face assistance and immediate, on-the-spot assessment of damages.
My Insurance self-service tool	TDI launched an online portal for customers to view their documents, reducing waste by eliminating the need for paper documents.

Sales and marketing

TDI has implemented several advice initiatives on water damage prevention and earthquake coverage awareness.

Employee Engagement

TDI has embedded a strong culture of engagement among employees on environmental issues. For instance, many engagement and behavior change initiatives have been led by Green Teams, including recycling and paper reduction initiatives. Additionally, TDI engages with employees on environmental issues through Connections (an internal web-based employee engagement tool) by posting environmentally relevant content and launching interactive campaigns. In 2015, TDI employees participated in a campaign challenging employees to commit to daily environmental acts.



Principle 2: We will work together with our clients and business partners to raise awareness of environmental, social and governance issues, manage risk and develop solutions.

Client, community and supplier initiatives

Claims advice line	TDI provides preventative advice to customers as part of the Claims Advice Line, including advice on prevention related to damage from severe weather events.
Revitalization of High River Park, Alberta	TDI partnered with TD Friends of the Environment Foundation to bring to life an idea submitted by a TDI employee to help families/customers revitalize areas in High River, Alta., affected by the catastrophic floods of 2013.
Responsible Procurement	TDI participates in TD's broader responsible procurement process prior to selecting vendors. To learn more about responsible procurement at TD, please visit TD's Responsible Procurement Policy Summary .

Principle 3: We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance (ESG) issues.

- TDI is engaged in the following government and industry initiatives to promote action on ESG issue:
- Member of Alberta Energy Regulation (AER)
 - Participation in industry associations such as the Insurance Bureau of Canada Climate Change and Institute for Catastrophic Loss Reduction

Principle 4: We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the Principles.

- TD discloses information related to its implementation of the Principles for Sustainable Insurance through the following channels:
- Annual Corporate Responsibility Report
 - Annual CDP (formerly known as the Carbon Disclosure Project) response

