

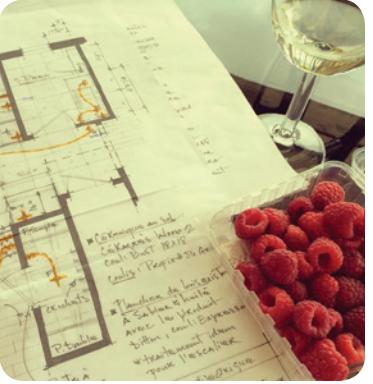


# WORKING FOR YOU

2016  
ANNUAL REPORT



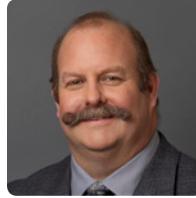
**Desjardins**  
Caisse populaire  
Rideau-Vision d'Ottawa



# HIGHLIGHTS

Caisse populaire Rideau-Vision d'Ottawa:

- An accessible, cutting-edge financial institution in touch with our 15,439 members:
  - 4 branches and 7 ATMs across our service area
  - A Desjardins Business centre
  - A Desjardins Wealth Management department
- A team of skilled employees offering a full range of financial products and services:
  - 52 employees from the caisse and 57 employees from the Desjardins Business—Ottawa and Eastern Ontario centre that work closely with members
  - Mortgage representatives available to meet with you at your home or workplace, 7 days a week
  - Financial security advisors from Desjardins Financial Security
  - Investment advisors from Desjardins Securities
  - Private managers from Desjardins Private Management



# MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS

Dear Members,

On behalf of our directors, I am pleased to present a review of the year 2016 for Caisse populaire Rideau-Vision d'Ottawa.

## AN INSTITUTION AT THE HEART OF ITS MEMBERS' LIVES

The year 2016 was a turning point in Desjardins history. One of the most important events was the election of Guy Cormier as President of Desjardins Group. The youngest president in our history quickly rallied employees, officers and directors around his ambitious ideas. The first of those ideas involves reconnecting Desjardins with its purpose, which is to enhance people's lives and the communities in which they live by making active and significant contributions to the development of a sustainable economy.

For example, a new \$100-million development fund has been created to support projects in the regions where we are active, in entrepreneurship, in business development and in economic and social innovation. This fund will complement the caisses' Community Development Funds.

In addition, so we can be better attuned to the needs of young people, a Youth Advisory Board with a Desjardins-wide scope has been put in place, to be made up of Desjardins members, officers, directors and employees between ages 18 and 35. We even reserved a special place for young people during 2016 Co-op Week focused on academic success and on financial literacy. On October 20, 2016, thousands of Desjardins employees participated in volunteer events in support of the cause.

**We even reserved a special place for young people during 2016 Co-op Week focused on academic success and on financial literacy.**

# MISSION

To all work individually and as a team to make sure our members and clients associate us with excellent service, to take pride in our cooperative nature and our closeness and steadfast commitment to our members and clients, and to continue to work for them.

# VISION

To be the preferred financial institution in our market by being an effective, proactive and professional cooperator.

# OUR VALUES

- Equity
- Integrity
- Honesty
- Professionalism
- Confidentiality
- Social responsibility
- Solidarity



## INSPIRING MOMENTUM

In 2016, our caisse recorded operating income of \$4.8 million. This is an indicator of the caisse's sound business management. Based on this performance, we will be staying on course by offering you services and solutions that continue to meet your expectations. I would like to thank our members for these excellent results. Your continued loyalty is the key to our success. Increased use of the caisse's products and services has a direct positive impact on its profitability.

In 2016, the caisse redistributed more than \$145,378 in our community to support projects that stimulate local social and economic health. Of this amount, \$87,563 is paid out of the Community Development Fund, a collective dividend that's voted by caisse members at our annual general meeting. This is an initiative that enables us to have a positive impact on people's lives and the communities in which they live.

## TRANSFORMATION WITHIN THE DISTRIBUTION NETWORK

Desjardins Group continues to break new ground by opening cutting-edge branches. These new branches are based on innovative business models that, while differing from the traditional caisse environment, are complementary to the caisses and have the same goal: to appeal to new members and adapt to their needs and realities.

We are happy to announce that the process is well under way to open a branch with a fresh new concept in downtown Ottawa in 2017. This centre will have a retail business look, will be designed to help people reach their financial goals, and will cater to a wide clientele, ranging in age from 18 to 50. We hope to use this convenient downtown location to reach new members based on their consumption habits. Visitors will be greeted by a client advisor who will present them with a range of theme-based products and services. To complement the one-on-one support provided, additional technology tools will be added to enhance the visitor experience. A new 360<sup>d</sup> centre for 18- to 30-year olds may also open at the University of Ottawa. Working jointly with the caisses, the centre would provide support for students and young adults throughout the course of their studies and into their first jobs, regardless of where they're from (neighbouring areas, other parts of Canada or abroad).

**We will continue to adopt simple, people-focused, modern and high-performing approaches in order to maintain our special place in your financial life.**

## CONTINUED IMPROVEMENT OF PRODUCTS AND SERVICES

We will continue to adopt simple, people-focused, modern and high-performing approaches in order to maintain our special place in your financial life. Thanks to our modern approaches, including a range of virtual services, we can be more accessible than ever. Desjardins mobile payment solutions and Apple Pay, mobile cheque deposit and *Interac* transfers are only a few of the new features currently at your disposal.

To round out our virtual offer, certain financial products are available exclusively on AccèsD: in just a few clicks, you can open a high interest savings account with no service fees, or access market-linked guaranteed investments. It's simple and exclusive to Desjardins members.

As a member, you can play a role in your caisse's evolution to help boost its performance, especially by sharing your ideas, impressions and constructive comments. We can work together to share and celebrate the deeply human and distinctive nature of our caisse.

## EXPRESSING OUR HEARTFELT THANKS

I want to extend my sincere appreciation to my fellow directors, to the managers and to the employees of the caisse for their unflagging commitment. Under the dynamic management of Denis Beaudry, they draw on their skills and great adaptability so that our cooperative can meet your needs effectively. Thanks also to our Desjardins subsidiary partners for supporting our mission to serve our members. By joining forces, we are in a position to offer you a range of comprehensive and competitive financial products and services.

Lastly, even greater thanks to our 15,439 members for placing their trust in us.

Jean Cloutier  
Chair of the Board



**WORKING FOR YOU**



# MESSAGE FROM THE GENERAL MANAGER

Dear Members,

In 2016 your caisse continued its mission to meet all your financial needs by offering you access to a comprehensive range of products and services.

Offering members a first-rate business experience remains one of our primary objectives for this year. In addition to ensuring you are provided with excellent service, your caisse and Desjardins Group will continue to develop financial tools and exclusive new benefits for members. Every effort is being made to ensure that Desjardins is your financial institution of choice.

Below are the financial results of Caisse populaire Rideau-Vision d'Ottawa and the share of net income from investments in Desjardins Group entities as at December 31, 2016.

These results are directly related to your trust in us, and we are very grateful for that. Thanks to the loyalty of our members, we can all benefit from the power of cooperation and support our business development.

## BUSINESS UNDER MANAGEMENT

Backed by \$1.58 billion in business under management, up 8.6% over 2015, the caisse is well positioned in its market. Through its membership in Desjardins Group, the caisse has access to a wide range of financial products and services to meet the ever-growing needs of its members.

## COMMENTS ON THE FINANCIAL STATEMENTS<sup>1</sup>

### BALANCE SHEET

Your financial cooperative's assets total \$716.9 million, up 5.1% over the previous year. Loans to individuals and businesses stand at \$612.4 million, an increase of 3.4%.

The caisse's liabilities total \$644.5 million, representing an increase of 4.1%. Deposits currently amount to \$485.6 million, up 2.7%, whereas your caisse's borrowing increased by 10.6% and now totals \$149.5 million.

As at December 31, 2016, your cooperative's equity posted strong growth, rising to \$72.4 million, a 15.6% increase. Besides capital stock, equity comprised \$40.7 million in distributable surplus earnings. Reserves total \$9.8 million.

Your caisse has also accumulated \$161,000 in the Community Development Fund. Our capital ratios are higher than regulatory requirements, meaning that as at December 31, 2016, we're in compliance with minimum capital requirements.

### STATEMENT OF INCOME

During the last fiscal year, your caisse generated \$4.8 million in operating income, up 3.4% over the previous year.

Interest income totalled \$19.6 million, down 1.8% over the previous year. Interest expense increased by 3%, to \$6.8 million. Credit losses totalled \$289,000, i.e., 0.05% of the entire portfolio of loans granted to individual members and businesses.

Other income, generated largely from the distribution of Desjardins products and services, totalled \$3.5 million, up 5% compared to the previous year.

Other expenses showed a decrease overall, i.e., a 4.9% variance, and totalled \$11.2 million.

### INVESTMENT FUNDS

The investments that caisses hold in investment funds allow the Fédération des caisses populaires de l'Ontario inc. to coordinate investments in Desjardins Group subsidiaries.

Through their activities, these subsidiaries enable the caisses to have greater outreach by offering a full range of financial products and services to individuals, groups of individuals and businesses.

The caisse contributed \$27.3 million to the investment fund and the return on this investment at year-end is 11.29%.

Along with the other caisses in Ontario, we have decided not to distribute dividends this year. We reached this decision after serious consideration with a view to maintaining the sound and prudent management of our caisse.

### MODERN TOOLS AND PRODUCTS

More and more of you are adopting Desjardins mobile applications. Available 24/7, these applications offer the possibility to pay bills, transfer funds or invest in exclusive financial products. Your financial autonomy goes hand in hand with the tools we place at your disposal, and we owe our longevity and relevance to our ability to create effective tools that meet your needs.

Accordingly, in the coming years we will be installing new ATMs to replace our current machines, which have become obsolete. The new models will offer the features needed to carry out your transactions, while ensuring a simple and fast experience. This will provide an opportunity for the caisse to conduct a needs analysis of automated services so it can position itself based on its members' financial habits.

1. Variances are calculated using whole numbers from the financial statements.

# COMPARATIVE FINANCIAL DATA

## A TEAM DEDICATED TO YOU

Our 52 employees are ready to help you achieve your financial objectives and carry out your projects. I am grateful for their commitment and their engagement, which are central to the quality of our services. It is also thanks to them that Desjardins Group continues to stand out as one of the best employers in Canada. This recognition confirms Desjardins's position as a leading employer that is close and committed to its employees.

**In 2016 your caisse continued its mission to meet all your financial needs by offering you access to a comprehensive range of products and services.**

I would also like to point out the contribution of our directors. Their dedication to the caisse and the community enables us to promote our unique cooperative character.

By working together, we can build a stronger institution and a more dynamic society

**Denis Beaudry**  
General Manager

The amounts have been rounded for easier reading.

2016  
2015  
Variation

## CHANGE IN BALANCE SHEET ITEMS



## CHANGE IN INCOME STATEMENT





# REPORT FROM THE CHAIR OF THE AUDIT COMMITTEE

In fiscal 2016, the audit committee fulfilled its responsibilities pursuant to the *Credit Unions and Caisses Populaires Act, 1994* and any regulations thereunder. The committee met four (4) times to review the caisse's operations and the various elements involved in managing the caisse. In compliance with its administrative rules, the committee fulfilled its responsibilities in terms of the supervision of ethical and cooperative aspects.

The audit committee:

- Analyzed the independent auditors' mandate and audit plan and recommended them and any resulting fees to the Board for approval
- Reviewed the independent auditor's recommendations and reports regarding the caisse's commercial activities, financial statements, and caisse management's response to this issue, and presented recommendations to the Board for approval
- Reviewed and recommended the audited annual financial statements to the Board
- Reviewed the planning and efficiency of the caisse's internal audit practices and made recommendations to the Board to address any loopholes
- Recommended to the Board measures to take to protect caisse assets, ensure the accuracy and reliability of accounting data, ensure compliance with applicable policies and loan and investment processes and to address any questions regarding the caisse's financial policies
- Reviewed the caisse's policies and processes governing how it complies with the requirements set forth in the Act and any other applicable law.

## SUPERVISION OF ETHICAL ASPECTS

Every year, caisse directors and employees renew their commitment to comply with the Desjardins Code of Professional Conduct. The Code sets out the behaviours that are expected as well as those that are not acceptable.

The audit committee ensured that the caisse, directors and employees took the values of Desjardins into account to guide their conduct.

Here is a supervision report for the past year concerning three rules of professional conduct:

- No conflict of interest situations were noted.
- Deposits from and loans to restricted parties<sup>1</sup> of the caisse were granted in accordance with the caisse's code of ethics and applicable rules of professional conduct.
- The caisse and its centres did not grant any contracts for the supply of goods and services to restricted parties subject to the Code or any associated persons.<sup>2</sup>

## SUPERVISION OF COOPERATIVE ASPECTS

With regard to the supervision of cooperative aspects, the audit committee must ensure that Desjardins values are an integral part of the caisse's business and management practices. It must also make sure that the caisse contributes to the development of its community and the economic and financial education of its members. Lastly, it ensures that members are informed about topics of importance to them.

Over the past year, the committee's activities focused on the following:

- Member participation in associative affairs, especially mechanisms established by the caisse to inform, listen to and consult members
- Activities and resources made available to members to assist them with financial management
- Strategies established by the caisse to improve member satisfaction and meet member needs
- Caisse support of community development, in particular through the Community Development Fund and the granting of donations and sponsorships
- Intercooperation between the caisse and other types of cooperatives

The audit committee is satisfied with the work carried out in the past year.

I would like to thank the members of the committee for their contribution, and the general manager for helping us deliver on our mandate.

Dieudonné Detchou  
Chair

**With regard to the supervision  
of cooperative aspects, the audit  
committee must ensure that  
Desjardins values are an integral  
part of the caisse's business  
and management practices.**

1. Restricted parties: Caisse directors, officers and general manager, directors of the Fédération des caisses populaires de l'Ontario and their associated persons.

2. Restricted parties subject to the Code: Restricted parties, caisse employees and centre managers and their associated persons.

# BOARD OF DIRECTORS

## DIRECTORS WORKING FOR YOU



Jean Cloutier  
Chair



Véronique Perrier  
Vice-Chair



Anne Bigras\*  
Secretary

### DIRECTORS



Jolyane Boivin



Francine Côté



Charles Cloutier\*



Dieudonné Detchou\*



Claire Lauzon



Sylvie LeVasseur St-Jean



Maria Medeiros



Charles Vigneault\*



Jonathan Trottier  
Young Intern Director

\* Outgoing directors eligible for re-election

## COMPETENT MANAGERS WHO ARE THERE FOR YOU



Denis Beaudry  
General Manager



Stéphane Di-Fraja  
Manager  
Market Development



Andrée Ruel  
Manager  
Personal Services



Caroline Hébert  
Manager  
Member Services  
and Operations



TAKING  
THE LEAD

The **Desjardins Business–Ottawa and Eastern Ontario** centre offers a complete range of integrated business solutions to suit your needs regardless of your industry, the size of your company or its stage of development.

Our team of highly qualified advisors have leading-edge expertise in different sectors which allows them to address the needs of your business.

### DESJARDINS BUSINESS–OTTAWA AND EASTERN ONTARIO CENTRE:

- \$2.1 billion in business volume
- Some 5,000 business members
- 57 competent, experienced employees to serve you

### Business hours

Monday to Friday 8:30 a.m. to 4:30 p.m.

### HEAD OFFICE

310-1173 Cyrville Road, Ottawa

### Branches

**Casselman:** 641 Main Street

**Cornwall:** 840 Pitt Street

**Hawkesbury:** 480 Main Street East

**St-Isidore:** 4597 Sainte-Catherine Street

**1-855-801-4440**

**desjardins.com/  
Business-Ottawa-EasternOntario**



**Desjardins**  
Business

# DESJARDINS GROUP

## WORKING FOR YOU

Ranked among the safest financial institutions in North America and the world by *Global Finance*, Desjardins Group inspires trust through the commitment of our people, our financial strength and our contribution to sustainable prosperity. Our mission is to contribute to the economic and social well-being of people and communities.

- Canada's leading cooperative financial group
- 7 million members and clients
- \$258.4 billion in assets
- \$260 million given back to members and communities

Results as at December 31, 2016

BETTER ACCESS AND  
A HOST OF SERVICES  
YOUR CAISSE HAS  
WHAT YOU NEED!

- 💻 [desjardins.com](http://desjardins.com)
- 📱 [m.desjardins.com](http://m.desjardins.com)
- 📞 1-800-CAISSES
- 🏧 ATMs
- 📠 Mobile cheque deposit

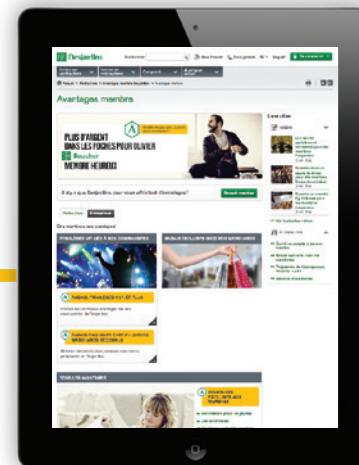
**A**

EXCLUSIVE ADVANTAGES FOR MEMBERS

As a member of the leading cooperative financial group in Canada, you can enjoy exclusive discounts, rebates, saving tools, privileges and assistance services.

• In 2016, the caisse gave out 18,069 Desjardins Member Advantages for a total of \$102,931.

Learn more: [desjardins.com/advantages](http://desjardins.com/advantages)



Montfort Branch  
Hunt Club Branch

**OPEN SATURDAYS**  
9:00 A.M. TO 2:00 P.M.

### EXTENDED TELEPHONE SERVICE HOURS



- Weekdays, from 6:00 a.m. to 10:00 p.m.
- Weekends, from 8:30 a.m. to 4:00 p.m.

## LOCATIONS AND BUSINESS HOURS

### HEAD OFFICE

147 Rideau Street, Ottawa

Monday	9:30 a.m. to 4:00 p.m.
Tuesday	9:30 a.m. to 4:00 p.m.
Wednesday	9:30 a.m. to 6:00 p.m.
Thursday	9:30 a.m. to 8:00 p.m.
Friday	9:30 a.m. to 4:00 p.m.

### Montfort Branch

520 Montreal Road, Ottawa

Monday	9:30 a.m. to 4:00 p.m.
Tuesday	9:30 a.m. to 4:00 p.m.
Wednesday	9:30 a.m. to 6:00 p.m.
Thursday	9:30 a.m. to 8:00 p.m.
Friday	9:30 a.m. to 4:00 p.m.
Saturday	9:00 a.m. to 2:00 p.m.

### Champlain Branch

1212 Wellington Street West, Ottawa

Monday	9:30 a.m. to 4:00 p.m.
Tuesday	9:30 a.m. to 4:00 p.m.
Wednesday	9:30 a.m. to 6:00 p.m.
Thursday	9:30 a.m. to 8:00 p.m.
Friday	9:30 a.m. to 4:00 p.m.

### Hunt Club Branch

2900 Gibford Drive, Ottawa

Monday	9:30 a.m. to 4:00 p.m.
Tuesday	9:30 a.m. to 4:00 p.m.
Wednesday	9:30 a.m. to 6:00 p.m.
Thursday	9:30 a.m. to 8:00 p.m.
Friday	9:30 a.m. to 4:00 p.m.
Saturday	9:00 a.m. to 2:00 p.m.

One phone number: 613-241-1316

[desjardins.com/caisserideauvisionottawa](http://desjardins.com/caisserideauvisionottawa)

 Follow us on Facebook!

 **Desjardins**  
Caisse populaire  
Rideau-Vision d'Ottawa