

# Here

2018 Annual Review



**Desjardins**  
Caisse de l'Ouest-de-l'Île



## Message from the Caisse Chair

We're proud to present this review of our caisse's main achievements for fiscal year 2018.

### A governance structure built around you

In order to do what's best for you, our members, we have to get to know you and your needs. This responsibility falls to both the employees who serve you and the directors who represent you on the board.

We believe our board of directors should reflect the diversity of our members. That's why we put together a detailed director job description and issued a call for nominations. The nomination committee then reviewed each nomination we received.

As we announced last year, director roles and responsibilities have been updated to include ethics, professional conduct and cooperation, which were previously the purview of the board of supervision. Again, I'd like to thank all the members who served on the board of supervision for the work they did.

The caisse isn't the only one working to strengthen relationships with members. Desjardins Group has made a number of changes in recent years to ensure that caisses are better represented on decision-making bodies.

### Here for the community

Because of your commitment to the caisse, we're able to enrich the lives of people and communities. Last year, we distributed \$74,514 through our Community Development Fund and gave \$44,109 in the form of donations and sponsorships.

Thanks to you, we supported, amongst others, West Island Community Share's annual fundraising campaign, John-Abbott College Foundation and Cégep Gérard-Godin Foundation's scholarship program, as well as Salle Pauline-Julien.

Desjardins also used its \$100 million development fund to support and raise awareness of entrepreneurship, education, social responsibility, sustainability, community action and other initiatives that tie into its socioeconomic mission.

### Here for the fight against climate change

Climate change is one of the biggest challenges facing our society. It's also a leading concern for our caisse members. That's why Desjardins has made climate change its environmental priority and announced concrete steps to proactively tackle this challenge. In addition to supporting the clean energy transition, Desjardins will help businesses adopt environmental, social and governance best practices.

Desjardins also announced the installation of 200 electric vehicle charging stations across Quebec and eastern Ontario by 2021 in partnership with Hydro-Québec and AddÉnergie.

There are many other ways you can support the transition to clean energy. For instance, you can opt for investment products that help reduce greenhouse gas emissions, such as the Desjardins SocieTerra Cleantech Fund and the Desjardins SocieTerra Environment Fund.

In 2018, Desjardins doubled its responsible investment lineup with the addition of 11 new products: three new SocieTerra funds and a new line of eight exchange-traded funds that provide reduced exposure to climate change risk factors. Desjardins has been a Canadian pioneer in responsible investment since 1990, and these funds are the first of their kind in Canada. We'd like to thank our members and clients for supporting the fight against climate change.

### Desjardins named coolest financial institution

According to Leger's 2018 Youth Study, millennials think Desjardins is the coolest financial institution in Canada! We've made a concerted effort in recent years to offer products and services tailored to young people and to communicate in ways that resonate with them. In 2018, the caisse's initiatives for young people included the awarding of scholarships and events sponsorships in many West Island schools.

### Acknowledgments

Special thanks to all our employees, managers and directors who work tirelessly to serve our members and the community. You're the heart and soul of our caisse. I'd also like to thank our general manager, Mr. Serge Poirier, who keeps us focused on what's best for our members and clients, and our Desjardins Group partners, who help us meet our members' financial needs.

Finally, I'd like to thank our members for placing their trust in us. Thanks to you, we're able to help our members and the community achieve their goals!

**Robert Labrosse**  
Chair



## Message from the General Manager

Dear Members,

2018 was a year of innovation. Along with our partners at Desjardins Group, we rolled out a number of new and improved products and services. It's just one way we're constantly working to serve you better and set ourselves apart from the competition.

You can find the caisse's annual report and detailed financial reports at [www.desjardins.com/caisse-ouest-de-la-ile](http://www.desjardins.com/caisse-ouest-de-la-ile).

2018 was a year of change and growth, with the relocation of our head office to a brand new building more suited to our needs, as well as the opening of the new Desjardins – Ouest de Montréal.

Our 2018 results are a testament to the faith and trust you place in our cooperative financial institution. We couldn't grow or be active in the community without your support.

### People first

Our caisse directors, employees and managers are committed to doing what's best for you, our members. That means listening to you so we can understand what you need and how we can improve. So let us know what you think! It'll help us serve you better.

Our people and our partners draw on their unparalleled expertise to develop personalized strategies to help you meet your goals. Whether these goals are personal or business-related, we can help with one of the largest networks of experts in Quebec. You can access our expertise, advice and resources in person at the caisse or online from anywhere in the world.

### Here for you 24/7

Many of our products and services are available 24/7 online and in the AccèsD app. And in 2018, Desjardins continued to modernize by making even more of them available online.

For over a year now, we've been offering online account opening. It's been so popular we decided to develop even more remote options last year. Now our members can open a line of credit over the phone in just minutes. Clients can also renew their mortgage completely online and get phone support if they need help.

Desjardins Insurance has a new free app as well. Radar™ lets you know if severe weather is expected within 500 metres of a selected location. You can choose which weather events you want alerts for. It's one more way we're giving you peace of mind every day.

We've also made a number of improvements to our mobile apps. The Desjardins mobile services app has a new interface that provides a quick snapshot of your home and auto insurance, while the AccèsD app offers even more savings products.

We made some other improvements, too. We're gradually rolling out new Desjardins Access Cards with Flash. With this feature, our personal and business members can make purchases of up to \$100 quickly and securely by tapping their card rather than having to insert it or entering their PIN. You'll get a new card with this feature when your current card expires.

We'll also be getting new ATMs soon. They'll feature touch screens and accept envelope-free deposits for a simpler, more user-friendly experience, and more information will be available to members.

### Changes to member dividends

Another big change for 2019 is the introduction of the product dividend. Your member dividends used to be based on your business volume with the caisse, i.e., your savings and loans with us. The aim of the new product dividend is to recognize your business relationships with other Desjardins components, such as, Desjardins Insurance. The product dividend is a fixed amount given back to individual members who have at least one Desjardins product in each of the following four categories: accounts, loans/credit cards/lines of credit, investments, and insurance.

In addition to the product dividend, this year we're distributing business volume dividends of \$1,263,319 and contributing \$217,797 to the Community Development Fund, a collective dividend that enables us to enrich our community tangibly by supporting key projects.

The way you manage your finances and interact with Desjardins is changing all the time, so we are continuously updating our products, services and dividends to meet your changing needs.

### Putting our passion to work for you

Our employees are here to help you reach your goals. They work tirelessly to provide you with the expert service and advice you deserve. I want to thank them for all their hard work and their dedication to you, our members.

I would also like to thank our caisse directors. They're deeply committed to the community and the people they represent. Thanks to their investment of time and energy, we're growing a vibrant community and enriching the lives of our members.

Now more than ever, it's truly a privilege to be here for you!

**Serge Poirier**  
General Manager

**Here**  
FOR YOU,  
YOUR NEEDS  
AND YOUR GOALS

# HERE for you in so many ways

## Here for people and communities

We support the socio-economic vitality of our community through donations, sponsorships and the Community Development Fund (CDF). Members like you contribute to the CDF by voting to earmark part of your dividends for the fund during the caisse annual general meeting.

In 2018, \$74,514 was invested to support the following organizations and projects:

- Créavenir
- Dorval-Jean-XXIII High School
- Ferme Bord-du-Lac
- Lakeshore General Hospital Foundation
- Cégep Gérald-Godin Foundation
- John-Abbott College Foundation
- Maison Caracol
- Personal Finance: I'm in Charge™
- West Island Community Shares
- Salle Pauline-Julien

The caisse also distributed \$44,109 in donations and sponsorship to community organizations, in support of various projects and initiatives, including:

- Dorval Oldtimers
- West Island Italian Association
- Carrefour jeunesse-emploi de l'Ouest-de-l'Île
- Centre d'éducation des adultes Jeanne-Sauvé
- West Island Montreal Chamber of Commerce
- Club Les Amis des Deux Rives
- Complexe sportif St-Raphaël
- Défi hivernal de l'Île-Bizard
- Lalande Elementary School
- Des Sources High School
- Ste-Geneviève Ouest Elementary School
- Festival de la Voix
- Les Danseux
- Scouts de l'Île-Bizard
- City of Montreal-Île-Bizard/Ste-Geneviève Borough

## Here to help you save with Desjardins Member Advantages

There are plenty of advantages in being a Desjardins Member. From exclusive offers to privileges, to products suited for your personal needs, Member Advantages are plentiful and diversified.

The caisse paid out \$169,354 in Member Advantages last year. To learn more, visit <http://www.desjardins.com/advantages>.

## Here to help kids stay in school and succeed academically

Desjardins held a number of events to help kids stay in school and achieve academic success. During Co-op Week 2018, over 4,000 Desjardins Group employees and directors volunteered some 8,600 hours to over 200 organizations and initiatives to help young people succeed in school.

## Cooperathon, Desjardins's innovation competition

Cooperathon is the brainchild of Desjardins and its partners. As the largest open innovation competition in the world, it's a way for citizen-driven start-up projects to get off the ground and quickly move into the validation phase and maximize their social impact. Over the 25 days of the Cooperathon, participants have the opportunity to network with innovators and entrepreneurs to champion a cause they care about in one of four tracks: health, energy and environment, finance, and education.

The third annual Cooperathon featured 134 projects by 1,445 participants from 148 cities.

## Preparing the next generation of Desjardins leaders

We believe our board of directors should reflect the diversity of our community. That's why we've taken steps to boost the number of young people on the board. Our Young Intern Director Program attracted

a few young people in recent years, one of whom now sits on the caisse's board. If you'd like to have a say in the direction of your caisse, please let us know!

## Créavenir

Through the Créavenir program, our caisse supports entrepreneurs 18 to 35 who have trouble getting conventional financing. To help them get their business off the ground or grow a business that's less than three years old, the program offers flexible financing along with a grant that can be used as seed money. No loan guarantee is required. Créavenir provides entrepreneurs with hands-on support throughout the start-up process in partnership with PME MTL. With the support of Créavenir, the caisses and Centre Desjardins Entreprises de l'Île-de-Montréal:

- supported 26 local youth entrepreneurship projects in 2018;
- provided a total of \$260,000 in financial support in the form of loans and grants;
- created or kept 63 jobs in the community.

## Desjardins Microcredit to Businesses

Through the Desjardins Microcredit to Businesses program, the caisse supports self-employed workers and entrepreneurs of all ages who don't have access to traditional forms of credit. To encourage them to start or grow their business, the program provides personalized financing and hands-on support through our partnership with ACEM. In 2018, through this program:

- 62 businesses were provided with 1,057 hours of support;
- 13 new businesses received loans totalling \$121,240;
- 38 jobs were created or kept in the community.

# HERE for you in so many ways

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## Preparing for the future with Personal Finance: I'm in Charge™

Through the Personal Finance: I'm in Charge™ program, Desjardins provides guidance to young adults at a time in their life when they have to make a lot of financial decisions for the first time. One of the goals of this educational program is to help young adults become responsible consumers by preparing them to make informed financial decisions and choices that are right for them. Approximately 446 young people from our area took part in this program.

## Desjardins's mission is to enrich the lives of people and communities

As a cooperative, we wouldn't be able to achieve our mission without you, our members. The best way for you to support our mission is to take advantage of the full range of products and services offered by the caisse and our Desjardins Group partners. It's a win-win for you and the community, so thank you for choosing Desjardins!

### Head Office

981, boulevard Saint-Jean  
Pointe-Claire (Québec) H9R 5K3  
Phone: 514-426-1156

### Dollard-des-Ormeaux Service Centre

4101, boulevard des Sources  
Dollard-des-Ormeaux (Québec) H9B 0A7  
Phone: 514-426-1156

### Dorval Service Centre

625, chemin du Bord-du-Lac  
Dorval (Québec) H9S 2B5  
Phone: 514-426-1156

### Sainte-Geneviève Service Centre

15 000, boulevard Pierrefonds  
Pierrefonds (Québec) H9H 4G2  
Phone: 514-426-1156

## Business Hours

### Advisors by appointment/ Tellers

Monday	9:30 a.m. – 5:00 p.m.
Tuesday	9:30 a.m. – 5:00 p.m.
Wednesday	9:30 a.m. – 8:00 p.m.
Thursday	9:30 a.m. – 8:00 p.m.
Friday	9:30 a.m. – 5:00 p.m.
Saturday	9:30 a.m. – 3:00 p.m.

### Telephone services

Monday	6:00 a.m. – 12:00 a.m.
Tuesday	6:00 a.m. – 12:00 a.m.
Wednesday	6:00 a.m. – 12:00 a.m.
Thursday	6:00 a.m. – 12:00 a.m.
Friday	6:00 a.m. – 12:00 a.m.
Saturday	6:00 a.m. – 12:00 a.m.
Sunday	6:00 a.m. – 12:00 a.m.

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FOR YOU,  
YOUR NEEDS  
AND YOUR GOALS



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