



BATIRENTE

2020 Highlights

**My retirement.
Our strength.**





The Year in Review



BÂTIRENTE

2020, what a unique year we all lived through! At Bâtirente, we made it through thanks to the solid foundation that was laid out in 2019, which enabled us to address the many challenges caused by the pandemic. We were able to maintain our close ties with you, our active and retired members, and with all the men and women in the unions who contribute to Bâtirente's success.

In the spring, for the safety and health of our team we implemented telecommuting for the entire year. We were able to provide you with the same quality of service and support despite the situation through:

- ▶ A proactive approach to our retired members and those in transition, providing guidance and support during the most challenging periods of the crisis;
- ▶ Secure and reliable technology to ensure the same standard of service;
- ▶ Frequent and relevant online communications to keep you informed;
- ▶ Professionals experienced in investment and responsible investing who closely followed the stock market situation.

The attendance of group representatives at our annual general meeting (AGM) has been steadily increasing for several years. In 2020, the team successfully met the challenge of holding an entirely virtual AGM for the first time in our history, and 97% of participants said they were completely satisfied with their experience. We were very pleased to see how well the virtual format made it possible for groups located at great distances from one other to participate in this democratic exercise.

Bâtirente stands with the workers

At the AGM, Chief Executive Officer Daniel Simard spoke of the importance of solidarity in the face of the crises that are now gripping us and offered the organization's support to workers affected by COVID-19. He emphasized the serious impact of the pandemic on the members of the 39 hotel unions participating in Bâtirente who are particularly hard hit by the situation. He also took the opportunity to encourage everyone to stay at these hotels when travelling throughout Quebec.

The Bâtirente community



As a Bâtirente member, you:

- ▶ Belong to a community of **23,218** members;
- ▶ Are part of a collective of **313** groups based throughout Quebec;
- ▶ Have accumulated savings of **\$820.6M**;
- ▶ Pay an average of **0.94%** in fees and benefit from annual fee discounts of more than **\$6.5M** per year compared to standard rates.

Many of you used our online services in 2020. The batirente.com website was visited over 181,000 times, a 40% increase over 2019.

You also used the *My Account* secure section in large numbers to view your account details or perform transactions. This section had a record 135,000 visits, an increase of almost 50% over 2019. More of you than ever viewed your quarterly financial statements online. As a reminder, these statements are only available in the secure section of the site a few days after the end of the quarter.

Even if many transactions are now done easily in *My Account*, Bâtirente continues to put quality of service and a human approach at the core of its activities. In 2020, our Member Services Centre received 10,800 calls. Our annual survey shows a consistent level of

satisfaction with Member Services. On a scale of 1 to 10, you gave a score of 8.3.

In 2020, the pandemic pushed many workers into retirement, and the Bâtirente family of retirees continues to grow:

- ▶ At year-end, we had 1,825 members aged 65 and with their assets totalling \$114.9M;
- ▶ Accumulated savings held in RRFIs and LIFs grew by 21.1% to \$88.5M;
- ▶ Pension benefit payments to our retired members reached \$13.5M, an increase of 15.4% over 2019.

We are pleased and take pride in the trust that our members have given us as they make the transition to this new stage of their lives. Increasing numbers of our members are choosing to retire successfully with Bâtirente.



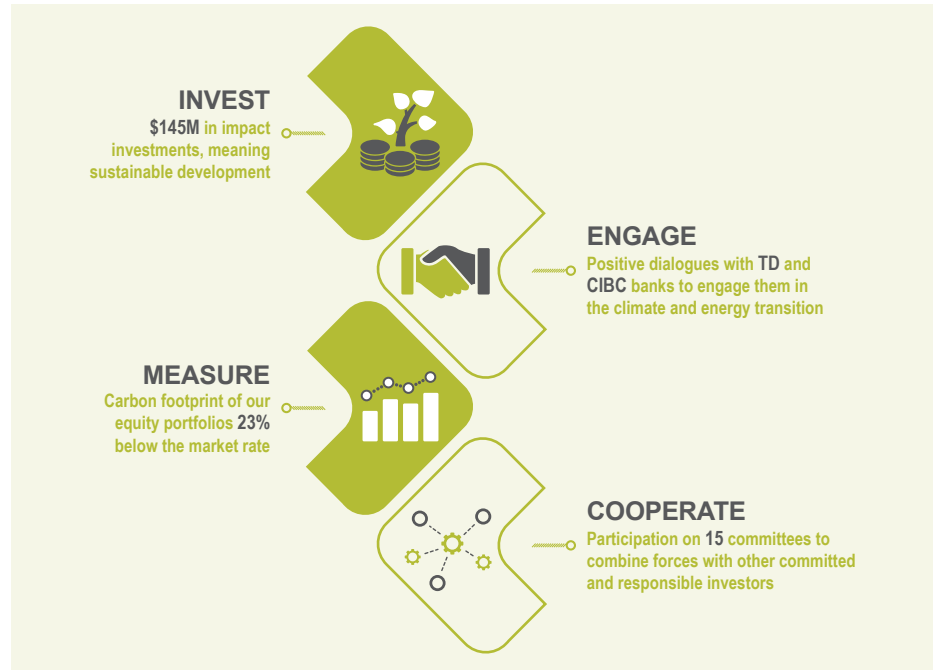
Our expertise at your service

Bâtirente plans are delivered through a solid, high-performance investment platform that includes 11 funds, five of which are diversified. This platform is augmented by Trajectory, our turnkey investment strategy that evolves with you over time, automatically and continuously optimizing your investments to align with your risk profile.

Our investment decisions are guided by the goals of preserving and growing your savings. As an active participant and signatory of the Principles for Responsible Investment (PRI), Bâtirente integrates the important dimension of extra-financial risks and sustainable development into its investment philosophy.

We affirm our commitment through these four key elements opposite.

** Principles for Responsible Investment*



For more information, visit the *Responsible Investment* section of our website batirente.com



Bâtirente is committed to climate action

Now more than ever, there is consensus on the link between human activities and global warming and recognition of its impact on economies, financial markets and human societies. The consensus is even greater on the need for a united response.

It is essential for Bâtirente to express its fiduciary responsibility by allocating the capital entrusted to us by our 23,218 members toward both reducing greenhouse gases and building resilience to the consequences of global warming.

In the fall of 2020, we unveiled an ambitious climate commitment and have positioned ourselves to offer funds to our members that will withstand environmental changes and remain both resilient and successful through any storm.

OUR 4 OBJECTIVES FOR 2025

-50%

Gradually reduce our exposure to climate risk by 50%

+100%

Invest in transition by doubling our capital allocation in impact investments, thereby actively contributing to environmental solutions

Active engagement

Target our shareholder engagement to improve corporate climate performance

Active collaboration

Work with our partners committed to mobilizing all sectors of society in the transition to a low-carbon economy



We're here for you!



Our 2020 Annual Report is available at [batirente.com](https://www.batirente.com).

Please feel free to contact us by email or phone if you have any questions or need information about your account or need help accessing your account online.

MEMBER SERVICES CENTRE

From Monday to Friday

From 8 a.m. to 8 p.m.

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Email: batirente@dsf.ca

Stay up to date! To receive all the latest information and news about your group pension plan, be sure that the email address in your online account is correct. Visit the *My Account* secure section or call our Member Services Centre to speak with an agent.