



OUR IMPACT

2023 OTIP Impact Report

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About OTIP

Ontario Teachers Insurance Plan (OTIP) is a national provider of insurance products and services that **helps protect what matters most to our members: family, health and property.** As a not-for-profit organization, OTIP is governed and led by the four education affiliates and their local leaders who champion the members of Ontario’s education communities.



Our vision

Fulfilling the lifetime insurance needs of Ontario’s education community.

Our mission

We protect what matters most to members by delivering exceptional service for all their insurance needs.

Our values

We are caring.
We are advocates.
We are collaborators.

OTIP provides consulting services and administers life, health and dental coverage for the four education affiliates’ Employee Life and Health Trusts (ELHTs) covering more than 182,000 members. We process and pay life claims, and support all member health and dental claim inquiries. OTIP also administers the CUPE Education Workers’ Benefits Trust covering approximately 48,000 members.

OTIP handles all responsibilities associated with the OTIP Long Term Disability (LTD) plan. This means OTIP manages the claims adjudication and payment, as well as the collection of member contributions for more than 139,000 members. OTIP also provides LTD services for Teachers Life.

With the Retired Teachers Insurance Plans (RTIP), OTIP supports retired education workers by providing voluntary travel, health and/or dental insurance covering approximately 51,000 members.

OTIP also offers individual home and auto insurance solutions to Ontario’s education community, through registered brokers who advocate for members’ needs. Over 46,000 policyholders can contact Curo Claims Services 24/7 for dedicated support with their home and auto claims.

In serving clients and members, OTIP works with the best companies to shape and innovate products and services that are built around members’ needs. Our more than 740 employees are dedicated to continuous improvement by constantly assessing what is and isn’t working.

OTIP is committed to helping members in a fair, respectful and transparent way.

Message from our CEO

From our origins as a not-for-profit insurance advocate, we have proudly served Ontario’s education community for more than 45 years. Throughout our time, we have remained steadfast in our commitment to our members, our people, and the well-being of communities across Ontario. It is this commitment that has shaped our approach to environmental, social and governance (ESG) topics under the impact umbrella.

In accordance with our enterprise strategy, **we prioritize and focus our efforts on topics that drive positive impact and rank high in terms of importance to our purpose and ability to leverage our enterprise capabilities to inspire meaningful change.**

Our priority pillars include our people and communities, our OTIP, and our environment.



These initiatives focus on delivering value and convenience to our members, developing our employees, and fostering resilient communities. This approach to creating impact enables us to galvanize new ways of working, manage risk, and strengthen our relationships with our people and communities. Most importantly, our approach supports a continued relationship of trust in OTIP, and our ability to protect what matters most to our members — family, health and property.

I am pleased to present **our first impact report** as a starting place from which we hope to build our understanding and commitment to ESG-related topics. It encompasses enterprise-wide activities undertaken in 2023 and looks ahead to planned initiatives for 2024.

As I reflect on 2023, I am proud of the progress we have made and our collective impact towards positive change for our members, our people, and our communities. We know there is more work to be done and we are committed to enhancing our understanding of ESG topics and investing in impact initiatives that drive positive and meaningful change.

Impact strategies are led by our CEO, overseen by the Board of Trustees, and brought to life by our employees across our company.





Land acknowledgement

OTIP's head office is situated on the Haldimand Tract that was granted to the Haudenosaunee of the Six Nations of the Grand River and is within the traditional territory of the Haudenosaunee, Anishinaabe and Neutral People. We acknowledge the enduring presence of the Indigenous people with whom we share this land today, their achievements and their contributions to our community. We offer this acknowledgement as an act of reconciliation between the Indigenous and non-Indigenous peoples of Canada.

Grand River, Waterloo, Ontario.



Our truth and reconciliation journey

OTIP is committed to acknowledging the ongoing experiences and histories of Indigenous communities in Canada and is focused on building opportunities for meaningful reconciliation. **We provide opportunities for reconciliation through education, awareness and community partnerships, both inside and outside our organization.**

In 2023, OTIP hosted a speaker session, "Learning Together" in recognition of National Day for Truth and Reconciliation. We invited Sarain Fox, a Canadian Anishinaabe activist, to speak with us on the diverse cultures, experiences, and histories of Indigenous peoples so that we could learn about, reflect on and honour Indigenous cultures.

We acknowledge that we are in the early stages of our reconciliation journey. As we look ahead, we are committed to advancing truth and reconciliation with Indigenous peoples.



OTIP donated \$40,000 to **United for Literacy** in support of Summer Literacy Camps. These literacy camps are run in partnership with Indigenous communities across Northern Ontario and help children ages 5-12 to maintain and improve their reading, writing and math skills over the summer months. Campers develop a greater sense of self-confidence and a positive relationship to learning, supported by their families, Elders, and community members.



A \$25,000 grant was made to **Indspire** to support the travel expenses for K-12 educators so that they could attend the National Gathering for Indigenous Education. The National Gathering is a one-of-a-kind conference where educators and partners can share their voices and work together to improve the educational outcomes of K-12 Indigenous students.

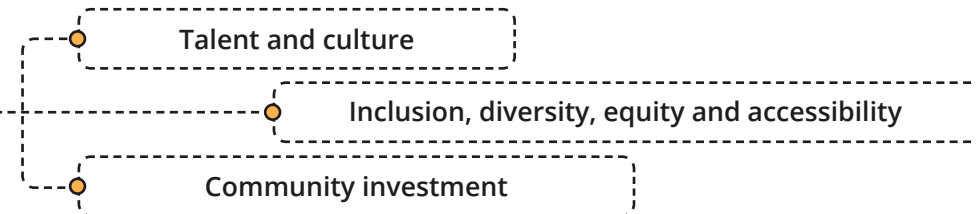


Our people and communities

OTIP is deeply committed to supporting our people and communities. We believe that: meaningful partnerships are vital when putting our purpose into action; inclusive, diverse, equitable and accessible (IDEA) societies are more prosperous; and that investing in our communities helps to enable resilience. We endeavor to use our company's enterprise capabilities to invest in our people, strengthen communities, and advance IDEA initiatives.



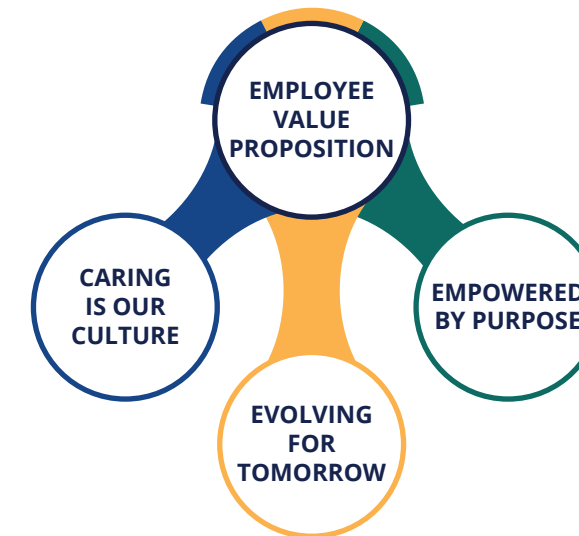
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Strengthening our employee value proposition by bringing our core values and brand purpose to life.

Something special happens when employees feel valued for the work they do, supported as the people they are, and included in the very fabric of the organization: they bring their best to work every day. At OTIP, we mean it when we say **"We put our people at the center of everything we do"**.

In 2023, we introduced our Employee Value Proposition pillars:



We're always looking to improve the way we do things, working smarter and more agile while maintaining our clear focus on stability. We're a group that embraces change with confidence and optimism.

As we grow our way into a future that reimagines what it means to deliver meaningful benefits support and service, **we never lose sight of the high-touch way we collaborate and communicate with each other and the people we serve.** And our workforce is right there with us.

As an organization that never stands still, we strive to set higher standards for our members, our industry, and ourselves. We contribute our expertise and promote environments where our people are empowered to make meaningful contributions.

How we show up for our workforce, members and communities matters to us and we aim to make an impact by delivering exceptional service, protecting what matters and contributing to a stronger society. We invest in programs that uplift individuals and groups, and advocate for their insurance needs with a human-centered focus.

We're inspired to make a daily difference and we aim to foster resilient communities where everyone feels supported.





Equity means equality; as employees, we don't all start at the same place, and we face different barriers on our journeys.

Therefore, as a IDEA committee, we need to ensure that we are working towards dismantling any obstacles that may exist within our workspaces and are creating more transparent and equitable opportunities for all — including gender and ageism equity. As we look ahead to 2024, I'm excited as we continue to make strides in ensuring that everyone feels seen, included, heard and celebrated.

— Nardia Campbell, Director, Benefits Services

Our differences are what make us unique.

Fostering a culture of belonging is a journey — a journey to commit to continuous improvement. At OTIP, we strive to foster an inclusive, diverse, equitable and accessible environment for all, and commit to learning and evolving so we can continue to celebrate what makes us special.

Over 2023, we celebrated our unique differences through many events and learning sessions, including lunch and learns on unconscious bias, gender expression, allyship, and more. Although well received, our 2023 employee engagement survey results showed us that there is more work we need to do in the areas of diversity and inclusion.

To help us better understand how our initiatives can be an authentic and embedded part of our culture, we formed a partnership with the Canadian Centre of Diversity and Inclusion (CCDI). CCDI is a nationally recognized partner for workplace diversity, equity and inclusion. With CCDI, we conducted listening sessions (anonymous employee feedback sessions) to gather more information that will be used to inform and guide our committee and continue to foster thoughtful initiatives.



Supporting employee health and wellness.

As part of our ongoing commitment to support employee wellness, OTIP launched the Thrive Committee in 2023.

The Thrive Committee was created to **support grassroots initiatives to improve the health of employees from a 360 perspective**, influence change to improve the overall wellness of employees, champion events organized by the committee, and contribute ideas and recommendations as they relate to the wellness pillars — emotional, physical, social, and financial.



Recognizing excellence and learning.

OTIP offers two award programs, the **OTIP Teaching Awards** and **OTIP Education Worker Awards**, that seek to recognize and celebrate the dedication that teachers and education workers make every day to student success.

OTIP is also committed to supporting the learning of students in their pursuit of post-secondary education. Whether entering college or university as a new student or pursuing education later in life, the **OTIP Bursary Program** offers 20 student bursaries of \$1,500 annually.



Looking ahead to 2024

Empower our people to invest in the success of their communities through a Volunteer Day Program.

Across our organization, our people are passionate about contributing to the success of their communities. We share that passion and want to empower our people to give their time in a way that's meaningful to them and their communities. OTIP will be offering a **Volunteer Day Program** in 2024. This program will allow our people one paid day that can be used for volunteer purposes and taken as either one full or two half-day increments.

Empower our employees through learning and development with access to LinkedIn Learning.

OTIP will be introducing **LinkedIn Learning** as an organizational learning and development tool. LinkedIn Learning is more than a learning platform; it's an investment in our employees. Employees will be encouraged to explore the tools and resources available to them through LinkedIn Learning to continue their growth and career development.

Increase opportunities to foster resilience and address the mental health crisis.

OTIP will be co-sponsoring the **Press Start CoLab High School Program**, an innovative accelerator that supports the next generation of change-makers who want to create positive change. In a pilot year, participating high-school students from across the province will have an opportunity to collaboratively create a real-life solution to address the mental health crisis and find opportunities to make meaningful change in our communities.

Continue to advance inclusion, diversity, equity and accessibility (IDEA) initiatives across our business.

We are committed to advancing a culture where belonging thrives, and inclusion, diversity, equity, and access can continue to be a celebrated part of our identity. This means that we are committed to confronting and breaking down barriers so that IDEA initiatives can become a valued and embedded part of our culture. Working closely with the Employee Experience team, the IDEA Committee will drive important IDEA initiatives forward.



Our OTIP

We are driven by our purpose and mission to protect what matters most to our members — and every day ask ourselves how we can continue to meet their needs. Maintaining members' trust and confidence is critical and underpins how we do business. We operate with integrity, transparency, and sound principles and standards that are reflected in everything we do. These principles are built into our culture through exceptional service standards, effective decision-making processes and controls, and risk management practices.



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Better Together, our digital transformation

Privacy and data security



Enhancing the member experience through Better Together.

Members' needs are ever-changing. They are looking for convenience, simplicity and accessibility from their mobile devices. OTIP wants to keep pace with market trends and transform our business and digital solutions to serve our members in a way that is convenient for them.

The Better Together program is about opportunity. It will help us understand members' overall insurance needs so we can provide a unified service.

Through the Better Together program, we will integrate individual lines of business into a centralized approach that provides an omnichannel experience for our members. This means aligning our systems and technology to collect real-time feedback that provides customized member insights — making it easier for us to better meet their needs.

Ultimately, the Better Together program will deliver a personalized, engaging, and streamlined digital experience for our members. We see Better Together as critical to our member experience and a pillar of focus in our commitment to protecting what matters most to our members.



In 2023, we began to transform our organization through the Better Together program.

Our focus is on centralizing operations, retiring legacy systems, developing forward-looking roadmaps that will deliver on our enhanced member experience ambition, and forging partnerships with key vendors in pursuit of a digital transformation. We have placed a greater focus on integrating our business lines to embed new ways of working across the business and advanced our internal capabilities to gather and analyze member data and sentiment. Through Better Together, we are focused, disciplined, and committed to accelerating our digital efforts and delivering a best-in-class member experience.

— Stacey Rous, Chief Financial Officer and Chief Operation Officer

Safeguarding the privacy of our data and the security of our networks through increased employee education and training on the importance of information and data security.

We are committed to safeguarding the privacy of our data and the security of our networks through continuous education, training, and industry-leading frameworks. We believe the trust our members have in our brand is our competitive advantage. This trust extends to our use of data, analytics and technology, especially as we invest in these areas to deliver on our Better Together strategy of enhancing the omnichannel member experience.

In 2023, we introduced the **Cyber Awareness Program** (CAP). The CAP was designed to support employees and strengthen their cyber security knowledge and skills through an education and rewards-based approach.

The first phase of the CAP focused on phishing; emphasizing the importance of email vigilance. The CAP also published monthly articles related to cyber awareness, and October Cyber Month activities, articles and games.

For Privacy Awareness Month in January, we developed an employee awareness campaign, "Privacy is Everyone's Responsibility." Employees were provided with practical information about how to secure member data. The campaign was a success, based on employee engagement reflected in the participation levels of the weekly activities.

In addition to employee education and training, we held incident response training for our Technology Enablement department, Emergency Response Team and executive teams, and deployed a new solution suite that moves our network authorization off the internal network to the cloud. In many ways, 2023 was about implementing new and updated tools and creating an integrated cyber view of our digital environment to continue to safeguard our networks and member data.

100%

of OTIP
employees
received cyber
awareness
and privacy
training
in 2023.



Looking ahead to 2024

Focus on information and data security through employee education and by extending our technology capabilities.

Information security is a top enterprise risk management priority. Through continued employee education on the importance of information and data security, we minimize the occurrence and impact of cybersecurity and privacy-related incidents and maintain and foster trust in our organization. We will also focus our efforts on extending the capabilities of our technology through incident and investigation automation, and the secure, ethical and responsible implementation of AI.

Continue to enhance the member experience and access to insurance offerings through the Better Together strategy.

The Better Together strategy will allow us to develop digital capabilities into a seamlessly integrated and central approach — making it more convenient and easier for our members to access their digital health and benefits all in one place. This means that we will continue to foster new ways of working (agile delivery practices), data and governance reporting, improved digital capabilities, and technologies (new telephony system) with the goal of enhancing our member experience.



Our environment

Environmental sustainability is among the most pressing issues of our time and represents a significant impact on our organization and industry. We are working to enable more sustainable outcomes for our members and communities by embracing accountability and educating ourselves on environmental issues and sustainable insurance practices.



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Sustainable Insurance Practices



Reducing our footprint through a hybrid work model and consolidated business facilities.

We actively look for opportunities to work more efficiently across our business and continue to prioritize our ability to reduce our carbon footprint. For example, in 2023, we moved our Randall Drive teams (Curo Claims and Group Life & Disability Claims) to our Northfield headquarters, thereby reducing our building usage, operational waste, and optimizing efficiency.

Empowering sustainable solutions through a multi-year commitment to Learning for a Sustainable Future.

In 2020, OTIP made a five-year funding commitment to Learning for a Sustainable Future (LSF) with a focus on the Empowering Youth for Climate Action Program and the Resources for Rethinking database. We aim to foster environmental and climate change awareness and education, and to support LSF's R4R.ca database — a free platform with a collection of more than 1,800 teacher-reviewed classroom resources on climate change, fully searchable by language, grade, subject, and more.

Through LSF's Empowering Youth for Climate Action Program, youth are engaged in local sustainability opportunities, and equipped with the skills and knowledge to contribute to climate action.

OTIP has pledged \$55,000 to LSF over a five-year term (2020-2025), and in 2023 made a \$5,000 donation, bringing our total donated to \$35,000.



Looking ahead to 2024

Enhance our understanding of how environmental sustainability and related legislation impact our business/industry.

We are all responsible for finding opportunities for improved environmental sustainability. As we look to the year ahead, we are committed to better understanding our organization's environmental impact and how we can integrate sustainable practices into our business.

We will demonstrate our commitment to environmental sustainability by developing an environmental sustainability plan that supports environmental resilience through sustainable insurance practices.



Contact us



Questions? Email CommunityInvestment@otip.com with the subject line: *OTIP Impact Report*.