

# Public Accountability Statement

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CIBC is committed to providing accessible, affordable banking, while protecting our clients and shareholders through strong governance practices. Being the leader in client relationships includes providing advisory solutions, and products and services that address the needs of our diverse clients.

# **Providing accessible banking services**

At CIBC we recognize that every client has unique financial needs. Through our wide range of products and with one of the largest distribution networks of the Canadian banks, CIBC offers customized solutions tailored to meet our clients' individual goals.

Clients want the convenience of banking when they want and where they want. They want to have choices. We offer financial services 24/7 through online banking, online brokerage, telephone banking and our ABM network, which is the second largest of the Canadian banks. This year we continued to enhance access with the installation of Chinese language capabilities on all of our more than 3,700 ABMs. Now clients can conduct their ABM banking in English, French and Chinese. CIBC also began the first phase of a multi-year plan to replace its ABM network with machines that consume less power while offering the latest technology, accessibility and security features.

CIBC's online banking provides clients with the option of banking from the comfort of their own home. For example, clients can view their account details, pay their bills and send and receive e-mail money transfers, all with a few clicks of their computer mouse.

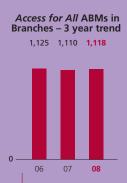
To provide greater flexibility, access and choice to clients using our branch network, we focused on building, relocating and expanding branches, with 61 branch projects underway in 2008 and eight new full-service locations opened during the year. We also extended our service hours, including announcing the introduction of Sunday banking at 45 locations, adding Saturday hours at 48 more of our branches and offering evening hours in many locations.

CIBC has 1,050 branches across Canada. We also serve clients through 81 CIBC Wood Gundy branches and 174 President's Choice Financial pavilions. In response to Canada's diverse population, CIBC serves clients in multiple languages in many branches, particularly in urban centres.

By making a simple call to CIBC Telephone Banking, clients can access information on most types of accounts by phone, including chequing, savings, mortgages, lines of credit, loans and investments. Clients who choose to utilize our award-winning Interactive Voice Response (IVR) system can be served in English, French, Cantonese and Mandarin.

# Serving clients with special needs

Creating a barrier-free environment for both our clients and employees is a priority at CIBC. In 2008, we completed a multi-year branch accessibility survey of our entire branch network to better understand our clients' accessibility needs. We are using this information to continue to make enhancements in our branches. For example, all of our new branches are fully accessible including parking, ABMs, vestibule access and counter height.



CIBC's Access for All ABMs are installed at wheelchair-accessible height and include headphone jacks for audio access; grab bars for mobility assistance; and brighter lighting.



As part of CIBC's strategic plan to build, relocate and expand over 70 branches across the country by 2011, 61 new branch projects were underway in 2008 with eight new locations opened during the year. These branches ensure a stronger presence where clients live, work and shop.



Since 2002, CIBC and its employees have contributed more than \$1.2 million to a Vancouver hot breakfast program. The program has provided approximately 75,000 breakfasts annually to elementary students in inner city schools. CIBC client Boston Pizza also donated proceeds from an annual golf tournament to this program. Every year, hundreds of children are invited to bring their caregivers to a special Mother's Day breakfast.

Our clients continue to benefit from CIBC's Access for All ABMs. Available at almost every branch, these ABMs offer features that are making banking easier for visually- and hearing-impaired clients, the elderly and persons with restricted mobility. We also offer statements in Braille and large print formats on request, and advanced speech recognition and teletype (TTY) technology through telephone banking. CIBC's websites are designed to make access as easy as possible for hearing-impaired and visually-impaired clients.

Through our mobile HLC Home Loans Canada mortgage sales force and our CIBC mortgage specialists, clients who have mobility restrictions or prefer the added convenience can get advice on their mortgage needs in the comfort of their home or office.

#### **Aboriginal banking solutions**

CIBC recognizes the unique requirements of the Aboriginal communities we serve. Through our dedicated team of advisors, we provide comprehensive financial services to meet the personal and business needs of this community. These services are provided though our national network of

branches, including eight on-reserve locations.

This year, our advisors worked closely with Aboriginal communities to assist with the financial planning for residential school settlements. In addition to the financial services provided, CIBC continues to support Aboriginal Personal Planning, a program designed with the goal of creating financial self-sufficiency.

In 2008, we proudly contributed more than \$750,000 to organizations and programs that support Aboriginal communities across Canada.

# **Providing affordable banking solutions**

CIBC aims to provide a wide range of products and services, including lower-cost solutions like the CIBC Everyday chequing account, competitive mortgage rates and no annual fee credit cards.

This year, we enhanced the CIBC Enviro-Saver mortgage, which gives Canadians an opportunity to improve the energy efficiency of their homes, benefiting the environment and potentially generating a cost savings for clients by reducing their household utility bills.

CIBC clients can also access an affordable banking alternative through President's Choice Financial. PCF, which celebrated its 10th anniversary this year, offers clients a number of banking options including in-store pavilions, ABMs, online banking and telephone banking.

For clients looking to buy a home, CIBC mortgage specialists and President's Choice Financial representatives delivered free mortgage seminars across the country, offering tips on choosing the right mortgage and saving for a down payment.

# Children, youth and students

Getting your children comfortable with managing their money is important from a very early age. CIBC's SmartStart program offers clients 19 years of age and under free banking and valuable financial advice. The program is designed to teach kids and young adults important tips on how to manage their money and ways to save through our interactive SmartStart for Kids website.

This year, CIBC introduced enhancements to the CIBC Advantage for Students, offering students enrolled in a full-time post-secondary program free everyday banking, including free withdrawals at CIBC ABMs, no monthly fees and no limit on the number of monthly transactions. CIBC operates 1,400 ABMs within one or two kilometres of 180 colleges and universities across Canada, providing post-secondary clients with convenient access to their funds.

Students working towards a professional designation are able to take advantage of the CIBC Professional Edge program, which includes loans that can be used by students to assist with educational expenses such as tuition, books, equipment and living expenses.

## Seniors — The CIBC 60 Plus Advantage

The CIBC 60 Plus Advantage program offers clients 60 years of age and older special benefits, including free transactions and no monthly fee on the CIBC Everyday chequing account.

#### **Committed to small businesses**

Small businesses are a vital part of the Canadian economy and the main engine of net job creation. This is why CIBC is committed to helping our small business and agriculture clients succeed in achieving their business and personal financial goals. We continue to offer cash back incentives to help small business and agriculture clients access credit, and this year introduced business management seminars for these clients in various markets across the country.

We have continued to build the capabilities and skills of our small business advisors through access to new education and resource tools in order to offer clients comprehensive and tailored financial solutions. In 2008, process improvements were made to enhance clients' access to capital through improvements to the credit applications process and to our lending guidelines for specific agriculture sectors.

CIBC also provides support to small businesses in Canada through our contributions in support of Advancing Canadian Entrepreneurship (ACE) Student Entrepreneur of the Year Award, the Canadian Women's Foundation, Canada's Outstanding Young Farmers' Program and Junior Achievement Conference. In addition, sponsorship of the CIBC Entrepreneurship 101 program offered through the MaRS Discovery District provides financial training assistance to young Canadian entrepreneurs.

# **Respecting our clients**

We are committed to treating our clients with respect, providing products and services in a professional manner and safeguarding our clients' personal information and privacy.

Our Service Commitment to You, available in branches and online, outlines our commitment to high-quality client service, fee transparency, privacy protection and confidentiality. The CIBC Code of

Conduct for employees and comprehensive ongoing training programs include a strong focus on maintaining our clients' privacy and confidentiality, as well as on detecting fraud and money laundering.

Resolving client complaints at the first point of contact continues to be a priority at CIBC. If a satisfactory resolution is not reached, the client is first referred to a trained Customer Care specialist, and then to the CIBC Ombudsman's office.

CIBC will continue to invest in enhanced programs, procedures and training to ensure we continue to fulfill our commitment to clients.

For information on branch openings and closings, ABM installations and removals, and listed affiliates' debt financing to firms in Canada, please refer to pages 170 to 172.



Through the CIBC Spirit of Leadership Community Award, CIBC Commercial Banking recognizes, sponsors and participates in non-profit and charitable initiatives of selected clients across Canada, donating \$50,000 annually. This year a team of Commercial Banking employees joined CIBC client and award recipient Gowling Lafleur Henderson LLP along with Habitat for Humanity Toronto to build affordable housing in Toronto.



CIBC's vision, mission and values are at the centre of our commitment to create a positive employee experience and a diverse, supportive, results-oriented work environment.

By focusing on the things that matter to them — access to career-growth opportunities, safe and healthy workplaces, effective training and development, and positive work/life balance — our employees are able to perform at their best, contribute to their communities, and fulfill CIBC's vision to be the leader in client relationships.

"CIBC is a leader in cultural diversity in the workplace — and I know that its support for employment equity and diversity extends beyond CIBC and into the community. CIBC has been lead sponsor of the National Aboriginal Achievement Foundation for over 20 years, helping us celebrate achievement through our Awards and supporting our First Nation, Métis and Inuit students through scholarships. Together we are making a real difference in our community."

Roberta Jamieson, President and Chief Executive Officer, National Aboriginal Achievement Foundation

# Creating a positive employee experience

Our employees make it possible for CIBC to deliver consistent, sustainable performance over the long term. That is why our priority is to create a positive experience and a supportive work environment where our employees can excel and fulfill CIBC's vision of being the leader in client relationships.

Gathering feedback from our employees about their work experience and how they view the organization is fundamental to our success. It provides our leadership with information to help make CIBC the best place to work, learn, contribute and succeed. Participation in the 2008 annual employee survey was 88%.

The survey's Employee Commitment Index, which measures the strength of our employees' relationship with the organization, increased for the third consecutive year, reaching the highest score since the original index was introduced in 1998. Results continued to indicate that a strong majority of employees and leaders see support for CIBC's values of trust, teamwork and accountability.

Our Code of Conduct is one of the many ways we promote these values. It guarantees every employee the right to be respected, to receive fair and equitable treatment, to be free from harassment or discrimination, and to be protected from retaliation if they report a contravention of the Code. To help ensure knowledge and practice of these values, all employees are required to complete annual certification and testing on the Code.

Continuing to create a positive experience and a supportive work environment for our employees, in 2008, CIBC launched a new employment brand, "What matters to me". The brand positioning captures our ongoing commitment to ensure that the experience and careers of our employees will meet and exceed their expectations. At the same time, it demonstrates the opportunities CIBC offers prospective employees.

In addition, we formalized CIBC's Workplace Issue Resolution Process, including the introduction of a new Employee Ombudsman's Office, to enhance the employee experience.

CIBC is committed to building a workforce that reflects the clients and communities we serve. For CIBC, diversity is one of the important elements that gives our company strength. Since 2006, we have met or exceeded workforce representation goals for the four designated employment equity groups: women, members of visible minorities, Aboriginal peoples and persons with disabilities. Representation goals are the targets for the representation of members of designated groups in each occupation, based on national labour market availability rates provided by Statistics Canada and adjusted to CIBC's workforce. We are focused on maintaining and growing our representation levels for all groups.

We also continue to make progress on our commitment to diversity in other ways. June 2008 marked CIBC's 16th annual Diversity Month. During the month, employees organized a wide variety of events,

#### Senior management representation rates and goals (as at Dec. 31, 2007)

%	Rate	Goal
Women	28.2	25.1
Visible minorities	11.9	8.2
Persons with disabilities	5.0	2.1
Aboriginal peoples	0.5	0.7

Workforce representation rates and goals (as at Dec. 31, 2007)

Rate	Goal
67.7	59.5
25.2	17.0
4.1	4.1
1.7	1.6
	67.7 25.2 4.1

Since 2006, CIBC has achieved workforce representation goals for women, members of visible minorities, Aboriginal peoples and persons with disabilities.



National Aboriginal Achievement Foundation President, Dr. Roberta Jamieson (second from right in front row) presented the 2008 CIBC Diversity Awards to individuals and teams within CIBC who champion diversity by promoting the value of an inclusive workforce.

including panel discussions, workshops, open houses and cultural festivals. For the third consecutive year, CIBC convened its National Employment Equity and Diversity Congress, which reviewed CIBC's focus and progress. As well, CIBC's eight Affinity Groups grew to more than 3,000 members in 2008. These groups provide informal advice on the creation of a workplace that provides equity and opportunity for all employees.

In our communities, we are continually seeking opportunities to recognize and support diversity. In 2008, the first eight students graduated from CIBC's first Job Readiness Training (JRT) program for Aboriginals. The graduates, trained as analysts, transaction processors and in customer service roles, received their diplomas and full-time job offers from CIBC for successfully completing the program. CIBC also offered its eighth JRT program for persons with disabilities. Since its inception in 2003, 70 program graduates have launched their careers with CIBC.

In 2008, CIBC and the Richard Ivey School of Business launched *ReConnect: Career Renewal for Returning Professional Women*. This is the first executive development program in Canada specifically designed to help professional women re-establish their careers after taking time out of the workforce to pursue other activities.

CIBC also partnered with the Canadian Immigration Integration Project, an initiative funded by the federal government, to provide employment advice and guidance to individuals in China, India and the Philippines immigrating to Canada.

Our commitment to diversity has been recognized externally. In 2008, Canada's Top 100 Employers magazine and the Toronto Region Immigrant Employment Council selected CIBC as one of Canada's "Best Employers for New Canadians for 2008" for creating a workplace that supports newcomers as they establish careers in their new country.

Our continued focus on employee training and development is a critical element of both our employees' success and CIBC's success. In 2008, we invested approximately \$66 million globally on training, including governance and regulatory compliance, client service, product knowledge and a broad range of business and technical skills. Training is also accessible for all employees through a webbased learning management system.

To help our employees grow, develop and achieve their full potential, we provide corporatewide training and development programs in the areas of People Management, Regulatory and



Recent graduates of CIBC's Job Readiness Training program for Aboriginals who are now CIBC employees.

Mandatory Training, new employee orientation and core capabilities.

Our annual corporate mandatory training program for employees incorporates training with respect to CIBC's vision, mission and values. Additional vision, mission and values training is provided to managers to ensure a healthy, safe and secure workplace. CIBC's Corporate Mandatory Training and Testing program received the Silver Canadian Award for Training Excellence in the Internal eLearning category from the Canadian Society for Training and Development.

Recently, we launched *People Manager Essentials*, a CIBC-wide series of workshops for non-executive people managers that focuses on building skills across CIBC's people manager accountabilities. We also introduced a new web feature called "Manager's Resources" that brings together many of the tools and resources that managers need to do their jobs.

CIBC recognizes the importance of retaining and developing our future leaders. In 2008, we implemented a Talent Review Process that included one-on-one career interviews with CIBC executives. These conversations provided the foundation to increase our understanding of our current and future leadership development needs and succession planning requirements. Additionally, CIBC continues to develop its workforce analytics capabilities as a way of supporting business leaders to better understand how to leverage/manage our diverse and sophisticated workforce.

# A focus on performance

Managing performance is key to building longterm, sustainable growth for our employees, clients and shareholders.

CIBC's Performance Management and Measurement (PMM) process ensures employees are clear about expectations and how their individual goals support the goals of their line of business and CIBC overall, as well as CIBC's vision, mission and values and adherence to CIBC's policies and controls framework.

The overall process, which includes goal setting, a mid-year check and a final year-end performance review, provides the opportunity for managers and employees to:

- Share ownership for success, which includes measures to address developmental needs
- Have an ongoing dialogue about progress against goals and how to build on success or address any shortfalls
- Engage in a final year-end review and arrive at a final performance rating

Pay-for-performance is the foundation of CIBC's compensation philosophy. Most employees participate in variable compensation programs with individual awards based on i) the employee's results against their individual performance goals; ii) line of business results; and iii) CIBC's overall performance. Managers assess and evaluate employee performance against both their goals and their contribution relative to their peer group.

In 2008, the CIBC group of companies paid over \$2.5 billion in base salaries and benefits to our Canadian workforce. Approximately 70% of CIBC employees participate in the employee share purchase plan, which allows employees to participate as a shareholder of CIBC through investment in common shares.

# Health and well-being

Creating a safe and healthy work environment where all employees can balance their work and life and contribute to their communities is very important. CIBC is committed to providing a comprehensive range of benefits and programs that support the overall health, wellness and long-term financial security of employees.

To assist in managing rising health care costs, CIBC supports a smart consumer approach to employee health care. Employees are provided with information on CIBC-negotiated discounts, use of generic drugs and use of pharmacies with lower dispensing fees to proactively manage costs for themselves and for CIBC.

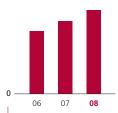
In 2008, CIBC introduced Employment Insurance top-up benefits for birth fathers in addition to top-up benefits for maternity, parental, adoption and compassionate care leaves.

In 2007, CIBC reported a Disabling Injury Incidence Rate of 0.20, which indicates the number of disabling and fatal injuries on the job, per 100 employees, in Canada. CIBC's global turnover rate for permanent employees, excluding retirees, was 15.8% in 2008.

For detailed employment figures, see page 172.

Number of employees completing assessment questionnaire on Wellness Checkpoint (as at Oct. 31)

9,709 11,288 12,993



Since it was launched in 2001, more than 12,993 employees have completed the Wellness Checkpoint, CIBC's confidential online assessment tool that identifies health risks and provides information about achieving a healthier lifestyle and other general health resources information.



We continue to attract top students from universities and colleges through our campus recruitment program.



As a leader in community investment, CIBC is committed to supporting causes that matter to our clients, our employees and our communities. We aim to make a difference through corporate donations, sponsorships and the volunteer spirit of employees. With a strategic focus on youth, education and health, and employee support for causes including the Canadian Breast Cancer Foundation CIBC Run for the Cure, the CIBC World Markets Children's Foundation and United Way, CIBC is investing in the social and economic development of communities across the country.

"Winning the CIBC Youthvision Scholarship has ensured my financial stability in my future post-secondary education. The removal of this financial stress has enabled me to focus more on my academic success as well as my community involvement. Coming from an economic and financial standing that is lacking, this scholarship is life-defining, allowing me to pursue my dream of becoming a pathologist."

Neroz Ottawa-Sabih, CIBC Youthvision scholarship recipient 2008

# Making a difference

In 2008, the CIBC group of companies contributed more than \$36 million globally to charitable and nonprofit initiatives. Of this, more than \$27 million was invested in Canada, including almost \$20 million in charitable donations, supporting a wide variety of national, regional and local organizations. To see examples of CIBC's contributions to community organizations by province, see page 173.

#### Youth

Helping young people achieve their full potential is a priority of our community investment program.

#### CIBC World Markets Children's Foundation

On the first Wednesday of December every year, CIBC World Markets sales and trading professionals and CIBC Wood Gundy Investment Advisors donate their fees and commissions to support children's charities dedicated to improving the health, well-being and education of children. On December 5th, 2007, CIBC World Markets Miracle Day raised more than \$10 million, including \$3.3 million in Canada. Since its inception in 1984, Miracle Day has raised more than \$190 million to benefit children in our communities around the world.

In addition to Miracle Day, the CIBC group of companies contributed more than \$3 million in 2008 to hundreds of initiatives that support mentoring, skills development, financial literacy training, nutrition and

health, anti-bullying, youth shelters and programs for young people with disabilities.

#### **Education**

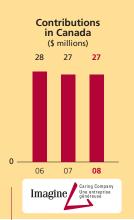
CIBC is committed to investing in the education of Canada's young people.

# CIBC Youthvision Scholarship Program

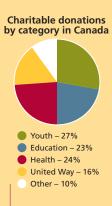
Through a unique relationship with Big Brothers Big Sisters of Canada and YMCA Canada, CIBC provides funding for scholarships and internships to help young Canadians prepare for their future. Thirty scholarships, valued at up to \$34,000 each, are awarded annually to Grade 10 students enrolled in mentoring programs with these two community partners. In addition to tuition support, recipients may participate in summer internships at YMCA agencies across the country after completing Grade 11. This program represents a multi-year commitment of more than \$10 million. To date, 300 CIBC Youthvision Scholarships have been awarded across Canada.

In addition, CIBC contributes \$100,000 each year to the National Aboriginal Achievement Foundation for bursaries and scholarships in post-secondary education. The purpose is to assist First Nations, Inuit and Métis students with their financial needs, helping them pursue excellence in all academic disciplines.

As well, CIBC provides scholarship funding to support the post-secondary education of children of fallen soldiers through its leadership commitment of



As a designated Imagine Caring Company, CIBC consistently exceeds the target of 1% of pre-tax profits — the benchmark for corporate giving established by Imagine Canada.



With a strategic focus on youth, education and health, CIBC is making a difference in communities where our clients and employees live and work.



Standing in front of a mountain of toys donated by CIBC employees to the Salvation Army, students from St. Michael Catholic School in Toronto reveal the \$3,388,162 in fees and commissions raised in Canada on the 2007 CIBC World Markets Miracle Day in support of more than 400 children's charities across the country.



CIBC Wood Gundy Investment Advisors Werner Imboden (left) and Pierre Delisle participated in the 600 km Tour CIBC Charles Bruneau, a four-day bicycle ride across the province of Quebec that raises funds for children with cancer. Young Raphaël (centre) provided a source of inspiration and motivation along the route. CIBC employees and clients contributed \$150,000 to the Tour, which raised \$700,000.



CIBC employees throughout British Columbia and parts of the Northern Territories raised more than \$415,000 for the 2008 BC Children's Hospital Campaign. Pictured above (from left to right): Alex Fan; Aidan Goerzen, son of Michael Goerzen; Wendy Slavin, SVP, Western Region and Chair of the BC Children's Hospital Foundation; Pam Smith and Michael Goerzen, Co-Chairs of the 2008 BC Children's Hospital Employee Campaign.

\$1 million over 10 years to Canada Company.

CIBC's multi-year commitments to universities and colleges across Canada total \$17 million. Of this, close to \$6 million is directed to bursaries and scholarships to enable students to pursue post-secondary studies.

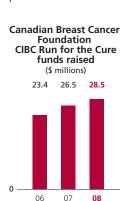
#### Health

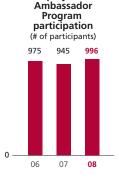
CIBC contributes to organizations that promote the health and well-being of Canadians.

# Canadian Breast Cancer Foundation CIBC Run for the Cure

On October 5, 2008, \$28.5 million was raised by 170,000 participants in 55 communities in the 17th annual Canadian Breast Cancer Foundation CIBC Run for the Cure. This is the largest one-day fundraising event for breast cancer research in Canada. We are proud of the contribution our employees have made to the Canadian Breast Cancer Foundation (CBCF). CBCF is the leading volunteer-led organization in Canada dedicated to creating a future without breast cancer. It was the commitment of CIBC employees to this cause that inspired CIBC to become the title sponsor of this event in 1997.

Each year, thousands of CIBC employees, family and friends join together to fundraise and participate in the event. In addition to the generous support of CIBC clients, more than 13,500 CIBC employees and volunteers helped to raise a total of \$3 million through fundraising and proceeds of pink products made available in CIBC branches.





**Employee as** 

Since its inception in 1986, the Canadian Breast Cancer Foundation has invested \$120 million in breast cancer research, education and awareness programs.

Year after year, CIBC employees and retirees demonstrate their volunteer spirit in the communities where they live and work. Further contributions to the health of Canadians include multi-year commitments of more than \$19 million to hospitals and health research facilities. Many of our contributions in health care fund the research and treatment of breast cancer.

Additional strategic community investment contributions include:

# Helping children and parents

CIBC committed \$1 million over 10 years to the Canadian Centre for Child Protection to help reduce the victimization and exploitation of children across Canada. CIBC's investment will help to raise awareness of the Centre and its *Kids in the Know* safety education program to better educate children and parents about keeping their children safe from sexual abuse and exploitation.

# **Helping newcomers to Canada**

CIBC and the YMCA of Greater Toronto joined forces to launch CIBC YMCA Access to Opportunity to help newcomers overcome barriers to settling in Canada. The new program has two parts: a series of seminars designed to provide the advice and information newcomers need to start banking in Canada, start a business and invest in their families' future; and a free job skills development program designed to connect qualified newcomers to employment at CIBC and in the financial services sector.

# Helping women

CIBC and the Richard Ivey School of Business launched *ReConnect: Career Renewal for Returning Professional Women* with CIBC's commitment of \$1 million over five years. A first of its kind in Canada, this program helps professional women to re-enter their careers after taking time out of the workforce.

In addition, CIBC announced a \$1 million commitment over seven years toward the training and support offered by the Canadian Women's Foundation to help low-income women become economically self-sufficient and break the cycle of violence against women.

# **Employee as Ambassador Program**

CIBC encourages volunteerism among its employees and retirees and supports their commitment to local activities through the Employee as Ambassador Program. Through this initiative, CIBC donates up to \$1,000 to charitable and not-for-profit community organizations where employees volunteer. In 2008, 996 employees and retirees participated in this program, resulting in contributions of more than \$668,000.



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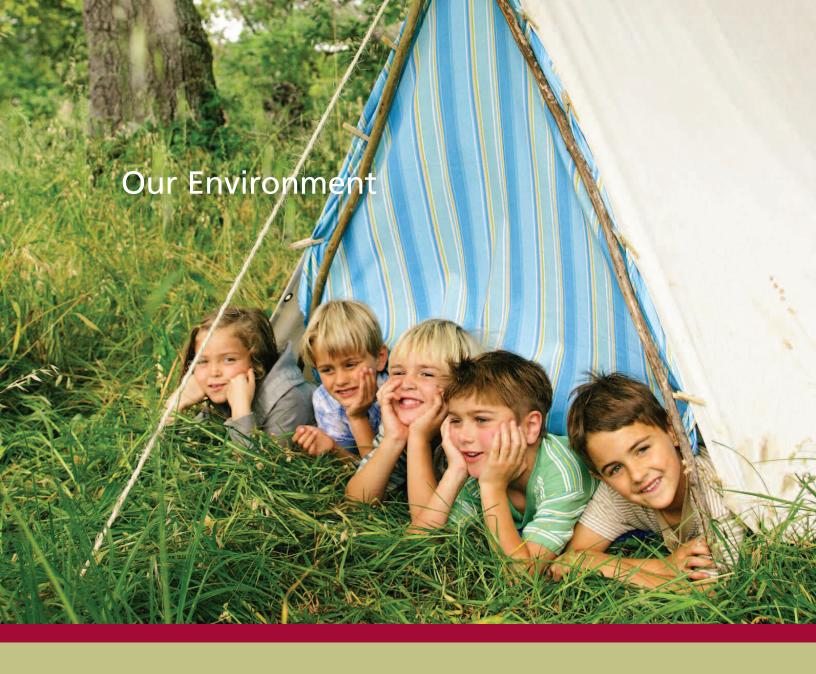
CIBC employee Jill Poulton of Regina, pictured with Barbara Hildebrandt, President and Co-Founder of Dress for Success Regina, received a donation for this organization through CIBC's Employee Ambassador Program. Jill led the second Suit Drive held at the Regina Customer Contact Centre to support the economic independence of disadvantaged women.

# **United Way**

CIBC has been a long-time supporter of the United Way helping to create stronger and healthier communities for families to live, work and raise their children. Year after year, CIBC employees and retirees demonstrate their support for local United Way agencies through personal donations and their volunteer efforts. The 2007 CIBC United Way campaign raised \$7.8 million, including a \$2.9 million corporate donation.



CIBC employees and retirees across the country, including those pictured above at the Parkland Branch in Halifax, demonstrated their community spirit in support of the United Way. In total, \$7.8 million was donated to the United Way and more than 10,000 employees contributed their time or money to the 2007 campaign.



CIBC is committed to being an environmentally responsible organization. We demonstrate this through continued enhancements to our environmental risk management policies and procedures, initiatives to minimize CIBC's impact on the environment, promotion of environmental stewardship practices and support of strategically-aligned environmental organizations.

"We commend CIBC for its socially responsible and environmentally-conscious decisions on paper usage. In May 2008, CIBC announced its commitment to use FSC-certified paper in addition to significant, ongoing paper use reductions made since 2004. That leadership shows that responsible purchasing choices can protect our forests and the many people who depend upon them. CIBC clients and employees should be proud to see their bank walking the sustainability talk. FSC Canada salutes CIBC for making such an important difference."

# Our approach to environmental responsibility

At CIBC, we recognize that a healthy and sustainable environment is critical for enriching the communities in which we operate.

Our Corporate Environmental Policy has been maintained since 1993, with our most recent update completed in 2008. It includes 10 environmental principles that frame our Corporate Environmental Management Program. This program is supported by an array of initiatives to reduce environmental impacts arising from our operations, as well as by environmental management standards procedures for our lending and procurement practices.

CIBC's environmental management structure is comprised of dedicated environmental risk management staff, as well as a cross-functional Environmental Management Committee (EMC). The EMC considers facility-related environmental issues and initiatives and assists in monitoring our environmental management system. Progress and status regarding environmental matters are reported to CIBC's senior executives on a quarterly basis.

# Promoting environmental awareness through transparency

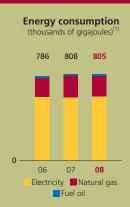
CIBC is committed to being transparent about how we conduct our business and to operating in an environmentally responsible manner. Where relevant to our business activities, we welcome dialogue and actively participate in external forums on environmental issues.

Our "CIBC & the Environment" internal and external websites are the primary vehicles used to communicate our programs. Direct feedback to environmental risk management staff is available through our environmental e-mail account.

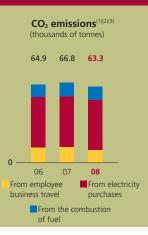
We engage in a variety of national and international environmental associations, to share best practices while also keeping us apprised of environmental issues relevant to our industry. Among them is the United Nations Environment Programme's Finance Initiative "North American Task Force", which commissioned an important study in 2008 that compares corporate sustainability indices and rating initiatives, and assesses the rationale for participation.

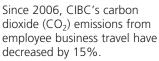
In 2008, CIBC was once again a signatory to and participant in the Carbon Disclosure Project (CDP), a coalition of institutional investors and asset managers that aims to examine how companies in their portfolios assess the potential risks and opportunities relating to climate change. This year's information request was sent out to more than 3,000 of the world's largest corporations, backed by 385 leading institutional investors representing more than US\$57 trillion in funds under management.

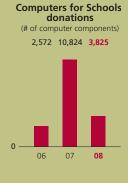
The Conference Board of Canada recognized CIBC as a Climate Disclosure Leader, one of only five low carbon impact sector companies in the 15-company leadership group, per the Carbon Disclosure Project Report 2008-Canada 200.











CIBC is a founding member and the largest corporate supporter of Industry Canada's Computers for Schools program. Since 1993, we have donated more than 42,300 computer components.

Apart from environmental risk assessment data, all metrics contained in this report have been provided by third-party service providers/suppliers, and are based upon best available data

- Energy consumption data and its associated CO<sub>2</sub> emissions are from CIBC's retail branch network and owned office premises.

  Based on the GHG Protocol Initiative. Emission factors from Environment Canada's National Inventory Report 1990 2006 used to estimate CO<sub>2</sub> emissions from purchased electricity. Employee business travel emissions restated to reflect a more robust tracking methodology for air travel, and inclusion of personal car usage for company business.



Through the implementation of CIBC's Environmentally Responsible Procurement Standard, CIBC aims to source products and services with minimal environmental impacts.

# Lending and investing responsibly

Environmental risk evaluation has been a formal component of CIBC's due diligence processes since the early 1990s. Our commitment to understanding and evaluating environmental risks helps our clients assess these risks within their own organizations.

In last year's report, we described the roll-out of our updated environmental credit risk management standards and procedures for small business, commercial, merchant, and investment banking activities. Application of these updated standards and procedures has increased CIBC's engagement with clients with respect to their environmental management programs, including climate change and biodiversity issues.

Our standards and procedures also include requirements for environmental and social risk assessments for project finance transactions in

accordance with our commitment to the Equator Principles, which CIBC initially adopted in 2003.

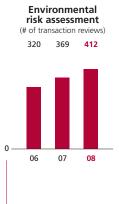
CIBC World Markets has been an equity underwriter of Energy Technology companies in North America for several years. Additionally, CIBC World Markets has been at the forefront of financing renewable energy projects (including hydroelectric, wind, biomass, biogas and district energy systems), having raised or extended over \$3 billion in capital for renewable energy developers since 2002.

# Reducing the environmental footprint of our operations

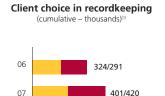
CIBC is committed to reducing environmental impacts across our 1,050 branches and 600,000 square metres of office space.

The cornerstone of our facility management activities resides in our efforts to integrate sustainable design criteria into our building standards. CIBC's Sustainable Design Committee, comprised of members from key business groups and service providers, has continued to evaluate and integrate opportunities for the reduction of energy and materials used in building interiors and exteriors and mechanical and electrical systems. As part of these efforts, in 2008, CIBC achieved our first *Leadership in Energy and Environmental Design* (LEED) Commercial Interior registration for our office in Bell Trinity Square in downtown Toronto.

Also in 2008, we made progress in implementing innovative energy conservation and facilities management projects, including: the replacement of



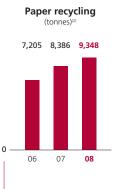
Since 2006, the number of transactions referred to CIBC Environmental Risk Management for specialized environmental credit reviews has increased by 29%.





08

CIBC has promoted a paperless recordkeeping option for our clients for several years.
Chequing and savings account clients can choose to receive quarterly statements or select our paperless recordkeeping option.



Through CIBC's on-site shredding services across every branch and office building in North America, approximately 9,350 tonnes of paper have been recycled in 2008.

<sup>(1)</sup> As of August 30, 2008.

<sup>(2) 2006</sup> and 2007 data have been restated to reflect adjustment in supplier's methodology.

less efficient heating, ventilation and air conditioning systems; upgrades to our lighting technology plus installation of daylight sensors for ABM lobby lighting; and exterior lights equipped with timers and sensors.

CIBC is committed to programs aimed at reducing usage, maximizing recycling, and making sustainable procurement choices. Recognizing that paper consumption is a major component of our environmental footprint, we continue to implement a paper waste management procedure to ensure that all of our internal paper materials are securely collected, shredded and recycled across all of our North American premises. Where appropriate, we have moved towards online applications in place of paper statements and product offerings. In 2008, CIBC continued an initiative to reduce the amount of printing of internal reports, leading to an annual reduction of approximately 24 million sheets of paper. Also this year, we increased the number of multifunctional devices across our branches to approximately 1,500 units, allowing for more doublesided printing and reduced energy consumption.

CIBC has also engaged with our suppliers and key vendors to promote the procurement of competitively priced environmentally responsible paper options, with a preference for Forest Stewardship Council (FSC) certified stock. In April 2008, we switched our office copy, printer, and fax paper to FSC-certified stock across our Canadian operations. In addition to printing our annual report on FSC-certified paper since 2006, we have also begun the transition to FSC-certified paper for the majority of our Customer Marketing materials, ABM

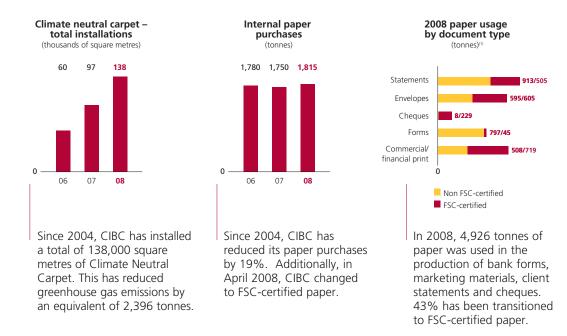
envelopes and commercial printing, including client account statement paper and envelopes.

# Supporting an environmentally responsible supply chain

CIBC is committed to purchasing products and services from environmentally conscious suppliers. We formalized environmental requirements for our supply chain last year through the release of our Environmentally Responsible Procurement Standard.

This Standard describes CIBC's requirements for inclusion of environmental considerations in its procurement activities, applicable for all products, as well as all services which may have adverse environmental impacts. The Standard's environmental evaluation form used at the outset of a supplier relationship includes reporting criteria related to suppliers' environmental management systems as well as product-specific questions on areas including energy efficiency, efficient use of natural resources, recycling options, product take-back options, and conditions to promote ecologically sustainable forest practices. In 2008, as part of CIBC's overall vendor management process, we evaluated environmental performance of suppliers whose products or services are subject to the Standard.

For more information on CIBC and the environment, visit www.cibc.com/environment.



<sup>(1)</sup> Does not include internal paper purchases.

## **Our Clients** – Branches and ABMs

#### **CIBC BRANCH OPENINGS - 2008**

#### **British Columbia**

3836 - 4th Ave., Smithers 1096 Homer St., Vancouver

#### Alberta

4916 - 130th Ave. SE, Unit 202, Calgary

#### Ontario

9641 Jane St., Maple 1005 Maple Ave., Building Q, Milton 10 Disera Dr., Suite 180, Thornhill

#### CIBC BRANCH CLOSINGS - 2008(1)

#### **British Columbia**

1222 Main St., Smithers

#### Ontario

10037 Keele St., Maple 1118 Centre St., Unit 1, Thornhill

### **CIBC BRANCH RELOCATIONS - 2008**

#### Alberta

5609 - 4th St. NW, Calgary – relocation to Thorncliffe Banking Centre

#### Ontario

366 North Front St., Belleville – relocation from Unit 3 to Unit 4

#### **OTHER CIBC CLOSINGS - 2008**

#### **British Columbia**

1164 Main St., Smithers (High Value sales office)

# Ontario

10048 Keele St., Maple (High Value sales office) 400 Main St., Milton (High Value sales office)

# PRESIDENT'S CHOICE FINANCIAL PAVILION OPENINGS – 2008

#### Ontario

1755 Brimley Rd., Scarborough

# PRESIDENT'S CHOICE FINANCIAL PAVILION CLOSINGS AND STATUS CHANGES – 2008

#### **British Columbia**

1424 Island Hwy., Campbell River<sup>(2)</sup> 32136 Lougheed Hwy., Mission<sup>(2)</sup>

#### Alberta

4700 - 130th Ave. SE, Unit 100, Calgary<sup>(2)</sup> 7005 - 48th Ave., Camrose<sup>(2)</sup> 12225 - 99th St., Grande Prairie<sup>(2)</sup> 5031 - 44th St., Lloydminster<sup>(2)</sup> 1792 Trans Canada Way SE, Medicine Hat<sup>(2)</sup>

#### Saskatchewan

30 Thatcher Dr. E., Moosejaw<sup>(2)</sup> 591 - 15th St. E., Prince Albert<sup>(2)</sup> 411 Confederation Dr., Saskatoon<sup>(2)</sup> 206 Broadway St. E., Yorkton<sup>(2)</sup>

#### Manitoba

920 Victoria Ave., Brandon<sup>(2)</sup> 175 Cargill Rd., Winkler<sup>(2)</sup> 1035 Gateway Rd., Winnipeg<sup>(2)</sup> 550 Kenaston Blvd., Winnipeg<sup>(2)</sup>

#### Ontario

1893 Scugog St., Port Perry<sup>(3)</sup> 1836 Regent St. S., Sudbury<sup>(3)</sup>

#### **Prince Edward Island**

535 Granville St., Summerside(3)

#### **ABM INSTALLATIONS - 2008**

#### **British Columbia**

45800 Promontory Rd., Chilliwack 3836 - 4th Ave., Smithers 1096 Homer St., Vancouver 4368 Main St., Whistler

#### **Alberta**

4916 - 130 Ave. SE, Calgary 5609 - 4th St., Calgary 7020 - 4th St. NW, Calgary 8775 - 85th St., Fort Saskatchewan 101 West Haven Blvd., Leduc 235 Milligan Ave., Okotoks 1 Spruce Village Way, Spruce Grove

#### Ontario

1521 Charleston Sideroad, Alton 366 North Front St., Belleville 12476 Highway 50, Bolton 613 Evans St., Etobicoke 10 Samnah Cres., Ingersoll 1845 Adelaide St. N., London Nova Scotia 8791 Warwick St., Digby Newfoundland and Labrador 80 Airport Terminal Access Rd., St. John's

21275, rue Lakeshore, Sainte-Anne de Bellevue

## ABM REMOVALS - 2008

#### **British Columbia**

9641 Jane St., Maple

1005 Maple Ave., Milton

5025 Creekbank Rd., Mississauga

1330 Wilson Ave. N. Oshawa

3775 Strandherd Dr., Ottawa

1612 - 16th St., Owen Sound 1174 Lansdowne St. W., Peterborough

9325 Yonge St., Richmond Hill

1755 Brimley Rd., Scarborough

400 Highbury Ave., St Thomas

1500 Woodbine Ave., Toronto

292 Kingston Rd., Toronto

21 Innovation Dr., Vaughan

504 Niagara St. N., Welland

1740 Bayly St., Pickering

10 Disera Dr., Thornhill

1496 Ryan Rd., Lazo 2220 Bowen Rd., Nanaimo 1222 Main St., Smithers 2405 Broadway East, Vancouver 5658 Vedder Rd., Vedder Crossing

#### Alberta

Quebec

1330 - 15th Ave. SW, Unit 2, Calgary

# Manitoba

33 Allen Dyne Rd., Winnipeg 515 Portage Ave., Winnipeg

53 Arthur St., Essex

#### Ontario

95 Browns Line, Etobicoke
1227 Barton St. E., Hamilton
555 Princess St., Kingston
635 Southdale Rd. E., London
10037 Keele St., Maple
8133 Warden Ave., Markham
400 Main St., Milton
5150 Spectrum Way, Mississauga
515 Drewry Ave., North York
1300 King St. E., Oshawa
2950 Kennedy Rd., Scarborough
1118 Centre St., Thornhill
901 King St. W., Toronto

#### Quebec

3480, boul. Henri-Bourassa E., Montréal-Nord

- (1) A location that was included in 2007 under "Other CIBC Closings" (602 Main St. N., Moose Jaw, SK) was incorporated into CIBC's branch count during 2008 for internal purposes. As a result, the year-end F2008 CIBC branch count (as reported on page 17) is inclusive of the Moose Jaw closure.
- (2) Status changed from Unstaffed Banking Centre to ABM
- (3) Status changed from Staffed Pavilion to ABM only site.

In every decision to close a branch, CIBC carefully considers the interests of the community, our clients and employees. This includes:

- Informing the community at large, including clients, employees, community leaders, politicians and government officials, of the decision to close the branch. Notice is given and CIBC holds a community meeting to discuss the decision and to hear suggestions for helping the community to adjust.
- Assisting affected individual clients and groups, identifying their needs and the most appropriate branch in the market to serve them.

# Our Clients - Debt Financing to Firms in Canada

For authorization leve	els of: \$0 – \$24,	999(1)		For authorization leve	ls of: \$250,000	- \$499,999 <sup>(1)</sup>	
(\$ thousands, except for Client numbers)	Authorizations	Outstandings	Clients	(\$ thousands, except for Client numbers)	Authorizations	Outstandings	Clients
British Columbia	\$ 80,724	\$ 24,197	11,191	British Columbia	\$ 227,928	\$ 150.972	536
Alberta	63,348	18,311	8,470	Alberta	219,171	133,468	571
Saskatchewan	21,584	9,525	2,495	Saskatchewan	62,197	34,588	175
Manitoba	13,887	5,624	1,633	Manitoba	66,507	34,918	188
Ontario	264,670	84,449	34,777	Ontario	657,701	410,698	1,53
Quebec	53,566	19,031	6,831	Quebec	227,303	140,855	57
New Brunswick	6,863	2,642	810	New Brunswick	24,626	15,613	5!
Nova Scotia	11,913	5,275	1,537	Nova Scotia	34,389	22,829	7:
Prince Edward Island	2,772	1,276	328	Prince Edward Island	11,689	6,536	32
Newfoundland	2,772	1,270	320	Newfoundland	11,005	0,550	5,
& Labrador	6,666	2,479	838	& Labrador	16,863	11,447	4
Northwest Territories,				Northwest Territories,			
Nunavut and Yukon <sup>(2)</sup>	3,032	849	459	Nunavut and Yukon <sup>(2)</sup>	10,405	7,455	26
Total Canada	\$ 529,025	\$ 173,658	69,369	Total Canada	\$ 1,558,779	\$ 969,379	3,804
For authorization leve	els of: \$25,000 -	- \$99,999(1)		For authorization leve	els of: \$500,000	- \$999,999 <sup>(1)</sup>	
(\$ thousands, except for Client numbers)	Authorizations	Outstandings	Clients	(\$ thousands, except for Client numbers)	Authorizations	Outstandings	Client
British Columbia	\$ 352,958	\$ 168,765	6,815	British Columbia	\$ 326,425	\$ 230,737	35
Alberta	299,793	134,164	5,850	Alberta	289,426	186,427	36
Saskatchewan	131,539	69,349	2,553	Saskatchewan	70,280	39,368	9
Manitoba	76,711	40,972	1,465	Manitoba	100,141	59,636	12
Ontario	1,309,018	685,498	24,671	Ontario	1,066,241	694,246	1,10
Quebec	272,485	141,042	5,189	Quebec	294,596	201,758	33
New Brunswick	34,655	18,500	683	New Brunswick	24,964	16,354	2
Nova Scotia	65,590	36,448	1,271	Nova Scotia	56,610	38,671	4
Prince Edward Island	15,338	9,128	292	Prince Edward Island	19,812	10,850	2
Newfoundland	DE 461	10.044	605	Newfoundland	10.020	12 701	2
& Labrador	35,461	18,944	695	& Labrador	18,929	13,781	2
Northwest Territories, Nunavut and Yukon <sup>(2)</sup>	12,381	5,722	238	Northwest Territories, Nunavut and Yukon <sup>(2)</sup>	18,891	12,709	2
Total Canada	\$ 2.605.929	\$ 1,328,532	49,722	Total Canada	\$ 2,286,315	\$ 1,504,537	2,534
For authorization leve	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		13,722	For authorization leve	<u> </u>	. , ,	2,33
(\$ thousands, except				(\$ thousands, except			
for Client numbers)	Authorizations	Outstandings	Clients	for Client numbers)	Authorizations	Outstandings	Client
British Columbia	\$ 279,908	\$ 133,768	2,102	British Columbia	\$ 1,330,416	\$ 954,178	39
Alberta	260,875	131,947	1,899	Alberta	1,084,056	727,970	40
Saskatchewan	92,246	46,876	683	Saskatchewan	206,984	117,568	9
Manitoba	79,903	41,871	580	Manitoba	429,854	300,062	15
Ontario	1,084,212	519,080	8,270	Ontario	4,444,496	3,120,502	1,21
Quebec	241,051	121,880	1,676	Quebec	1,133,796	789,053	32.
New Brunswick	24,779	13,237	170	New Brunswick	143,942	108,990	34
Nova Scotia	41,099	21,698	276	Nova Scotia	210,080	158,398	6.
Prince Edward Island	12,469	7,520	88	Prince Edward Island	87,222	56,614	4
Newfoundland % Labrador	22 120	12.206	150	Newfoundland	70.221	40 474	2
& Labrador	22,128	12,396	159	& Labrador	70,331	40,474	2
Northwest Territories, Nunavut and Yukon <sup>(2)</sup>	9,863	5,758	64	Northwest Territories, Nunavut and Yukon <sup>(2)</sup>	72.010	52,927	2
					72,018	· · · · · · · · · · · · · · · · · · ·	
Total Canada	\$ 2,148,533	\$ 1,056,031	15,967	Total Canada	\$ 9,213,195	\$ 6,426,736	2,77

CIBC implemented a data system change during 2008 which resulted in the consolidation of certain client positions and authorizations. This has contributed to a reduction in the reported number of clients and authorizations compared to previous years, particularly in authorization bands under \$500,000.
 Data for Northwest Territories, Nunavut and Yukon has been consolidated to protect privacy of individual borrowers who might otherwise be identifiable.

For authorization lev	els of: \$5,000,00	00 and over <sup>(1)</sup>		For all authorization k	oands <sup>(1)</sup>		
(\$ thousands, except for Client numbers)	Authorizations	Outstandings	Clients	(\$ thousands, except for Client numbers)	Authorizations	Outstandings	Clients
British Columbia <sup>(2)</sup>	\$ 6,849,063	\$ 3,988,613	201	British Columbia	\$ 9,447,422	\$ 5,651,230	21,599
Alberta	15,665,420	6,432,694	235	Alberta	17,882,089	7,764,981	17,794
Saskatchewan	1,523,847	540,141	27	Saskatchewan	2,108,677	857,415	6,121
Manitoba	2,646,036	1,103,784	50	Manitoba	3,413,039	1,586,867	4,201
Ontario	33,165,634	11,154,815	678	Ontario	41,991,972	16,669,288	72,254
Quebec	7,188,918	3,504,976	185	Quebec	9,411,715	4,918,595	15,109
New Brunswick	763,098	320,199	14	New Brunswick	1,022,927	495,535	1,793
Nova Scotia	1,423,849	972,122	44	Nova Scotia	1,843,530	1,255,441	3,311
Prince Edward Island(3)				Prince Edward Island	149,302	91,924	809
Newfoundland				Newfoundland			
& Labrador <sup>(3)</sup>	783,464	96,727	19	& Labrador	953,842	196,248	1,799
Northwest Territories,				Northwest Territories,			
Nunavut and Yukon <sup>(2)</sup>				Nunavut and Yukon <sup>(4)</sup>	126,590	85,420	837
Total Canada	\$ 70,009,329	\$ 28,114,071	1,453	Total Canada	\$ 88,351,105	\$ 39,572,944	145,627

- CIBC implemented a data system change during 2008 which resulted in the consolidation of certain client positions and authorizations. This has contributed to a reduction in the reported number of clients and authorizations compared to previous years, particularly in authorization bands under \$500,000.
   Clients for Territories, Nunavut and Yukon have been added to British Columbia for the same dollar band and have been included in British Columbia totals to preserve confidentiality.
- (3) Clients for Prince Edward Island have been added to Newfoundland & Labrador for the same dollar band and have been included in Newfoundland & Labrador totals to preserve confidentiality.
- (4) Data for Northwest Territories, Nunavut and Yukon has been consolidated to protect privacy of individual borrowers who might otherwise be identifiable.

# **Employment in Canada**

CIBC is one of Canada's largest employers. In 2008, CIBC and its listed Full-time and part-time employees affiliates had approximately 38,700 full-time and part-time employees nationwide. The CIBC group of companies paid over \$2.5 billion in base salaries and benefits to our Canadian workforce in 2008.

In addition, we indirectly supported thousands of other jobs in many sectors, from janitorial services to high-tech consultants, through the purchase of outside goods and services. The total for 2008 was \$2.3 billion worldwide, of which the majority was spent in Canada.

As at October 31, 2008

#### CIBC and its listed affiliates

Province or Territory	Full-time employees	Part-time employees
British Columbia	3,198	822
Alberta	2,117	586
Saskatchewan	695	210
Manitoba	555	233
Ontario	22,256	2,634
Quebec	2,774	613
New Brunswick	571	90
Nova Scotia	798	153
Prince Edward Island	69	30
Newfoundland and Labrador	186	56
Northwest Territories	55	6
Nunavut	10	1
Yukon	33	14
Total	33,317	5,448

#### Taxes in Canada

In 2008, the CIBC group of companies' tax expense (recovery) to all levels of government in Canada was \$(2.7 billion). This total consisted of \$(3.2 billion) in income tax recovery, \$107 million in capital taxes and \$369 million in payroll taxes (employer portion), business taxes, property taxes, GST and provincial sales taxes.

#### Taxes - 2008 CIBC group of companies

\$ thousands Income taxes Capital taxes Federal government \$ (2,113,614) **Provincial** and territorial governments British Columbia (132,898)23,499 Alberta (98,515)Saskatchewan (20,040)6,608 Manitoba (19.790)7.959 Ontario (680,761)50,107 Quebec (64,577)7,851 New Brunswick (11,192)2,636 Nova Scotia (20,760)5,869 1,028 Prince Edward Island (2,983)Newfoundland and Labrador (7,215)1,689 (2,962)Northwest Territories Nunavut (431)Yukon (1,328)Total \$ (3,177,066) 107,246

# **Community Contributions**

# EXAMPLES OF ORGANIZATIONS SUPPORTED BY CIBC:

#### **British Columbia**

Abbotsford Emergency Services Abbotsford Regional Hospital Arrowtarian Senior Citizens Society

Arthritis Society Artist In Our Midst

Association for Children With Disabilities

Atira Women's Resource Society

BC Cancer Foundation BC Children's Hospital BC Crime Prevention BC Dairy Association

**BCIT** 

Boys & Girls Clubs - Kamloops, Greater Victoria

**Burnaby Hospital** 

Canadian Breast Cancer Foundation

Canadian Cancer Society
Canadian Cystic Fibrosis
Canadian Feed the Children
Canadian Iranian Foundation
Canadian Mental Health
Castlegar Hospital

Chetwynd Search and Rescue Children's Arts Umbrella Chilliwack Agriculture Society Chilliwack Community Services CNIB – British Columbia

Comox Valley Fair
Cops for Kids – Kelowna
Cottonwood Music Festival
Covenant House – Vancouver

Creston Spray Park

Crime Stoppers Association Deepak Binning Foundation Entrepreneurial Learning Foundation

Fort Nelson Spray Park Fraser Canyon Hospice

Green Thumb Theatre Company

Griefworks

Habitat for Humanity Victoria Heart and Stroke Foundation

HEROS - Hockey Education Reach Out Society

Hope Search and Rescue Interior Provincial Exhibition Jewish Community Centre of Greater Vancouver Junior Achievement of BC

Juvenile Diabetes Research Foundation

Kelowna Rotary Art Centre

Kids Up Front Kidsport Fund

The Land Conservancy of BC

Langley Hospital
Leadership Vancouver
Lester B. Pearson College
Lion's Gate Hospital
Make-A-Wish Foundation
Malaspina University College
MS Society of Canada
Nanaimo & District Hospital

Nanaimo Child Development Centre

Nelson & District Museum

North Fraser Therapeutic Riding Association

Okanagan College

One to One Literacy Society P.A.R.T.Y. Youth Program Pacific Rim Whale Festival Peace Arch Community Services

Penticton Hospital

PLEA Youth Mentoring Program

Powell River Sea Fair

Power To Be – Adventure Therapy Society

Prince George Hospital Revelstoke Highway Rescue Richmond Hospital

Rick Hansen Man in Motion Royal Inland Hospital, Kamloops

S.U.C.C.E.S.S.

Saanich Peninsula Hospital

Salvation Army Scouts Canada Simon Fraser University Smithers Hospital

South Cariboo Safer Communities South Fraser Child Development Centre Squamish and Lil'wat Cultural Centre

St. Mary's Hospital St. Paul's Hospital Stewart Lake Hospital

Summerland Community Response Network

Surrey Memorial Hospital Take a Hike Youth at Risk Terrace REM Theatre Thompson Rivers University

United Way

University of British Columbia

University of Victoria
Vancouver Aquarium
Vancouver Art Gallery
Vancouver Chinatown Festival
Vancouver Community College
Vancouver General Hospital
Vancouver Giants – Read to Succeed
Vancouver Hot Breakfast Program

Vancouver Hot Breakfast Program
Vancouver Opera
Vancouver Pride Society
Vancouver Sun – Raise a Reader
Vancouver Symphony Orchestra
Vernon Dragon's Den Youth Awards
Victoria Conservatory of Music
Victoria Youth Empowerment

Western Canadian Pediatric AIDS Society

Williams Lake Hospital
YANA (You Are Not Alone)
YMCA of Greater Vancouver
Youth Matters, Tri-Cities

YVR Aboriginal Art Scholarship Program

Zajac Ranch for Children

#### **Alberta**

Alberta Adolescent Recovery Centre Alberta Children's Hospital Alberta Ecotrust Foundation Alberta Hospital Edmonton and Community Mental Health Foundation

Alberta Shock Trauma Air Rescue Society

Alberta Theatre Projects

The Banff Centre for Continuing Education

Between Friends Club

Big Brothers & Big Sisters of Calgary and Area

Bissell Centre Bow Valley College Boyle 4-H Club

Boys and Girls Clubs of Calgary Calgary Drop-In Centre Society The Calgary Foundation Calgary Health Trust Calgary Public Library

Calgary Women's Emergency Shelter

Camrose Regional Sport Development Centre Canadian Breast Cancer Foundation

Canadian Red Cross Society – Anti-Bullying

Program

Centre for Family Literacy Society of Alberta CIBC Read to Succeed – Medicine Hat

Citadel Theatre Cold Lake Fire Rescue Creating Hope Society

Drumheller and District Seniors Foundation Edmonton Financial Literacy Society Edmonton Inner City Children's Project Edmonton Symphony Orchestra Foothills Country Hospice Fort McLeod Santa Claus Parade Fort Saskatchewan Boys & Girls Club

Growing Alberta

Heritage Park Historical Village

ihuman Youth Society

Kids Cancer Care Foundation of Alberta

Kids Kottage Kids Up Front

Kids With Cancer Society of Northern Alberta

Kitscoty Emergency Response Unit Leduc/Devon Historical Society Light Up Your Life Tri-Community Palliative/Hospice Care Society

Little Bits Riding Club for the Disabled Make-A-Wish Foundation of Southern Alberta

Naicam Museum

National Philanthropy Day – Edmonton

Nanton Agricultural Society

Northern Lights Regional Health Foundation

Okotoks Pro Rodeo Society Okotoks Public Library Pilgrims Hospice Ponoka Agricultural Society Queen Elizabeth II Hospital Red Deer City Soccer

The Rocky Mountain House Agricultural Society Rockyford and District Municipal Library

Ronald McDonald House – Calgary Rotary Centre for New Canadians

Royal Alexandra Hospital St. Albert S.A.I.F. Society St. Isidore Winter Carnival Stollery Children's Hospital Strathmore & District Agricultural Society

Telus World of Science

Town of Claresholm Revitalization Program

United Way

University Hospital Vulcan Spock Days

Whitecourt Recreation Centre

WIN House Edmonton Women's Shelter

Women Building Futures

Women in a Home Office Youth Emergency Shelter Society

Youville Residence Society of Alberta

YWCA - Edmonton

Zebra Child Protection Centre

#### Saskatchewan

Birsay Community Centre

Canadian Breast Cancer Foundation

Canadian Cancer Society Saskatchewan Division

Canadian Feed the Children

Canora Air Cadet Squadron

Children's Health Foundation of Saskatchewan

CIBC Read to Succeed -

Moose Jaw and Saskatoon

Cudworth Community Centre

Dress for Success

Flying Dust First Nation

The Health Foundation

Hospitals of Regina

Kindersley and District Arts Council

Kindersley Goose Festival

King George Recreation Centre

Kinsmen Telemiracle

Lipton Volunteer Firefighters

Long Creek Rodeo

Lucky Lake Community Centre

Mankota Park and Recreation

Meewasin Valley Authority

Mid-Summer's Art Festival

Navy League of Canada Saskatchewan Division

North Battleford Aboriginal Awareness

Committee

Persephone Theatre

Prairies to Pines Children's Festival

Prince Albert Soccer Fieldhouse

Radville Recreation Centre

The Rainbow Youth Centre

RCMP Heritage Centre

Redvers Activity Centre

Redvers Community Health Centre

Royal University Hospital

Saskatoon Food Bank and Learning Centre

Saskatoon Prairieland Park

Saskatoon's Soccer Park

Saskatoon Zoo

Scouts Canada

Shaunavon Recreation Centre

Southwest Search and Rescue

Turtleford and District Agricultural Society

Twin Rivers Health Care Foundation

United Way agencies

University of Regina

University of Saskatchewan

Visions North Community Future Development

Wadena Town and Country Fair

YWCA Women of Distinction Awards - Regina and Saskatoon

#### Manitoba

407 Queen's Own Cameron Army Cadet Corps Altona Safety Days

Arborg and District Seniors Resource Council

Ashern History Book Committee

Big Brothers Big Sisters of Morden and Winkler

Boundary Trails Health Centre

Brandon Family YMCA

Canada's National Ukrainian Festival

Canadian Breast Cancer Foundation

Canadian Cancer Society

Canadian Western Agribition

Carberry Agricultural Society

Carmen Family Resource Centre

Children's Hospital Foundation of Manitoba

CIBC Read to Succeed - Brandon

Dauphin Agricultural Society

Flin Flon Bust the Winter Blues Festival

Flin Flon Trout Festival

Franklin 100th Anniversary

Habitat for Humanity

Health Sciences Centre

Horace Patterson Foundation

Icelandic Festival of Manitoba

Jewish Federation of Winnipeg

Killarney Agricultural Society

Lockport Children's Winter Festival Lundar Agricultural Society

Manitoba Agriculture Hall of Fame

Manitoba Children's Museum

Manitoba Farmers with Disabilities

Manitoba Theatre Centre

Miami Agricultural Society

Morden Corn and Apple Festival Movement Centre of Manitoba

Musée St. Joseph Museum

Neepawa Natives Booster Club Northern Manitoba Trappers Festival

Open Access Resource Centre

Partners in The Park

Portage la Prairie Regional Library

Provincial Exhibition of Manitoba

Red River Community Centre

Salvation Army Grace Hospital

St. Boniface Hospital and Research Foundation St. John Ambulance

Stonewall Park Committee

Stonewall Quarry Days

Town of Altona Artisan's Way

United Way

Westman Dreams for Kids

Winkler Harvest Festival

YMCA-YWCA of Winnipeg Women

of Distinction Awards

# Ontario

Ability OnLine

ACE - Advancing Canadian Entrepreneurship

Aisling Discoveries Child and Family Centre

All-A-Board Youth Ventures

Alzheimer Society of Canada

Anishinabek Nation 7th Generation Charities

Argus Residence for Young People

Arts for Children of Toronto

Barbra Schlifer Commemorative Clinic

Baycrest Centre

Belmont House

Bereaved Families of Ontario

Big Brothers Big Sisters of Canada

Black Business & Professional Association

Bluewater Health Foundation

Blyth Centre for the Arts

Bob Rumball Foundation for the Deaf

Boost Child Abuse Prevention and Intervention

**Boundless Adventures** 

Boys & Girls Clubs

Breakfast for Learning -

Canadian Living Foundation

Bruce County Museum & Cultural Centre

Camp Awakening

Camp Oochigeas

Camp Ramah

Camp Trillium

Campbellford Memorial Hospital

Canada's Outstanding Young Farmers' Program

Canadian 4-H Council

Canadian Blood Services

Canadian Breast Cancer Foundation

Canadian Cancer Society

Canadian Centre for Diversity

Canadian Cystic Fibrosis Foundation

Canadian Diabetes Association Canadian Institute for Advanced Research

Canadian Liver Foundation

Canadian Safe Schools Network Canadian Spinal Research Organization

Canadian Testicular Cancer Association

Canadian Transplant Association

Canadian Women's Foundation Canadian Foundation for AIDS Research

Carp Agricultural Society

Carpenter Hospice

Casey House

Cassellholme Home for the Aged

Centre for Addiction and Mental Health Centre for Indigenous Theatre

Centre for Information and Community Services

Charlotte Eleanor Englehart Hospital Chatham-Kent Health Alliance

Children's Aid Foundation

Children's Health Foundation

Children's Rehabilitation Centre

of Essex County

Children's Treatment Centre Chinese Cultural Centre of Greater Toronto

Colon Cancer Canada

Colorectal Cancer Association of Canada Community Association for Riding

for the Disabled

Community Care of North Hastings

Community Living London Community Resource Centre

of North & Central Wellington Conestoga College

Cornwall Community Hospital

County of Lambton

**Emergency Medical Services** Covenant House – Toronto

Credit Valley Hospital Crime Stoppers

Crohn's and Colitis Foundation of Canada DareArts Foundation for Children

Darling Home for Kids Daytrippers Children's Charity Diabetes Hope Foundation

Dixon Hall

Doane House Hospice Dorothy Ley Hospice Downtown Care-Ring Dr. Bob Kemp Hospice

Dunnville Hospital & Healthcare Foundation

**Durham Activity Centre** East Metro Youth Services Easter Seal Society of Ontario Elliot Lake & District Special Olympics

**Epilepsy Toronto** Essex Youth Centre

**Etobicoke Services for Seniors** Eva's Initiatives for Homeless Youth

Fanshawe College Fife House

Foundation Fighting Blindness Framework Foundation Frontier College Frontiers Foundation Future Possibilities for Kids Geneva Centre for Autism George Jeffrey Children's Centre

Georgina Public Libraries Literacy Programs

Gerrard Resource Centre Gilda's Club Greater Toronto Girl Guides of Canada

Grey Bruce Regional Health Centre

Guelph General Hospital

Haldimand Community Support Centre Haliburton Highlands Health Services Halton Child and Youth Services Halton Learning Foundation Hamilton Health Sciences Harmony Education

Hearing Foundation of Canada

Heart and Stroke Foundation of Canada

Hincks-Dellcrest Centre

Hong Fook Mental Health Association

Hospice of Peel

Hospice of Windsor & Essex County

Hospice Vaughan **Humewood House** 

Huntington Society of Canada Huron University College Huronia Hospitals

Independent Living Canada

Inner City Angels Inside Out Invest in Kids

Jeanne Mance Foundation of Kingston

Jessie's Centre for Teenagers John P. Robarts Research Institute

Junior Achievement

Juvenile Diabetes Research Foundation

JVS Toronto Kanata Youth Centre Kids Help Phone

Kids Up Front KidsAbility

Kingston Foundation for Autism Kingston General Hospital Lakeridge Health Whitby

Lambton College

Lambton County Mental Health Lanark County Interval House

L'Arche Canada

Leamington District Memorial Hospital Learning Disabilities Association of Ontario

The Learning Partnership Leave Out ViolencE (LOVE)

Leukemia & Lymphoma Society of Canada

London Health Sciences

Lorraine Kimsa Theatre for Young People

Macaulay Child Development Centre

MADD Canada MaRS Discovery District McMaster University Milton District Hospital

Miziwe Biik Aboriginal Employment

and Training Mon Sheong Foundation Montfort Hospital

Mood Disorders Association of Ontario

Moorelands Community Services

Mount Sinai Hospital MS Society of Canada National Youth Orchestra Neshama Playground New Haven Learning Centre Niagara Peninsula Children's Centre Norfolk County Agriculture Society North Perth Community Hospice Northern Cancer Research Foundation Northern Ontario Families of

Children with Cancer

Oakville Trafalgar Hospital

Ontario Foundation for Visually Impaired

Northwestern Ontario Air Search and Rescue

Children

Ontario Prader-Willi Syndrome Association

Oolagen Community Services Operation Go Home

Optimism Place Osteoporosis Society

Ottawa Children's Treatment Centre

Ottawa Hospital

Pathways for Children and Youth Pathways to Education Canada Pediatric Oncology Group of Ontario

Peel Children's Centre

Perley and Rideau Veterans Health Centre Peterborough Regional Health Centre

Philip Aziz Centre Port Perry Hospital Pride Toronto

Prime Mentors of Canada ProAction, Cops & Kids

Prostate Cancer Research Foundation

of Canada Queen's University Raising the Roof Reena Foundation Renascent Foundation

Rick Hansen Wheels in Motion Riverside Foundation for Health Care

Ronald McDonald House Ross Memorial Hospital Auxiliary Royal Conservatory of Music Royal Ontario Museum

Royal Ottawa Foundation for Mental Health

Royal Victoria Hospital Ryerson University

Safe Communities Foundation

Safehaven Project for Community Living

Saint Elizabeth Health Care The Salvation Army Sault Area Hospital Scarborough Hospital Scarborough Women's Centre

Schomberg Agricultural Society Science North Scouts Canada

Scugog Memorial Public Library

Second Harvest

SEDI – Social and Enterprise Development

Innovations

Sedna Women's Shelter/The Denise House

Seneca College Sheena's Place SickKids Foundation

Sioux Lookout Anti-Racism Committee

SIRCH Community Services Skills Canada - Ontario Skills for Change Snow Suit Fund

Soulpepper Theatre Company South Huron Hospital South Muskoka Hospital

South Riverdale Child-Parent Centre Southlake Regional Health Centre

St. Joseph's Healthcare St. Joseph's Hospice

St. Lawrence College of Applied Arts & Technology

St. Michael's Hospital

Strathroy Middlesex General Hospital

Street Health Community Nursing Foundation

Street Kids International - Toronto

Sudbury Manitoulin Children's Foundation Sunnybrook Health Sciences Centre

Sunnyside Children's Foundation Sunrise Therapeutic Riding & Learning Centre

Sunshine Foundation of Canada Teresa Group - Child and Family Aid

Thunder Bay Health

Timmins and District Hospital Tobias House Attendant Care

Toronto Association for Community Living

Toronto City Mission

Toronto Foundation for Student Success Toronto General & Western Hospital Toronto People with AIDS Foundation Toronto Symphony Orchestra

Trails Youth Initiatives United Way Unity for Autism University of Ottawa

University of Toronto University of Waterloo University of Western Ontario Upper Deck Youth Centre Vaughan Health Care Foundation

Victim Services of Bruce Grey & Owen Sound

Voice for Hearing Impaired Children Waterfront Regeneration Trust

Wellspring London and Region

Wellspring Niagara

West Park Health Care Centre West Perth Youth Centre

Wilfrid Laurier University William Osler Health Centre

Willow Breast Cancer Support Canada

Windsor Essex Care for Kids Women's College Hospital Women's Community House

Working Skills Centre

Yee Hong Community Wellness Foundation

YMCA and YWCA agencies Yonge Street Mission

York Central Hospital Volunteer Association

York University

Yorktown Child and Family Centre

Youth Assisting Youth

YOUTHLINK

#### Quebec

Accueil Bonneau Arts Sutton

Association de Granby pour la déficience intellectuelle

Association de Sherbrooke pour la déficience Intellectuelle

Association des femmes en finances du Ouébec Association des laryngectomisés de Montréal Association des Townshippers

Association québécoise de la fibrose kystique

Association québécoise des allergies alimentaires

Association québécoise pour les enfants atteints d'audimutité

Association québécoise pour les troubles d'apprentissage

Cadets de l'Air, Escadron 622 Frontenac

Café de la rue de Terrebonne

Centraide

Centre d'action bénévoles de Bedford et environs Centre de répit Philou

Centre de stimulation l'Envol

Centre du Florès

Club des petits déjeuners du Québec

Club-Gym Richelieu

Dans la rue

Ecomuseum – Société d'histoire naturelle

du St-Laurent Entraide des ainés de Sillery Espoir de Shelna

Fondation à pas de géants Fondation Accueil Notre-Dame Fondation Aide et Partage

Fondation C.A.R.M.E.N.

Fondation Centre de cancérologie

Charles-Bruneau

Fondation communautaire canadienne-italienne Fondation de l'Hôpital de Montréal

pour enfants

Fondation de la résidence de soins palliatifs de l'Ouest de l'Île

Fondation de l'Hôpital d'Argenteuil Fondation de l'Hôpital du Sacré-Cœur de Montréal

Fondation de l'Hôpital général du Lakeshore

Fondation de l'Hôpital Laval

Fondation de l'Hôpital Sainte-Justine

Fondation de l'Hôpital St-Eustache

Fondation de l'Institut de cardiologie de Montréal

Fondation de l'Université du Québec à Rimouski Fondation des Auberges du Cœur du Québec

Fondation des centres jeunesses de Laval

Fondation des centres jeunesses de Montréal

Fondation des maladies du cœur du Québec Fondation Docteur-Jacques-Paradis

Fondation du C.H. de Baie-Comeau

Fondation du C.H. de Granby Fondation du C.H. de Val d'Or

Fondation du C.H. Honoré-Mercier

Fondation du C.H. régional de Lanaudière Fondation du C.H. Saint-Georges de Beauce

Fondation du CHUQ

Fondation du CSSS de la MRC-de-Coaticook

Fondation du CSSS de l'Énergie Fondation du CSSS de Manicouagan Fondation du Cancer du sein du Québec Fondation du Théâtre du Nouveau Monde

Fondation éducative Jean-Jacques Bertrand Fondation Générations

Fondation Hôpital Charles-Lemoyne Fondation Hôpital l'Enfant-Jésus Fondation Hôpital Santa Cabrini

Fondation hospitalière Maisonneuve-Rosemont

Fondation IntégrACTION du Québec Fondation Jeunesse au Soleil

Fondation Marie-Enfant Fondation Nicolas-Trozzo

Fondation OLO Fondation Père-Sablon

Fondation Portage Fondation pour la promotion

de la pédiatrie sociale Fondation Québec-Jeunes Fondation québécoise du cancer

Fondation québécoise pour les jeunes contrevenants

Fondation Santé Haut-Richelieu-Rouville

Fondation Sercan

Fondation sur la pointe des pieds Institut de réadaptation de Montréal

Institut et Hôpital neurologique de Montréal

Jeunes entreprises du Québec

Jeunesse au Soleil Jeunesse, j'écoute

LOVE - Vivre sans violence

Lupus Québec

Maison Catherine de Longpré

Maison Chez Doris

Maison de Soins palliatifs de la Rivière du Nord

Maison du Phare, enfants et familles Maison Mathieu-Froment-Savoie

Milieu Éducatif la Source

Moisson Montréal

Musée régional de Vaudreuil-Soulanges

Old Brewery Mission

Optimax Enterprise-École

Orchestre symphonique de Montréal

Orchestre symphonique de Québec

Partenaires à part égales Petits frères des pauvres

Rose des vents de l'Estrie

Royal Victoria Hospital Foundation St. Mary's Hospital Foundation

Tel-Aide Saguenay Lac-St-Jean Côte-Nord

Université du Québec à Montréal Women's Auxiliary of the Barrie

Memorial Hospital

Yamaska Valley Optimist Club

YMCA of Greater Montreal Foundation

YM-YWHA/Montreal Jewish

Community Centers

#### **New Brunswick**

Bathurst Youth Centre

Boys & Girls Clubs of New Brunswick

Boys in Red

Canadian Breast Cancer Foundation

Canadian Cancer Society

Canadian Red Cross New Brunswick

Flood Appeal

Carleton Manor

Chalmers Regional Hospital

Children's Wish Foundation

Fredericton Community Foundation

Fredericton Community Kitchens

Friends of the Moncton Hospital Girl Guides of Canada

Junior Achievement

Kay Community Centre

Mindcare New Brunswick

Moncton Headstart

Moncton Youth Residences

Parkinson's Disease Grand Lake Chapter

Partners for Youth

Rotary Club of Newcastle

Rotary Club of Saint John

Saint John Regional Hospital

Saint John Theatre Company

Saint John YMCA-YWCA – Camp Glenburn

Theatre New Brunswick United Way

Université de Moncton

University of New Brunswick

#### **Nova Scotia**

Aberdeen Hospital Trust

Abilities Foundation of Nova Scotia

Big Brothers Big Sisters of Canada agencies (Colchester and Pictou County)

Canadian Breast Cancer Foundation

Canadian Cancer Society

Canadian Mental Health Association

Cancer Care Nova Scotia

Cape Breton Regional Hospital

Cape Breton University

Children's Wish Foundation

Colchester Regional Hospital

Cumberland Adult Network for Upgrading

Cumberland County 4-H Council

Dalhousie University

**Ducks Unlimited** 

Halifax Rotary Club

Hants Aquatic Centre Society

Health Services Foundation of the South Shore

IWK Health Centre

Junior Achievement

Laing House

Marigold Theatre

Outstanding Young Farmers

Phoenix Youth Programs

Queen Elizabeth II Health Sciences Centre

Salvation Army – Halifax

Shoreham Village Foundation

Special Olympics Nova Scotia

Truro Skate Park United Way

University of King's College – Halifax

Wartime Heritage Association

YMCA of Greater Halifax/Dartmouth

YMCA Yarmouth

#### **Prince Edward Island**

Alberton Northport Aquatic Days Festival

Canadian Breast Cancer Foundation

Confederation Centre of the Arts

D.A.R.E. (Drug Abuse Resistance Program)

Harbourview Training Centre

Jack Frost WinterFest

Junior Achievement

Kings County Ground Search and Rescue

Montague Wellness Centre

Northumberland Recreation Association

Queen Elizabeth Hospital

Prince Edward Island 4-H Council

Queen Elizabeth Women's Institute

Rotary Club of Charlottetown

United Way of Prince Edward Island

#### **Newfoundland and Labrador**

Big Brothers Big Sisters of

Eastern Newfoundland

Bishop's Fall Lion's Club

Canadian Breast Cancer Foundation

Canadian Red Cross Society -

Newfoundland and Labrador Division

Clarenville Winter Carnival

College of the North Atlantic

Cornerbrook Winter Carnival

Diabetes Hope Foundation

Dr. H. Bliss Murphy Cancer Care Foundation

Girl Guides of Canada

Grand Falls – Windsor Salmon Festival

Health Care Foundation of St. John's

Junior Achievement

Kids Eat Smart

Kiwanis Club of Clarenville

Labrador West Food Bank

Memorial University of Newfoundland

Mount Pearl Frosty Festival RCMP Klondike Night

Rotary Club of St. John's East

Salvation Army – Bonavista Relief

Trinity Conception Placentia Health Foundation

United Way of Avalon

## **Northwest Territories**

Aurora College

Inuvik Garden Society

Stanton Territorial Hospital

United Way of Yellowknife

# Yukon

Gentle Steps, Watson Lake

United Way of the Yukon

Whitehorse General Hospital