



Putting a purpose-led strategy into practice

Gaby Polanco Sorto
VP & Head, Purpose & Sustainability



Gore **Mutual**



We are Canada's oldest general insurance company.

A proud mutual started by pioneers in 1839 to protect their businesses as they established frontier communities across the province of Ontario.



Today, we are a fast-growing, purpose-driven, digitally-led challenger brand.

- 600 employees
- \$515M USD in premiums
- Property & casualty general insurance
- Motor, home, business lines
- 100% intermediary distribution



Market forces in 2024



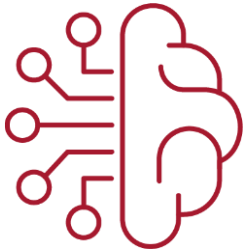
Consolidation



Regulation



Climate



AI



Macroeconomic
factors



Purpose Driven

Proudly building on our legacy of *Insurance that does good* to transform our company—and industry—for the better

Digitally Led

Investing in our people, product and pricing to embrace innovations that promise a more seamless experience for customers and brokers

National Insurer

Accelerating our ambition to be a top-10 insurer in Canada

Purpose – **Achieving our North Star**

Purpose will foster **Resilience** within our own business and employees, as well as our customers, brokers and communities.

Purpose will play a leading role in **Advocacy** and **Innovation** in our industry to better meet the future needs of customers and communities.

Purpose will drive a competitive **Corporate Identity** that attracts talent, underpins broker relationships and customer retention.



Be good

Engaging with our people, our suppliers and how we align our policies and initiatives to our purpose



Do good

Integrating environmental, social and governance goals into our business



Spread good

Sharing our successes with our communities through Gore Mutual Foundation

Purpose – **Achieving our North Star**

In three phases

1

PURPOSE PLATFORM

Building the baseline for becoming a purpose-driven company, leaning into our DNA as a modern mutual insurer.

2020

2

VALUE CREATION

Integrating purpose into all elements of decisions making, elevating our thought leadership and industry voice.

2023

3

PURPOSE DRIVEN

Leveraging our scale to become a meaningful thought leader on the national stage.

2027

Purpose Highlights



Established a Sustainable Investment Policy and Vendor Code of Conduct



Set Net Zero target for operational emissions by 2035



Launched the Climate & Equity Lab focused on the impacts of Climate Change on the most vulnerable

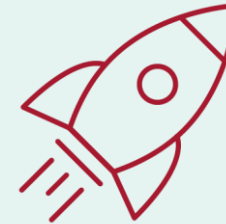


First Mutual in Canada to issue a formal ESG report in alignment with internationally recognized disclosure frameworks

Modern Mutual Model 2.0: Infinite Circle of Good



Do it right.



Make it better.



Keep it simple.

The Purpose Partnership

The Learning

Access to thought leaders

The Research

Insights & Analytics

The Fund

Impact your communities



Climate and Equity Lab

Lab approach



= Tackle Complex Problems

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Climate change intensified heat dome, firestorms in Pacific Northwest: study

The study found the heat dome was 34 per cent larger and lasted 59 per cent longer than it would have without the effects of global heating.

Tiffany Crawford

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17 Comments



File photo of the aftermath of a wildfire that tore through Lytton during the 2021 heat dome. PHOTO BY ARLEN REDEKOP /PNG

The deadly heat dome that blanketed B.C. for nearly a month in 2021 was significantly worse because of human-caused climate change, according to a new study

**GORE
MUTUAL**
INSURANCE THAT DOES GOOD.

**SOCIAL
INNOVATION
CANADA**

Thank you.



A handwritten signature in white ink, appearing to read 'Gaby Polanco Sorto', positioned to the right of the portrait.

Gaby Polanco Sorto

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