

# Statement on Health and Wellbeing

At BMO, we have a clearly articulated Purpose to **Boldly Grow the Good in business and life**. It is what drives us to provide exceptional service to our customers and make meaningful impacts in our communities. It also represents our commitment to our employees across the globe. Employee health and well-being is a strategic focus at BMO and our enterprise-wide Wellness Strategy recognizes our employees' diverse needs in mental, physical, social and financial well-being.

## Workplace Health & Safety

BMO's workplace health and safety policies are designed based on the requirements of the various jurisdictions in which we operate. The policies outline BMO's commitment to the health, safety and well being of our employees and include information on BMO's Health and Safety Program, such as information on BMO's National Policy Committee, BMO's Hazard prevention program, Health and Safety Representatives, workplace safety inspections, First Aid emergency procedures, and how to report accidents/injuries, etc.

Our workplace health & safety policies and programs prioritize prevention and training. All employees receive training on health and safety and workplace harassment, discrimination and violence. BMO has created online Health and Safety training that is available to all employees to assist them in understanding BMO's hazard prevention program and the Health and Safety legislation that applies to them.

Our business is primarily conducted in an office environment, and consequently presents very few traditional occupational health and safety risks, however, we take all reasonable and necessary precautions to ensure our offices, branches and contact centres remain safe places for employees and customers alike. All our workplaces have employee Health and Safety Representatives who support the implementation and monitoring of our health and safety procedures. Workplace inspections are an important and necessary part of BMO's Health and Safety Program. Regular inspections of each of BMO's workplaces provide management and the Health and Safety Representatives with an opportunity to identify, eliminate and control actual and potential occupational hazards. Regular workplace inspections also provide an opportunity to ensure existing hazard controls are effectively implemented.

BMO creates a safe and healthy workplace environment that meets our ethical standards and is free from discrimination and harassment for our employees and our customers. A key principle of BMO's Code of Conduct is that we uphold high standards for how we operate. As a company, we consider the environmental and social impacts of our decisions and it's an essential part of upholding our commitment to grow the good through ethical and sustainable business practices. We welcome and support individuals from diverse backgrounds, perspectives and communities. Our behaviour, communications and interactions with our colleagues in the workplace must be respectful, professional and align with the Code of Conduct and ensure that all employees are valued, respected and heard. BMO's anti-harassment and workplace violence policies support our belief that every employee has the right to work in a safe and secure environment and we view any actions of harassment, discrimination and workplace violence, including verbal abuse and physical threats, as serious misconduct and a violation of our Code of Conduct.

## Pandemic Response

Throughout the pandemic, BMO has been committed to providing a safe environment for both employees and customers by seeking guidance from trusted resources to make decisions about how to adapt to the challenges impacting our workplace. Throughout the pandemic, we have had a large number of employees working both in our offices and onsite at our branches to support customers, while a greater percentage of employees have been working from home. Where employees are working from a BMO location, safeguards have been implemented including the configuration of workstations to allow for physical distancing, the installation of plexiglass in our customer facing locations, the provision of masks that are worn in all publicly accessible areas, common spaces and in situations where physical distancing is difficult to maintain and enhanced cleaning procedures.

The safety of our colleagues, customers, and communities is a priority. BMO provides excused paid days to all regular employees, in all jurisdictions, to support quarantine requirements due to exposure to or a diagnosis of COVID-19. In situations where an employee falls ill as a result of COVID-19, they can utilize their sick days and if the situation persists, employees may also apply for short term disability.

Recognizing the impact of the pandemic, BMO quickly pivoted to create and deploy resources to support our employees. We hosted Medical Advisor calls, resiliency sessions, guided meditations, and parenting calls to provide relevant and meaningful information to our employees as they faced unique challenges. A Pandemic Response hub was also created to consolidate the information and resources made available to employees.

BMO leveraged best in class technology tools to facilitate social connections and collaboration within the workplace, when in person interactions were not possible.

## Wellness

We deliver wellness through our supportive culture; our plans, policies and programs; and focused initiatives. We utilize employee listening to understand our employees and address their needs. The Wellness at BMO hub is a tool we use to promote resources, news items, articles, videos, and surveys related to all pillars of wellness.

LifeWorks is BMO's main wellness delivery vendor. LifeWorks not only provides Employee Assistance Program (EAP) services, such as confidential short-term counselling, but also offers a digitized platform featuring a wealth of resources designed to support employee wellness. Within the LifeWorks platform, employees, retirees and their dependant family members have access to:

- Articles and resources on a variety of wellness topics
- Wellness Bursts through the LifeWorks app
- Informative expert videos from the LifeSpeak library on topics such as mental health, stress management, and resilience.
- Total Wellbeing Assessments
- The CareNow program – an interactive, modular-based digital content program focused on helping individuals make positive behaviour changes related to their specific needs (e.g., anxiety, stress, depression, grief, coping, communication and separation/divorce).
- Employee Exclusive Deals
- LIFT virtual fitness session app

In addition to services provided by LifeWorks, aspects of employee health and wellness is covered within our benefit plan offerings and time away from work policies.

## Mental Wellness

BMO recognizes mental health as a strategic priority, which is demonstrated by our key partnerships with the Centre for Addiction and Mental Health (CAMH), Jack.org and Kids Help Phone. BMO has been bold in tackling the barriers surrounding mental health, including making it easier to access care and resources, as well as doing our part to breakdown stigmas. The launch of employee and manager e-Training modules was a milestone in executing on our commitment to increase awareness and acceptance of mental health. Each May, BMO runs a Mental Health awareness campaign.

LifeWorks provides employees across the enterprise with a wide spectrum of mental health support. Our Benefits programs, in each respective country we operate in, also have mental health coverage built in – including virtual visits.

To meet the diverse needs of our employee base, BMO provides an equitable and flexible workplace designed to empower employees to balance their responsibilities to work, family and community in a rapidly changing business and global environment. We're investing in new technologies and designing new work environments that enable us to collaborate differently and with greater flexibility. We challenge what's possible so employees will have greater autonomy to work the way that works best for them. Our generous paid time away from work policies provide employees with further work-life balance supports.

## Physical Wellness

BMO supports the physical wellness of our employees through our Benefits and Wellness programs and workplace policies. Through benefits plans and leave of absence programs we provide coverage for preventive care, disease management, illness and injury.

We also work in messaging about the importance of physical wellness whenever we can to encourage employees to be active and take care of their health. We recommend walking meetings or taking breaks from the screen during the day. Through the LifeWorks platform, employees have access to LIFT Session – a virtual fitness app; and many other resources related to exercise and nutrition.

Physical Wellness is also supported through our Workplace Accommodations and Ergonomics programs and how we redesign our workspaces.

## Social Wellness

Building and maintaining relationships is critical to the success of BMO so we have programs in place to support social wellness. Recognition is a key component of the culture at BMO and we have our BMO beam social recognition platform.

BMO launched a Wellness Champions network to raise awareness and engagement in BMO's wellness programs by leveraging social connections between colleagues to support each other and promote available resources. Champions **boldly grow the good in business and life** by contributing to a culture where employees feel supported, healthy, engaged and productive.

We also facilitate social wellness through our efforts in Diversity, Equity and Inclusion, environmental sustainability, employee giving and volunteering opportunities, and career development programs.

## Financial Wellness

As a financial institution, we understand the importance of financial wellness for our customers, as well as for our employees. We provide a competitive and comprehensive Total Rewards package (including the elements of compensation, benefits, and retirement savings) to our employees. Our employees are also able to take advantage of our Best of BMO employee banking services and exclusive employee deals program.

Financial education is equally important so through LifeWorks, Best of BMO and the Wellness at BMO hub, employees have access to tools and resources that help them manage their finances now and plan for the future.

Issued: March 2016

Updated: May 2021