



2019 **Public**
Accountability Statement

Scotiabank

About this Report

Scope of Reporting

This Public Accountability Statement includes information from November 1, 2018 to October 31, 2019, for the following affiliates of Scotiabank in Canada: Scotia Capital Inc., National Trust Company, Scotia Mortgage Corporation, Scotia General Insurance Company, ADS Canadian Bank, Montreal Trust Company of Canada, Scotia Life Insurance Company, The Bank of Nova Scotia Trust Company, Scotia Dealer Advantage Inc., Roynat Inc., MD Private Trust Company, and MD Life Insurance Company. These affiliates are finance entities or financial institution subsidiaries of Scotiabank operating in Canada that have less than \$1 billion in equity with the exception of Scotia Capital, which has equity in excess of \$1 billion.

All currency is stated in Canadian dollars unless otherwise noted, and may be subject to currency exchange rate fluctuations.

About Scotiabank

Scotiabank is a leading bank in the Americas. We are guided by our purpose, *for every future™*. We help our customers, their families and their communities achieve success through a broad range of advice, products and services, including personal and commercial banking, wealth management and private banking, corporate and investment banking, and capital markets. With a team of more than 100,000 employees and assets of over \$1 trillion (as at October 31, 2019), Scotiabank trades on the Toronto Stock Exchange (TSX: BNS) and New York Stock Exchange (NYSE: BNS). For more information, please visit <http://www.scotiabank.com> and follow us on Twitter @ScotiabankViews.

For more information about Scotiabank or to download a copy of the Bank's Annual Report or Environment, Social and Governance Report, visit scotiabank.com



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Corporate Donations & Philanthropic Activity

At Scotiabank, we aim to make a measurable and lasting impact on our global communities, and we believe that investing in young people is the pathway to community prosperity. Our shared future rests in their hands, so it's important that we invest in them now and provide every future the opportunity to succeed. We strive to help young people reach their infinite potential by investing in the complete picture of their development. This guides our decision-making, including philanthropic spending and where we invest our time. Scotiabank and our employees are committed to helping deliver real social impact to enrich youth and the communities around them.

Community Investment

In 2019, Scotiabank contributed nearly \$100 million in donations, sponsorships and other forms of assistance globally, of which 70% was focused on our commitment to supporting youth. From the nearly \$100 million, \$66.1 million was directed to organizations and communities in Canada. In addition, Scotiabank employees give support to local causes. In 2019, our employees dedicated more than 350,000 hours globally of volunteering time in their communities.

BREAKDOWN OF PHILANTHROPIC FUNDING:



Corporate Donations & Philanthropic Activity

Employee Community Programs

Scotiabank supports employee volunteering efforts through two formal global employee community programs – the Scotiabank Employee Volunteer Program and the Scotiabank Team Community Program.

SCOTIABANK EMPLOYEE VOLUNTEER PROGRAM (SEVP)

The SEVP is an employee engagement program that acknowledges for individual employees or retirees who have actively volunteered at least 50 hours in a 12 month period with a qualifying community-based organization to apply for a \$1,000 donation to that organization. Here are two examples of employees who took part in this program in 2019:

- Wendy Delcourt is an employee with ScotiaMcLeod in Kelowna, British Columbia. She volunteered over 100 hours in 2018-2019 to support NOW Canada's Essentials Program, which provides care and opportunity to vulnerable women and female youth suffering from exploitation, trafficking, addictions and various mental health challenges. Wendy helps develop and execute awareness campaigns and provides leadership tools and support to NOW Canada's front-line workers. Wendy also co-founded the "Expressive Arts" program, which aims to provide a platform for grieving, healing, and connection through art.
- Andrew Hadley is an employee in our Canadian Banking division in London, Ontario. He has contributed over 75 hours in 2018-2019 to Pathways Health Centre for Children, a local community agency that provides education, and physical and social activities for children and young adults with physical and/or developmental disabilities. Andrew volunteers as a strength and conditioning coach with the "Iron Eagles" program, providing physical training as well as health and fitness education to individuals with physical and cognitive impairments.

SCOTIABANK TEAM COMMUNITY PROGRAM (STCP)

The STCP is an employee engagement program that encourages employees to work together to raise funds in the community for a cause that is important to them and their community. This program is designed to drive a social impact by raising funds for a deserving charity while encouraging employee engagement and the opportunity to build relationships within the communities where we live and work. The Bank matches funds when two or more employees raise funds for a qualifying community organization. For teams under 30 employees, funds raised are matched up to \$3,000, and up to \$15,000 is matched for teams of 30 or more employees. Here are two examples of employee teams that took advantage of the STCP program in 2019:

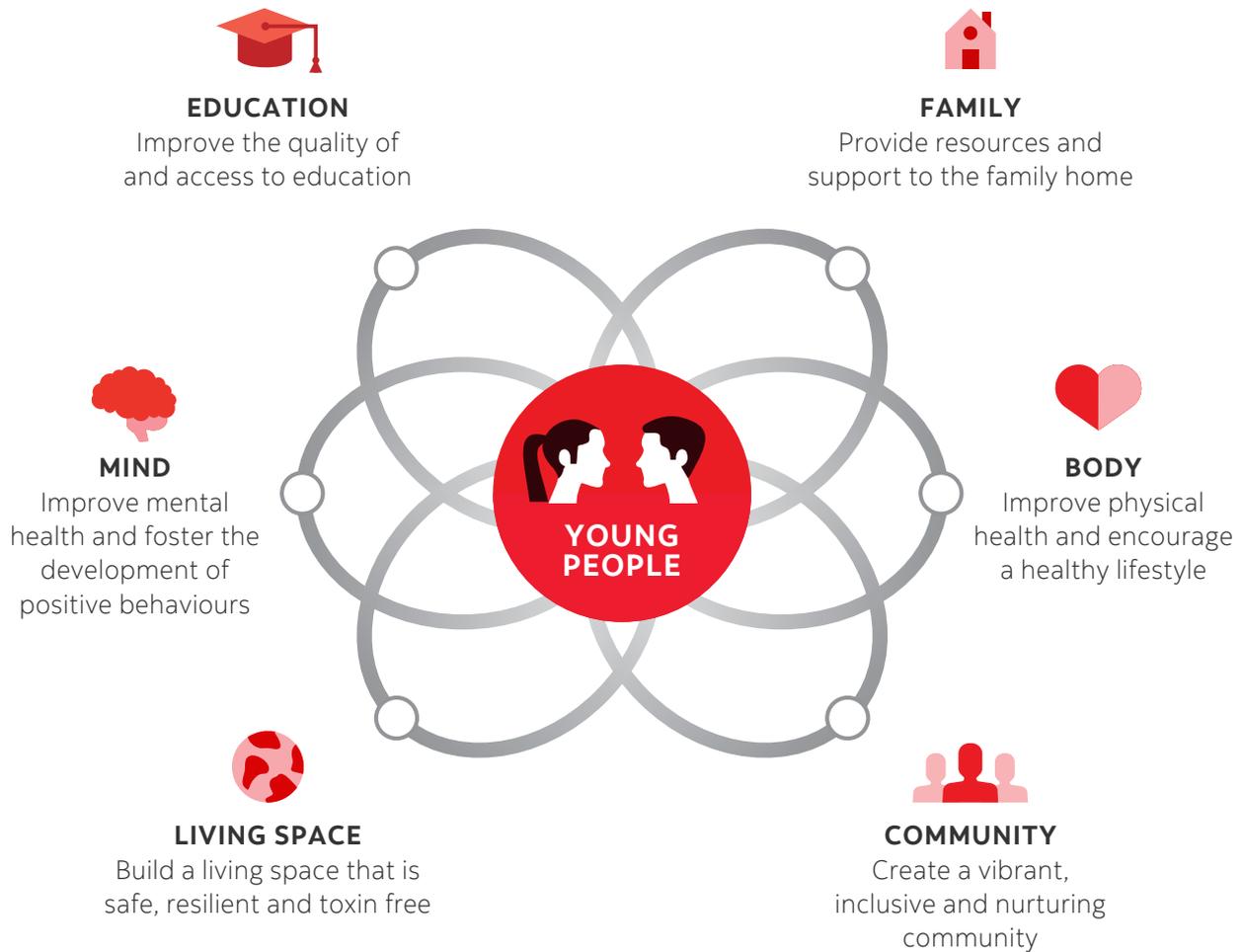
- A group of over 30 employees in Toronto, Ontario supported SOS Children's Villages through a charitable 30 kilometer bike ride. SOS Children's Villages is an international nonprofit that provides humanitarian and developmental assistance to children in need and protects their interests and rights around the world. Employees raised over \$15,000 which was matched by Scotiabank. The funds are being used to help build a daycare in Addis Ababa, Ethiopia.
- Employees in South Mountain, Ontario raised over \$2,000 by volunteering at the 9th Annual "Swing for the Kids" Golf Tournament at Nationview Golf Course to support the Oncology Department at the Children's Hospital of Eastern Ontario. Scotiabankers organized and facilitated a silent auction, and various other activities for participants in the tournament.

In 2019, Scotiabank donated over \$3.6 million through the SEVP and STCP programs.

Corporate Donations & Philanthropic Activity

Investing in Young People

Scotiabank aims to help young people reach their infinite potential by investing in the complete picture of their development. Through our donations, we hope young people gain life-long skills and values that help them grow into healthy contributing adults.



Corporate Donations & Philanthropic Activity

Below are examples of philanthropic initiatives supported by Scotiabank.

IMPROVING PHYSICAL HEALTH

By supporting programs and activities that promote healthy lifestyles, foster positive behaviours, and encourage wellness among young people, we are helping build a better, more vibrant future.

In 2019, Scotiabank completed the second year of a \$1 million commitment over five years in support of FitSpirit, an organization created to help teenage girls discover the fun and benefits of physical activity. Through partnerships with schools and communities, the flagship program, includes a five kilometer and 10 kilometer run for teenage girls in several cities across Ontario and Quebec. Throughout the year, over 11,700 girls participated in FitSpirit celebrations with over 280 schools registered.

Scotiabank also made a commitment in 2019 to support The Terry Fox Foundation in their mission to fund collaborative, team-oriented, and milestone-based cancer research that will translate quickly into practical solutions for patients across Canada. Funding is increasingly focused on applying precision medicine to treat patients based on the make-up of their individual tumour(s). This was the first of a five-year commitment of \$500,000 to the organization's Terry Fox PROFYLE (PRecision Oncology For Young PeopLE) program for children with rare and hard-to-treat cancers who are out of treatment options. This approach uses molecular profiling to identify and deliver potentially life-changing treatments with fewer side effects. Funding will support the program's enrolment of 450 young patients whose tumours will be analyzed to determine new treatment possibilities, potentially changing the outcome of their cancer. To date, seven out of ten children and young adults enrolled in the program had findings from their tumour profiling that have helped oncologists manage their outcomes.

IMPROVING MENTAL HEALTH

We support activities and initiatives that empower youth, promote mental health and encourage the development of positive behaviours.

In 2019, we renewed our support for the Skylark Foundation in Ontario with a \$100,000 commitment over two years. Skylark is a leading community health charity helping young people and their families overcome the emotional, social, and psychological effects of mental health challenges. Our donation supports counselling and their YWHO (Youth Wellness Hub Ontario) initiative designed to provide free, walk-in mental health services for children, youth and their families.

In British Columbia, we completed the fifth and final year of a \$150,000 commitment to assist the Pacific Autism Family Centre (PAFC) Foundation. The Foundation's goal is to support the lifespan needs of individuals with Autism Spectrum Disorders and their families by raising the needed funds to build upon existing services, as well as address the need for further support and programming across the province of British Columbia. Scotiabank's gift contributed to the PAFC Autism Navigator Program, which provides information and networking support to families, facilitates timely and accurate resource development, and assists the Foundation to better understand specific regional needs. As part of the program, over 3,500 first responders across British Columbia received Autism Awareness Training.



Source: FitSpirit

Corporate Donations & Philanthropic Activity

IMPROVING QUALITY AND ACCESS TO EDUCATION

By investing in skills programs and upgrading the quality of education, we can help propel young people into the future.

Scotiabank has committed to donate \$300,000 to Teach For Canada to help dedicated teachers succeed and improve the lives of students in northern First Nations communities in Canada. Often, these communities struggle to recruit and retain teachers, with some schools unable to open their doors at the beginning of the school year because they don't have enough teachers. Teach For Canada provides support to help teachers drive impact both in the classroom, and out in the community through extracurricular programs, community activities and mentorship to First Nations youth. Starting in 2019 with a cohort of 84 Teach For Canada teachers, we are positively impacting over 1,600 northern First Nations students during the 2019-2020 school year.

Also in 2019, we made a brand new agreement with Habitat for Humanity Canada to support the Habitat Canada Every Youth Initiative through local Habitats in Regina, Saskatchewan, and in Ontario in Peterborough, Waterloo Region, Kawartha Region, and Niagara. Participating youth will gain real-life work experience, acquire valuable trade and life skills that can be applied to school credits, apprenticeships, and/or job applications. Scotiabank is donating \$160,000 over two years to support 1,300 youth, including those that are unemployed and considered high-risk.

In addition, we continued our support for Enactus Canada, an organization that seeks to rally the energy of students to use business to address important social issues across Canada. For the 2018-2019 year, Scotiabank's investment resulted in over 2,800 students volunteering approximately 130,000 hours in their communities through the Scotiabank

Youth Empowerment Challenge and the Scotiabank Environmental Leadership Challenge. These programs encourage post-secondary students to develop real-life solutions to challenges facing young people and the environment.

BUILDING A LIVING SPACE THAT IS SAFE, RESILIENT AND TOXIN-FREE

We support programs that promote safe, resilient and toxin-free communities – giving kids the worry-free environment necessary for healthy development.

The Riverwood Conservancy connects people with nature at a 150-acre oasis in the heart of Mississauga, Ontario where abundant wildlife includes deer, beavers, minks, and 185 species of bird. While exploring Riverwood's ravines and nature trails, students from Junior Kindergarten to Grade 8 (aged 4-14) learn hands-on about science and nature through half and full-day educational programs. Research shows strong connections to nature help young people do better in school. In 2019, Scotiabank made a three-year commitment of \$135,000 to help reach an additional 21,000 elementary students from 2019 – 2021. This funding contributes to positive youth development by giving young people engaging learning experiences in nature that show how science works and why it matters.



Source: Teach For Canada

Corporate Donations & Philanthropic Activity

CREATE A VIBRANT, NURTURING AND INCLUSIVE COMMUNITY

Youth are best positioned for success when they grow up in communities that treat everyone well. We work to advance vibrant and robust communities that are high-functioning, open and inclusive to all.

In 2019, Scotiabank made a \$3.1 million commitment over five years to support youth mentoring programs through Big Brothers Big Sisters of Canada. These programs provide children with caring relationships that help to build life-long developmental assets and the resiliency to become successful and contributing members of our communities. An estimated 15,000 young people across Canada are waiting for a Big Brothers Big Sisters mentor. Our donation will help accelerate one-to-one mentoring relationships and build capacity for youth mentorship through volunteer recruitment and impact measurement initiatives.

In Halifax, Nova Scotia, we completed the second of a three-year \$75,000 agreement with Hope Blooms Inc. This organization engages youth in high needs communities to become agents of change. Our gift supports the Scholarship Program, as well as the Stem and Roots Program, where students get to build social entrepreneurship skills. This past year, over 70 youth participated in the program involving an aquaponics project that raised 32 Striped Bass and 275 pounds of mixed greens, feeding 55 families at a holiday community fish fry. Approximately 30 workshops were held with other youth organizations in the inner-city community, and over 250 youth attended sessions on the aquaponic system. Moving forward, the program will focus on helping youth develop food literacy, financial literacy, strong support networks, employment and life skills, a passion for higher education, and reaching one's full potential.

PROVIDE RESOURCES AND SUPPORT TO FAMILIES

In order to improve children's home environments, we seek to help meet basic needs, promote improved parenting skills and provide additional support to the family home.

In partnership with the Canadian Foundation for Economic Education (CFEE), we continued our support for the Talk With Our Kids About Money program, which provides parents and teachers with activities and resources to encourage conversations between parents, teachers and children about money and finance. Our donation in 2019 helped the program reach over 8,000 schools and engage over 750,000 students. CFEE is our key partner within our Canadian financial literacy strategy to help improve economic, financial and enterprising skills among youth.

2019 also marked the third of a five-year \$250,000 commitment to the True Patriot Love Foundation. This national charity provides support to serving members of the Canadian Armed Forces, Veterans, and their families by providing critical funding to community-based programs across the country. In 2019, Scotiabank's donation helped send 147 children to camp and supported over 250 children with special needs.

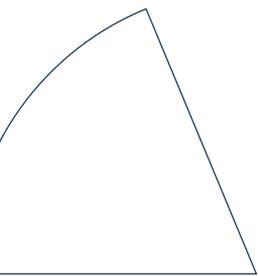


Source: Big Brothers Big Sisters

Small Business Banking

Supporting Small Business

Access to financing is key to the creation, growth and productivity of small and medium-sized enterprises – businesses that are essential to both the local and global economy. In Canada, as of December 2017, 97.9% of all businesses had fewer than 100 employees¹. We strive to support these businesses through specialized products, programs, partnerships, and through a team of over 1,600 branch-based Small Business Advisors who deliver practical tools, resources and banking services. Adding to the support, we introduced the Virtual Advice Team – a new, convenient way for select small business customers to gain access to expert business banking advice and solutions virtually, regardless of where they operate. We also expanded our Specialty Business Banking team to further enhance our ability to deliver expert advice to key customer segments including Agriculture, Health Care & Professionals and Franchisees. Our digital business on-boarding platform was also enhanced to include the ability to apply for a small business credit card, coinciding with the launch of the category leading Scotiabank Passport™ Visa Infinite Business* card.



SCOTIABANK SMALL BUSINESS BANKERS

(as of 31 October 2019)

Branch Managers
with small business experience:

931

Dedicated small business account
managers and officers:

651

Number of branches with
dedicated small business officers:

492

Total number of
small business bankers:

1,600+

Total number of branches in Canada:

949

¹ Government of Canada Key Small Business Statistics - January 2019 - https://www.ic.gc.ca/eic/site/061.nsf/eng/h_03090.html

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Small Business Banking

Partnerships & Initiatives

In 2019, Scotiabank continued to value our longstanding partnership with the Canadian Federation of Independent Business (CFIB) to support members with exclusive discounts on banking products and services for their personal, small business and commercial needs. We continue to support the annual Internship program at CFIB, where in 2019, six interns developed a policy report for Scotiabank in relation to their regional business community.

As an ongoing sponsor for Startup Canada, we have a seat on their Private Sector Leadership Advisory Council to help guide their goals and new initiatives. In 2019, our sponsorship included supporting their live Twitter chats, podcasts, and the Regional and National Awards programs.

In celebration of Small Business Month in October 2019, we wanted to do something different. We brought together Small Business Banking, Specialty Business Banking, The Scotiabank Women Initiative™, Scotiabank Healthcare+, and our colleagues in MD Financial, to create the “Path to Impact” – an interactive installation held during Small Business Week (October 21-25, 2019) in downtown Toronto featuring stories captured from real business owners. A social media campaign using #PathToImpact also helped employees, customers, and members of the community share their experience while visiting the installation. The installation showcased the path of building a business, and highlighted the ideas that inspired them, the obstacles that challenged them in fulfilling their dreams, and the positive impact their business has made. Scotiabank knows that when businesses thrive, our communities thrive too, and so we’re deeply committed to supporting businesses of all sizes through every stage of their journey.



Access to Financial Services

Scotiabank is committed to providing access to basic banking, including a basic transactional account, at a minimal cost. In addition, Scotiabank enhances access

to finance by removing social and physical barriers and by offering specialized programs for vulnerable customer segments.

Customer Segment	Basic Banking	Savings, Investment, and Credit Products
ALL	<p>The <i>ScotiaCard</i>® with Visa® Debit allows customers to pay with their debit card online and internationally wherever VISA is accepted. <i>ScotiaCard</i>® with Visa® Debit is a debit card not a credit card. Any purchases or transactions customer make with a <i>ScotiaCard</i>® with Visa® Debit, are debited directly from their chequing account.</p>	<p><i>Bank the Rest</i>® Savings Program (Canada) helps customers improve their savings habits while making every day debit purchases.</p> <p>The <i>Scotiabank Momentum</i>^{PLUS} Savings Account allows customers to save for multiple goals in one account with the choice to save for a 90, 180, 270 and/or 360-day Premium Period. A longer Premium Period earns a higher Premium Interest Rate, if no withdrawals are made². There are no monthly fees or minimum balance requirements so customers can start earning interest from the first dollar saved.</p> <p>The <i>Scotiabank Savings Accelerator Account</i> offers customers a registered and non-registered option and a high interest rate on their balance as it grows.</p> <p>Scotiabank Canada offers a variety of credit products from No-Fee to Low-Rate to Rewards (Cashback, Points) to meet customer needs.</p>

2 For each Premium Period, Premium Interest is calculated daily by applying the Premium Interest Rate to each deposit, including any accumulated Regular Interest, until the end of the Premium Period. Premium Interest is paid at the end of each Premium Period, so long as NO DEBIT TRANSACTION HAS OCCURRED within that Premium Period. When a debit transaction occurs, no Premium Interest is payable for that Premium Period and a new Premium Period of the same length will commence the same day. Refer to Current Rates on www.scotiabank.com for current Momentum^{PLUS} Savings Premium Rates, which are subject to change.

Access to Financial Services

Customer Segment	Basic Banking	Savings, Investment, and Credit Products
<p>NO/ LOW-FEE</p>	<p>Scotiabank's <i>Basic Banking Account</i> is a low-cost bank account designed for customers who keep their monthly transactions to a minimum.</p> <p>Beneficiaries of a <i>Registered Disability Savings Plan</i> are eligible to have their <i>Basic Banking Account</i> monthly fee waived.</p> <p>Customers over 60 years of age, through our seniors discount program, enjoy the <i>Basic Banking Account</i> with no monthly fee.</p>	<p>Scotiabank offers No-Fee/Low-Fee credit card options that provide special benefits for customers.</p> <p><i>Scotia Momentum</i>® No-Fee Visa* and the <i>Scotia Momentum</i>® Mastercard[‡] cards offer accelerated cash back rewards on categories like gas, groceries, drug stores and recurring bills.</p> <p><i>Scotia Momentum</i>® Visa* card is a low fee Credit card at \$39, and offers customers accelerated cash back rewards on categories like gas, groceries, drug stores and recurring bills, with additional insurance benefits.</p> <p><i>No-Fee Scotiabank Value</i>® Visa* card provides a low annual interest rate.</p> <p><i>Scotiabank Value</i>® Visa* card is a low fee Credit card at \$29, and provides a low annual interest rate.</p> <p><i>SCENE</i>® Visa* card allows customers to earn SCENE® reward points to redeem towards movies, entertainment and more.</p> <p><i>Scotiabank</i>® Rewards Visa* card has no annual fee and allows customers to earn <i>Scotia Rewards</i> points to redeem towards travel merchandise and other rewards.</p> <p><i>Scotiabank</i>® American Express®* card has no annual fee and allows customers to earn <i>Scotia Rewards</i> points to redeem towards travel, merchandise and other rewards.</p> <p><i>Scotiabank</i>® GM[†] Visa* card allows customers to earn GM Earnings that can be used towards the purchase or lease down payment of any eligible new Chevrolet, Buick, GMC or Cadillac vehicle.</p>

Access to Financial Services

Customer Segment	Basic Banking	Savings, Investment, and Credit Products
SENIORS	<p>Customers aged 60 or over automatically receive a discount off the applicable monthly account fee.</p>	<p>The <i>Scotiabank® Gold American Express®</i> card allows cardholders to earn points at accelerated earn rates on certain spend categories. It also offers no foreign transaction fees (exchange rate still applies) and comprehensive travel insurance coverage for customers of all ages, including those 65 and older. Cardholders over 65 years of age also receive a discounted annual fee.</p> <p>The <i>Scotiabank Passport™ Visa Infinite*</i> card offers travel benefits including no foreign transaction fees (exchange rate still applies) and access to airport lounges. It offers comprehensive travel insurances for customers of all ages, including those 65 and older.</p>
YOUTH	<p>The <i>Student Banking Advantage Plan</i> provides a no-fee banking account with unlimited debit transactions and unlimited <i>Interac e-Transfers</i> for full-time students of a university, college, or another recognized post-secondary school in Canada or the United States.</p> <p><i>Getting There Savings Program for Youth</i> is a no-fee account with unlimited debit transactions for children under 19 years of age.</p>	<p>Scotiabank offers students an opportunity to build credit for the future using the <i>Learn® Visa*</i> card or <i>Student SCENE⁰ Visa*</i> card, with no minimum income requirement. <i>Learn® Visa*</i> card is a no annual fee card that offers students Moneyback® rewards. The no annual fee <i>Student SCENE⁰ Visa*</i> card allows students to earn SCENE® rewards points to redeem towards movies, entertainment and more.</p> <p>The <i>ScotiaLine® Personal Line of Credit for Students</i> is a personal line of credit for students wishing to fund their post-secondary education and establish a credit record. Students can make interest-only payments while they're still in school and enjoy an interest-only grace period for 12 months following graduation.</p>
ABORIGINAL PEOPLES	<p>27 Aboriginal Banking Centres, including four on-reserve branches, across Canada.</p> <p>These Centres offer all banking services including business banking, wealth and retail services to Aboriginal peoples, businesses and governments. In 2019, Scotiabank also delivered more than a dozen financial literacy training sessions in several Aboriginal communities across Canada, where the primary audiences included students attending secondary as well as post-secondary institutions. We believe financial literacy is an important element of helping customers access the services they need. As well, the Bank launched the Indigenous Cultural Competency Program in 2019 to ensure that all members of the Bank learn more about Aboriginal cultures, histories and traditions.</p>	

Access to Financial Services

Customer Segment	Basic Banking	Savings, Investment, and Credit Products
NEWCOMERS	<p>Scotiabank’s <i>StartRight</i> program addresses the banking needs of Newcomers to Canada, by offering pre-and post-arrival account opening, multilingual services, assistance in understanding Canadian finances, and advice along their settlement journey. It is an extensive program to help Newcomers establish a firm-footing and reach their financial goals.</p> <p>In 2019, we introduced a <i>No Monthly Account Fees for One Year</i> banking offer for new Permanent Residents and Foreign Workers who have landed within three years to help ease their transition as they settle in Canada.</p>	<p>Permanent Residents and Foreign Workers can take advantage of the numerous benefits under the <i>StartRight</i> program. For example, Permanent Residents can obtain a \$3,000 minimum credit limit with no credit history or income. Also, in 2019, we reduced the down-payment requirement from 25% to 10%, for Permanent Residents interested in purchasing a vehicle.</p> <p>The <i>Scotiabank Student GIC Program</i> is available to students in India, China, Vietnam, the Philippines, and Pakistan enabling them to complete an online bank account application and wire up to \$50,000 before moving to Canada. This program helps secure a study permit and allows for a much smoother transition to Canada. In 2019, we expanded the program to students in Pakistan wishing to study in Canada.</p> <p>Foreign Workers can apply for a credit card with a ten-month work permit.</p> <p>In addition, International Students in Canada can get an unsecured <i>SCENE</i>[◇] Visa[*] card with great rewards and no annual fee while Foreign Workers are able to apply for a credit card with a ten-month work permit.</p>

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◇ Registered trademark of SCENE IP LP, used under license.

† Registered trademark of General Motors LLC. The Bank of Nova Scotia is an authorized user of General Motors LLC marks for the GM Card program.

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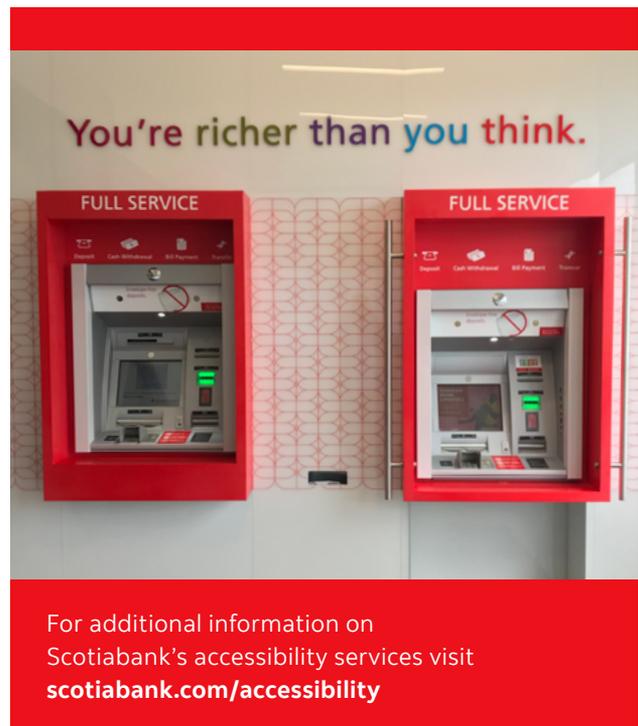
Access to Financial Services

Physical Access to Banking

Scotiabank is committed to ensuring that everyone has access to basic banking services. Since 2003, all new and renovated Scotiabank branches and facilities in Canada meet or exceed the Canadian Standards Association (CSA) accessibility guidelines. The Bank is targeting 100% accessibility in all public areas of our existing Canadian branches. Accessibility in 2019 is above 95%. Internationally, Scotiabank aims for CSA compliance in all new branches, as well as significant renovations.

Scotiabank's automated banking machines (ABMs) are designed for easy accessibility:

- They have a minimum standard height for the card reader, keypad, passbook printer, screen and transaction receipt slot to provide better access for customers in wheelchairs.
- ABMs in most branches have features such as grab bars to assist persons with mobility impairments, and audio navigation as well as contrasting colour and screen LED lights to help direct customers to the transaction they have chosen.
- ABMs are consistent with CSA Guidelines (B651.1) "Accessible design for automated banking machines", including audio navigation for customers with visual impairments.



In 2019, we redesigned our mobile banking app with inclusion at the heart. The app was built to comply with accessibility guidelines from the World Wide Web Consortium – the internationally recognized standards organization for the internet. Customers in Canada with a range of sight, mobility, hearing, and cognitive needs were interviewed in their homes, and insights from these conversations shaped Scotiabank's inclusive design framework. Our digital accessibility experts then worked to integrate that framework across our product teams, so inclusive design was never an afterthought. In addition to accessibility features like scalable fonts, rich colour contrast, and screen reader integration, the app's Help Centre is written in plain, searchable language that makes everyday banking easy to understand.

Number of Employees in Canada

The total number of employees in Canada as of October 31, 2019 was 37,252.

Headcount by Province and Territory			
Province and Territory	Full-time	Part-time	Total
Alberta	1,828	668	2,496
British Columbia	1,798	699	2,497
Manitoba	309	138	447
New Brunswick	293	180	473
Newfoundland and Labrador	286	161	447
Northwest Territories	8	3	11
Nova Scotia	1,000	307	1,307
Ontario	24,333	2,638	26,971
Prince Edward Island	66	34	100
Quebec	1,583	357	1,940
Saskatchewan	375	174	549
Yukon Territory	8	6	14
Total Canada (Headcount)	31,887	5,365	37,252

Note: Excludes casual staff, employees on leave, and employees in Tangerine Investment Funds Ltd and Tangerine Bank.

Debt Financing

Scotiabank is committed to meeting the needs of Canadian businesses, including small and medium enterprises. The following tables indicate – by province, territory and for Canada as a whole – the amount of

business credit authorized in Canadian dollars as of October 31, 2019, and the number of customers to whom it was authorized. In 2019, Scotiabank provided \$203 billion in debt financing to businesses in Canada.

DEBT FINANCING STATEMENT (AS OF OCTOBER 31, 2019)

Authorization Levels	\$0 - \$24,999		\$25,000 - \$99,999	
	Authorized (\$000s)	Customers	Authorized (\$000s)	Customers
British Columbia & Yukon*	15,138	2,352	99,325	1,854
Alberta & NWT**	15,689	2,749	98,596	1,859
Saskatchewan	5,216	666	44,637	832
Manitoba	42,687	3,295	447,250	8,290
Ontario	1,122,265	107,798	2,594,217	59,393
Quebec	10,420	1,549	68,482	1,291
New Brunswick	3,981	603	29,193	547
Nova Scotia	7,097	965	46,256	871
PEI	1,595	194	11,064	208
Newfoundland and Labrador	4,374	654	26,305	498
Canada	1,228,462	120,825	3,465,325	75,643

Note: For reasons of client confidentiality, we have combined the following:

* Yukon Territory with British Columbia

** Northwest Territories with Alberta

*** Northwest Territories, Saskatchewan and Alberta

**** New Brunswick, Newfoundland and Labrador, Nova Scotia and Prince Edward Island

Debt Financing

Authorization Levels	\$100,000 - \$249,999		\$250,000 - \$499,999	
	Authorized (\$000s)	Customers	Authorized (\$000s)	Customers
British Columbia & Yukon*	170,485	1,121	179,621	528
Alberta & NWT**	206,289	1,324	253,674	734
Saskatchewan	87,990	570	79,451	230
Manitoba	903,898	6,334	412,066	1,265
Ontario	1,323,540	8,994	1,429,828	4,156
Quebec	118,124	747	116,991	348
New Brunswick	37,902	248	29,455	87
Nova Scotia	83,495	557	95,055	276
PEI	14,745	101	16,258	48
Newfoundland and Labrador	33,886	228	23,830	74
Canada	2,980,354	20,224	2,636,229	7,746

Note: For reasons of client confidentiality, we have combined the following:

* Yukon Territory with British Columbia

** Northwest Territories with Alberta

*** Northwest Territories, Saskatchewan and Alberta

**** New Brunswick, Newfoundland and Labrador, Nova Scotia and Prince Edward Island

Debt Financing

Authorization Levels	\$500,000 - \$999,999		\$1,000,000 - \$4,999,999	
	Authorized (\$000s)	Customers	Authorized (\$000s)	Customers
British Columbia & Yukon*	265,652	374	1,576,335	716
Alberta, Saskatchewan & NWT**	379,093	558	1,896,963	873
Manitoba	224,364	359	585,637	267
Ontario	1,701,937	2,505	8,451,776	3,777
Quebec	165,340	238	1,146,000	473
NB, PEI, NFLD, NS****	232,360	334	1,094,748	507
Canada	2,968,746	4,368	14,751,459	6,613

Authorization Levels	Over \$5,000,000		Total	
	Authorized (\$000s)	Customers	Authorized (\$000s)	Customers
British Columbia & Yukon*	18,249,363	541		
Alberta, Saskatchewan & NWT**	39,466,177	616		
Manitoba	3,459,660	94		
Ontario	88,965,973	2,214		
Quebec	15,642,410	438		
NB, PEI, NFLD, NS****	9,371,619	254		
Canada	175,155,202	4,157	203,185,777	239,576

Note: For reasons of client confidentiality, we have combined the following:

* Yukon Territory with British Columbia

** Northwest Territories with Alberta

*** Northwest Territories, Saskatchewan and Alberta

**** New Brunswick, Newfoundland and Labrador, Nova Scotia and Prince Edward Island

Taxes

For additional information on the Bank's tax expense in 2019, please refer to table 72 on page 123 in Scotiabank's 2019 Annual Report, available on scotiabank.com

Scotiabank incurs a number of taxes including direct taxes on income by Canadian federal and provincial governments and the governments of foreign jurisdictions in which the Bank operates; as well as several indirect taxes. In 2019, this totaled \$3.8 billion, representing 30.2% of the Bank's net income before income, capital and other taxes for the year. Total expenses to all levels of government in Canada are shown in the chart.

Taxes in Canada	\$000s		
	Income Taxes	Capital Taxes	Other Taxes ¹
Federal			
	705,075	0	352,802
Provincial			
Newfoundland and Labrador	6,070	9,366	3,103
Prince Edward Island	1,213	803	333
Nova Scotia	15,658	9,546	5,359
New Brunswick	5,663	4,092	2,164
Quebec	32,046	0	30,085
Ontario	391,576	0	288,495
Manitoba	4,991	11,309	1,834
Saskatchewan	5,966	9,278	1,037
Alberta	37,342	0	7,845
British Columbia	45,076	0	9,601
Territories	436	0	41
Total Provinces			
	546,037	44,394	349,897
Total²	1,251,112	44,394	702,699

¹ Includes payroll taxes, GST, HST, municipal taxes and deposit insurance premiums

² The amounts included in the chart include the taxes incurred by Tangerine Bank in 2019. For the Tangerine tax amounts for 2019, refer to page 4 of the Tangerine 2019 Public Accountability Statement

Branch Openings, Closings & Relocations

Customers can access
949 branches and a network
of ABMs in Canada.

Scotiabank's strong customer focus and commitment to improving sales and services includes providing access to 949 branches in Canada. With all branches that were closed, consolidated or relocated, we worked closely with our customers and the community to ensure a smooth transition and to continue to find ways to meet their needs.

NEWLY OPENED BRANCH LOCATIONS IN CANADA IN 2019

Alberta

14113-28th Avenue SW,
Edmonton

9392 Southfort Drive,
Fort Saskatchewan*

British Columbia

116-3004 Merchant Way,
Langford

20171 Fraser Highway,
Langley*

2208 Kingsway,
Vancouver*

Ontario

8345 Financial Drive,
Brampton

3030 Elmcreek Road,
Mississauga

119 Rideau Street,
Ottawa*

1-285 Mill Street,
Angus *

A2-410 Bathurst Street,
Toronto*

1241 St. Clair Avenue W,
Toronto*

1195 Arthur Street W,
Thunder Bay*

1-109 Fanshawe Park Road E,
London**

1265 York Mills Road,
Toronto**

Newfoundland and Labrador

131 Conception Bay HWY,
Conception Bay*

Quebec

1608A Rue Sainte-Catherine Ouest,
Montréal

* New branch as a result of relocation

** New branch as a result of consolidation

Branch Openings, Closings & Relocations

BRANCH LOCATIONS CLOSED, RELOCATED OR CONSOLIDATED IN CANADA IN 2019

Alberta

10404 99th Avenue,
Fort Saskatchewan***

British Columbia

20555 56th Avenue,
Langley***

2008 Kingsway,
Vancouver***

5699 176th Street,
Surrey****

1071 Marine Drive,
Port Alice****

Ontario

700 Sussex Drive,
Ottawa***

5-17 King Street W,
Angus***

440 College Street,
Toronto***

1154 St. Clair Avenue W,
Toronto***

501 Victoria Street E,
Thunder Bay***

1680 Richmond Street N,
London****

109 Fanshawe Park Road E,
London****

1500 Don Mills Road,
Toronto****

3 Ellesmere Road,
Toronto****

1250 South Service Road,
Mississauga****

New Brunswick

390 Main Street
Hartland****

Newfoundland and Labrador

288 Conception Bay HWY,
Conception Bay***

PO Box 249 Main Street,
Ramea****

PO Box 70 Shoe Cove Lane,
La Scie****

97 Major Street,
Roddickton****

Nova Scotia

49 Main Street,
Hantsport****

Prince Edward Island

7677 St. Peter's Highway,
Morell****

*** Closure as a result of relocation

**** Closure as a result of consolidation

Branch Openings, Closings & Relocations

NET ABMS INSTALLED* IN CANADA IN 2019

Alberta

7-Eleven #38493 35 Cranford Way South East Calgary	7-Eleven #38543 10238 103 Street NW Edmonton	Enterprise Square 10230 Jasper Avenue Edmonton	Langley FC† 20171 Fraser Highway Langley
7-Eleven #38511 45 Sage Meadows Circle Calgary	7-Eleven #38824 10630 Winterburn Road Edmonton	HUB International 112 Street - 90 Avenue Edmonton	7-Eleven #38718 103 Rauma Avenue Sicamous
7-Eleven #37557 5300, 17th Avenue SE Calgary	Business, Alberta School 11211 – Saskatchewan Edmonton	Lister Centre 11613 – 87 Avenue Edmonton	Strawberry Hill #3 7378-120th Street Surrey
7-Eleven #38558 435 4th Avenue South West Street 101 Calgary	Centennial Centre E 116 Street and Saskatchewan Drive Edmonton	Pavillon McMaho 8406 Marie-Anne- Gaboury Street Edmonton	Kingsway & Gladstone† 2208 Kingsway Vancouver
7th Ave & 7th Street #3 734 7th Avenue SW Calgary	Central Academic Building Main Quad, 114 Street & N of 89 Avenue Edmonton	Saville Community 11610 – 65 Avenue NW Edmonton	UBC – A-10 Fred Kaisebuil 2332 Main Mall Vancouver
Calgary Flames† 555 Saddledome Rise SE Calgary	Chappelle Commons† 14113 – 28th Avenue SW Edmonton	University Terrace 8303 – 112 Street NW Edmonton	UBC – A4 – Life Building 6000 Student Union Boulevard Vancouver
Augustana Campus† 4901 – 46 Avenue Camrose	Clare Drake Arena 115 Street – 89 Avenue Edmonton	Van Vliet Complex 114 Street – 87 Avenue Edmonton	UBC – A5 – UBC Bookstore 6200 University Boulevard Vancouver
7-Eleven #38120 5831, 1st Street West Claresholm, AB	Clinical Sciences B 8440 – 112 Street NW Edmonton	Fort Saskatchewan #1 9392 Southfort Drive Fort Saskatchewan	Cineplex Park Royal S.C. 3000 Park Royal South West Vancouver
7-Eleven #38420 19 West Side Drive Cochrane	Edmonton Clinic 11405 – 87 Avenue NW Edmonton	British Columbia	Manitoba
7-Eleven #38287 6545A, 99 Street Edmonton	Education Centre N 11210 – 87 Avenue Edmonton	Belmont Market† 3004 Merchant Way, Unit 116 Langford	7-Eleven #38826 10 Main Street East Neepawa
			Winnipeg Main† 200 Portage Avenue Winnipeg

* The above information only captures net installations, thus, if an ABM was installed and de-installed or vice versa at the same address during the fiscal year, that information is not included in the above reporting.

† Multiple ABMs installed in the same location.

Branch Openings, Closings & Relocations

NET ABMS INSTALLED* IN CANADA IN 2019

New Brunswick

Clover Farm
3917 Main Street
Belledune

Newfoundland and Labrador

Long Pond†
288 Conception Bay
Highway
Conception Bay

Avalon Mall – Rec Room
48 Kenmount Road
Unit 2210
St. John's

Ontario

Angus Branch†
285 Mill Street Boulevard C
Unit 1
Angus

Miss & Financial†
8345 Financial Drive
Brampton

Brooklin #3
3 Winchester Road East
Brooklin

Fanshawe Park 3
109 Fanshawe Park Road
Unit 101
London

Square 1 Rec Room
Unit 1-70,
100 City Centre Drive
Mississauga

Dundas & Mavis†
3030 Elmcreek Road
Mississauga
York University, Vari Hall
198 York Boulevard
North York

Rideau & William†
119 Rue Rideau
Ottawa

Port Perry #3
1535 Highway #7A
Port Perry

Mobil Gas Station
Ridgeway
260 Gorham Road
Ridgeway

Brock University #4
500 Glenridge Avenue
St Catharines

Stouffville Branch #3
5600 Main Street
Stouffville

Arthur & Parkdale†
1195 Arthur Street West
Thunder Bay

1241 St. Clair Avenue West†
Toronto

150 King Street West
Toronto

392 Bay Street #3
392 Bay Street
Toronto

Bathurst & Nassau†
410 Bathurst Street
Unit A2
Toronto

Bloor & Yonge†
19 Bloor Street West
Toronto

Coca-Cola Coliseum†
45 Manitoba Drive
Toronto

Parkwood Village†
1265 York Mills Road
Units 1 & 2
Toronto

Station Mall USD
293 Bay Street
Sault Ste Marie

The Commons – 44 King
44 King Street West
4th Floor
Toronto

Winners
11 Adelaide Street West
Toronto

Quebec

Couche-Tard 1207
8175 Boulevard Cousineau
Longueuil

Plaza Glenwood #3
210 Chemin D'Aylmer
Local 20
Gatineau

Ste-Catherine et Guy†
1608A Rue Sainte-
Catherine Ouest
Montreal

Saskatchewan

7-Eleven #38272
2132 McClocklin Road
Saskatoon

7-Eleven #38422
167 Gibson Bend
Unit 150
Saskatoon

* The above information only captures net installations, thus, if an ABM was installed and de-installed or vice versa at the same address during the fiscal year, that information is not included in the above reporting.

† Multiple ABMs installed in the same location.

Branch Openings, Closings & Relocations

NET ABMS DE-INSTALLED* IN CANADA IN 2019

Alberta

7-Eleven #23903
265 Falshire Drive NE
Calgary

Cineplex Crowfoot
91 Crowfoot Terrace NW
Calgary

Rec Room Deerfoot #3
901 64 Avenue NE
Calgary

7-Eleven #33225
15430 Stony Plain Road
Edmonton

Rec Room #2
1978 99th Street NW
Edmonton

The Rec Room West
Edmonton
8882 170 Street NW
Unit M325
Edmonton

Cineplex Grande Prairie
10330-109th Street
Grand Prairie

British Columbia

Glover & 56th†
20555-56th Avenue
Langley

7-Eleven #23499
190 Nicol Street
Nanaimo

Port Alice Brn
1071 Marine Drive
Port Alice

Cineplex Strawberry Hill
12161 72nd Avenue
Surrey

Cloverdale
5699 – 176th Street
Surrey

7-Eleven #26809
3295 22nd Avenue East
Vancouver

Kingsway & Victoria
2008 Kingsway
Vancouver

Rogers Arena†
800 Griffiths Way
Vancouver

Manitoba

Cineplex Northgate
4000 1399 McPhillips St.
Winnipeg

New Brunswick

Cineplex Bridgewater
349 Lahave Street
Bridgewater

Jacquet River
3982 Main Street
Belledune

Hillsborough†
2839 Main Street
Hillsborough

Cineplex Mount Pearl
760 Topsail Road
Saint John

Newfoundland and Labrador

Long Pond†
131 Conception Bay
Highway
Suite 100
Conception Bay

Cineplex Millbrook
2 Main Street
Corner Brook

Gambo – Save Easy
451 Smallwood Boulevard
Gambo

Roddickton Branch
44 Grenfell Avenue
Roddickton

Nova Scotia

Cineplex Cinemas Amherst
47 Church Street
Amherst

Hantsport Branch
49 Main Street
Hantsport

Cineplex New Glasgow
612 East River Road
New Glasgow

Cineplex Lower Sackville
760 Sackville Drive
Lower Sackville

Ontario

Silver City – Ancaster 7415
771 Golf Links Road
Ancaster

Angus Branch
5-17 King Street†
Angus

Cineplex Aurora
15460 Bayview Avenue
Aurora

Galaxy Brantford 7100
300 King George Road
Brantford

Glx Pergola
85 Clair Road East
Guelph

Masonville Place†
1680 Richmond Street
London

Markville Mall
5000 Highway 7
Markham

Dixie Mall
1077 North Service Road
Mississauga

* The above information only captures net de-installations thus, if an ABM was installed and de-installed or vice versa in the same location during the fiscal year, that information is not included in the above reporting. Similarly if a location had three old ABMs de-installed and two new ABMs installed, the above report will only include the one net ABM de-installed.

† Multiple ABMs de-installed in the same location.

Branch Openings, Closings & Relocations

NET ABMS DE-INSTALLED* IN CANADA IN 2019

Nipissing Plaza North Bay 390 Lakeshore Road North Bay	College & Bathurst 440 College Street Toronto	Quebec FP Carrefour Angrignon 7077 Boulevard Newman LaSalle	Prince Edward Island Morell Branch† 7677 St. Peters Highway Morell
Rideau & William† 700 Sussex Drive Ottawa	Don Mills & York Mills 1500 Don Mills Road Toronto	1922 St Catherine Ouest ABM	Cineplex Summerside 130 Ryan Street Summerside
Market Plaza Peterborough 91 George Street North Peterborough	TPA QCenvic #26 33 Queen Street East Toronto	1922 St Catherine Ouest Montreal	
Ridgeway Variety 3697 Dominion Road Ridgeway	Victoria Park & Ellesmere† 3 Ellesmere Road Scarborough	Couche-Tard BDCT0207 1110, Boulevard Marcel-Laurin Montreal	Saskatchewan Galaxy Moose Jaw 1235 Main Street N Moose Jaw
1154 St. Clair Ave W Branch 1154 St. Clair Ave West† Toronto	Coliseum – Scarborough 740 300 Borough Drive Unit 765 Scarborough	Cineplex Odeon Latin Quarter 350 Rue Emery Montreal	Cineplex Centre 3510 8th Street Saskatoon
Adelaide Courtyard 40 King Street West Toronto	Colossus – Toronto 7408 AB 3555 Highway 7 West Woodbridge	Starcite Montreal 9401 4825 Avenue Pierre de Coubertin Montreal	
Bergeron Centre 11 Arboretum Lane Toronto	Metro Thunder Bay #2 505 Arthur Street West Thunder Bay	Verdun ABM 4002 Wellington Street Verdun	
BNS – Rec Room – Roundhouse 255 Bremner Boulevard Toronto	Victoria & May† 501 Victoria Street Thunder Bay	Mourelatos St Laurent 1855 O'Brian Avenue Ville St Laurent	

* The above information only captures net de-installations thus, if an ABM was installed and de-installed or vice versa in the same location during the fiscal year, that information is not included in the above reporting. Similarly if a location had three old ABMs de-installed and two new ABMs installed, the above report will only include the one net ABM de-installed.

† Multiple ABMs de-installed in the same location.

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