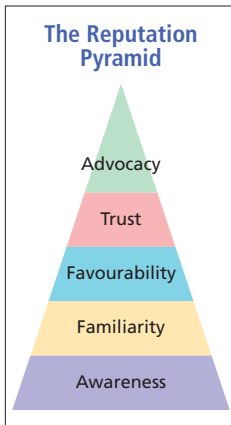




The Canadian Corporate Reputation Monitor (I-Rep) 2009



For more than a decade, leading corporations have relied on Ipsos Reid's *Canadian Corporate Reputation Monitor (I-REP)* to help them strengthen and protect their most important asset – their good name, and the reputation behind it.

This syndicated study is an invaluable source of actionable data for corporations doing business in Canada. The study provides clients with a measurement of their reputation in the marketplace, and a ranking of their organization, both in the context of their industry, and against Ipsos' I-REP normative database.

New for 2009! In addition to comparing companies against their competitors and I-REP norms, the study will also include a reputation ranking list of the top 100 companies doing business in Canada today. This reputation ranking will provide subscribers with additional context by which to measure their corporate reputation standing in the marketplace.

Organizations receive a scorecard of their current standing, as well as actionable information on how to:

- improve or maintain their company's reputation,
- guide messaging and corporate social responsibility strategies,
- assess the impact of existing and potential communications efforts,
- understand how their reputation impacts consumers' propensity to do business with your company,
- understand and interpret their company's results in the top 100 reputation rankings, against I-REP norms and competitors.

What's covered

Each organization will receive a custom report with their data as it relates to each level of the reputation pyramid, including Awareness, Familiarity, Favourability, Trust and Advocacy.

Additionally, your organization will be measured on a series of attributes (illustrated by the chart below) that help to uncover what Canadians believe you stand for.

Company's Detailed Performance			
	Good	Poor	Net*
Long term success of company	71%	2%	69
Financial performance	60%	3%	57
Quality of products/services	55%	6%	50
Trustworthiness	50%	8%	42
Customer service	50%	9%	41
Likelihood to recommend	46%	9%	37
Quality of management	44%	6%	38
Value for money	43%	10%	33
Appeal of advertising	42%	7%	36
Ethical business practices	42%	9%	33
Emotional appeal	41%	10%	32
Appeal as an employer	38%	10%	27
Innovation	37%	7%	31
Social responsibility	36%	9%	28
Promotes Canadian values/culture	35%	12%	23
Credibility of spokespeople	34%	7%	27
Community involvement	33%	10%	22
Environmental responsibility	29%	11%	18

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Base: Canadian Public

*Good minus Poor



Some of the companies covered in past studies

- CPG** • Coca-Cola • Effem • Kellogg
- Kraft • Labatt • McDonald's • Molson
- Nestlé • PepsiCo • Tim Hortons
- Procter & Gamble • Unilever
- Financial Services** • Bank of Montreal
- Canada Life • Canadian Imperial Bank of Commerce (CIBC) • Clarica • HSBC
- Fidelity Investments • ING Direct
- Investors Group • Manulife Financial
- RBC Financial Group • Scotiabank
- TD Canada Trust • Toronto Stock Exchange (TSE)
- Energy/Natural Resources** • Dofasco Inc
- Imperial Oil • Inco • Petro-Canada
- Shell • Suncor
- Pharma/Healthcare** • Bayer Inc.
- GlaxoSmithKline (GSK) • Merck Frosst
- Pfizer
- Retail** • Best Buy • Canadian Tire
- Future Shop • HBC • Loblaws • Nike
- Home Depot • Wal-Mart
- Communications & Technology**
- Bell Canada • Telus
- Rogers Communications
- Transportation** • Air Canada
- Bombardier • Bridgestone-Firestone
- CN • CP • VIA Rail
- Shipping/Courier** • Canada Post • FedEx
- Purolator Courier • UPS

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Analysis

Ipsos Reid uses key driver analysis to reveal which attributes are most important in driving your reputation and are determined using Shapley's Values (SV) analysis, an advanced statistical technique for measuring the relative importance of a set of attributes.

This analysis provides strategic insight on the most efficient way to strengthen your company's reputation.

Deliverables

- A core report common across all subscribing clients.
- A custom report provided only to your organization that includes demographic variations of the results of your organization and custom analysis of the drivers of your reputation.
- Detailed data tables
- In-person Presentation upon request (exclusive of travel costs outside Toronto).

Custom, Proprietary Questions

Subscribers may add their own custom, proprietary questions at an additional cost. Results will be provided to you on a strictly confidential basis.

Cost, Schedule and Deliverables (2009)

The cost of subscribing to the *Canadian Corporate Reputation Monitor* is \$15,500 per wave.

This study is available semi-annually by subscription only.

To add proprietary questions and include your organization in the next wave, commitment is required by September 28, 2009.

Please call for pricing for proprietary questions, adding additional non-subscribing industry counterparts, subsidiaries or competitors, or information about U.S. or global reports.