

DELIVERING ON
OUR PROMISE

STABLE | SECURE | SUSTAINABLE

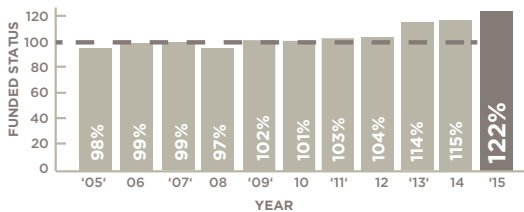
2015 Year in Review

STABLE

We will act in our members' best interest – we are HOOPP members too. Whether we are investing or paying pensions we will do so with care, professionalism and at the lowest cost possible.

A STRONG FOUNDATION

HOOPP's funded status has remained stable for more than a decade. Benefits for every member are backed by assets in the HOOPP Fund. That's how members can be certain their HOOPP pension will be there for them when they retire.



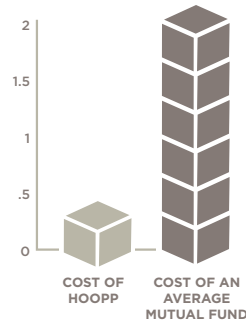
OUR INVESTMENT APPROACH

Paying pensions to retired members, today and in the future, is our top priority. We use a Liability Driven Investing (LDI) approach that carefully considers Plan assets in relation to Plan liabilities to achieve the best returns while balancing risk. That's how we're able to deliver on our pension promise, even in difficult economic times and volatile markets.



OPERATING EXCELLENCE AT A LOW COST

The average management fee charged by a mutual fund in Canada is more than 2%*. That seems small, but over 40 years, a 2% fee can eat up nearly half of an investment**. HOOPP's operating costs, which include investment management and services to our members, were a fraction of that – just 0.3% of net assets in 2015. That helps us stay solidly funded and keeps our contribution rates stable.



CONTRIBUTION RATES REMAIN STABLE

The current contribution rates for our members and employers have been stable since 2004 and they will remain unchanged until at least the end of 2017. Learn more about HOOPP's contribution rates at hoopp.com.

OUR GOVERNANCE STRUCTURE

Representing our members and employers, our Board of Trustees has governed the Plan since 1993. They are responsible for all funding, investment and Plan design decisions to keep the Plan stable and secure.

Half of our 16 Trustees are appointed by the Ontario Hospital Association and the other half by four unions that each appoint two Trustees. Each Trustee has a fiduciary duty to act in the best interests of all Plan members.

Ontario
Hospital
Association
(OHA)

Ontario
Nurses'
Association
(ONA)

Canadian
Union of Public
Employees
(CUPE)

Ontario
Public Service
Employees Union
(OPSEU)

Service
Employees
International Union
(SEIU)



FACT:

5-year
rate of return
is above
12%

FIRST ROW (SEATED LEFT TO RIGHT):

Marlene Puffer, Helen Fetterly, Bonnie Adamson, Julie Girdali, Bryce Walker, Linda Haslam-Stroud

SECOND ROW (STANDING LEFT TO RIGHT):

Sue McSheffrey, Dan Anderson, Louis Rodrigues, Yves Shank, Martin Reid, Dr. Kevin Smith, Jim Flett, Adrian Foster, James Sanders, Terry McCarthy, R. Wayne Gladstone, Jon Clark

SECURE

OUR PROMISE:

We will make certain HOOPP is solidly funded
so that we keep our promise to members
of a secure pension for life.

HOOPP delivered an investment return of 5.12% in 2015, bringing total Plan net assets to \$63.9 billion.

The most important measure of our success is that we remain fully funded, meaning we have more than enough assets to deliver on all our pension obligations now and in the future.

NET ASSETS	FUNDED STATUS	RETURN
\$63.9 BILLION	122%	5.12%

HOW WE'RE MANAGING RISK

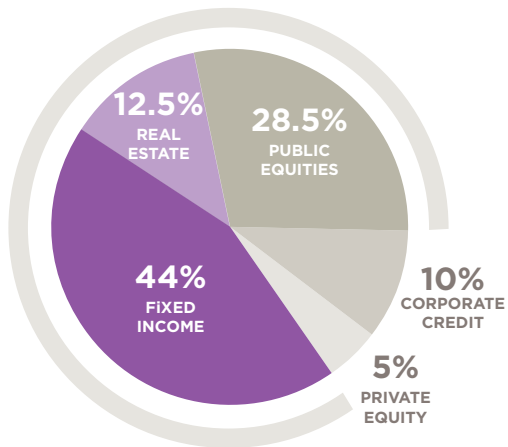
Our in-house investment team structures HOOPP's portfolio to ensure we are achieving the best returns while protecting against the investment risks that have the biggest impact on the Fund:

- Equity market risks
- Declining long-term interest rates
- Unexpected rise in inflation

OUR INVESTMENT PORTFOLIO HAS TWO MAIN COMPONENTS:

LIABILITY HEDGE PORTFOLIO: invests in fixed income (e.g. bonds) and real estate to provide a steady cash flow stream to protect against both rising prices due to inflation and declining returns due to falling long-term rates.

RETURN SEEKING PORTFOLIO: invests in public equities, corporate credit, and private equity to increase returns and provide growth to the Fund while balancing risk.



A FEW OF OUR WORLD-CLASS REAL ESTATE INVESTMENTS:



Escarpment Way
Industrial,
Milton, CAN



Monterra
Apartments,
South Florida, USA



32 Old Slip,
New York City,
USA



Quinte Mall,
Belleville, CAN



Devonshire Mall,
Windsor, CAN



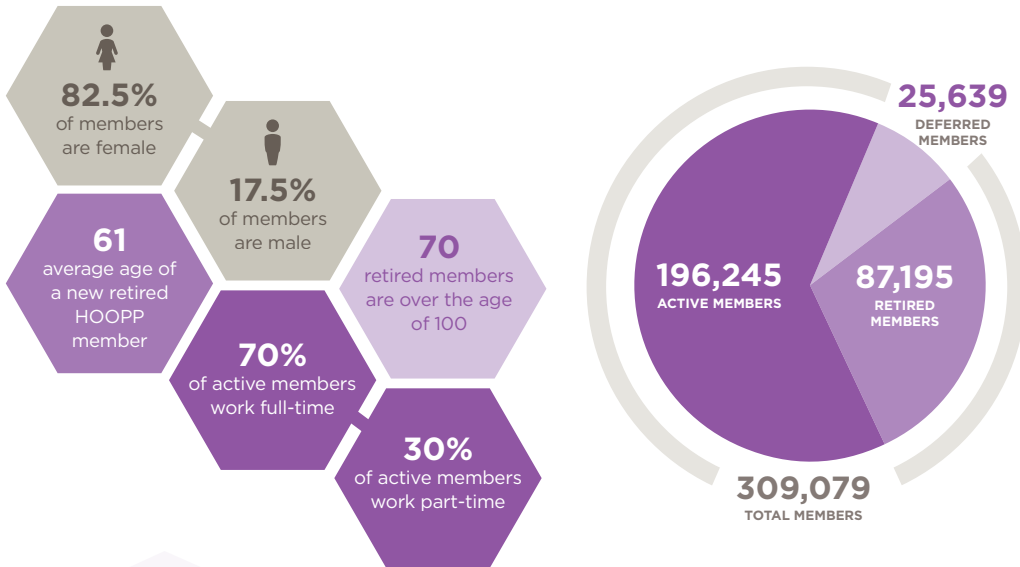
Broadway
Shopping Centre,
Bradford, GBR

OUR PROMISE:

We will be there for our members
to provide the highest level of service in
a compassionate and courteous manner.

Our diverse membership reflects the
changing face of healthcare in Ontario.
It includes registered nurses, registered
practical nurses, home care workers,

dietitians, geriatric specialists, physical
therapists, and medical technicians, as
well as food and housekeeping services
employees and administrative staff.



EMPLOYERS OFFERING HOOPP



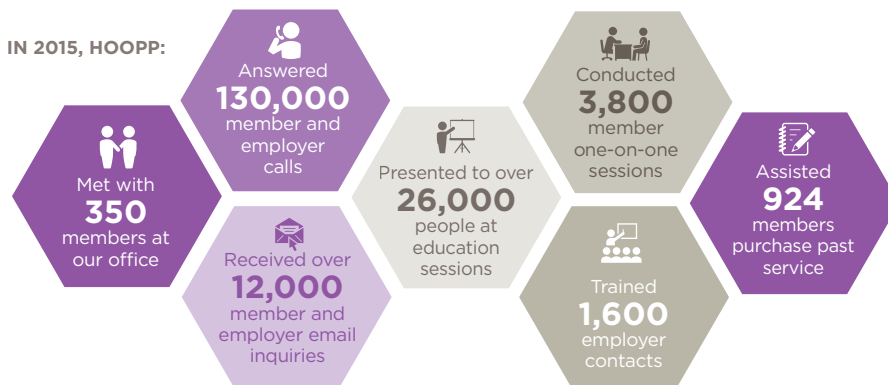
COMMITMENT TO EXCEPTIONAL SERVICE

We're here to help our members – over the phone, in person, and online – by providing clear, relevant, and timely information so they can make knowledgeable decisions about their pension.

Offering the HOOPP defined benefit (DB) pension helps employers attract and retain

the best employees. We assist employers in these efforts by providing administrative support, constant communication and educational opportunities.

In 2015, we had more than 250,000 client interactions.



Last year, we reached a new peak in client satisfaction*.
We thank our members and employers for their feedback!

HERE ARE A FEW THINGS WE DID IN 2015 TO BETTER SERVE OUR MEMBERS AND EMPLOYERS:

Plan Change

HOOPP's Board of Trustees made a decision to remove eligibility requirements for part-time and other non-full-time workers at HOOPP employers. Upon employer approval, these employees now have the option to join the Plan – and start contributing to their pension – as soon as they are hired.

COLA

Retired and deferred members received two Cost of Living Adjustments (COLA) which helped protect their pensions from inflation.

New Data Centre

We moved our data centre from our 1 Toronto street office to a third party provider with leading-edge physical security and best-in-class power and cooling resiliency.

Enhanced Telephone System

Our upgraded telephone system is more efficient and cost effective.

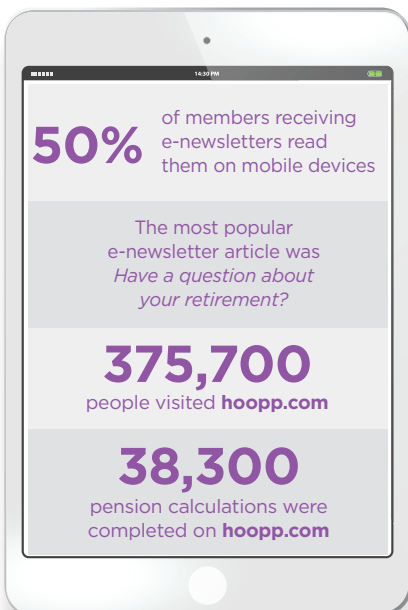
* Throughout the year, HOOPP conducts third-party surveys which collect member and employer satisfaction feedback on our overall performance, and critical transactional touch points.

We will always strive to provide our members with accurate information in a timely and confidential way.

IN THE LOOP WITH HOOPP

In 2015, we explored new avenues to communicate with our members to help deliver the information they need, when they need it. As part of these efforts, we introduced a second issue of our newsletter for retired members.

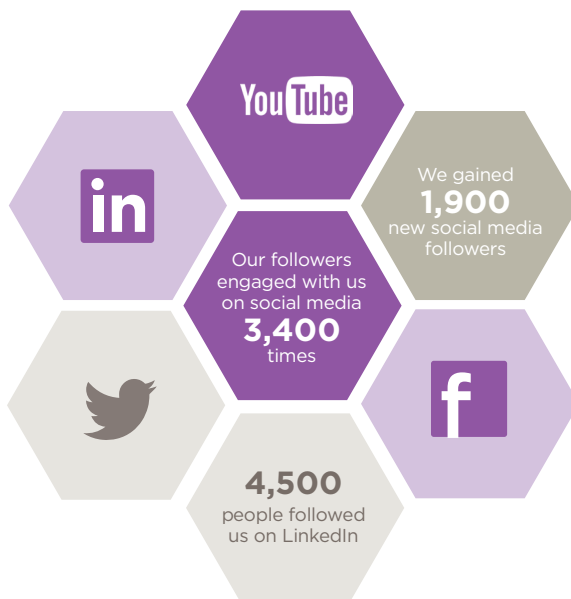
We encourage our members to share their email address with us so they can receive the timely news about their pension plan in a way that also benefits the environment. To date, we have 107,700 member email addresses on file.



Members can register their email address with us by calling HOOPP Client Services at 1-877-43HOOPP (46677).

SOCIAL MEDIA

We launched new Twitter, Facebook, and YouTube channels to help our audiences engage with us.



FACT:

Wednesday

The most popular day for using the online pension calculator.

Visit **hoopp.com** to calculate your pension today.

We will protect our members' retirement—when pensions are discussed, we will ensure their voices are heard.

HOOPP is speaking out on the importance of retirement income adequacy for all Ontarians.

So what did we do in 2015 to help raise awareness about DB plans?

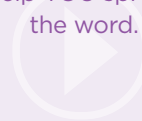
We released a white paper to share the facts*:

85% worry that without good workplace pensions, Ontarians will face senior poverty.

62% wonder if they will have enough money for retirement.

We created a DB pocket book to help YOU share the facts.

We launched a DB video to help YOU spread the word.



These resources, and more, are available on **hoopp.com**.

DB AMBASSADORS

Join our 3,000 Ambassadors and help us spread the word to advocate for DB pensions for all Ontarians.

Visit **hoopp.com** to sign up to become a DB Ambassador and learn how you can join the conversation.

DID YOU KNOW?

58%

without workplace pensions saved nothing for retirement in the last year.*

Here's what our DB Ambassadors have to say:

Why I became a DB Ambassador:

I wanted to educate myself about pensions and retirement savings. I helped a sick friend take retirement last year and the whole process was an eye opener.

ELENOR, operating room nurse at St. Mary's Hospital

Why DB plans are good for everyone:

When you're young the furthest thing from your mind is retirement security. But when you retire you need monetary security - to buy food, to pay rent. It's important to have a stable pension plan to fall back on when you stop working.

BILL, licensed electrician at the West Park Healthcare Centre

* In September 2015, The Gandalf Group surveyed 1,132 Ontarians on issues of retirement security and the role of government in Canada's retirement system.

The background consists of several overlapping triangles in two shades of green and yellow. A large, dark green triangle is on the left, pointing towards the center. A lighter green triangle is on the right, also pointing towards the center. A yellow triangle is at the top, pointing downwards. These triangles create a dynamic, geometric composition.

SUSTAINABLE

We will have the right people, strategies, and technology in place to best manage our members' pensions.



DID YOU KNOW?

About 80 cents of each dollar paid in pension benefits comes from investment returns.

LONG-TERM INVESTMENT HORIZON

We look more than 70 years into the future when investing contributions to make sure we continue to deliver on our pension promise.



THE FUTURE OF SERVICE

We're upgrading our pension administration system so we can:



KEEPING IT GREEN

We strive to reduce our carbon footprint in every way we can.

In 2015, we received the Green Star award - the highest ranking awarded in the Global Real Estate Sustainability Benchmark (GRESB).

RESPONSIBLE INVESTING

HOOPP is a signatory to the United Nations-supported Principles for Responsible Investment (PRI) and a signatory/member of the Canadian Coalition for Good Governance and the CDP, formerly known as the Carbon Disclosure Project.

Read more about our Responsible Investing practices on hoopp.com.



EMPLOYER OF CHOICE

Hiring the best talent means offering a work environment designed to bring out the best in our employees.

50 new employees joined the HOOPP team in 2015.



Connect with us on LinkedIn to view the latest career opportunities.

OUR VALUES

HOOPP's core values are at our forefront every day, serving as a guide as we deliver on our pension promise. We added a new core value in 2015: compassionate. We show empathy for our members and for each

other. With the courage to speak up and the humility to continually learn and listen, we always take care in the decisions we make when investing and paying pensions.



ACCOUNTABLE
Count on us



TRUSTWORTHY
Integrity guides the way



PROFESSIONAL
Striving for excellence everyday



COMPASSIONATE
Putting people first



COLLABORATIVE
Stronger together



View our 2015 results video on hoopp.com/annualreport featuring HOOPP's President & CEO, Jim Keohane.

Read more about our promises at hoopp.com/ourpromise



HOOPP
Healthcare of Ontario
Pension Plan

See your future. Now.