

## Respect and Fair Treatment

We believe in international standards of human rights and labour rights and encourage progressive relations with employees and communities.

We welcome opportunities to do business with organizations that:

- ▶ Support and promote fair trade and humane working conditions
- ▶ Discourage hatred, discrimination or exploitation towards individuals or groups
- ▶ Encourage positive and fair relations with employees, customers, suppliers and the communities in which they operate

## Ethical Business Practices

We believe that the highest standards of business ethics are a key ingredient of financial success.

We welcome opportunities to do business with organizations that:

- ▶ Meet or exceed the professional standards recognized within their sector
- ▶ Demonstrate their commitment to transparency and accountability
- ▶ Develop innovative and ethical corporate governance policies and procedures

## Peaceful Communities

We believe in initiatives that promote peace, non-violence and contribute to local and global communities that are free of fear and intimidation.

We welcome opportunities to do business with organizations that:

- ▶ Reduce violence in our communities
- ▶ Promote peaceful resolution of conflicts

VanCity's Baseline Ethical Policy clarifies those situations where our values and commitments demand that we proceed with caution - if at all.

We pay particular attention to the following:

- Environmental performance
- Workplace conditions
- Human rights

In addition, we approach these six business areas with special care:

- Tobacco
- Alcohol
- Gaming
- Uranium/Nuclear Power
- Weapons
- Adult Entertainment

VanCity may decline to do business with organizations whose revenues from these areas exceed a certain percentage of their annual sales.

*The Baseline Ethical Policy will be reviewed on an annual basis.*

# Baseline Ethical Policy

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## VanCity's Statement of Values and Commitments

As VanCity grows and changes, there are some things that will never change – our purpose and values. VanCity's Statement of Values and Commitments was created in consultation with our members, staff and communities and provides a framework for how we do business. It will guide our business decisions and strategies ensuring that we stay true to the values that have made us strong.

### Our Mission

To be a democratic, ethical and innovative provider of financial services to our members. Through strong financial performance, we serve as a catalyst for the self-reliance and economic well-being of our membership and community.

### Our Purpose

Working with people and communities to help them thrive and prosper.

### Our Values

**Integrity:** We act with courage, consistency and respect to do what is honest, fair and trustworthy.

**Innovation:** We anticipate and respond to challenges and changing needs with creativity, enthusiasm and determination.

**Responsibility:** We are accountable to our members, employees, colleagues and communities for the results of our decisions and actions.

### Our Commitments

- ▶ We will be responsible and effective financial managers so VanCity remains strong and prospers
- ▶ We will provide you with outstanding service and help you achieve your financial goals
- ▶ We will provide meaningful opportunities for you to have input in setting the direction of the credit union
- ▶ We will ensure that VanCity is a great place to work
- ▶ We will lead by example and use our resources and expertise to effect positive change in our communities
- ▶ We will be accountable for living up to our commitments

The full text of the Statement of Values and Commitments can be found at [vancity.com](http://vancity.com). To request a printed copy of the Statement, call 604-877-7000 or 1-888-VanCity.

## VanCity's Baseline Ethical Policy

VanCity's Baseline Ethical Policy was developed to guide our decisions and ensure that our business relationships are consistent with our Statement of Values and Commitments.

The Baseline Ethical Policy applies to relationships with businesses, not-for-profit organizations, and co-operatives.

We welcome the opportunity to work with businesses and organizations that meet or exceed generally accepted standards of good business conduct, including compliance with relevant laws and regulations. We are particularly eager to work with those that demonstrate social, environmental, and ethical leadership.

## Our Ethical Vision

VanCity is especially proud to work with businesses and organizations whose products, services, and practices demonstrate a commitment to:

- ▶ **Healthy Lifestyles**
- ▶ **Environmental Leadership**
- ▶ **Respect and Fair Treatment**
- ▶ **Ethical Business Practices**
- ▶ **Peaceful Communities**

### Healthy Lifestyles

**We believe in 'living well' and support initiatives that promote healthy lifestyles.**

We welcome opportunities to do business with organizations that:

- ▶ Encourage positive behaviour change and holistic approaches to health
- ▶ Promote the principles of 'moderation' and 'responsible use' with respect to the production, distribution and consumption of tobacco, alcohol, and gaming services

### Environmental Leadership

**We believe that there are finite limits to our natural environment and that resource conservation is vital to achieving sustainability.**

We welcome opportunities to do business with organizations that:

- ▶ Demonstrate environmental leadership in their sector
- ▶ Research, develop or use environmentally beneficial products, services or technologies
- ▶ Voluntarily take steps to protect natural resources, conserve energy, and prevent pollution