

The Vancity Group's 2006-07 Accountability Report

GRI G3 content index

The Vancity Group believes it is important to use its values and commitments as the basis for reporting. Within this framework, we've also incorporated the Global Reporting Initiative's (GRI) most recent Sustainability Reporting Guidelines – G3.

The GRI G3 Guidelines are designed for voluntary use by organizations reporting on their economic, environmental and social performance. The guidelines contain principles and guidance as well as standard disclosures – including indicators – to outline a disclosure framework that organizations can voluntarily, flexibly, and incrementally, adopt. The Vancity Group's 2006-07 Accountability Report has been prepared in accordance with the GRI G3 Guidelines, to application level A+, and includes disclosures per the financial services sector supplement (draft, March 2008). The table below explains the GRI application levels. More information is available on the GRI's website.

Report Application Levels

		2002 In Accordance	C	C+	B	B+	A	A+
Mandatory	Self Declared			Report Externally Assured		Report Externally Assured		Report Externally Assured
	Third Party Checked			Report Externally Assured		Report Externally Assured		Report Externally Assured
Optional	GRI Checked			Report Externally Assured		Report Externally Assured		Report Externally Assured



This index lists each GRI reporting element or indicator along with the page number and report section where it can be found in our 2006-07 Accountability Report. In cases where core indicators are not currently reported, we've included comments to explain why. The full Vancity Group 2006-07 Accountability Report is only available online and can be downloaded as a PDF from our website. Our executive summary is available online, and hard copies are available on request.

- To download a copy of our report or executive summary, visit: www.vancity.com/accountability07
- For more information, to request a copy of the brochure, or to provide comments or feedback, email us at: feedback@accountability.com

GRI content index key

Element or Indicator #	Refers to the element or indicator reference, per the Global Reporting Initiative's G3 Sustainability Reporting Guidelines
Description	Description of the element or indicator or , per the Global Reporting Initiative's G3 Sustainability Reporting Guidelines
Reported	Indicates whether information is fully (●), partially (◐), or not reported (○)
Page	Indicates page(s) in full 2006-07 Accountability Report (PDF) where information on the indicator can be found
Section	Indicates the report section (s) in full 2006-07 Accountability Report (PDF) where information on the indicator can be found
CORE	Indicates a core indicator
ADD	Indicates an additional indicator

GRI content index

Element or indicator #	Description	Reported	Page	Section	Comments
1. Strategy and Analysis					
1.1	Statement from the most senior decision maker of the organization about the relevance of sustainability to the organization and its strategy.	●	5	A1	
1.2	Description of key impacts, risks, and opportunities.	●	5, 115	A1, D3	See also the messages from our executive leadership team on pages 40, 70, 108, and 133.
2. Organizational Profile					
2.1	Name of organization.	●	7	A2	
2.2	Primary brands, products, and/or services.	●	7	A2	
2.3	Operational structure of the organization.	●	7, 8	A2	
2.4	Location of organization's headquarters.	●	20, 171	A5, F	
2.5	Countries in which the organization's operations are located.	●	7	A2	
2.6	Nature of ownership; legal form.	●	7, 10	A2	
2.7	Markets served.	●	7, 54, 130, 131	A2, D1, D3	
2.8	Scale of the reporting organization.	●	7, 54, 109, 120	D1, D3	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	●	9	A2	
2.10	Awards received in the reporting period.	●	11, 21, 25, 42, 53, 89, 134, 137	A5, B1, D1, D2, D4	The pages indicated list some of our more important awards. A full listing of awards can be found on our website .
3. Report Parameters					
Report Profile					
3.1	Reporting period for information provided.	●	20	A5	

Element or indicator #	Description	Reported	Page	Section	Comments
3.2	Date of most recent previous report (if any).	●	20	A5	
3.3	Reporting cycle (annual, biennial, etc.)	●	20	A5	
3.4	Contact point for questions regarding the report or its contents.	●	171	F	

Report Scope and Boundary					
3.5	Process for defining report content.	●	21, 22	A5	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	●	20	A5	
3.7	State any specific limitations on the scope or boundary of the report.	●	20	A5	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	●	20	A5	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	●	55	D1	Reported throughout the report as applicable (usually as table notes). See also the Assurance Statement and separate PDF document on our accountability reporting process.

Element or indicator #	Description	Reported	Page	Section	Comments
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	●	See comments		<p>There were no restatements of past data as result of mergers, acquisitions, change of base years/periods, or nature of business. Most changes were made as a result of improved methodology, or improved data sources. If any information has been restated, we have indicated this in the data table that contains the information, together with an explanation.</p> <p>In 2007, we made the decision to report employee-related data separately for Inventure, our information technology group, due to the different nature of their work. So 2005 Vancity employee data was recalculated to separate out Inventure results from Vancity results.</p>
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	●	20	A5	
GRI Content Index					
3.12	Table identifying the location of the Standard Disclosures in the report.	●	168	E4	A summary index is included in our full accountability report (page reference provided); and you are reading the detailed GRI index!
Assurance					
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s).	●	159, 164	E1, E3	

Element or indicator #	Description	Reported	Page	Section	Comments
4. Governance, Commitments, and Engagement					
Governance					
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	●	12	A2	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	●	112, 123	D3	
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	●	112, 123	D3	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	●	114, 125	D3	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	●	113	D3	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	●	112	D3	
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	●	112	D3	

Element or indicator #	Description	Reported	Page	Section	Comments
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	●	16, 18, 115, 116	A3, A4, D3	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	●	12	A2	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	●	112, 115	D3	
Commitments to External Initiatives					
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	●	11, 115	A2, D3	Our framework for doing business includes being guided by our values of integrity, innovation and responsibility; as well as our Ethical Policy.
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	●	13	A2	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations.	●	13	A2	
Stakeholder Engagement					
4.14	List of stakeholder groups engaged by the organization.	●	159	E1	
4.15	Basis for identification and selection of stakeholders with whom to engage.	●	159	E1	

Element or indicator #	Description	Reported	Page	Section	Comments	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	●	159	E1		
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	●	21, 161	A5, E2		
5. Management Approach and Performance Indicators						
Economic Performance Indicators						
Economic Performance						
	DMA	Provide a concise disclosure on the Management Approach items outlined below with reference to the following Economic Aspects: Economic Performance; Market Presence; Indirect Economic Impacts	●	109, 110, 115	D3	<i>Policy information</i> is included under "Our Approach" <i>Performance (including performance against goals)</i> and <i>Additional contextual information</i> is included under "Our Performance" <i>Future goals</i> are included under "Our priorities for 2008-09" and "Supplementary data and information"
CORE	EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	●	78, 94, 97, 98, 110, 120	D2, D3	
CORE	EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	●	26, 116	B2, D3	
CORE	EC3	Coverage of the organization's defined benefit plan obligations.	●	157	D4	See also our 2007 annual report (page 24)

Element or indicator #		Description	Reported	Page	Section	Comments
CORE	EC4	Significant financial assistance received from government.	●	121	D3	
Market Presence						
ADD	EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	●	143, 156	D4	
CORE	EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	●	121	D3	
CORE	EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	◐	152	D4	<i>Performance indicator not material:</i> Our hiring practices are based on our goal of a workforce that is representative of our [Canadian] communities in all occupations and levels.
Indirect Economic Impact						
CORE	EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	○			<i>Performance indicator not applicable:</i> We do not invest in public infrastructure.
ADD	EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	●	24, 26, 45, 49, 84, 110	B1, B2, D1, D2, D3	

Element or indicator #	Description	Reported	Page	Section	Comments
Environmental Performance Indicators					
DMA	Provide a concise disclosure on the Management Approach items outlined below with reference to the following Environmental Aspects: Materials; Energy Use; Water; Biodiversity; Emissions, Effluents, and Waste; Products and Services; Compliance; Transports; and Overall	●	83	D2	<p><i>Policy information. Organizational responsibility, Training and Awareness, and Monitoring and Follow-up</i> is included under “Our Approach”</p> <p><i>Performance (including performance against goals) and Additional contextual information</i> is included under “Our Performance”</p> <p><i>Future goals</i> are included under “Our priorities for 2008-09” and “Supplementary data and information”</p>
Waste					
CORE	EN1 Materials used by weight or volume.	●	87, 102	D2	We report paper use – our most significant material input.
CORE	EN2 Percentage of materials used that are recycled input materials.	●	87, 102	D2	As above.
Energy					
CORE	EN3 Direct energy consumption by primary energy source.	●	86	D2	
CORE	EN4 Indirect energy consumption by primary source.	●	101	D2	

Element or indicator #		Description	Reported	Page	Section	Comments
ADD	EN5	Energy saved due to conservation and efficiency improvements.	◐	83, 86	D2	<i>Verifiable data collection systems are not in place:</i> Some initiatives are reported, but we are unable to verify actual energy savings. See also our 2007 public Canadian GHG Challenge Registry report.
ADD	EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	○			<i>Performance indicator not applicable:</i> Our core business is to provide financial products and services.
ADD	EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	◐	26, 83, 86, 104-106	B2, D2	<i>Verifiable data collection systems are not in place:</i> Some initiatives reported, but we are unable to verify actual reductions achieved.
Water						
CORE	EN8	Total water withdrawal by source.	●	87, 103	D2	EN8
ADD	EN9	Water sources significantly affected by withdrawal of water.	○			<i>Performance indicator not applicable:</i> No water sources are significantly affected by our operations.
ADD	EN10	Percentage and total volume of water recycled and reused.	○			<i>Performance indicator not material or not applicable:</i> We do not use significant amounts of water in our operations.

Element or indicator #		Description	Reported	Page	Section	Comments
Biodiversity						
CORE	EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	○			<i>Performance indicator not material:</i> Our operations, which are located in urban built environments, do not have a material impact on biodiversity.
CORE	EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	○			<i>Performance indicator not applicable:</i> Our activities, products and services do not impact biodiversity in protected areas and areas of high biodiversity value outside protected areas.
ADD	EN13	Habitats protected or restored.	○			<i>Performance indicator not applicable:</i> as above.
ADD	EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	○			<i>Performance indicator not applicable:</i> as above.
ADD	EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	○			<i>Performance indicator not applicable:</i> as above.
Emissions, Effluents, and Waste						
CORE	EN16	Total direct and indirect greenhouse gas emissions by weight.	●	85-87, 100, 101	D2	
CORE	EN17	Other relevant indirect greenhouse gas emission by weight	●	86, 100, 101	D2	
ADD	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	●	26, 83	B2, D2	
CORE	EN19	Emissions of ozone-depleting substances by weight.	○			<i>Performance indicator not material:</i> We do not directly produce significant amounts of ozone-depleting substances.

Element or indicator #		Description	Reported	Page	Section	Comments
CORE	EN20	NO, SO, and other significant air emissions by type and weight.	○			<i>Performance indicator not material:</i> We do not directly produce significant amounts of other air emissions. Emissions from employee commuting and business travel are captured under EN16 .
CORE	EN21	Total water discharge by quality and destination.	○			<i>Performance indicator not material:</i> We do not have any significant discharges to water.
CORE	EN22	Total weight of waste by type and disposal method.	●	87, 102	D2	
CORE	EN23	Total number and volume of significant spills.	○			<i>Performance indicator not material:</i> We do not store or transport significant amounts of hazardous materials.
ADD	EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	○			<i>Performance indicator not applicable.</i> We do not transport, import, export or treat hazardous waste.
ADD	EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	○			<i>Performance indicator not applicable.</i> We do not have significant discharges of water and runoff.
Products and Services						
CORE	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	●	26, 83	B2, D2	
CORE	EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	○			<i>Performance indicator not applicable:</i> We do not manufacture products.

Element or indicator #	Description	Reported	Page	Section	Comments	
Compliance						
CORE	EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	●	103	D2	
Compliance						
ADD	EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	○			<i>Performance indicator not material.</i> Our operations do not require us to transport significant amounts products or goods, or to transport members of the workforce. We do report on greenhouse gas emissions from employee commuting and business travel.
Overall						
ADD	EN30	Total environmental protection expenditures and investments by type.	◐	26, 83	B2, D2	<i>Verifiable data collection systems are not in place:</i> While we're unable to quantify all our expenditures and investments, examples of initiatives are reported - in particular our purchase of carbon offsets to become carbon neutral.
Social Performance Indicators: Labour Practices and Decent Work						
DMA	Provide a concise disclosure on the Management Approach items outlined below with reference to the following Labour Practices Aspects: Employment; Labour/Management Relations; Occupational Health and Safety; Training and Education; Diversity and Equal Opportunity	●	134, 137, 139, 141, 143	D4	<p><i>Policy information. Organizational responsibility, Training and Awareness, and Monitoring and Follow-up</i> is included under "Our Approach"</p> <p><i>Performance (including performance against goals) and Additional contextual information</i> is included under "Our Performance"</p> <p><i>Future goals</i> are included under "Our priorities for 2008-09" and "Supplementary data and information"</p>	

Element or indicator #		Description	Reported	Page	Section	Comments
Employment						
CORE	LA1	Total workforce by employment type, employment contract, and region.	●	145, 148, 149	D4	
CORE	LA2	Total number and rate of employee turnover by age group, gender, and region.	●	134, 145	D4	
ADD	LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	●	143	D4	
Labour/Management Relations						
CORE	LA4	Percentage of employees covered by collective bargaining agreements.	●	147	D4	
CORE	LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	●	147	D4	
Occupational Health & Safety						
ADD	LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	●	154	D4	
CORE	LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	●	141, 154, 155	D4	
CORE	LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	●	155	D4	
ADD	LA9	Health and safety topics covered in formal agreements with trade unions.	○			<i>Performance indicator not material.</i>

Element or indicator #		Description	Reported	Page	Section	Comments
Training and Education						
CORE	LA10	Average hours of training per year per employee by employee category.	◐	153	D4	<i>Verifiable data collection systems are in place for Inventure Solutions only:</i> We plan to improve data collection systems and report in more detail next cycle. As well, we will continue to report staff satisfaction with training and career development.
ADD	LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	○			<i>Not reported:</i> We will consider reporting on this additional indicator in our next report.
ADD	LA12	Percentage of employees receiving regular performance and career development reviews.	○			<i>Verifiable data collection systems are not in place:</i> Our expectation is that 100 per cent of employees receive regular performance and career development reviews. We hope to be able to report this next cycle.
Diversity and Equal Opportunity						
CORE	LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	●	112, 124, 137, 150, 151	D3, D4	
CORE	LA14	Ratio of basic salary of men to women by employee category.	●	138, 152	D4	

Element or indicator #	Description	Reported	Page	Section	Comments	
Social Performance Indicators: Human Rights						
DMA	Provide a concise disclosure on the Management Approach items outlined below with reference to the following Human Rights Aspects: Investment and Procurement Practices; Non-Discrimination; Freedom of Association and Collective Bargaining; Abolition of Child Labour; Prevention of Forced and Compulsory Labour; Complaints and Grievance Practices; Security Practices Indigenous Rights	●	134, 137 115	D4 (Other) D3 (Investment and Procurement)	<p><i>Policy information. Organizational responsibility, Training and Awareness, and Monitoring and Follow-up</i> is included under “Our Approach”</p> <p><i>Performance (including performance against goals) and Additional contextual information</i> is included under “Our Performance”</p> <p><i>Future goals</i> are included under “Our priorities for 2008-09” and “Supplementary data and information”</p> <p>Note: As a financial services organization that operates solely in Canada, many of these Human Rights Aspects and not applicable or material – see specific indicator references below.</p>	
Investment and Procurement Practices						
CORE	HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	●	117	D3	<p><i>Verifiable data collection systems are not in place:</i> A description of our screening process and high-level results are reported, but no quantitative data is available.. The intent is that all significant investments are screened using our Ethical Policy criteria. We plan to improve data collection systems and report in more detail next cycle.</p>

Element or indicator #		Description	Reported	Page	Section	Comments
CORE	HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	◐	117	D3	<i>Verifiable data collection systems are not in place:</i> A description of our screening process and high-level results are reported, but no quantitative data is available.. The intent is that all significant suppliers are screened using our Ethical Policy criteria. We plan to improve data collection systems and report in more detail next cycle.
ADD	HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	○			<i>Verifiable data collection systems are not in place.</i>
Non-discrimination						
CORE	HR4	Total number of incidents of discrimination and actions taken.	●	138	D4	
Freedom of Association and Collective Bargaining						
CORE	HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	○			<i>Performance indicator not applicable:</i> We don't have operations in which the right to exercise freedom and collective bargaining is at significant risk.
Child Labour						
CORE	HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	○			<i>Performance indicator not applicable:</i> We don't have operations in which incidents of child labour is a significant risk.
Forced and Compulsory Labour						
CORE	HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	○			<i>Performance indicator not applicable:</i> We don't have operations in which incidents of forced or compulsory labour is a significant risk.

Element or indicator #	Description	Reported	Page	Section	Comments
Security Practices					
ADD	HR8 Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	<input type="radio"/>			<i>Performance indicator not applicable.</i>
Indigenous Rights					
ADD	HR9 Total number of incidents of violations involving rights of indigenous people and actions taken.	<input type="radio"/>			<i>Performance indicator not applicable.</i>
Social Performance Indicators: Society					
DMA	Provide a concise disclosure on the Management Approach items outlined below with reference to the following Society Aspects: Community; Corruption; Public Policy; Anti-Competitive Behaviour; Compliance	<input checked="" type="radio"/>	11, 115	A2, D3	<p><i>Policy information. Organizational responsibility, Training and Awareness, and Monitoring and Follow-up is included under "Our Approach"</i></p> <p><i>Performance (including performance against goals) and Additional contextual information is included under "Our Performance"</i></p> <p><i>Future goals are included under "Our priorities for 2008-09" and "Supplementary data and information"</i></p> <p>Note: As a financial services organization that operates solely in Canada, some of these Society Aspects are not applicable or material – see specific indicator references below.</p>

Element or indicator #		Description	Reported	Page	Section	Comments
Community						
CORE	SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	◐	71, 89, 104-106	D2	<i>Performance indicator not material:</i> We do not have significant impacts as described by this indicator when entering, operating, and exiting communities. However, we report our framework for doing business includes being guided by our values of integrity, innovation and responsibility and our Ethical Policy. We also report our community leadership strategy, the inclusive approach of our real-estate development subsidiary (Vancity Enterprises), and our approach to stakeholder engagement.
Corruption						
CORE	SO2	Percentage and total number of business units analyzed for risks related to corruption.	○			<i>Verifiable data collection systems are not in place:</i> We plan to improve data collection systems and report in more detail next cycle. Note: As a financial services organization that operates solely in Canada, we have interpreted "corruption" as "employee-related fraud"
CORE	SO3	Percentage of employees trained in the organization's anti-corruption policies and procedures.	○			<i>Verifiable data collection systems are not in place:</i> An overview of our policies, training, and procedures is included in report. We plan to improve data collection systems and report in more detail next cycle. Note: As a financial services organization that operates solely in Canada, we have interpreted "corruption" as "employee-related fraud"

Element or indicator #		Description	Reported	Page	Section	Comments
CORE	SO4	Actions taken in response to incidents of corruption.	●	127, see comments	D3	There were no incidents of employee-related fraud during 2006 and 2007.
Public Policy						
CORE	SO5	Public policy positions and participation in public policy development and lobbying.	◐	11	A2	We plan to develop a policy on political contributions and lobbying to be developed in 2008. Once this is in place, we will establish relevant data collection and reporting systems.
ADD	SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	○			See above.
Anti-Competitive Behavior						
ADD	SO7	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.	●	118	D3	
Compliance						
CORE	SO8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	●	118, 148	D3, D4	

Element or indicator #	Description	Reported	Page	Section	Comments
Social Performance Indicators: Product Responsibility					
DMA	Provide a concise disclosure on the Management Approach items outlined below with reference to the following Product Responsibility Aspects: Customer Health and Safety; Product and Service Labelling; Marketing Communications; Customer Privacy; Compliance	●	41, 52 115	D1 D3	<p><i>Policy information. Organizational responsibility, Training and Awareness, and Monitoring and Follow-up is included under "Our Approach"</i></p> <p><i>Performance (including performance against goals) and Additional contextual information is included under "Our Performance"</i></p> <p><i>Future goals are included under "Our priorities for 2008-09" and "Supplementary data and information"</i></p> <p>Note: As a financial services organization that does not manufacture products, some of these Product Responsibility Aspects are not applicable or material – see specific indicator references below.</p>
Customer Health and Safety					
CORE	PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	○			<i>Performance indicator not applicable: Indicator is relevant to manufactured products.</i>
ADD	PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	○			<i>Performance indicator not applicable: As above.</i>

Element or indicator #		Description	Reported	Page	Section	Comments
Product and Service Labelling						
CORE	PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	<input type="radio"/>			<i>Performance Indicator not applicable: As above.</i>
ADD	PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	<input checked="" type="radio"/>	118	D3	
ADD	PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	<input checked="" type="radio"/>	41, 42, 55-59, 67, 68	D1	
Marketing and Communications						
CORE	PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	<input checked="" type="radio"/>	See comments		We adhere to the Advertising Standards of Canada, also known as the Television Bureau of Canada for Telecaster Approval (www.tcb.ca). Our advertising agencies are responsible for submitting scripts for all TV commercials. As required, we also obtain approval from the Canadian Broadcasting Corporation.
ADD	PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	<input checked="" type="radio"/>	118	D3	
Customer Privacy						
ADD	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	<input checked="" type="radio"/>	52	D1	

Element or indicator #		Description	Reported	Page	Section	Comments
Compliance						
CORE	PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	●	118	D3	

Element or indicator #	Description	Reported	Page	Section	Comments
Financial Services Sector Supplement – draft as at March 2008					
Sector-Specific Disclosures of Management Approach for Products and Services					
D1	Description of policies with specific environmental and social components applied to business lines.	●	75, 76, 116, 126	D2, D3	
D2	Description of procedures for assessing and screening environmental and social risks in business lines for each policy.	●	75, 93, 116, 117, 128	D2, D3	
D3	Description of processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.	●	117, 129	D3	
D4	Description of process(es) for improving staff competency to address environmental and social risks and opportunities.	●	116	D3	
D5	Description of interactions with clients and other stakeholders regarding environmental and social risks and opportunities.	●	75, 117, 128	D2, D3	
Performance Indicators					
Product and Service impact					
1	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.	●	129	D3	
2	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues.	◐	75, 128	D2, D3	<i>Verifiable data collection systems are not in place: We plan to report fully on this indicator next cycle, if deemed material.</i>
3	Percentage of assets subject to positive and negative environmental or social screening.	●	75, 128	D2, D3	

FSSS #	Description	Reported	Page	Section link	Comments
4	Voting polic(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advise on voting.	●	75	D2	
5	Quantitative indicator on voting practices. <i>We reported the percentage of assets under management our two Investment fund management firms hold the right to vote shares.</i>	●	75	D2	
6	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	●	24, 45, 60, 64, 65, 73, 91, 92	B1, D1, D2	
7	Total monetary value of specific environmental products and services broken down by business lines.	●	73, 84, 91, 100	D2	
8	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.	◐	130, 131	D3	<i>Verifiable data collection systems are not in place: We plan to report fully on this indicator next cycle, if deemed material.</i>
Society					
9	Access to financial services in low-populated or economically disadvantaged areas by type of access.	◐	45	D1	We were unable to come up with a robust, meaningful definition for low-income or economically disadvantaged areas.
10	Initiatives to improve access for people with disabilities and impairments.	●	47, 60, 61	D1	
Product Responsibility					
11	Actions regarding the design and sale of financial products and services.	●	58	D1	
12	Initiatives to enhance financial literacy by beneficiary type.	●	60-62, 66	D1	