

2012 Annual Report

Detailed global reporting initiative (GRI)
content index

Vancity

Make Good Money.™

Sheet Metal Workers
Training Centre

Vancity financing gives an established BC industry a new place to call home.

Good jobs in the sheet metal industry start with good training. When the BC Sheet Metal Association and the Sheet Metal Workers International Union Local 280 approached Vancity about purchasing a space for the **Sheet Metal Workers Training Centre**, Vancity saw an opportunity to improve the stability of this BC industry, and provided financing.




Through building ownership, the union will be in a stronger financial position, and the money saved on rent can now be put towards education, equipment and expansion.

“We want to supply the best people,” says Jud Martell, training co-ordinator at the training centre. “Years from now, we hope students will say the Sheet Metal Workers Training Centre gave them every opportunity to succeed.”

Vancity's 2012 Annual Report GRI G3.1 content index

Vancity believes it is important to use its values, commitments and business strategy as the basis for reporting. Within this framework, we've also incorporated the Global Reporting Initiative's (GRI) most recent Sustainability Reporting Guidelines (G3.1).

The GRI G3.1 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. Vancity's 2012 Annual report has been prepared in accordance with the GRI G3.1 Guidelines, to level A+, and includes disclosures per the Financial Services Sector Supplement.

Report Application Level	C	C+	B	B+	A	A+
Standard Disclosures   	Report on: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15	Report Externally Assured	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report Externally Assured	Same as requirement for Level B	Report Externally Assured
	Not Required		Management Approach Disclosures for each Indicator Category		Management Approach Disclosures for each Indicator Category	
	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.		Report on a minimum of 20 Performance Indicators, at least one from each of Economic, Environmental, Human rights, Labor, Society, Product Responsibility.		Report on each core G3 and Sector Supplement* Indicator with due regard to the Materiality Principle by either: a) reporting on the Indicator or b) explaining the reason for its omission.	

*Sector supplement in final version

This index lists each GRI reporting element or indicator along with the page number and link to the web page or document where relevant information can be found. In cases where the reporting element or a core indicator is not currently reported, we've included comments to explain why. Vancity's 2012 Annual Report is and can be downloaded as a PDF from our website.

- To download a copy of our 2012 Annual Report visit: vancity.com/2012annualreport
- For more information, to request a copy of the report, or to provide comments or feedback, email us at: accountability@vancity.com.

G3.1 Content Index - Financial Services Sector Supplement

Application Level

A+

The Vancity Effect

Assured by

Ernst & Young

STANDARD DISCLOSURES PART I: Profile Disclosures

1. Strategy and Analysis

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
1.1	Statement from the most senior decision-maker of the organization.	Fully	Vancity.com/2012annualreport (PDF): Message from the Chair, p. 8, and Message from the President and CEO, p. 9			
1.2	Description of key impacts, risks, and opportunities.	Fully	Vancity.com/2012annualreport (PDF), pp. 18-19			

2. Organizational Profile

2.1	Name of the organization.	Fully	Vancity.com/2012annualreport (PDF): Operational structure, p. 12			
2.2	Primary brands, products, and/or services.	Fully	Vancity.com/2012annualreport (PDF): Operational structure, p. 12			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Vancity.com/2012annualreport (PDF): Operational structure, p. 12			
2.4	Location of organization's headquarters.	Fully	Vancity.com/2012annualreport (PDF): Operational structure, p. 12			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	Vancity.com/2012annualreport (PDF): Operational structure, p. 12			
2.6	Nature of ownership and legal form.	Fully	Vancity.com/2012annualreport (PDF): Operational structure, p. 12			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Vancity.com/2012annualreport (PDF): Operational structure, p. 12			
2.8	Scale of the reporting organization.	Fully	Vancity.com/2012annualreport (PDF): Operational structure, p. 12			
2.9	period regarding size, structure, or ownership.	Fully	None to report in 2012			
2.10	Awards received in the reporting period.	Fully	Vancity.com/Awards			
3. Report Parameters						
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Vancity.com/2012annualreport (PDF): Report content and scope, p. 4			
3.2	Date of most recent previous report (if any).	Fully	Vancity.com/2012annualreport (PDF): About this report, p. 4			
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Vancity.com/2012annualreport (PDF): About this report, p. 4			
3.4	Contact point for questions regarding the report or its contents.	Fully	Vancity.com/2012annualreport (PDF): Report content and scope, p. 4			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
3.5	Process for defining report content.	Fully	Vancity.com/2012annualreport (PDF): Materiality Assessment, p. 21 Vancity.com/2012annualreport/reportingprocess (PDF): pp. 5-6			
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	Vancity.com/2012annualreport (PDF): Report content and scope, p. 4 Vancity.com/2012annualreport/accountabilitystmts (PDF) Performance data overview, p. 1			
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	Vancity.com/2012annualreport (PDF): Report content and scope, p. 4 Vancity.com/2012annualreport/accountabilitystmts (PDF) Performance data overview, p. 1			
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.	Fully	Vancity.com/2012annualreport (PDF): Report content and scope, p. 4 Vancity.com/2012annualreport/accountabilitystmts (PDF) Performance data overview, p. 1			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
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. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	Vancity.com/2012annualreport/accountabilitystmts (PDF) Performance data overview, p. 1			
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).	Fully	Vancity.com/2012annualreport/accountabilitystmts (PDF) Performance data overview, p. 1			
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	Vancity.com/2012annualreport/accountabilitystmts (PDF) Performance data overview, p. 1			
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	Vancity.com/2012annualreport/griindex (PDF)			
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Vancity.com/2012annualreport/reportingprocess (PDF), p. 7			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
4. Governance, Commitments, and Engagement						
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.	Fully	Vancity.com/2012annualreport (PDF): Governance structure, p. 10 Vancity.com/ BoardofDirectors Vancity.com/Committees citizensbank.ca/BoardofDirectors			
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	The Chair of the highest governance body is not an executive officer.			
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	Vancity.com/2012annualreport (PDF): Governance structure, p. 10 Vancity's Board of Directors is 100% independent.			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Vancity.com/2012annualreport/DMA (PDF): Mechanisms to collect and respond to client feedback, p. 12 Vancity.com/GovernanceRules , rule 4.11 Vancity.com/ContactUs/GeneralFeedback/			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
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).	Fully	Vancity.com/2012annualreport (PDF): Key results, footnotes p. 17 Vancity.com/DirectorRemuneration			
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Vancity.com/GovernanceAndConductReviewCommittee/ Vancity.com/ DirectorResponsibilities			
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	Vancity.com/2012annualreport (PDF): Governance renewal and Director elections, p. 48 Vancity.com/ElectionProcess			
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.	Fully	Vancity.com/2012annualreport (PDF): About Vancity, p. 10 Vancity.com/ DirectorResponsibilities Vancity.com/OurValues			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
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.	Fully	Vancity.com/2012annualreport (PDF): Our approach to risk management, pp. 49-50 Vancity.com/2012annualreport/DMA (PDF): Our approach to risk, pp. 13-14 Vancity.com/Committees			
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Vancity.com/ BoardAssessment			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Vancity.com/2012annualreport/DMA (PDF): Our approach to risk, p. 14 and Lending, p. 15			
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Vancity.com/2012annualreport/DMA (PDF): Key externally developed voluntary charters, principles or initiatives to which we subscribe or endorse, p. 17			
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	Vancity.com/2012annualreport/DMA (PDF): Key memberships in industry and advocacy associations, pp. 17-18			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission
4.14	List of stakeholder groups engaged by the organization.	Fully	Vancity.com/2012annualreport (PDF): Member and community insights, p. 20			
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Vancity.com/2012annualreport/reportingprocess (PDF), p. 4			
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Vancity.com/2012annualreport (PDF): Member and community insights, p. 20 Vancity.com/2012annualreport/reportingprocess (PDF), pp. 4-5			
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.	Fully	Vancity.com/2012annualreport (PDF): Materiality Assessment, p. 21			

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

G3.1 FSSS DMAs	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
DMA PS Disclosure on Management Approach PS							
Aspects	Product Portfolio	Fully	<p>Vancity.com/2012annualreport/Accountabilitystmts (PDF): Personal banking products with social or environmental benefits, pp. 9-11 and Business banking products with social or environmental benefits, p. 14</p> <p>Vancity.com/2011annualreport/DMA (PDF): Risk aspects, pp. 13-15</p>				
FS1	Policies with specific environmental and social components applied to business lines.	Fully	<p>Vancity.com/2012annualreport (PDF): Ethical Policy, p. 50</p> <p>Vancity.com/2012annualreport/DMA (PDF): Risk aspects, pp. 14-15</p>				
FS2	Procedures for assessing and screening environmental and social risks in business lines.	Fully	<p>Vancity.com/2012annualreport (PDF): Ethical Policy, p. 50</p> <p>Vancity.com/2012annualreport/DMA (PDF): Risk aspects, pp. 14-15</p>				
FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.	Fully	<p>Vancity.com/2012annualreport/DMA (PDF): Risk aspects, pp. 14-15</p>				

G3.1 FSSS DMAs	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.	Fully	Vancity.com/2012annualreport/DMA (PDF): Risk aspects, pp. 14-15				
FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities.	Fully	Vancity.com/2012annualreport/DMA (PDF): Risk aspects, pp. 14-15				
	Audits	Fully	Vancity.com/2012annualreport/DMA (PDF): Risk aspects, pp. 14- 15				
	Active Ownership	Fully	Vcim.ca/philosophy/sri				
DMA EC	Disclosure on Management Approach EC						
Aspects	Economic Performance COMM	Fully	Vancity.com/2012annualreport/DMA (PDF): Economic aspects, pp. 2-3				
	Market presence	Fully	Vancity.com/2012annualreport/DMA (PDF): Market presence, p. 4				
	Indirect economic impacts	Fully	Vancity.com/2012annualreport/DMA (PDF): Indirect economic impacts, pp. 4-5				
DMA EN	Disclosure on Management Approach EN						
Aspects	Materials	Fully	Vancity.com/2012annualreport/DMA (PDF): Materials and Waste, p. 6				
	Energy	Fully	Vancity.com/2012annualreport/DMA (PDF): Environmental aspects and Energy and greenhouse gas emmissions, pp. 5-6				

Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Water	Fully	Vancity.com/2012annualreport/DMA (PDF): Water, p. 6				
Biodiversity	Not			Not applicable	Our activities, products and services do not impact biodiversity in protected areas and areas of high biodiversity value outside protected areas.	
Emissions, effluents and waste	Fully	Vancity.com/2012annualreport/DMA (PDF): Materials and Waste, p. 6				
Products and services	Not			Not applicable	We do not manufacture products and our services do not have a significant impact on the environment.	
Compliance	Fully	Vancity.com/2012annualreport/DMA (PDF): Compliance, p. 11				

Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Transport	Not			Not material	We do not have significant supply and distribution networks. (We report on greenhouse gas emissions from employee commuting and business travel.)	
Overall	Not			Not material	We have no costs associated with waste disposal, emissions treatment or remediation; and no significant costs associated with prevention/ environmental management. We report on fines for non-compliance with environmental regulation (none).	

G3.1 FSSS DMAs	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
DMA LA Disclosure on Management Approach LA							
Aspects	Employment	Fully	Vancity.com/2012annualreport/DMA (PDF): Labour practices and decent work aspects and Employment, p. 7				
	Labor/management relations	Fully	Vancity.com/2012annualreport/DMA (PDF): Labour-management relations, freedom of association and collective bargaining, pp. 7-8				
	Occupational health and safety COMM	Fully	Vancity.com/2012annualreport/DMA (PDF): Occupational health and safety, p. 8				
	Training and education	Fully	Vancity.com/2012annualreport/DMA (PDF): Training and education, pp. 8-9				
	Diversity and equal opportunity	Fully	Vancity.com/2012annualreport/DMA (PDF): Diversity and equal opportunity, equal remuneration for women and men, non-discrimination, security practices, remediation p. 9				
	Equal remuneration for women and men	Fully	Vancity.com/2011annualreport/DMA (PDF): Diversity and equal opportunity, equal remuneration for women and men, non-discrimination, security practices, remediation p. 9				

G3.1 FSSS DMAs	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
DMA HR Disclosure on Management Approach HR							
Aspects	Investment and procurement practices	Fully	Vancity.com/2012annualreport/DMA (PDF): Ethical Policy, p. 14, and Procurement, p. 15				
Non-discrimination	Fully	Vancity.com/2012annualreport/DMA (PDF): Diversity and equal opportunity, Equal remuneration for women and men, Non-discrimination, Security practices, Remediation p. 9					
Freedom of association and collective bargaining	Not			Not applicable	We don't have operations in which the right to exercise freedom and collective bargaining is at significant risk.		
Child labor	Not			Not applicable	We don't have operations in which incidents of child labour is a significant risk.		

Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Prevention of forced and compulsory labor	Not			Not applicable	We don't have operations in which incidents of forced or compulsory labour is a significant risk.	
Security practices	Fully	Vancity.com/2012annualreport/DMA (PDF): Diversity and equal opportunity, Equal remuneration for women and men, Non-discrimination, Security practices, Remediation p. 9				
Indigenous rights	Fully	Vancity.com/2012annualreport/DMA (PDF): Society aspects, Local communities, p. 10				
Assessment	Not			Not applicable	We do not have any operations subject to human rights reviews and/or impact assessments.	
Remediation	Fully	Vancity.com/2012annualreport/DMA (PDF): Diversity and equal opportunity, Equal remuneration for women and men, Non-discrimination, Security practices, Remediation p. 9				

G3.1 FSSS DMAs	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
DMA SO Disclosure on Management Approach SO							
Aspects	Local communities	Fully	Vancity.com/2012annualreport/DMA (PDF): Local communities, p. 10				
	Corruption	Fully	Vancity.com/2012annualreport/DMA (PDF): Internal fraud (Corruption) pp. 10-11				
	Public policy	Fully	Vancity.com/2012annualreport/DMA (PDF): Political activities and public policy, p. 11				
	Anti-competitive behavior	Fully	Vancity.com/2012annualreport/DMA (PDF): Compliance (Anti-competitive behaviour), p. 11				
	Compliance	Fully	Vancity.com/2012annualreport/DMA (PDF): Compliance (Anti-competitive behaviour), p. 11				

G3.1 FSSS DMAs	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
DMA PR Disclosure on Management Approach PR							
Aspects	Customer health and safety	Not			Not applicable	Our products and services do not have significant health and safety impacts; aspect is relevant to manufactured products.	
	Product and service labelling	Fully	Vancity.com/2012annualreport/DMA (PDF):Product and service labelling and Fair design and sale of products and services, p. 11				
FS15	Policies for the fair design and sale of financial products and services.	Fully	Vancity.com/2012annualreport/DMA (PDF): Product and service labelling and Fair design and sale of products and services, p. 11				

G3.1 FSSS DMAs	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
	Marketing communications	Fully	Vancity.com/2012annualreport/DMA (PDF): Marketing communications, p. 12				
	Customer privacy	Fully	Vancity.com/2011annualreport/DMA (PDF): Member privacy, pp. 12-13				
	Compliance	Fully	Vancity.com/2011annualreport/DMA (PDF): Compliance, p. 13				

STANDARD DISCLOSURES PART III: Performance Indicators

Product and Service Impact

Product portfolio

FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.	Partially	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Business and commercial loan portfolio, p. 6	size	Not material	The majority of our portfolio is small/medium businesses.	
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Personal banking deposit and loan products with social or environmental benefits, pp. 9-11 and Business banking products with social or environmental benefits, p. 14				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Personal banking deposit and loan products with social or environmental benefits, pp. 9-11 and Business banking products with social or environmental benefits, p. 14				
Audit							
FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.	Fully	Vancity.com/2012annualreport/DMA (PDF): Ethical Policy, p. 14, and Lending, p.15				
Active ownership							
FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Corporate engagement, p. 19				
FS11	Percentage of assets subject to positive and negative environmental or social screening.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Value and percentage of socially responsible assets managed or advised on by Vancity Investment Management (VCIM), p. 19				
FS12	Voting polic(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting.	Fully	Vcim.ca/philosophy/sri				

Economic

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Economic performance							
EC1 <small>COMM</small>	distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Economic value generated and distributed, p. 5				
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	Vancity.com/2012annualreport (PDF), Community investments that support environmental sustainability and Community impact loans p. 44 and Vancity's operations, p. 46				
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Defined benefit plan, p. 26 Vancity.com/2012annualreport/financialstmts (PDF): Note 11, pp. 36-41				
EC4	Significant financial assistance received from government.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Tax expense, p. 6 Vancity.com/2012annualreport/financialstmts (PDF): Note 10, p. 34-35				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Market presence							
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Partially	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Entry-level employee hourly wage compared to British Columbia Living Wage, p. 27	gender	Not material	Entry-level wage for employees is the same for male and female.	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Suppliers, p. 20 Vancity.com/2012annualreport/DMA (PDF): Market presence, p. 4				
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Local hiring, p. 28 Vancity.com/2012annualreport/DMA (PDF): Market presence, p. 4				
Indirect economic impacts							
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Not			Not applicable	We do not invest in public infrastructure.	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	Vancity.com/2012annualreport/DMA (PDF): Indirect economic impacts, p. 4-5				

Environmental

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Materials							
EN1	Materials used by weight or volume.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF):Waste generated and recycled, pp. 32-33				
EN2	Percentage of materials used that are recycled input materials.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF):Waste generated and recycled, pp. 32-33				
Energy							
EN3	Direct energy consumption by primary energy source.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Premises energy use, p. 31 Primary source is from natural gas.				
EN4	Indirect energy consumption by primary source.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Premises energy use, p. 31 Primary source of consumption is from hydro electricity. Total electricity use was 10.4 million kWh in 2012 which equates to 37,400 GJ.				
EN5	Energy saved due to conservation and efficiency improvements.	Fully	No significant energy savings to report in 2012				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Not			Not applicable	Our core business is to provide financial products and services.	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Partially	Vancity.com/2012annualreport (PDF): Greenhouse gas emissions by source, pp. 30-31	reductions achieved	Not available	Verifiable data collection systems are not in place. Some initiatives reported, but we are unable to verify actual reductions achieved.	
Water							
EN8	Total water withdrawal by source.	Fully	Vancity.com/2011annualreport/Accountabilitystmts (PDF): Water use p. 33. In 2012 we used 33 million litres of water which is equivalent to 33000 cubic metres.				
EN9	Water sources significantly affected by withdrawal of water.	Not			Not material	No water sources are significantly affected by our operations.	
EN10	Percentage and total volume of water recycled and reused.	Not			Not material	No water sources are significantly affected by our operations.	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Biodiversity							
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not			Not material	Our operations, which are located in urban built environments, do not have a material impact on biodiversity.	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not			Not applicable	Our activities, products and services do not impact biodiversity in protected areas and areas of high biodiversity value outside protected areas.	
EN13	Habitats protected or restored.	Not			Not applicable	Our activities, products and services do not impact biodiversity in protected areas and areas of high biodiversity value outside protected areas.	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not			Not applicable	Our activities, products and services do not impact biodiversity in protected areas and areas of high biodiversity value outside protected areas.	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not			Not applicable	Our activities, products and services do not impact biodiversity in protected areas and areas of high biodiversity value outside protected areas.	
Emissions, effluents and waste							
EN16 ^{COMM}	Total direct and indirect greenhouse gas emissions by weight.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Greenhouse Gas Emissions, pp. 30-31				
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Greenhouse Gas Emissions, pp. 30-31				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Partially	Vancity.com/2012annualreport (PDF) Greenhouse gas emissions by source, p. 30-31	reductions achieved	Not available	Some initiatives reported, but we are unable to verify actual reductions achieved.	
EN19	Emissions of ozone-depleting substances by weight.	Not			Not applicable	We do not directly produce significant amounts of ozone-depleting substances.	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not			Not material	We do not directly produce significant amounts of other air emissions. Emissions from employee commuting and business travel are captured under EN16.	
EN21	Total water discharge by quality and destination.	Not			Not material	We do not have any significant discharges to water.	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
EN22 _{COMM}	Total weight of waste by type and disposal method.	Fully	<p>Vancity.com/2012annualreport/Accountabilitystmts (PDF): Waste generated and recycled, pp. 32-33</p> <p>All waste collected is non-hazardous. Any waste not recycled or composted is disposed of in landfill.</p>				
EN23	Total number and volume of significant spills.	Not			Not material	We do not store or transport significant amounts of hazardous materials.	
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.	Not			Not applicable	We do not transport, import, export or treat hazardous waste.	
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.	Not			Not available	We do not have significant discharges of water and runoff.	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Products and services							
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Not			Not material	Our products and services do not have a significant impact on the environment.	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not			Not applicable	We do not manufacture products.	
Compliance							
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Compliance with laws and regulations, p. 35				
Transport							
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Not			Not material	We do not have significant supply and distribution networks. (We report on greenhouse gas emissions from employee commuting and business travel.)	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Overall							
EN30	Total environmental protection expenditures and investments by type.	Not			Not material	We have no costs associated with waste disposal, emissions treatment or remediation; and no significant costs associated with prevention/ environmental management. We report on fines for non-compliance with environmental regulation (none).	
Social: Labor Practices and Decent Work							
Employment							
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Employee profile and position status for all employees, p. 21				
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Partially	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Employee departures and turnover rates, p. 22, and Number of new employee hires, pp. 22-23	Region	Not material	Primary operations in BC	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	<p>Vancity.com/2012annualreport/DMA (PDF): Employment, p. 7</p> <p>Benefits are offered to permanent staff, whether full-time or part-time.</p> <p>Vancity.com/benefits</p>				
LA15	Return to work and retention rates after parental leave, by gender.	Not			Not material	BC legislation allows for up to a year for parental leave. For employees on parental leave, Vancity offers a "top up". The vast majority of employees taking maternity leave will take up to the full year. There have been no complaints by employees regarding the ability to take the full period of maternity/parental leave.	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Labor/management relations							
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Employee profile, p. 21				
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	Vancity.com/2012annualreport/DMA (PDF): Labour-management relations and Freedom of association and collective bargaining, p. 8				
Occupational health and safety							
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.	Not			Not material	Indicator is of low materiality to both stakeholders and Vancity. We have Joint Occupational Health and Safety Committees.	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Partially	<p>Vancity.com/2012annualreport/Accountabilitystmts (PDF): Health and safety pp. 25-26</p> <p>We use FTE to normalize the number of days absent for absenteeism rate which is more applicable to us as a financial institution.</p> <p>We had no reported claims of injuries, lost days and fatalities for Independent contractors</p> <p>OSH legislation in Canada outlines the general rights and responsibilities of the employer, the supervisor and the worker. Each of the ten provinces, three territories and the federal government has its own OSH legislation.</p>	Gender	Not material	The work environment for both genders is the same in the financial industry. The majority of injuries fall under, falls/slips/trips, strains/sprains and cuts, which can occur in both genders.	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Not			Not material	We do not operate in countries, or in a profession, with a high risk of communicable diseases. Our Business Continuity program includes plans for responding to a pandemic situation.	
LA9	Health and safety topics covered in formal agreements with trade unions.	Not			Not material	materiality to both stakeholders and Vancity.	

Training and education

LA10	Average hours of training per year per employee by gender, and by employee category.	Not			Not material	Training throughout the organization is now de-centralized so there is no system to track this data accurately organization-wide. Our focus is on providing the appropriate training and development to employees to support the growth and success of the organization. See Vancity.com/2012annualreport/DMA (PDF): Training and education, p. 8. Tracking number of hours for training is currently not a priority.
-------------	--	-----	--	--	--------------	---

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	<p>Vancity.com/2012annualreport/DMA (PDF): Labour-management relations and Freedom of association and collective bargaining, p. 8, and Training and education, pp. 8-9</p> <p>For career transitions/endings, services are offered to employees through our Employee Assistance Program.</p>				
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Partially	<p>Vancity.com/2012annualreport/Accountabilitystmts (PDF): Percentage of employees completing their annual performance review, p. 24-25</p> <p>Our system can only confirm who has had a performance review and does not confirm whether a career development conversation took place (it is somewhat implied that it goes hand in hand with performance review discussions).</p>	Gender	Not material	All employees are expected to complete a performance review	
Diversity and equal opportunity							
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Employee diversity, p. 23-24, and Board diversity, p. 34				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Equal remuneration for women and men							
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Average compensation for women as a percentage of average compensation for men, p. 28				
Social: Human Rights							
Investment and procurement practices							
HR1 <small>COMM</small>	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Ethical Policy, p. 36-37				
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Ethical Policy, p. 36-37				
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.	Partially	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Percentage of employees who completed biannual training on policies and procedures concerning relevant aspects of human rights, p. 24	Total hours	Not available	Actual time to complete online training module by each employee is not tracked. Module normally takes approx. one hour to complete.	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Non-discrimination							
HR4	Total number of incidents of discrimination and corrective actions taken.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Employee grievances related to human rights, p. 25				
Freedom of association and collective bargaining							
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Not			Not applicable	We don't have operations in which the right to exercise freedom and collective bargaining is at significant risk.	
Child labor							
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Not			Not applicable	We don't have operations in which incidents of child labour is a significant risk.	
Prevention of forced and compulsory labor							
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Not			Not applicable	We don't have operations in which incidents of forced or compulsory labour is a significant risk.	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Security practices							
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not			Not material	Our security practices are discussed in the DMA. This particular indicator is of low materiality to both stakeholders and Vancity.	
Indigenous rights							
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not			Not material	Our approach diversity, equal opportunity and inclusive financial services is discussed in the DMA. This particular indicator is of low materiality to both stakeholders and Vancity.	
Assessment							
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not			Not material	We do not have any operations subject to human rights reviews and/or impact assessments.	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Remediation							
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Employee grievances related to human rights, p. 25, and Member complaints escalated to Board, Chief Executive Officer and Chief Operations Officer, p. 8				
Social: Society							
Local communities							
SO1 (FSSS)	programs and practices that assess and manage the impacts of operations on communities, including entering, operating,	Fully	Vancity.com/2012annualreport/DMA (PDF): Local communities, p. 10				
SO1 (G3.1)	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Not			Not material	We do not have any operations subject to this type of assessments.	
FS13	Access points in low-populated or economically disadvantaged areas by type.	Fully	Vancity.com/2012annualreport/DMA (PDF): Local communities, p. 10				
FS14	Initiatives to improve access to financial services for disadvantaged people.	Fully	Vancity.com/2012annualreport/DMA (PDF): Local communities, p. 10 Vancity.com/accessibilitystatement				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
SO9	Operations with significant potential or actual negative impacts on local communities.	Fully	Vancity.com/2012annualreport/DMA (PDF): Local communities, p. 10				
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	Vancity.com/2012annualreport/DMA (PDF): Society aspects, Local communities, p. 10				
Corruption							
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Compliance, p. 35				
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Not			Not available	We plan to begin tracking and reporting this indicator in the long-term future as part of the ERM program.	2015
SO4	Actions taken in response to incidents of corruption.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Internal fraud, p. 35 Our definition of corruption refers to fraud and theft				
Public policy							
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Vancity.com/2012annualreport/DMA (PDF): Political activities and public policy, p. 11				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	Vancity.com/2012annualreport/DMA (PDF): Political activities and public policy, p. 11				
Anti-competitive behavior							
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Compliance, p. 35				
Compliance							
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Compliance, p. 35				
Social: Product Responsibility							
Customer health and safety							
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.	Not			Not applicable	We do not manufacture products.	
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.	Not			Not applicable	We do not manufacture products.	

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
Product and service labelling							
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not			Not applicable	We do not manufacture products.	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Compliance, p. 35				
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Member service experience, p. 8-9 Vancity.com/2012annualreport/DMA (PDF): Local communities, p. 10, and Mechanism to collect and respond to client feedback p. 12				
FS16	Initiatives to enhance financial literacy by type of beneficiary.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Accessibility and financial literacy programs, p. 10-11 Vancity.com/financialliteracy				
Marketing communications							
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	Vancity.com/2012annualreport/DMA (PDF): Marketing communications, p. 12				

Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To report in
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.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Compliance, p. 35				
Customer privacy							
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Member privacy, p. 9				
Compliance							
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	Vancity.com/2012annualreport/Accountabilitystmts (PDF): Compliance, p. 35				