

Integrated reporting

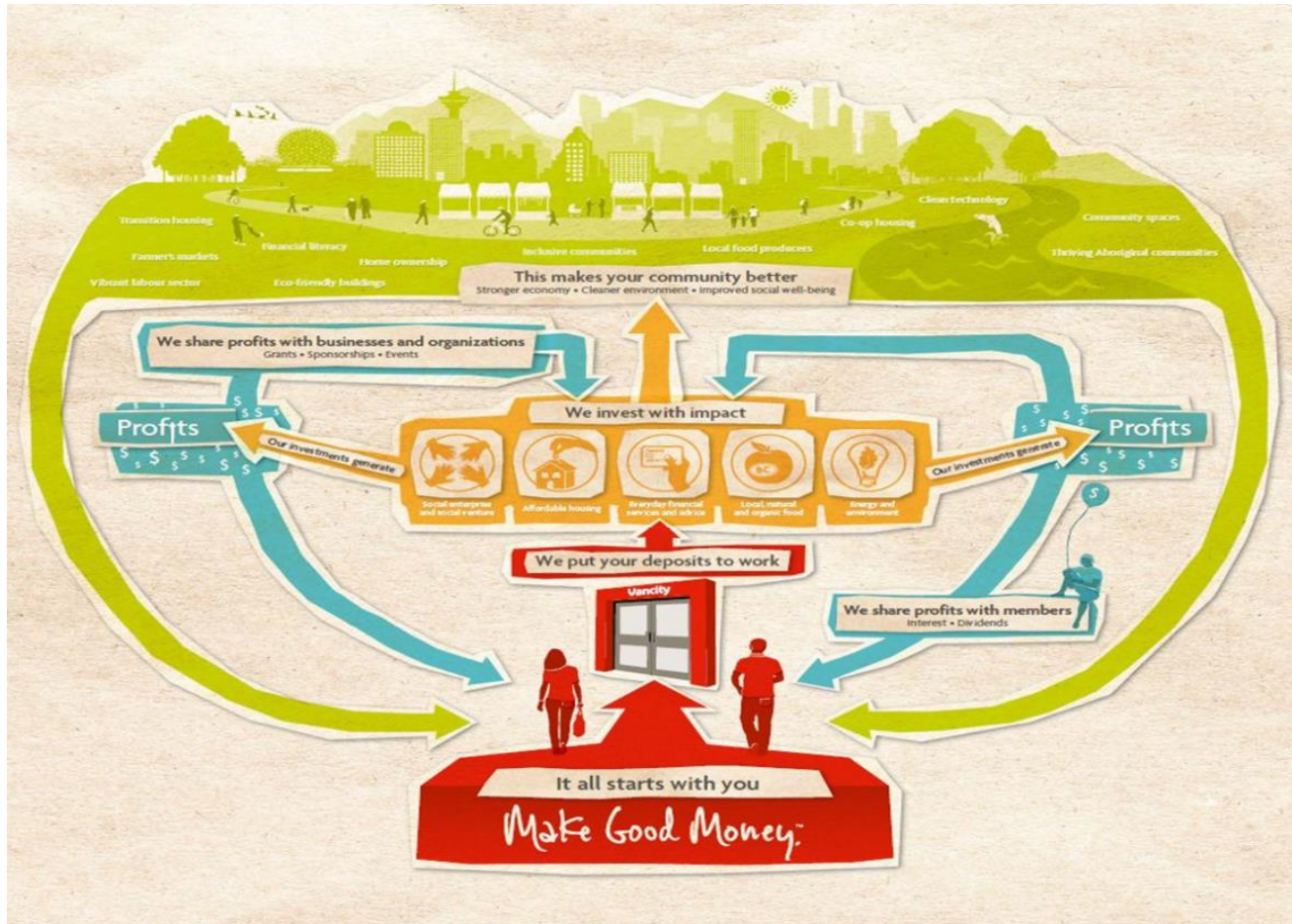
Vancity

Make Good Money.™

Vancity at a glance



Employees—2,483; Assets—\$17.5 billion; Members—501,359



Our reporting journey



1992: Vancity ranks poorly in a study on social and environmental disclosure

Exposure drafts of GRI and AA1000 released

Economic crisis drives more disclosure; IIRC formed

2002–03 sustainability report ranked #1 in Canada

2008-09 report wins Globe Sustainability Reporting Award

2004-05 sustainability report wins best sustainability report in North America

2011 report wins award for 'credibility in reporting' and is a runner up for best integrated report

↑ External: evolving standards, external recognition & awards

The early years
(1992—1998)

Standards and awards
(1999—2007)

Towards integration
(2008 - present)

↓ Internal: Vancity's actions

Board demands greater disclosure; social section added to Annual Report

We establish a formal Board Committee to oversee sustainability reporting

We launch a vision to redefine wealth (2008)

Board commits us to a stakeholder-informed 'social audit' with external assurance

We pilot GRI guidelines and adopt AA1000

The Audit Committee provides oversight for both financial and accountability reporting

1998: we release our first stand-alone Social Report

We develop a Statement of Values & Commitments

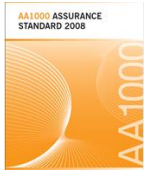
We release our first integrated Annual Report (2010)

First FI in North America to report to GRI Level A+

We join the IIRC pilot program

Reporting standards

AA1000 principles and assurance standard



Inclusivity
Materiality
Responsiveness

GRI Sustainability Reporting Guidelines (G4)



Principles for report content and quality
General standard disclosures (profile, strategy, materiality, governance)
Specific standard disclosures on material aspects

International Integrated Reporting Framework



Guiding principles
Content elements

Stakeholder engagement



Communications

Annual Report (pdf)



'The way forward' brochure



Microsite: video, build-your-own-report

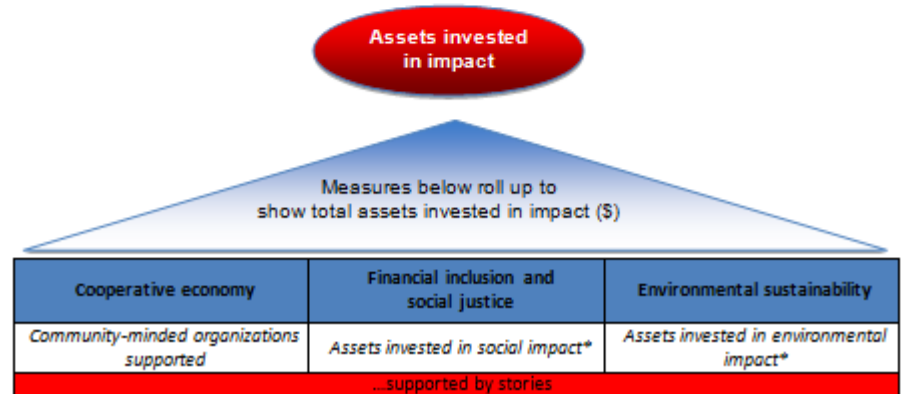
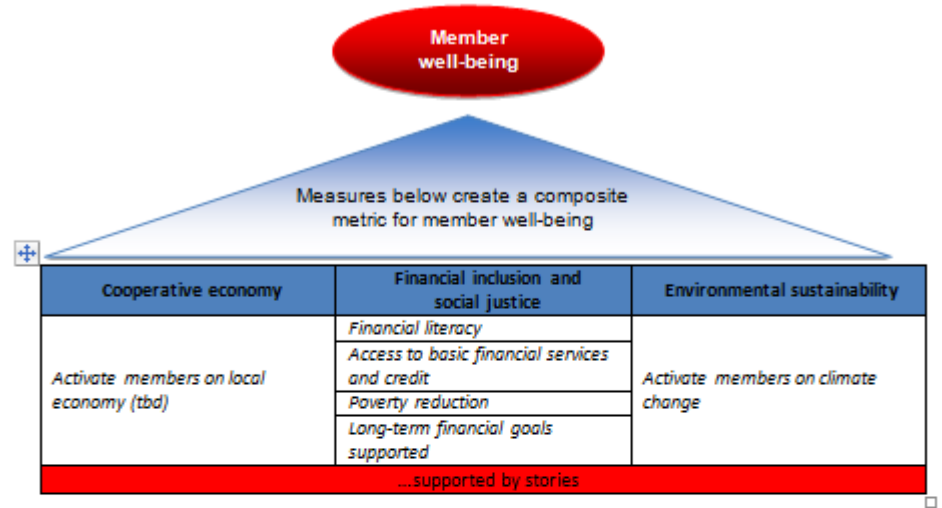


Measuring community impact

Examples of measures:

- # assisted through financial education
- # underserved people assisted in poverty reduction, access to credit and credit repair
- # retail products with environmental benefits & associated GHG reductions
- % value of total purchases from locally-based suppliers
- % dollars lent to organizations that have a positive 'impact' on people or communities
- # units of affordable housing & square feet of green buildings funded through loans to organizations

Vancity's evolving impact metrics.

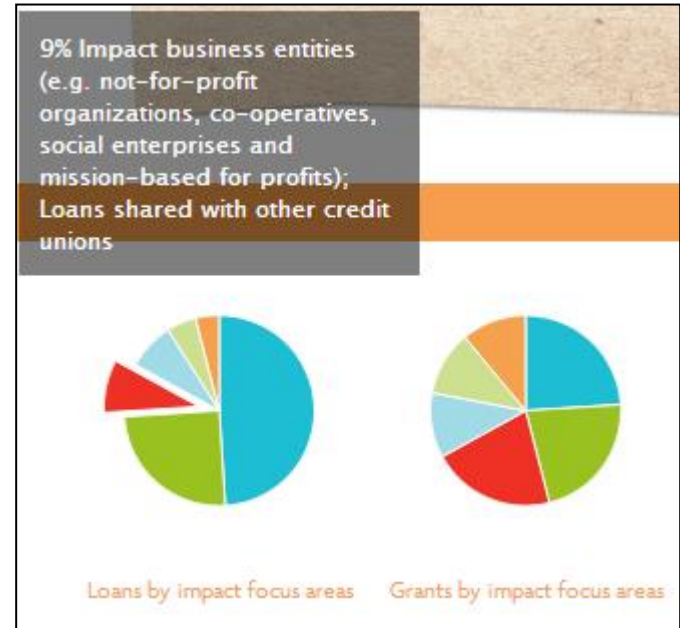


*Assets could include retail, treasury, and other assets as well as investments leveraged

Reporting on our co-op identity

Examples:

- Narrative on our co-operative model
- Membership data and engagement/education
- Profits shared with members and communities
- Community investment, including grants and loans that support co-ops and co-op sector;
- Products with social/environmental benefits, including ones designed to support co-ops
- Board elections, % members who vote, Board remuneration (which is set by members)



Support for co-operatives

Co-operatives are a unique form of business. They are member-owned, democratically controlled (one member, one vote), autonomous and guided by the seven principles of co-operation. Co-ops are focused on serving members' needs, from housing, transportation and food, to financial services, health and social services, and employment opportunities. They also benefit local communities and economies in other ways—co-ops keep their profits circulating in their home communities. And they are resilient—they are more likely than other types of business to survive their first crucial years and tend to do better during difficult economic times.

Around 220 of our members are co-ops, whom we assist directly as well as indirectly



The ways reporting adds value

Facilitates better (more holistic and informed) decisions

Increases awareness and understanding of Vancity's business model, strategy, performance and impact (which translates into more business)

Demonstrates Vancity walks the talk

Helps strengthen relationships, and build trust, with members and others ('license to innovate')

Helps differentiate Vancity and position us as an international leader in transparency and accountability



Thank you. Questions?