



**tandia**<sup>tm</sup>  
financial credit union

CORPORATE SOCIAL RESPONSIBILITY



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## OVERVIEW

- (a) At Tandia Financial Credit Union, we define Corporate Social Responsibility as follows:
  - Conducting business in a socially responsible and ethical manner;
  - Protecting the environment and safety of people;
  - Supporting human rights; and
  - Engaging, learning from, respecting and supporting the communities in which we work.
- (b) We recognize that we must integrate our business values and operations to meet the expectations of our stake-holders. They include members, employees, suppliers, the community and the environment.
- (c) We recognize that our social, economic and environment responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.
- (d) We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfill the requirements outlined in the policy.
- (e) We shall be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.

## RESPONSIBILITY FOR POLICY IMPLEMENTATION & PERFORMANCE

- (a) The SVP, Sales/Service & Operations is responsible for implementation of this policy and will make the necessary resources available to realize our corporate responsibilities.
- (b) The responsibility for our performance on this policy rests with all employees through the organization.

## BUSINESS ETHICS AND TRANSPARENCY

- (a) Tandia is committed to maintaining the highest standards of integrity and corporate governance practices in order to maintain excellence in its daily operations, and to promote confidence in our governance system.
- (b) Tandia will conduct business in an open, honest and ethical manner.
- (c) Tandia shall ensure a high level of business performance while minimizing and effectively managing risk ensuring that we uphold the values of honesty, partnership and fairness in our relationships with our stakeholders.
- (d) Tandia recognizes the importance of protecting all of our human, financial, physical, informational, social, environmental, and reputational assets.
- (h) Tandia shall encourage suppliers and contractors to adopt responsible business policies and practices.
- (i) Tandia is committed to measuring, auditing and publicly reporting performance on its Corporate Social Responsibility programs.
- (j) Tandia contracts will clearly set out the agreed terms, conditions, and the basis of our relationship and will operate in a way which safeguards against unfair business practices.

## ENVIRONMENTAL HEALTH & SAFETY

- (a) Tandia is committed to protecting the health and safety of all individuals affected by our activities, including our employees, contractors and the public. Tandia will provide a safe and healthy working environment and will not compromise the health and safety of any individual. Our goal is to not incur accidents and mitigate impacts on the environment by working with our stakeholders, peers and others to promote responsible environmental practices and continuous improvement.
- (b) Tandia is committed to environmental protection and stewardship and will operate in an environmentally sustainable manner.
- (c) All employees are responsible and accountable for contributing to a safe working environment, for fostering safe working attitudes, and for operating in an environmentally responsible manner

## STAKEHOLDER RELATIONS

Tandia will engage stakeholders clearly, honestly, respectfully..

## BUSINESS ETHICS AND TRANSPARENCY

- (a) Tandia will ensure that employees are treated fairly and with dignity and consideration for their goals and aspirations and that diversity in the workplace is embraced.
- (b) Tandia will ensure fair labour practices, while respecting the provincial and federal laws where we operate.
- (c) Tandia shall operate an equal opportunity policy for all present and potential future employees and will offer our employees clear and fair terms of employment and provide resources to enable continual development.
- (d) Tandia shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business development.

## HUMAN RIGHTS

- (a) Tandia recognizes that governments have the primary responsibility to promote and protect human rights. Tandia will work with governments and agencies to support and respect human rights within our sphere of influence.
- (b) Tandia will not tolerate human rights abuse and will not engage or be complicit in any activity that solicits or encourages human rights abuse.
- (c) Tandia will always strive to build trust, deliver mutual advantage and demonstrate respect for human dignity and rights in all relationships it enters into.

## COMMUNITY INVESTMENT

- (a) Tandia stresses collaborative, consultative, and partnership approaches in our community investment programs.
- (a) Tandia will integrate Community Investment considerations into decision-making and business practices and will assist in local capacity building to develop mutually beneficial relationships with communities.
- (b) Tandia shall encourage dialogue with local communities for mutual benefit.
- (c) Tandia shall support and encourage our employees to help local community organizations and activities in our region, particularly our corporate charities chosen.
- (d) Tandia shall work with local schools, colleges and universities to assist young people in choosing their future careers and be an advocate for financial literacy.

## REPORTING

Annually, the Member & Community Relations Committee will receive a report on Tandia activities undertaken in fulfillment of the Board's Corporate Social Responsibility policy, organized under the headings in the Corporate Social Responsibility framework above. This information will also be shared with our members.