

Business Ethics  
Environment  
Transparency  
Employee  
Engagement  
Community  
Investment



Corporate Social Responsibility at  
**Export Development Canada**

# Corporate Profile

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**Export Development Canada (EDC) is Canada’s export credit agency, offering innovative financing, insurance and risk management solutions to help Canadian exporters and investors expand their international business.**

Every year, EDC’s knowledge and partnerships are used by more than 8,300 Canadian companies and their global customers in up to 200 markets worldwide. Approximately 80 per cent of EDC’s customers are small and medium-sized businesses.

EDC is a Crown corporation wholly owned by the Government of Canada. The corporation is financially self-sustaining and operates on commercial principles.

## Good Business is Good for Business

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**In today’s global economy, there is increased responsibility to consider social and environmental factors when companies conduct business.**

This approach to business, Corporate Social Responsibility (CSR), focuses on the social, environmental and financial performance of a company—the triple bottom line—with the goal being to positively impact society while achieving business success.

Corporate Social Responsibility means taking into account the ethical, social and environmental impacts of every business decision. Financial institutions, like EDC, have an opportunity to lead by example. EDC takes this responsibility seriously, and we expect the same from our customers.

This Statement (see opposite) expresses in one simple message the objectives of the operational policies and procedures that guide our commitment to operate in a socially responsible manner.

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EDC'S STATEMENT OF  
COMMITMENT TO CSR

At EDC, we commit  
to carry out our  
mandate in a socially  
responsible manner  
consistent with our  
corporate values.

# Our Commitment in Action

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Our Statement of Commitment incorporates five operating principles that define how we execute our commitment to CSR.



## Business Ethics

We conduct our business with honesty, integrity and fairness, and expect the same from our customers.



## Environment

We are conscientious about the environmental impacts of our business.



## Transparency

We strive for balance between public accountability and respect for customer confidentiality.



## Employee Engagement

We are committed to providing a climate that stimulates and supports employee performance and development.



## Community Investment

We invest in and encourage our employees to be active in our communities.



# Business Ethics

**We conduct our business with honesty, integrity and fairness, and expect the same from our customers.**

EDC views business ethics as fundamental to successful business practices. Operating ethically means, at a minimum, conducting our affairs in accordance with the letter and spirit of the applicable laws of the countries in which EDC does business. In addition, we require our employees to conduct EDC's business with honesty, integrity and fairness.

## **Code of Business Ethics and Code of Conduct**

EDC's Code of Business Ethics defines our commitment to legal and ethical conduct, the environment and human rights. In addition, our Code of Conduct spells out the policies and procedures that govern employee behaviour including conflicts of interest, confidential information, insider trading and related matters. All employees sign an annual statement confirming they are in compliance with the requirements set out in this Code. EDC has also put in place the Disclosure of Wrongdoings Policy, which encourages EDC employees to report potential wrongdoings without fear of reprisal.



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## **Anti-Corruption Program**

Our Anti-Corruption Program was created to build awareness, among our employees and customers, of the international conventions and Canadian laws addressing this serious issue. It includes a requirement for customers to submit anti-corruption declarations and/or accept relevant provisions in documentation to help ensure that EDC does not, knowingly or unknowingly, support a transaction that involves the offer or giving of a bribe to a foreign official.

## **Human Rights**

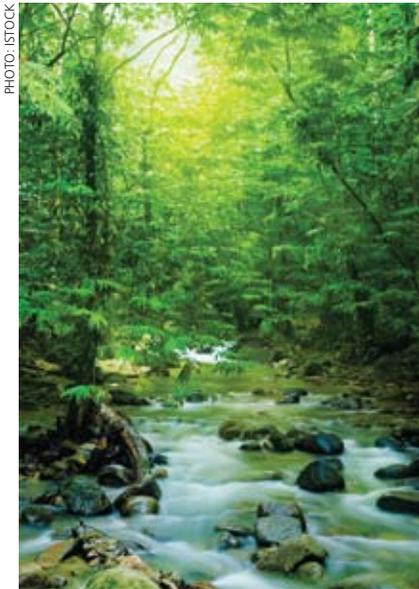
EDC values and promotes the protection of internationally recognized human rights, consistent with the policies of the Government of Canada. EDC's *Statement on Human Rights* establishes our objective to provide financing and insurance services with a view to the promotion and protection of internationally-recognized human rights.

EDC's CSR screening mechanisms, pre-signing due diligence and ongoing project monitoring help ensure that Canadian companies conduct their international operations to universally acceptable standards.



# Environment

We are conscientious about the environmental and social impacts of our business.



EDC is committed to the environment—from facilitating exports of Canadian environmental solutions to reviewing the environmental impacts of projects that it considers supporting.

## Environmental Review Practices

Our overarching commitment to environmental stewardship is rooted in our Environmental Policy, which establishes the principles that we follow when assessing the environmental and social risks of transactions that we are asked to support.

EDC has a series of environmental review procedures and guidelines under this Policy, which allow us to take into account the environmental and social risks associated with a particular transaction, alongside other risk factors considered in EDC's transaction decision-making process.

For larger, project-related transactions EDC's international commitments and domestic legal obligations include:

- The Organisation for Economic Co-operation and Development's *Revised Council Recommendation on Common Approaches on Environment and Officially Supported Export Credits* ("OECD Common Approaches"), an international consensus on environmental review practices developed to ensure that projects supported by export credit agencies meet established international environmental standards.
- The Equator Principles, an initiative among commercial banks and international financial institutions to assess and manage environmental and social risks in project financing transactions.
- EDC's Environmental Review Directive, a domestic legal requirement aligned with the OECD Common Approaches, which establishes the process that we follow when we assess the environmental and social impacts of projects we are asked to support.

## EnviroExport

Recent decades have seen the emergence of a large market for the remediation of environmental problems and the development of clean technologies. The global market demand for these water purification, solid waste management and clean energy technologies exceeds \$1 trillion per year. Through our EnviroExport Program, EDC has been actively involved in helping Canadian environmental exporters succeed internationally. Among other activities, our financing products help to support around one-third of Canadian exports in this area.

## EDC's Operational Footprint

EDC's Green Team looks at ways of reducing the corporation's operational footprint. This all-volunteer employee committee represents business and corporate functions throughout the organization. The group provides a forum to develop new ideas and allows employees to bring their creativity and passion to bear on environmental recommendations.



# Transparency

**We strive for balance between public accountability and respect for customer confidentiality.**

EDC is accountable to numerous stakeholders including our shareholder (the Government of Canada), customers, employees and the larger domestic and international community. EDC believes we must conduct business in a transparent manner, in order to maintain the trust and confidence of all our stakeholders, while protecting the commercially confidential interests of our customers.

## Public Disclosure

EDC's Disclosure Policy guides the release of information on individual transactions, EDC's aggregate business volumes and transactions with the potential to cause significant adverse environmental effects. EDC also discloses information through a number of public documents, including annual reports, corporate plans, annual corporate social responsibility reports and news releases that are available on our corporate website.

## Compliance Officer

In addition, the Compliance Officer enhances accountability in areas such as environmental review and business ethics by acting as an independent body to respond directly to public concerns. The annual report of the Compliance Officer is published on our website.



PHOTO: ISTOCK

Consistent with the *Public Servants Disclosure Protection Act* (PSDPA), the Compliance Officer also manages internal disclosures of potential wrongdoings. Under EDC's Disclosure of Wrongdoings Policy, employees have a duty to report potential wrongdoings in good faith, without fear of reprisal. Each year, a report is submitted to the Office of the Chief Human Resources Officer within Treasury Board on activities relating to disclosures made under the PSDPA.

## Stakeholder Engagement

As part of our strategy to engage and dialogue with external stakeholders on issues of mutual concern, EDC regularly holds public consultations, as well as dialogue and information sessions with interested parties.

## CSR Advisory Council

As part of our effort to continually improve CSR practices, EDC has created a CSR Advisory Council of prominent leaders to provide advice and guidance to EDC on matters related to evolving CSR practices.



# Employee Engagement

We are committed to providing a climate that stimulates and supports employee performance and development.



PHOTO: ISTOCK

CSR is one of the attributes of our Employment Value Proposition, which additionally identifies job impact, development opportunities, respect and co-worker quality as the other key attributes valued by both current and potential employees.

## **Success Begins with our People**

To maintain our competitive advantage, achieve business objectives and enhance customer success, EDC needs to continue to attract, hire, develop and reward high-performing employees. Creating a diverse and flexible work environment which, in turn, is meaningful and challenging to our employees positions EDC for continued success as a trusted business partner and employer of choice. EDC recognizes our employees for performance excellence and provides ongoing professional learning and development opportunities.

## **Fostering a Challenging and Productive Workplace**

Our Employee Opinion Survey results rank EDC as a leader among comparable organizations across North America, with high overall levels of employee satisfaction and engagement. EDC continues to be recognized as one of Canada's Top 100 employers.



# Community Investment

We invest in and encourage our employees to be active in our communities.

EDC believes it is important to invest in the community that we serve, and we're proud of the efforts we have made to do so.

## Youth Education Program

In partnership with Canadian educational institutions and key stakeholders, our Youth Education Program creates learning opportunities for young Canadians on the importance of international business and trade. Each year, through selected university partnerships, international business scholarships, development of case studies, and youth programming partnerships, EDC reaches hundreds of Canadian students, opening important channels of communication with tomorrow's global business leaders.

## Employee Volunteer Charitable Donations

Through volunteer work with charitable organizations such as the United Way, EDC employees exemplify our commitment to CSR. EDC encourages the contributions employees make to their local communities and provides financial donations to charitable organizations where EDC employees demonstrate ongoing involvement.

## Supporting our Community at Home and Abroad

Through participation in charitable events, such as the United Way's annual charitable campaign, EDC supports employee initiatives to raise funds for community development activities.

Outside of Canada, EDC has engaged in a partnership with CARE Canada to give EDC employees the opportunity to work abroad assisting small-business development projects around the world.

## The EDC Chair in Environmental Finance at the University of Waterloo

Created in 2008, the EDC Chair in Environmental Finance is the first of its kind in North America. The position is designed to identify financial products and practices that will help companies engage in business practices such as socially responsible investing and integrate social and environmental performance measures into their business activities. Dr. Olaf Weber, the first appointee to the new Chair, will do research and teach in the field of environmental and sustainable finance, putting a strong emphasis on the interaction between business and sustainable development.



PHOTO: TIM STEED

At EDC, Corporate Social Responsibility is more than just compliance with legal standards—it is the integration of values such as honesty, respect, fairness and integrity into our daily business practices. We believe that **good business**—adopting and embracing these principles while we facilitate trade for Canadian investors and exporters—**is good for business.**

### Contact Us

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For more information on  
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