

EDC PERFORMANCE SCORECARD



Our vision, to be the leader in helping every Canadian company go, grow and succeed internationally, guides how we transform and grow our business, while respecting our international obligations as Canada's export credit agency.

We have established key metrics to help guide us as we move toward our vision. In 2017, we identified strategic measures (and targets) by which we can assess our business, customer and financial performance.

As part of our newly adopted CSR strategy, we've established key metrics to help track and report on our progress. Our first year, 2018, serves as a baseline and will enable us to set meaningful improvement targets.

	2018	2017	
STRATEGIC MEASURES			
Business measures			
Customers served*	13,135	9,398	▲
Total business facilitated (\$ billions)	104.6	103.7	▲
CDIA transactions	584	508	▲
Small business and commercial transactions	5,905	5,500	▲
Customer-related measure			
Net Promoter Score	75.3	77.3	▼
Financial measure			
Productivity ratio (%)	32.9	28.5	▲
CSR MEASURES			
Environment and people			
Clean technology business facilitated (\$ billions)	2.058	1.474	▲
Number of clean technology customers	210	N/A	
Business integrity			
Number of financial crimes awareness-raising sessions delivered to EDC customers	2	N/A	
Percentage of new customers receiving letter from EDC CEO advising them of Canada's anti-corruption laws and bribery and corruption risk reduction information (%)	100	N/A	
Percentage of relevant employees receiving financial crimes training (% annual)	100	N/A	
Percentage of employees certified on EDC's Code of Conduct (% annual)	100	100	▬
Our workplace			
Percentage of leadership roles held by women (%)	47	45	▲
Percentage of new employees that received sustainable and responsible business onboarding (%)	62	N/A	
Percentage of new Board members that received sustainable and responsible business onboarding (%)	100	N/A	
Electricity consumption (kWh)	1,180	1,285	▼
Electricity consumption intensity (kWh/FTE**)	7,817,317	8,519,795	▼
Carbon footprint (tonnes CO ₂ e)	3,330	3,638	▼
Carbon footprint intensity (tonnes CO ₂ e/FTE**)	2.5	2.8	▼
Our communities			
Number of EDC-sponsored employee volunteer days	80.5	N/A	
Number of students supported	1,174	N/A	
Number of women-owned businesses served with knowledge, connections and financial solutions	144	N/A	
Number of small business customers served	8,801	5,857	▲

* Customers served measures the number of unique companies EDC transacts with over a calendar year. Note that in 2017 EDC started including knowledge customers in this measure. Previously, we only reported on the number of customers that used our financial products and services.

** FTE is full-time equivalent. On December 31, 2016, there were 1,309 active permanent and contract employees, excluding students, working at head office.