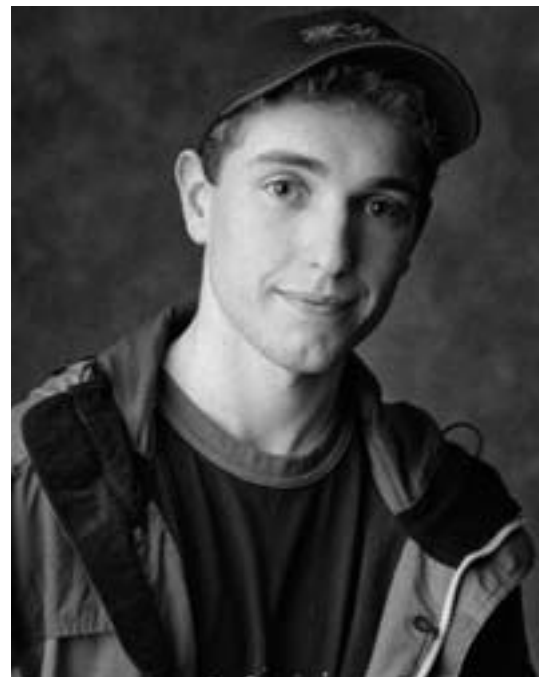


Audited  
**Social Performance Report**  
**2002 & 2003**



Accountability



Lisa, Member Since 2000

Metro Credit Union takes pride in providing support for the social and economic development of our communities. We are advocates of socially responsible investing. And, we are strong believers in the need for corporate accountability.

# Message from the Board of Directors and the CEO

We are pleased to publish the results of Metro Credit Union's sixth social audit in this Audited Social Performance Report (hereafter Report). This Report covers two fiscal years, April 1, 2001 to March 31, 2003 and stands as a review of the social and environmental impact our organization has on our stakeholders.

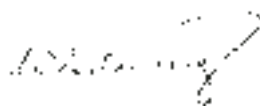
While the foundations for today's modern financial accounting standards have developed over a 200-year period, social auditing is still a relatively new concept and practice. Since our first social audit in 1993, Metro has shown its dedication to spearheading the development of the social auditing process.

Since the 2000/2001 social audit, the responsibilities previously taken on by the Social Audit Task Force have been assumed by the Board of Directors' Audit Committee. As reported in the 2000/2001 Social Audit Report, the Committee has worked to align the social audit with Metro Credit Union's strategic plan and day-to-day operations. As a result, this Report features some new and realigned indices, while some of the previously reported items have been removed. We will assess the recommendations brought forward through this process and implement agreed upon changes in the next Social Performance Report.

This document was made possible by the dedication and hard work of numerous people, including the Board of Directors' Audit

Committee, many Metro employees, and our auditors, David Simpson and David Selley of InterPraxis.

Metro Credit Union's Board of Directors and Chief Executive Officer are committed to the social auditing process and see it as a demonstration of Metro's ongoing commitment to corporate accountability. As always, a Social Performance Report is not only a reflection of our performance, but also a guideline for future improvement. We look forward to taking on these challenges and working to build a sustainable future for our credit union and our employees, our members and our communities.



Bill Burleigh,  
Chair, Board of Directors



Howard Bogach  
Chief Executive Officer

*We welcome your feedback on this Report. Please send comments to: [Metrocu.Chair@metrocu.com](mailto:Metrocu.Chair@metrocu.com), [Metro.CEO@metrocu.com](mailto:Metro.CEO@metrocu.com) or Metro Credit Union Social Performance Report, 165 Attwell Drive, Toronto, Ontario, M9W 5Y5.*

Founded in 1949, Metro Credit Union is a full-service financial co-operative serving our 42,000 members in the Greater Toronto Area through a network of ten branches. Metro has a long-standing commitment to our communities and to social responsibility.

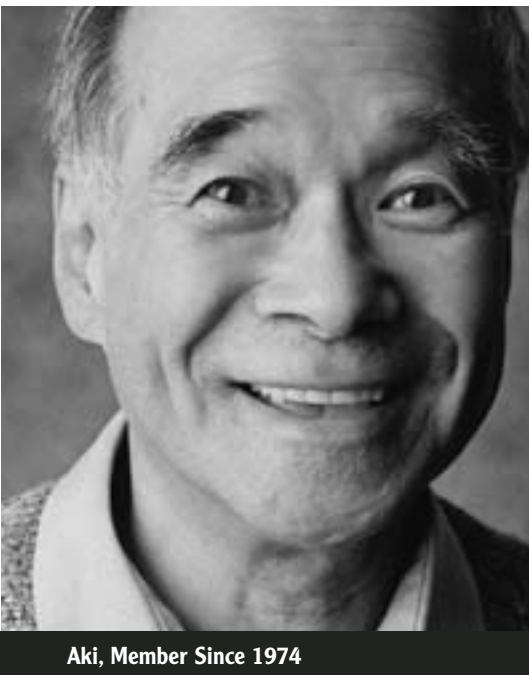


Bill, Member Since 1968



Howard, Member Since 1994

# Report of the Social Auditor



Aki, Member Since 1974

## Structure

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This Report differs from its predecessors. In prior Reports, called a “Social Audit Report”, Metro Credit Union established its criteria for social performance, and reported the data it had chosen to measure its performance. The commentary on each performance measure was provided by both Metro and by InterPraxis, the social auditors. In this Report, on the other hand, the criteria, performance, data and the commentary thereon are prepared solely by Metro in a document called the “Social Performance Report”. The role of InterPraxis is to perform auditing procedures to obtain reasonable assurance that the information in the Social Performance Report is accurate in all material respects, and that the commentary thereon is reasonable and not misleading. InterPraxis then reports on the results of the audit in the form of the Auditor’s Opinion. InterPraxis believes this new approach is an improvement because it clarifies the roles of Metro management (to prepare the Social Performance Report) and of InterPraxis (to audit it).

Because this Report is not prepared, either by Metro or by InterPraxis, in accordance with generally accepted standards, further explanation of the audit methodology and the verification process is set out here. This should be read in conjunction with the Auditor’s Opinion. In particular, it should be noted that the Auditor’s Opinion is not a report on Metro’s social performance. Rather, it is a report on the accuracy and fairness of Metro’s assertions in the Social Performance Report.

Therefore, InterPraxis is responsible for all material under “Report of Social Auditor” (pages 2 and 3) and Metro Credit Union is responsible for all the remaining content.

Inevitably, certain criteria and social performance policies will not be met at all times. In such cases, the approach is for Metro to include these deficiencies in the Report if they are significant.<sup>1</sup> If InterPraxis believes these deficiencies are appropriately described in the Report, we conclude that the Social Performance Report is fair and therefore do not modify our opinion that it fairly presents Metro’s compliance with its criteria. In the event that InterPraxis believed that Metro’s commentary on its compliance with the criteria was inaccurate or misleading, InterPraxis would be obliged to modify its opinion to so indicate. No such instances have been discovered in this social audit.

## Methodology

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InterPraxis was not appointed social auditor until after the reporting period had been completed. Accordingly, no audit work was performed during the reporting period.<sup>2</sup> Documentary evidence examined was all prepared during the audit period, but interviews with management and staff, and observations such as branch office visits, were of necessity performed after the end of the period and related back to the audit period to the extent possible. InterPraxis did not re-audit comparative data from previous periods that was audited in previous periods by InterPraxis or predecessor auditors.

## The evidence obtained consisted of some or all of:

- enquiries of management;
- interviews with other personnel;
- review of data and underlying reports for reasonableness;
- agreement of data to Metro records maintained for purposes other than the Social Performance Report, such as accounting records and reports, member records and personnel files;
- observations of procedures, such as posting notices at branches;
- published information such as newsletters and Metro's website;
- recalculations of numerical data;
- examination of documentary evidence such as cheque requests, invoices received and donation receipts; and
- surveys of members and employees.

The audit methodology is based on a program of interviews with all senior management and selected other personnel. Based on these interviews, InterPraxis assesses the risk of the data provided being in error or misleading. A program of verification procedures is then prepared to obtain evidence in support of Metro's assertions in the Social Performance Report—the greater the perceived risk, the more rigorous the procedures.

It is frequently not possible for auditors to obtain evidence that everything that should have been recorded has been recorded. For example, while InterPraxis

examined a sample of member complaints recorded by Metro, there is no way we can verify that all complaints received were recorded. This is not a reflection on Metro, but is a normal situation in audits, including audits of financial statements in some cases. In each case when this circumstance arises in this Report, a note is added that InterPraxis was unable to audit the information in question.

It is also impossible for any audit, even of financial statements, to guarantee discovery of deliberate attempts by management to conceal or falsify facts, for example by producing forged documents. In this audit, InterPraxis has received no indication whatsoever of any such problems.

As part of the terms of its engagement, InterPraxis will issue a letter to the Audit Committee containing recommendations for action and improvement that arose during the course of our work.

## Auditor's Opinion

InterPraxis has conducted an audit of Metro Credit Union's Social Performance Report for the two year period ending March 31, 2003. The audit involved verifying the information provided by Metro Credit Union to measure its performance with its constituents: members, employees, the community, co-operatives and governments.

Based on these procedures, we are satisfied that the information provided by Metro Credit Union in its Social Performance Report for the aforementioned period is accurate in all material respects and is fairly presented.



This Report covers the period April 1, 2001 to March 31, 2003. On occasion, there is a gap in time for which information is not available.

Unless otherwise indicated, a given year refers to the fiscal year ending March 31. For example, a reference to 2002 means as at March 31, 2002.

References to the Annual General Meeting, or AGM, refer to the year in which the meeting was held. For example, the 2002 AGM was held in June 2002. At this meeting the financial statements from the previous fiscal year ending March 31, 2002 were reviewed.

In some cases, figures for 2000 and 2001 are included in this Report for comparative purposes.

<sup>1</sup> See commentary on Metro's failure to comply with certain aspects of its investment and purchasing policies in Sections 9.1 and 11 of the Social Performance Report respectively.

<sup>2</sup> With the exception of certain work carried out in connection with the previous social audit for the period ending March 31, 2000.

# Foundation & Values



Albert, Member Since 1966

## Metro Credit Union Vision Statement

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Metro Credit Union will be the community financial institution our members want us to be.

## Metro Credit Union Mission Statement

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We support the co-operative way of business to provide economic and social benefits to our members.

### We will:

- Grow by keeping our members' money safe and by providing them with useful services at reasonable prices;
- Improve the economic position and quality of life of our members, our staff and community;
- Respect employee rights, provide them with challenging work and promote their individual achievement;
- Be a leader in the growth of the credit union system both in Ontario and Canada; and
- Abide by the International Co-operative Alliance (ICA) Statement on Co-operative Identity.

## International Co-operative Alliance: Co-op Principles

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The co-operative principles are the guidelines by which Metro and other co-operatives put our values into practice.

### 1st Principle:

Voluntary and  
Open Membership

### 2nd Principle:

Democratic Member Control

### 3rd Principle:

Member Economic Participation

### 4th Principle:

Autonomy and Independence

### 5th Principle:

Education, Training  
and Information

### 6th Principle:

Co-operation Among  
Co-operatives

### 7th Principle:

Concern for Community



# Section 1

## Members

**The members of Metro Credit Union are the owners of their co-operative financial institution. With membership comes the right to participate in the democratic governance of the credit union, the expectation of fair and progressive consumer practices, and the commitment to be responded to when in need.**

### 1. Democracy

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Metro Credit Union has policies and programs in place to promote a healthy democracy and encourage member participation in the credit union.

#### 1.1 Member Participation

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Total membership and assets in the credit union are as follows:

	2000	2001	2002	2003
Total Members <sup>1</sup>	40,166	39,605	40,348	39,782
Total Assets <sup>2</sup>	\$396,293,498	\$424,099,224	\$462,014,771	\$469,889,626

<sup>1</sup> Includes only active memberships with \$5.00 or more in member shares at fiscal year end.

<sup>2</sup> From audited financial statements



**Hunter Family, Members Since 1986**

# Section 1 Members

## 1.1.2 Attendance at the Annual General Meeting (AGM)

AGM	Attendance	% of Members	Votes Cast	% of Members
2000	839	2.1%	588	1.5%
2001	812	2.1%	578	1.5%
2002	812	2.0%	560	1.4%

Future Social Performance Reports will comment on AGM participation in greater detail, noting the age, gender and home community of attendees compared to total membership.

## 1.1.3 Publicity for Volunteer Activities

This category has been discontinued.

## 1.1.4 Support for Volunteer / Board Activities

Metro incurred the following costs in 2002 and 2003 in support of the work carried out by the Board of Directors and the various volunteer task forces. Direct expenditures were as follows (staff support time is currently not included in these figures):

	2000		2001		2002		2003	
	Total	Per Member	Total	Per Member	Total	Per Member	Total	Per Member
Board	\$85,000	\$2.02	\$77,869	\$1.96	\$63,682	\$1.58	\$83,132	\$2.09
Task Forces	\$2,000	\$0.05	\$2,192	\$0.06	\$1,822	\$0.05	\$1,530	\$0.04

## 1.1.5 Number of Volunteers

Member volunteers participated on the following committees and task forces during the reporting period:

Number of Member Volunteers <sup>1</sup>	2003
Social Audit Committee	5
Donations Committee	1
Donations Policy Review Task Force	2
Electoral Reform Task Force	3
Board Remuneration Task Force	3
<b>Total</b>	<b>14</b>

<sup>1</sup> Excluding members of the Board of Directors who serve on task forces.



David, Member Since 1998



### 1.1.6 Member Education, Training and Information

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Metro Credit Union offers members educational opportunities including seminars, in-branch fact sheets, and educational content in member newsletters and various sections of the Metro website.

A new set of educational seminars is offered three times per year and promoted in the member newsletter and on the website. Seminars held in 2001 included Homebuying, Women & Insurance, Online Trading, RESPs, RRSPs and Socially Responsible Investing. Seminars planned in the fiscal year 2002 included Homebuying 101, ABC's of Money Management, Secrets of Tax Saving and Understanding the Markets.

Of the 263 attendees who evaluated the quality of seminars, 80% rated them to be either very good or excellent.<sup>†</sup>

A Women's Biz Coffee Club and a Networking Café were held as opportunities for small business owners to share their experience and knowledge. These events are discussed in Section 8.1.2.

<sup>†</sup> InterPraxis has reviewed data but has no effective way of verifying that all evaluations were returned.

#### Financial Management Training Courses

In May 2002, Metro Credit Union partnered with Social and Enterprise Development Innovations (SEDI) to offer courses in financial management to members. SEDI developed and delivered the course, which was available exclusively to members of the credit union.

During the reporting period, Metro Credit Union sponsored two financial management training courses. Each session consisted of five 3-hour meetings. In total, 60 participants explored a variety of personal finance topics. These courses were free for members.

### 1.1.7 Member Feedback

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Members have the following methods available to them to deliver compliments, complaints and other concerns to Metro:

- Return a "Tell Us What's on Your Mind" feedback form to any Metro branch or the corporate office
- Call the Tele-Service Centre
- E-mail Metro's central e-mail address
- Directly e-mail or phone the Chief Executive Officer (CEO) at the designated address or phone number
- Direct e-mail and mail correspondence to the Board of Directors

In previous Reports, member feedback was recorded numerically, but it is difficult to verify and audit this process (i.e. there is no way to confirm that all member feedback was recorded). This data is still gathered for management use, but will not be reported in the Social Performance Report. During this reporting period, Metro decided to follow up with members who submitted complaints or concerns to measure their perception of how their feedback was handled (timeliness, explanation given, etc.) We feel that this more accurately portrays Metro's efforts in encouraging member feedback.

A Metro employee contacted members by telephone in the spring of 2003. However, we again encountered difficulty measuring results due to the conversational nature of the contact with members. Metro recognizes that further development is needed to accurately reflect members' concerns and to measure our success in addressing these issues.



E.B., Member Since 1990

# Section 1 Members

## 1.1.8 Plain Language

The use of plain language is not reported in this document. During the reporting period the credit union developed a Plain Language Guideline that will be used to measure member communications in future Reports.

## 1.2 Democratic Governance

The Board of Directors is committed to continuously reviewing and improving its governance structure.

### 1.2.1 Board Recruitment

AGM	Number of Candidates	Number of Positions
2000	10	5
2001	9	6
2002	13	5

The average age of candidates in 2001 was 50; the average age in 2002 was 53.

### 1.2.2 Board Turn-over

This category was not reported this year.

### 1.2.3 Board Composition and Diversity

Metro Credit Union encourages a wide range of members to stand as candidates by printing information in the member newsletter and hosting a Board of Directors information seminar each year. However beyond this, management has limited control over the Board's composition. As a democratic institution, Metro has no control over those who choose to run for the Board of Directors; nor is there any control over who is elected, since Metro's member-owners vote for the Board directly.

For this reporting period, composition of Board candidates was measured by gender.



Gloria, Member Since 1995

GENDER	CANDIDATES FOR BOARD MEMBERSHIP					
	2000		2001		2002	
	#	%	#	%	#	%
Male	8	80	7	78	6	46
Female	2	20	2	22	7	54

### 1.2.4 Conflict of Interest

Metro's Conflict of Interest Policy is designed to ensure that decisions taken by Board members are in the interest of the organization as a whole.

Metro's definition of a direct conflict is any situation where:

- (a) the volunteer's personal interests, and/or
- (b) the interests of a close friend, relative, business associate, corporation or partnership in which (the volunteer holds) a significant interest, or a person to whom (the volunteer owes) an obligation,

may prevent (the volunteer) from acting in the best interests of the credit union, on behalf of the credit union, impartially and without bias.

The Metro definition of an 'indirect conflict' is any situation where:

- (a) a benefit may be derived by a close friend, relative, business associate, or corporation or partnership in which (the volunteer has) a significant interest; or
- (b) a benefit may accrue to (the volunteer) which advances or protects (his or her) interests although it may not be measurable in money.

This policy prohibits volunteers serving on Board committees and task forces from entering any conflict as listed above. Generally, conflicts must be declared and members must remove themselves from participation in related discussions and decisions.

In this reporting period, Board members have excluded themselves from attendance at discussions where there was a perceived conflict. The social auditor was satisfied that no infringement of this policy was brought to management's attention.

Metro task forces, which are also covered under this policy, demonstrated less operational compliance with the policy. However, there are no records of any conflict of interest among volunteer members.

### 1.2.5 Board Education

Governance is enhanced if the organization assists its Board members with information, education and training.

- Board members can apply for support to attend conferences relevant to credit unions.
- Board members regularly evaluate themselves and each other to promote effectiveness.
- All members of the Board of Directors are encouraged to enroll in the credit union system's Credit Union Director Achievement (CUDA) program, which is paid for by Metro.

In support of Directors' courses and conferences, Metro paid \$6,710 in 2002 and \$7,395 in 2003. These figures compare to \$8,134 paid out in 2001.



Dave, Member Since 1998

# Section 1 Members



Alison, Member Since 1994, with Jack

## 2. Progressive Consumer Policies

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### 2.1 Fair Pricing

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The Metro Credit Union Fair Pricing Policy was in effect for this reporting period. This policy has been phased out and replaced by new Pricing Principles. Therefore, we will not report on Fair Pricing in this reporting period.

### 2.2 Right to Privacy

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The credit union is committed to maintaining the security and privacy of members' personal information.

#### 2.2.1 Privacy

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Metro has guidelines for employees on the use of confidential information in both the Employee Guide and the Code of Ethics. All employees are required to sign this document as a condition of employment at the time of their engagement by the credit union. In part it states:

An employee shall not, except as required by law or as authorized in writing by senior management, disclose, publish or authorize anyone else to disclose or publish and shall not make use of confidential information unless such information shall have ceased to be confidential, as evidenced by general public knowledge.<sup>1</sup>

<sup>1</sup> Metro Employee Guide (August, 1998)

Our social auditors found that most employees interviewed were aware of the importance of confidentiality in their work, but could not necessarily recall signing the Code of Ethics or a specific policy related to privacy. A review of personnel files found that in

all files checked, employees had signed-off on the Code of Ethics, however, sometimes the signature of their supervising officer was missing.

In addition to the privacy guidelines for employees, Metro has created a privacy policy, which goes into effect on January 1, 2004. This policy was created in response to the introduction of federal privacy legislation. It outlines Metro's responsibilities when collecting personal information and the rights of members who provide Metro with personal information.

The federal privacy act is in effect as of January 1, 2004 and Metro plans to report on its compliance in subsequent Reports.

#### 2.2.2. Security and Privacy

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Security issues are periodically dealt with by the external financial statement auditor. As such, the Board has determined that this topic is outside the scope of this Report on Metro's social performance.

### 3. Responsiveness to Members in Need

As owners, members expect their financial institution to be responsive to their needs. This may simply be the need for day-to-day services, or special consideration or assistance when an unfortunate situation occurs.

The following are examples of actions and policies in place to assist Metro's members.

#### 3.1 Strike and Lock-Out Policy

Metro has a Strike and Lock-Out Policy to assist members to meet financial commitments in the event of a strike or lock-out. A member can request that loan payments or lines of credit be adjusted to assist them through this period. Metro states that it will publicize the policy with the applicable unions whenever it becomes aware of a strike or lock-out that may affect its members.

Metro communicates information on this policy to its members through brochures and posters in the branches and articles on the Metro website and in the member newsletter.

#### 3.2 Special Financial Assistance

Metro offers chequing account fee waivers to members who receive financial assistance through the Ontario Disability Support Program (ODSP). While this policy is understood by staff, Metro feels that we could do more to communicate this option to members.

Branches reported the number of members receiving ODSP fee waivers to be as follows:

	2000	2001	2003
Members receiving ODSP fee waivers <sup>1</sup>	21	30	47

<sup>1</sup> Data for 2002 not available

Metro occasionally works with members to temporarily ease loan payment obligations if deemed financially necessary.

Year	Number of Loan Payment Postponements and Rationale				Total
	Cash Flow	Disability	Job Loss	Car Repair	
2002	132	0	107	3	242
2003	252	17	214	20	503

Metro also has a monthly installment program for members who wish to purchase membership shares over 12 months instead of making one lump-sum deposit of \$25 each year. This program is meant to give members more flexibility and limit barriers to becoming an active member. As of May 2003, a reported total of 50 members have opted for this monthly share installment plan. This is down from 88 members in 2000.



Hemant, Member Since 1980

## Section 2 Employees

**As of March 31, 2003, Metro Credit Union had 175 full- and part-time employees<sup>1</sup> — all of whom are member-owners of the credit union.**

<sup>1</sup> Full-time equivalents

### 4. Compensation

From an employee's perspective, the compensation program is one of the most important elements in the relationship with the employer. Metro's goal is to have a fair and competitive compensation package.

#### 4.1 Salaries and Benefits

Compensation for Metro Credit Union employees takes into consideration salaries and benefits, relative remuneration for various staff levels, profit sharing, pay equity and employment equity.

##### 4.1.1 Remuneration

Following are several indicators of the range of remuneration at Metro<sup>1</sup>:

	2000	2001	2002	2003
Full-Time Staff	1	1	1	1
Management	1.6 times staff	1.5 times staff	1.4 times staff	1.4 times staff
Senior Management	2.8 times staff	2.5 times staff	2.6 times staff	2.5 times staff

<sup>1</sup> Ratio of average total salaries and benefits using non-management staff as base.

The ratio between Metro's CEO and the average, full-time, non-management staff wage is 4.1 to 1.

##### 4.1.2 Benefits

In addition to wages, Metro offers an attractive range of benefits to its employees. These are listed in the following chart along with an indication of their availability to full-time and part-time staff at senior management, management and non-management levels. All of these benefits appear in the Metro Employee Guide.



Edward & Marion, Members Since 1983



<b>Benefit</b>	<b>Staff Part-Time</b>	<b>Staff Part-Time</b>	<b>Management Staff</b>	<b>Senior Management Full-Time</b>
Mortgage discount	✓	✓	✓	✓
Line of credit or loan discount	✓	✓	✓	✓
Home equity Line of Credit discount	✓	✓	✓	✓
Free financial services except safety deposit box rentals, manual bill payment, ATM Interac (non-Metro ATM)	✓	✓	✓	✓
Staff rate on foreign exchange	✓	✓	✓	✓
1/4% bonus on term deposit rates	✓	✓	✓	✓
75% top-up on maternity and parental leaves	✓	✓	✓	✓
Earned deferred leave	✓	✓	✓	✓
Employee Assistance Program	✓	✓	✓	✓
Business-related training and education benefit	✓	✓	✓	✓
Senior Management vacation: 1 to 9 years = 4 weeks Earns 1 additional day for every year after 9 yrs. Maximum of 6 weeks.	X	X	X	✓
Full-time Management and Staff vacation: 1 to 5 years = 3 weeks 6 to 15 years = 4 weeks Earns 1 additional day for every year after 15 yrs. Maximum of 6 weeks.	X	✓	✓	X
Part-time staff vacation paid as a % of salary	✓	X	X	X
Flexible perquisite - 5% of gross salary (not applicable to CEO)	X	X	X	✓
Bonuses including	✓Calculated and paid in proportion to hours worked	✓May be paid in lieu of raise for staff at max. salary	✓May be paid in lieu of raise for staff at max. salary	✓5 - 20% of salary with no profit
Employee Profit Share	✓Calculated and paid in proportion to hours worked.	✓	✓	X
Semi-private hospital room	✓Employee pays portion of premium	✓	✓	✓
Medical plan including prescriptions, vision and dental	✓Employee pays portion of premium	✓	✓	✓
Benefits extended to common-law and same gender partners	✓Employee pays portion of premium	✓	✓	✓
Group Life Insurance at 3 times annual salary	✓Employee pays portion of premium	✓	✓	✓
Dependent Life Insurance - spouse \$10,000 - child \$ 5,000	✓Employee pays portion of premium	✓	✓	✓
Travel Accident Insurance	✓Employee pays portion of premium	✓	✓	✓
Pension Plan contributions mandatory at age 35 – Employee contributes 5% of gross salary and Metro contributes 7.5%	✓after 2 years service for those who work a minimum of 30 hours bi-weekly	✓	✓	✓
2 floating days	X	✓	✓	✓
Non-cumulative paid sick leave	✓ 5 days	✓ 10 days	✓ 10 days	✓ 10 days
Attendance bonus exclusive of floating days	✓ \$60	✓ \$125	✓ \$125	✓ \$125
Smoking cessation program (up to \$100 – payable after employee quits smoking for 6 months)	✓	✓	✓	✓
Bereavement days	✓ 2 days	✓ 3 days	✓ 3 days	✓ 3 days
Long Term Disability (LTD) insurance (employee paid)*	✓	✓	✓	✓
Optional additional life insurance available for purchase (employee paid)	✓	✓	✓	✓
Optional additional dependents' insurance available for purchase (employee paid)	✓	✓	✓	✓

\* If the Credit Union paid the LTD premium, any benefit the employee would receive would be taxable and taxes would be deducted when the benefit is paid. Because employees pay their own LTD premium, the benefit is non-taxable and employees receive the full benefit without tax deductions. When Metro Credit Union switched to employee-paid LTD, everyone's salary was increased an equivalent amount so the cost in the first year was covered by the credit union.

# Section 2 Employees

## 4.1.3 Profit Sharing

There was no profit sharing reported during this reporting period. However in 2002, the Metro Board of Directors paid a \$200 bonus to all employees to recognize their dedication and commitment to Metro.

## 4.1.4 Pay Equity

Pay equity is generally defined as equal pay for work of equal or comparable value. In September of 2001, Metro retained the services of an external expert to review the Job Evaluation System. Acting on the recommendation of this expert, a job evaluation committee was formed to evaluate each position at Metro based on its requirements in terms of education, experience and physical and mental skills. Pay ranges have been assigned to each position with levels that allow for improved performance of the functions of each position. Employees filling these positions are evaluated on their performance given the requirements of the job.

A review of the pay equity system shows that salaries of all employees are within the ranges defined by their job positions or higher.

## 4.2 Employment Equity

Employment equity involves a systematic effort to achieve equality in the workplace. It attempts to ensure that no person is denied access to employment opportunities for reasons unrelated to ability, and in fulfillment of that goal, to correct the conditions of disadvantage in employment experienced by women, Aboriginal peoples, persons with disabilities and members of visible minorities.

While Metro is not subject to the federal government’s *Employment Equity Act* and has no formal policy on employment equity, preliminary data on gender was collected as a way to evaluate Metro’s commitment to employment equity. In 2003, 74.2% of staff at Metro Credit Union were women; this compares to 73.8% in 2001.

Canadian banks are mandated to report on employment equity, which includes employment data on Aboriginals, people with disabilities and visible minorities. Metro is not required by law to report on employment equity and staff have chosen not to provide this information.

Another indicator of an organization’s commitment to employment equity is to view the positions held at different levels by particular groups. Again, Metro currently only collects data on gender. The results are below:

Position	2001		2003	
	Male	Female	Male	Female
Senior Management Team	64%	36%	60%	40%
Department / Branch Managers	48%	52%	36%	64%
Full-Time Staff	18%	82%	15%	85%



John, Member Since 1996

## 5. Work Environment

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The physical work environment of employees can play a critical role in workplace efficiency, employment satisfaction and overall quality of life.

### 5.1 Workplace Health and Safety

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Metro pledges in its Employee Guide to make every effort to provide safe working conditions for its employees. While safety is every employee's responsibility, the Operations Committee is responsible for maintaining a healthy and safe work environment and ensuring that Metro complies with the *Occupational Health and Safety Act* (OHSA).

In November 2002 an employee survey<sup>1</sup> was conducted at Metro. The results concerning health and safety issues were as follows:

- 72% of employees were satisfied with workplace safety procedures, while 7% were dissatisfied.
- 75% of employees agreed that they received appropriate safety training to do their job safely.
- 72% agreed that they had appropriate equipment to do their job safely.
- 62% agreed that they know the process to take if they have a health or safety concern.
- 47% agreed that their concerns regarding their physical work environment will be resolved.

<sup>1</sup> Survey had an 86% response rate and a margin of error of +/- 3.1%.

### 5.1.1 Health and Safety Committee

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During the reporting period Metro worked with provincial authorities towards full compliance with the Act. As part of these efforts, Metro has a Joint Health and Safety Committee (JHSC) representing both management and non-management employees from various branches and departments. This committee is made up of nine members and met a total of seven times during the period under review. Metro expects to meet all obligations under the Act in the next reporting period.

### 5.1.2 Robbery Procedures

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Metro has done extensive work on staff preparation for robberies. There are written protocols that emphasize the importance of safety during hold-ups and all branch staff review these safety procedures periodically throughout the year. During the reporting period, one robbery was reported at Metro.

Interviews about safety and robbery procedures indicated that 69% of staff were satisfied with the adequacy of security procedures, while 13% were dissatisfied. These results were generally confirmed in the results from the employee survey.

### 5.1.3 Employee Illness and Absenteeism

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Employee absenteeism is time taken off work that has not been approved in advance by management. Reporting of this data has been discontinued until industry comparison figures can be considered to give Metro's data some meaningful context.



Eva, Member Since 1991

## Section 2 Employees

### 5.1.4 Workplace Environment

During the reporting period, an independent survey asked Metro employees about their overall satisfaction with their workplace environment. The results of the survey indicated that 67% of employees were either somewhat or very satisfied with their overall physical work environment.

Work Environment Attribute	Somewhat or Very Dissatisfied	Somewhat or Very Satisfied
Keyboards	25%	56%
Monitors	12%	76%
Chairs	17%	71%
Lighting	21%	51%
Heating / Air Quality	34%	38%
Workspace / Deskspace	20%	69%

## 6. Employee Support

Progressive employers provide ongoing support to employees in the form of professional and personal self-development and assistance with workplace problem-solving.

### 6.1 Education and Training

An effective staff development program should encourage personal and professional development of the individual as well as contribute to the growth and success of the entire organization.

During the reporting period the following in-house training and professional development seminars were provided to staff:

- Staff Orientation Seminar
- Sales & Service Seminar
- New Account Opening Training – Personal & Business
- RRSP Training
- Supervisory Training
- Team Building
- Performance Management Training

Metro also encourages staff to pursue professional development opportunities outside the credit union that relate to their career and add value to Metro. The company pays the fee for an accepted program at the time of enrollment. If an employee is not successful, reimbursement is expected.

The amount spent by Metro on staff education and training appears below:

Year	Education & Training Costs <sup>1</sup>	Expenditures per Employee <sup>2</sup>
2001	\$136,895	\$805
2002	\$112,700	\$647
2003	\$122,629	\$700

<sup>1</sup> Includes course tuition, associated fees and books. Does not include staff resources used to organize or conduct training, or the cost of staff time when they were training.

<sup>2</sup> Based on 175 full-time equivalent positions.



DeEdra, Member Since 1989

## 6.2 Employee Recourse

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The ability of employees to voice concerns and complaints to their employer through a formal process without reprisal promotes greater openness in the workplace. It also helps ensure integrity and mutuality, and it builds the trust on which the employment relationship is based.

### 6.2.1 Whistle-Blowing Policy

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Whistle-blowing is the release of information by a staff member (or former staff member) that is evidence of illegal or unethical conduct within an organization, or conduct in an organization that is not in the public interest.

Metro has developed a whistle-blowing policy designed to allow employees to report, without reprisal, any actions that are detrimental, or that they perceive to be detrimental, to the members or the credit union, or contrary to the policies governing the credit union. However, we have identified a need to communicate this policy to staff more effectively.

### 6.2.2 Formal Complaints

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Metro has a formal complaints policy that sets out a procedure for an employee to bring forward concerns about his or her treatment by the organization. No such complaints were brought forth during the reporting period.<sup>†</sup>

<sup>†</sup> InterPraxis has reviewed files and interviewed staff, but has no effective way of verifying that no formal complaints were made during the audit period.

## 6.3 Employee Assistance Program

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An Employee Assistance Program (EAP) is available to promote and maintain the well-being of all credit union employees while respecting confidentiality at all times. A toll-free number is available on Metro's Intranet site and employees have access to the program throughout the year.

For the year ending June 30, 2001, the EAP program had a utilization rate of 3.8% by Metro employees. For the year ending June 30, 2002, the EAP program had a utilization rate of 7.4% by Metro employees.

## 6.4 Employee Retention

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In fiscal 2002, Metro's employee retention rate was 60% percent. In fiscal 2003 the retention rate was 87.5%. The average employee at Metro during the reporting period had approximately 7.3 years of service with the organization.



Gordon & Maureen, Members Since 1983

## Section 3

# The Community

As embedded in our mission, Metro Credit Union has a strong commitment to support the social and economic development of the communities we serve.

### 7. Accessibility

Since the early 1990's, Metro Credit Union has been implementing improvements to our branches so they are accessible and useable for people with physical disabilities and seniors.

#### 7.1 Accessibility by Branch

Accessibility for those with disabilities has been measured using the following indicators:

BRANCH	PARKING <sup>2</sup>	DOORS <sup>3</sup>	ACCESS <sup>4</sup>	WHEEL CHAIR SPACE <sup>5</sup>	WHEEL CHAIR COUNTER <sup>6</sup>	WHEEL CHAIR ATM <sup>7</sup>	SIGHT IMPAIRED ATM <sup>8</sup>
Attwell – Corporate Office	✓	✓	✓ <sup>1</sup>	✓	n/a	✓	X
Bay	✓	✓	✓	✓	✓	✓	✓
Bolton	✓	X	X	✓	✓	X	✓
Bramalea	✓	✓	✓	✓	✓	✓	✓
Danforth	✓	✓	✓	✓	✓	✓	✓
Lakeshore	✓	✓	✓	✓	✓	✓	✓
Malton	✓	✓	X	✓ <sup>9</sup>	✓ <sup>9</sup>	✓ <sup>9</sup>	✓
Ryerson	✓	✓	✓	✓	✓	✓	✓
Scarborough	✓	✓	✓	✓	✓	✓	✓
Streetsville	✓	✓	✓	✓	✓	✓	✓
York	✓	✓	✓	✓	✓	✓	✓

<sup>1</sup>The Attwell Corporate Office is not used by members. The main floor and ATM is accessible to employees and visitors in wheelchairs, but there is no elevator so the second floor is not accessible.

<sup>2</sup>The branch is either close to parking or accessible public transport.

<sup>3</sup>Doors that have automatic opening devices or are open when the branch is, as is the case for branches in malls.

<sup>4</sup>Entrance to branch and branch site is either flat, has a useful ramp or an elevator.

<sup>5</sup>Space in branch to manoeuvre a wheelchair.

<sup>6</sup>Service at a desk or counter accessible to a wheelchair user.

<sup>7</sup>Wheelchair accessible Automatic Teller Machine.

<sup>8</sup>Sight impaired controls on Automatic Teller Machine.

<sup>9</sup>Front door to branch is not wheelchair accessible.

#### Senior Friendly Initiative

In Spring 2003, Metro Credit Union became the first financial institution in Toronto to be declared "Senior Friendly" by the Toronto Seniors' Council. The council undertook an audit of Metro's Bay Street Community Banking Centre and suggested improvements to make it more easily navigated and used by seniors. The accreditation process requires that Metro staff undertake training and that Metro commits to an action plan to move forward with the recommendations.



Glen, Member Since 1978



## 8. Community Social & Economic Development

For many years, Metro Credit Union has demonstrated its commitment to supporting the economic and social development of the communities it serves. With a community economic development (CED) approach, the credit union works to creatively address local banking needs as well as support the social and environmental needs of its members and their communities.

Metro Credit Union has approached its CED objectives through a series of initiatives: 1) banking services for small businesses and non-profit organizations, 2) banking services for disadvantaged individuals, 3) traditional community service projects, and 4) donations programs, including a traditional corporate giving program and a member-funded and directed donations program.

### 8.1 Loans

#### 8.1.1 Loans to Assets

This measure has been discontinued in this Report because it is considered a financial rather than a social indicator.

#### 8.1.2 Micro Enterprise and Small Business Loans

Metro Credit Union provides loans to both micro enterprises and small businesses in the Greater Toronto Area as part of its commitment to community economic development.

##### Community Micro Loan Program

Micro loans are distributed through the Community Micro Loan Program. This program provides small loans to businesses that employ just one or two people, and that often don't qualify for traditional credit. The program also holds a Networking Café to support members as they get their businesses off the ground.

##### Community Micro Loans

	Total	Average Loan Amount	Total Number of Loans
2002	\$252,395.44	\$4,853.75	50
2003	\$227,642.44	\$3,993.72	57

##### Size of Community Micro Loans

	<\$2,000	\$2,000 - \$5,000	\$5,000 - \$10,000	>\$10,000
2002	8	27	10	5
2003	5	47	4	1



Michael & Jodi, Members Since 1999, with Carter

## Section 3

# The Community

### Small Business Loans

Small business loans are administered through the Commercial Services Department.

Small Business Loans <sup>1</sup>	Loan Value		Total Loans	
	\$	%	#	%
\$0 - \$25,000	\$695,491	5%	83	70%
\$25,000 - \$50,000	\$373,000	3%	13	11%
\$50,000 - \$100,000	\$349,300	2%	4	3%
\$100,000 - \$250,000	\$717,000	5%	5	4%
\$250,000 - \$500,000	\$1,386,204	10%	4	3%
\$500,000 - \$1,000,000	\$3,790,000	28%	5	4%
\$1,000,000 <	\$6,371,455	47%	5	4%
	<b>\$13,682,450</b>		<b>119</b>	

<sup>1</sup> Represents new loans only and does not include micro enterprise loans. Data represents the 2002/2003 fiscal year only.

### Daily Bread Food Bank

Along with four other organizations, Metro Credit Union holds part of a syndicated mortgage for the Daily Bread Food Bank in Toronto. Metro calculates the approximate annual interest owing on its portion of the mortgage and donates an equivalent amount to the Daily Bread Food Bank—essentially creating an interest-free mortgage. \$3,660 was donated in January 2002 and \$2,899 in November 2002. These donations are accounted for under Corporate Donations, Section 8.6.

### Women's Biz Coffee Club

Metro hosts a coffee club for women entrepreneurs to network and discuss topics of interest. Women's Biz Coffee Club began in the spring of 2002, with meetings held periodically throughout the reporting period.

### Immigrant Employment Loan Program

In partnership with the Maytree Foundation, Metro Credit Union offers this program to provide loans to immigrants and refugees for short-term educational upgrading. The goal of the program is to help newcomers find meaningful Canadian employment in their field of expertise. During the reporting period 21 loans were approved and funded, for approximately \$70,000.



Pamela, Member Since 1998

## 8.2 Financial Services for Non-Profits

Metro Credit Union offers various incentives and fee waivers to non-profit organizations and institutions and employs a dedicated community account manager to serve these organizational members. Organizational accounts are for any non-profit organization including charities, community groups, unions, associations, churches, volunteer organizations and housing co-operatives.

Non-Profit Organization Accounts (Active) <sup>†</sup>			
	April 2000	April 2001	April 2002
Total	747	847 <sup>‡</sup>	1,047

<sup>‡</sup> 800 memberships having 847 accounts in April 2001.

<sup>†</sup> InterPraxis has agreed these numbers to Metro reports, but they are not otherwise verified.

## 8.3 Community Banking Initiative

In an effort to better address the banking needs of underserved individuals in the community, Metro developed a community banking project pilot with a focus on the banking issues faced by the homeless (e.g. access). At the outset, the program operated out of the sites of three community organizations: The Meeting Place, Fred Victor Centre and Sistering. While delivery of the program was scaled back, there is still a limited arrangement with Fred Victor Centre. This project was to be evaluated based on its success in addressing the needs of the homeless community, not on a profitable business case for Metro.

In April 2001, Metro management recommended to the Board that, along with the Board, it develop more detailed criteria to evaluate the program's success. More efficient delivery options were also recommended. A renewed pilot project is planned, but no progress has been made on this initiative since the previous social audit.

## 8.4 Community Service

Metro Credit Union employees make an annual contribution to their community. Each branch and department of Metro Credit Union conducts a community service project of their choice involving either fundraising or a commitment of time to a local organization. For example, the Financial Advisory Services Department has collected food and volunteered a day at the Daily Bread Food Bank for the last two years. Staff also speak to groups on behalf of the credit union and volunteer on behalf of the credit union on various boards and committees.

	2000	2001	2002	2003
Time contributed to community projects <sup>†</sup>	1,000	803	270	388

<sup>†</sup> Includes both paid and volunteer time. All figures are approximate estimates and are not verifiable by InterPraxis.



Max, Member Since 2000

## Section 3

# The Community



Lloyd, Member Since 1979

### 8.5 Spare Change Program

Each month through the Spare Change Program members donate the “spare change” in their accounts (under \$1) to support organizations that address homelessness, the environment or children’s issues. Members who sign up for the program automatically have their balances rounded down to the nearest dollar on a monthly basis.

In the year ended March 31, 2002, Metro collected \$13,026 and disbursed \$7,950 to designated groups through the Spare Change Program. In 2003, \$13,019 was collected and donations to groups increased to \$13,188. In the past, Metro held an annual awareness campaign to increase enrollment in the Spare Change Program, and therefore increase the total donations given to organizations each year.

**Recipients of donations through the Spare Change Program in 2002 and 2003 were:**

- Ashbridge ECO Community Garden
- Central Technical School
- Christie Ossington Neighbourhood Centre
- Co-operative Housing Federation of Toronto Charitable Fund
- Evergreen
- Homelessness Action Group
- Lakeshore Out of the Cold
- Malton Black Development Association
- OPSTF Millionaires’ Night
- Sistering
- The Gatehouse
- The Stop Community Food Centre
- Toronto Disaster Relief Committee
- Toronto Educational Opportunity Fund

### 8.6 General Corporate Donations

Metro Credit Union’s policy is to donate 2% of the previous year’s pre-tax profits to local organizations each fiscal year. This exceeds the benchmark suggested by the Canadian Centre for Philanthropy’s Imagine campaign, which recommends that corporations give 1% of pre-tax profits to charities.



The Donations Committee allocates a portion of the donations throughout the year and other donations are made by different departments in order to meet the 2% target by the end of the year. In addition, individual branches make donations to local non-profits and charities in their communities. In 2002, these sponsorships amounted to \$4,258, and in 2003 local branches allocated \$4,101 in sponsorships. These amounts are not included in the chart below.

#### Corporate Donations

Fiscal Year	Donations Amount	% of pre-tax profits
2000	\$33,000	2.1%
2001	\$40,000	2.1%
2002	\$32,257	4.1%
2003	\$10,941	32.8% <sup>1</sup>

<sup>1</sup> Metro’s profit in 2002 was minimal, which accounts for this large percentage in 2003. The Board has suggested that a set donation amount be established for years when Metro’s profit is very low.

**Recipients of Corporate Donations approved by the Donations Committee in 2002 and 2003 were:**

- Advisory Council of Smaller Credit Unions
- Buddies in Bad Times Theatre
- Centre for Equality Rights in Accommodation
- Co-operative Housing Federation of Toronto Charitable Fund
- Credit Union Central of Ontario: Silent Auction
- Daily Bread Food Bank
- Fair Vote Canada
- Interim Place
- Movement to Educate, Teach and Assist (META)
- Mackenzie-Papineau Memorial Fund
- Multiple Sclerosis Society of Canada
- Ontario Credit Union Charitable Foundation
- Operation Go Home
- OPSTF Millionaires' Night
- Princess Productions
- The Scott Mission
- Sistering
- St. Felix Centre
- Toronto Rape Crisis Centre
- University of Toronto Food Bank
- Upper Canada Lodge

In 2003, a Donations Policy Review Task Force was formed, consisting of two Board members, a manager and two members. The goal of this committee was to examine and provide recommendations regarding Metro Credit Union's Donations Policy.

**8.7 Staff & Member Donations**

Instead of a donation of time, branches and departments of the credit union may choose to raise funds for a particular organization or project. These range from the Canadian Cancer Society to Sistering to the United Way.

Year	Staff fundraising contribution <sup>†</sup>	Number of organizations
2002	\$26,112	16
2003	\$22,682	20

<sup>†</sup> Figures have not been verified by InterPraxis.



**Graeme & Hilary, Members Since 1997**

## Section 3

# The Community



Perry & Rochelle, Members Since 1996

## 9. Socially Responsible Investment

---

Metro Credit Union has long promoted the concept of socially responsible investment (SRI) and provided socially responsible investment options to members. SRI refers to investing that considers both financial and social impacts. Metro Credit Union is an active member of the Social Investment Organization.

The following assessment examines the application of the credit union's own investment policy, as well as the provision of social investment services to members.

### 9.1 Socially Responsible Investment by Metro Credit Union

---

Metro has an Investment Policy that applies to the investment of funds in order to meet the credit union's liquidity requirements. Investments that are in the form of loans and mortgages to members are not covered by this policy.

Metro's Investment Policy includes the following.

The credit union will not invest in financial assets of corporations that, either in Canada or abroad:

- (i) engage in environmentally destructive practices;
- (ii) engage in the manufacture or sale of military armaments;
- (iii) engage in production or wholesale sales of tobacco products;
- (iv) practice or encourage poor or inferior labour relations;
- (v) practice or encourage poor or inferior human rights standards;
- (vi) practice or encourage poor or inferior relationships with indigenous peoples.

#### Metro's Portfolio Holdings During the Reporting Period

In the reporting period, Metro placed investments with the following entities:

- Bank of Nova Scotia
- Canadian Imperial Bank of Commerce
- Canadian Wheat Board
- Care Trust
- Credential Financial Inc.
- Credit Union Central of Ontario
- Government of Canada
- HSBC
- Life Trust
- Merit Trust
- Province of British Columbia
- Province of Ontario
- Royal Bank of Canada
- Toronto Dominion Bank of Canada



The Chief Financial Officer (CFO) determines whether each investment meets the policy criteria as it is made. Adherence to the investment policy is documented in each case. Any non-compliance is required to be reported to the Board of Directors—none was reported. The social auditors have reported to Metro that they do not have sufficient information about any of these entities to be able to conclude that they meet the above criteria.

Going forward, Metro will adopt the criteria and screens used by The Ethical Funds Company™, to help meet our investment screening requirements in a cost efficient manner and align our investment screening criteria with a recognized Canadian leader in socially responsible investment.

## 9.2 Socially Responsible Investment Services

Metro Credit Union provides a range of socially responsible investment services to members, including the sale of socially responsible investment products, individual investment advice and educational events.

### Investment Products and Individual Investment Services

Metro delivers a financial advisory service and invests funds on behalf of members, either through the Credential Securities Inc. Investment Advisors or the Credential Asset Management Inc. Mutual Funds Investment Specialists, who all work from Metro branches. The majority of our members' investments under administration with Credential Asset Management Inc. are in the Ethical Funds® brand of mutual funds.

Metro's policy is to explain SRI to all clients and to provide all members with the option of investing in socially responsible investments.

Metro commissioned an independent survey in 2002 and 2003 concerning Metro's Financial Advisory Services (FAS). The survey asked FAS clients to report their level of satisfaction with FAS.

Satisfaction with the service and advice clients received from FAS

Year	Completely Satisfied	Somewhat Satisfied
2001	75%	24%
2002	76%	24%
2003	55%	29%

### Educational Opportunities

Early in 2002, Metro Credit Union offered an educational seminar called "Socially Responsible Investing". The credit union also held a public forum on January 27, 2003 entitled "Beyond the Bottom Line: Can Social Investment Really Make a Difference in the 21st Century?" The forum debated the effectiveness of socially responsible investing as a strategy for social change.

The speakers were: Ed Broadbent, Co-Chair, Canadian Democracy and Corporate Accountability Commission; Jim Stanford, Economist, Canadian Auto Workers; and Robert Walker, Vice President, Socially Responsible Investment (SRI) Policy & Research, The Ethical Funds Company.



Martha, Member Since 1990

## Section 4

# Other Groups

**Metro Credit Union also has relations with groups other than our members, employees and community. These include the credit union and co-op movements, suppliers and governments.**

### 10. Credit Union & Co-op Movement

Metro's dedication to strengthening the credit union and co-operative movement, and its commitment to co-operatives, is demonstrated through its actions. The following are activities undertaken during the reporting period that were targeted to meet one or both of these objectives.

During the audit period Metro's activities to strengthen the movement included:<sup>1</sup>

#### Financial Literacy

Metro represented the credit union sector at a meeting with various federal and provincial parliamentary representatives including staff from the Prime Minister's Office. The purpose of the meeting was to highlight the importance of financial literacy and the need for a minimum financial literacy level for all Canadians. Work on this initiative continues.

#### Third World Credit Union and Co-op Development

In partnership with the Canadian Co-operative Association and the World Council of Credit Unions, Metro hosted credit union senior managers from various third world countries, providing an opportunity to share best practices and to exchange ideas. Coalitions, groups and individuals representing countries such as India, Nepal, Romania, Philippines and Mongolia spent time with our senior team. Our staff also went to Ottawa to speak to groups of women from third world countries on Canadian lending policies and practices. In addition,

our staff were represented at a community economic development conference for credit unions and co-operatives held in Vancouver, British Columbia.

#### Advocating Social Auditing

Metro participated in various conferences that advocated the need for corporate accountability. Workshops on the topic were hosted and/or facilitated by Metro at the credit union system's Spectrum conference in Banff, Alberta and a Toronto-based international conference on communications and media relations for corporate social responsibility. We were also given an opportunity to get the message out at a credit union Director's Forum held in Toronto.

Metro also demonstrated its on-going commitment to the movement in the following ways:

- Metro and the Co-op Housing Federation of Toronto (CHFT) continue to co-manage the Co-op Housing Investment Pool (CHIP) program. This banking program is promoted by CHFT as a "co-operation among co-operatives initiative."
- Metro continues to play an active role through the Co-op Funders Forum.

Metro Credit Union's CEO has played an active role in the area of social investment. Over the period, he served as Vice Chair of **The Ethical Funds Company** and was an active member of their Socially Responsible Investment Committee.

Metro Credit Union's CEO also appeared on Report on Business Television to discuss socially responsible investment.

Metro Credit Union chose to become a founding member of Canadian Business for Social Responsibility (CBSR) as a sign of its overall support for the integration of social and business objectives.



Patrick, Member Since 1997

The Metro website provides a variety of links to other organizations within the national and international credit union movement including:

- Canadian Cooperative Association
- Credit Union Central of Canada
- Credit Union Central of Ontario
- Credit Union Insurance Services
- Co-operative Housing Federation of Canada
- The Co-operators
- World Council of Credit Unions

<sup>1</sup> Information in Section 10 has been reviewed but not otherwise verified by InterPraxis.

## 11. Suppliers

In 2001, Metro developed a purchasing policy with criteria that favour suppliers who are socially responsible. The guideline also includes the more standard criteria of price and quality. During the reporting period, however, this policy has not been effectively implemented. Looking forward, the scorecard for evaluating purchasing decisions is being reviewed and updated.

Metro also promotes the financial services of other co-operative or social investment organizations including The Co-operators, The Ethical Funds Company, Credential Securities Inc. and Co-operative Trust. Through its membership in Credit Union Central of Ontario (CUCO), Metro receives services from other credit union organizations. These organizations include Credit Union Electronic Transaction Services (CUETS), Credit Union Central of Canada (CUC) and Credit Union Member Insurance Services (CUMIS). To date, none of these suppliers or affiliated organizations has completed social audits. If they are conducted, Metro will notify members of their availability.

## 12. Government

Metro contributes to governments and society at large by engaging in consultations and policy development on behalf of its members. The credit union also contributes its share of taxes, which help support the social and economic priorities of Torontonians, Ontarians and Canadians.

Metro paid taxes as detailed below:

Tax	2001	2002	2003
Federal	\$214,217	\$214,224	\$324,883
Provincial	\$96,673	\$96,684	\$131,768
Property Tax	\$470,870	\$524,395	\$355,192
Employer Health			
Tax (EHT)	\$130,607	\$137,393	\$137,582
GST <sup>1</sup>	\$580,000	\$505,000	\$436,000
PST <sup>1</sup>	\$668,000	\$586,000	\$407,000
<b>TOTAL<sup>2</sup></b>	<b>\$2,160,367</b>	<b>\$2,063,696</b>	<b>\$1,792,425</b>

<sup>1</sup> Estimate based on total operating expenses less items not subject to GST or PST such as salaries, EHT, property taxes and depreciation. In the case of GST, net of GST recoveries.

<sup>2</sup> Does not include capital taxes.

### Government Consultations

Metro Credit Union assisted Credit Union Central of Ontario in its efforts to seek reform to credit union legislation and participated in group lobbying. In addition, the Metro Credit Union CEO met with elected leaders and senior officials in the provincial government to assist in modernizing the legislative framework that governs co-operative financial institutions.

During the reporting period the Board enacted a new policy on government relations and political parties that states, "As policy, Metro Credit Union will not support any political party nor will it make any political contributions to any of the political parties either directly or indirectly." Metro made no direct financial contribution during the reporting period.



Wayne & Sharon, Members Since 1986

## Section 5

# The Environment

During the reporting period, Metro Credit Union had no formal environmental policies, programs or standards in place. As of June 2003, Metro has an Environmental Policy. This date is outside the scope of this Report, therefore we will report on our performance in the future.

The current Report addresses only the issue of resource use, specifically the consumption of gas and electricity.

### 13. Resource Use

The chart below indicates energy usage measured in dollars. A more meaningful measure would be in quantities of energy used, so as to eliminate the effect of price fluctuations. Even more sophisticated measures are available, if we are able to pursue them, using benchmarks such as degree days.

ENERGY CONSUMPTION PER SQUARE FOOT (\$)

LOCATION OF OFFICES, BRANCHES OR SUB-BRANCHES <sup>1</sup>	GAS \$		ELECTRICITY \$		COMBINED UTILITY USAGES \$	
	2002	2003	2002	2003	2002	2003
Bolton	0.78	0.95	1.57	1.75	2.36	2.66
Bramalea	0.24	0.21	2.58	2.90	2.82	3.11
Bay	n/a	n/a	n/a	n/a	n/a	n/a
College (building)	Gas not used	Gas not used	1.93	n/a	1.93	n/a
Danforth	Gas not used	Gas not used	3.97	4.61	3.97	4.61
Lakeshore	0.65	0.62	1.46	1.61	2.11	2.24
Malton	0.40	0.46	1.59	1.76	2.00	2.22
Ryerson Campus	Leased/ not available		Leased/ not available		Leased/ not available	
Scarborough	0.74	0.86	3.12	2.35	3.86	3.22
Streetsville	0.37	0.50	1.79	2.12	2.17	2.62
York Campus	Leased/ not available		Leased/ not available		Leased/ not available	
Dehavilland	Leased/ not available		Leased/ not available		Leased/ not available	
Litton	Leased/ not available		Leased/ not available		Leased/ not available	
Total Average	\$0.53	\$0.60	\$2.21	\$2.44	2.65	\$2.95



Faith, Member Since 2000

Since our first social audit in 1993, Metro has shown its dedication to spearheading the development of the social auditing process.





**Norma & Jevon, Members Since 1980 & 1996**

**Bay Street Community  
Banking Centre**  
800 Bay Street  
Toronto, ON M5S 3A9

**Bolton**  
1 Queensgate Boulevard  
Bolton, ON L7E 2X7

**Bramalea**  
1-375 Howden Blvd.  
Brampton, ON L6S 4L6

**Danforth**  
1577 Danforth Avenue  
Toronto, ON M4C 1H7

**Lakeshore**  
3001 Lakeshore Blvd. W.  
Toronto, ON M8V 1J8

**Malton**  
2829 Derry Road E.  
Mississauga, ON L4T 1A5

**Ryerson**  
Room POD 158, Podium  
350 Victoria Street  
Toronto, ON M5B 2K3

**Scarborough**  
1173 Brimley Road  
Scarborough, ON M1P 3G5

**Streetsville**  
113 Queen Street S.  
Streetsville, ON L5M 1K7

**York**  
York University  
York Lanes Mall  
4700 Keele Street  
Toronto, ON M3J 1P3

**On the Cover:**

Steve, Member Since 2001  
Purita & Helmut, Members Since 1966  
Ivan, Member Since 1998

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