



Social Auditing and Reporting at VanCity

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Presentation objectives

- Provide an overview of **VanCity's social auditing and reporting process**
- Describe our experience using the **AA1000 Assurance Standard**
- Explain the **key benefits** of social auditing and reporting



VanCity's social auditing and reporting process...



VanCity's social auditing and reporting process: what is it?

- **A process for measuring, externally verifying, and reporting VanCity's economic, social, and environmental performance**



VanCity's social auditing and reporting process: what is it?

- ✓ **Guided by AA1000**
- ✓ **Stakeholder driven**
- ✓ **Aligned to VanCity's Statement of Values and Commitments**
- ✓ **Two year cycle**
- ✓ **Incorporates the GRI content standard**
- ✓ **Externally verified**



VanCity's social audit process: a continuous cycle of improvement



Using the AA1000 Assurance Standard



AA1000 Assurance Standard

- ✓ **Standard for evaluating the credibility and quality of an organization's sustainability reporting**
- ✓ **Compatible with various content standards – e.g. the Global Reporting Initiative**
- ✓ **Requires auditors to disclose their competencies and relationships**
- ✓ **Specifies the content of the Assurance Statement (Auditor's Report)**



AA1000 Assurance Standard

Companies adopting the standard commit themselves to the practice of **Inclusivity**. This means applying the following key principles:

- ✓ **Materiality**
- ✓ **Completeness**
- ✓ **Responsiveness**



Materiality:

The organization shall

- ✓ **include in its report the information required by its stakeholders for them to be able to make informed judgments, decisions and actions**



AA1000 Assurance Standard

Helpful:

- ✓ Deciding what issue to report

Challenging:

- ✓ Subjectivity
- ✓ Warts n all approach



AA1000 Assurance Standard

Completeness:

The organization shall

- ✓ **identify, understand and report all material aspects of its sustainability performance**



AA1000 Assurance Standard

Helpful:

- ✓ **Big picture view**

Challenging:

- ✓ **Resources and extent of stakeholder consultations**
- ✓ **Levels of assurance**



AA1000 Assurance Standard

Responsiveness:

The organization shall

- ✓ **Respond to stakeholder concerns**
- ✓ **Establish policies, targets, indicators**
- ✓ **Allocate adequate resources to implement these; and**
- ✓ **Communicate the above in a timely and accessible way**



AA1000 Assurance Standard

Helpful:

- ✓ Developing a structured and transparent stakeholder engagement process

Challenging:

- ✓ Responding to all stakeholder concerns



AA1000 Assurance Standard

Other areas where the standard was...helpful:

- ✓ Appointing our external auditors
- ✓ Defining the terms of the engagement
- ✓ Adding credibility

...challenging:

- ✓ "What" versus "how"



Key benefits to VanCity...



Social auditing and reporting: why we do it

- **Strengthened relationships with our stakeholders**
- **Enhanced reputation; differentiates Vancity from other financial institutions**
- **Helps us attract and retain star employees**
- **Improved internal management systems**
- **Improved Board governance**
- **Increased operational efficiency**



Social auditing and reporting: why we do it

- **Key reason:** Ensures we continuously improve our performance at living up to our values and commitments

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“In an increasingly competitive and fast paced environment, staying true to our values is vital. VanCity’s Statement of Values and Commitments...acts as a compass to guide our business decisions and strategies so we stay on course”

Bruce Ralston Chair, 2002-03 VanCity Board of Directors’ Dave Mowat, CEO, VanCity



Questions/contact details

Any questions?

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Thank you!

