



MEMBERSHIP MATTERS

2023 YNCU ANNUAL REPORT



GOOD NEIGHBOUR

WE TAKE THE BANK OUT OF BANKING.



MEMBERSHIP MATTERS

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REPORT FROM THE BOARD OF DIRECTORS' CHAIR

IT IS MY PLEASURE TO SHARE WITH YOU, OUR MEMBERS, SOME OF YNCU'S MANY ACCOMPLISHMENTS AND THE IMPACT WE HAVE HAD ON OUR COMMUNITIES OVER THE PAST YEAR. THE KEY TO OUR SUCCESS IS PROFITABLE GROWTH, WHICH ENSURES THAT YNCU CAN IMPROVE SERVICES FOR OUR MEMBERS AND MAKE CONTRIBUTIONS TO THE COMMUNITIES WE SERVE. ONCE AGAIN YNCU WAS SUCCESSFUL IN THIS REGARD WITH AN INCOME BEFORE TAXES AND DIVIDENDS OF 10.4 MILLION AND A 5.6% INCREASE IN ASSETS UNDER ADMINISTRATION.

YNCU used our financial success to benefit our members and local communities. We donated \$167,620 to charities this year, including providing \$25,000 to five Habitat for Humanity chapters: Windsor, Heartland, Waterloo Region, Guelph, and Sault Ste. Marie. These donations were made possible through our new Neighbourhood Builder GIC, an investment product that shared the return between member and charity.

I am happy to report on the continued success of the Good Neighbour staff volunteer initiative. Once again, YNCU staff members were provided four hours of paid time off to volunteer with a charity they are passionate about. In 2023, 145 staff participated in the program, volunteering 968 hours, with 45 different local charities. YNCU further supported these charities by donating \$22,650 to them.

Credit Unions, as member-driven organizations, have a unique ability to provide unbiased financial literacy education that is focused on helping people, rather than driving sales. YNCUniversity Financial Literacy Hub launched as an extension of YNCU's work to support financial literacy. YNCU will continue to deliver presentations to schools and community groups. Through YNCUniversity, we will now also provide complimentary financial literacy resources online through YNCUniversity.com and social media channels.

The above initiatives are a small sample of the many things YNCU is doing to benefit people, communities, and our planet. In 2023, in recognition of these efforts, we became B Corp

Certified. Achieving B Corp Certification provides external validation that we are meeting high standards of performance, accountability, and transparency on factors like employee benefits, community involvement, and supply chain practices. In short, our certification demonstrates our commitment to being in business for purpose, not profit.

On the digital side, YNCU made a substantial investment of time and resources to introduce Salesforce Customer Relationship Management software. While this change will not be directly visible to our members, the board is particularly excited about the plans to use Salesforce to improve members' experiences behind the scenes. A credit union should be focused on solving members' problems, Salesforce's introduction will help our staff to proactively anticipate your needs and improve your financial well-being.

I would be remiss if I did not take this opportunity to thank Gord Harrison, our retiring Chief Executive Officer (CEO), for his forty years of service to YNCU. When I first joined the board, Gord was our Chief Financial Officer. In this role he provided keen oversight of our finances and the budgeting process, ensuring that despite turmoil in the marketplace and a changing credit union landscape, we maintained our solid financial performance. When Gord was promoted to CEO in November 2020, he began working with his team to develop a clear set of principles to guide YNCU. His collaborative approach led to the seven principles that now guide the organization: Financially Thriving Organization, Great Place to

Work, Member-Centric, Committed Community Partners, Compelling Digital Experience, Environmental, Social & Governance, and Diversity, Equity & Inclusion. While developing a set of ideals is relatively easy, Gord took the difficult step of ensuring these principles guided his actions and he built a culture where the entire organization sees these principles as core to the way YNCU operates. Gord has been an outstanding leader for YNCU, and he will be missed.

Since late January 2024, the YNCU board has been working to find a new CEO. We anticipate announcing our new CEO in June. Through the hiring process, the board is seeking to demonstrate our commitment to cooperative values and principles. We have engaged an outside firm to aid in the search, ensuring that we conduct a fair process. Consultations with staff, the board, YNCU members, and other key stakeholders will allow us to create a profile of the ideal YNCU CEO. Before beginning interviews, the board will undergo training on recognizing unconscious bias to ensure that the CEO profile, not personal feelings, drives decision-making.

In closing, thank you to you, our members. Your continued patronage demonstrates that YNCU is meeting our members' needs, while also allowing us to continue to have a positive impact on our communities.

Anthony Piscitelli

ANTHONY PISCITELLI
Chair, Board of Directors

BOARD OF DIRECTORS

THE COMMITTEES ARE AS FOLLOWS:

EXECUTIVE COMMITTEE

- ANTHONY PISCITELLI, COMMITTEE CHAIR
- DONNA BAILEY, VICE CHAIR
- CHRISTINE COCCIMIGLIO, MEMBER
- MIKE TURNER, MEMBER

AUDIT COMMITTEE

- MIKE TURNER, COMMITTEE CHAIR
- JARED BYDELEY, MEMBER
- DAVE WALKER, MEMBER

GOVERNANCE COMMITTEE

- DONNA BAILEY, COMMITTEE CHAIR
- LLOYD HOTCHKISS, MEMBER
- ALEKSANDRA SZAFIARSKA, MEMBER

RISK COMMITTEE

- CHRISTINE COCCIMIGLIO, COMMITTEE CHAIR
- DAVID WALKER, MEMBER
- CRAIG FEE, MEMBER

BOARD GENDER DIVERSITY REPORT: IN 2023, YNCU'S BOARD WAS 33% FEMALE AND 67% MALE. 50% OF THE COMMITTEE CHAIRS WERE WOMEN.



ANTHONY PISCITELLI,
CHAIR



DONNA BAILEY,
VICE CHAIR



JARED BYDELEY



CHRISTINE COCCIMIGLIO



CRAIG FEE



LLOYD HOTCHKISS



ALEKSANDRA SZAFIARSKA



MIKE TURNER



DAVID WALKER



**EVERY MEMBER
IS AN OWNER.**

REPORT FROM THE CHIEF EXECUTIVE OFFICER

AS WE CLOSE ANOTHER SUCCESSFUL YEAR AT YNCU, I AM FILLED WITH A PROFOUND SENSE OF GRATITUDE.

I AM HONOURED TO HAVE RECENTLY CELEBRATED MY 40-YEAR ANNIVERSARY WITH YNCU. WORKING HERE WITH SO MANY WONDERFUL PEOPLE FOR FOUR DECADES HAS BEEN AN ENRICHING AND FULFILLING JOURNEY; ONE STEEPED IN SHARED SUCCESSES, INNOVATION, AND RELENTLESS DEDICATION TO OUR MEMBERS.

Following this year's Annual General Meeting, I will be starting my next chapter, retirement. This decision comes with a mix of emotions as I reflect on the years gone by and look forward to what is ahead. YNCU is being left in the capable hands of our Chief Leadership Team, Board of Directors, and our exceptional staff, each of whom has demonstrated unwavering commitment to our credit union. I have the utmost confidence that YNCU will continue to thrive and serve our members with the same integrity and excellence that has always been its hallmark.

We recently developed a collective vision for YNCU: ***“By providing a superior member experience, built on honest advice and expedient service, YNCU can lead the financial services industry for those looking for a transparent partner on their financial journey.”***

I know that our leadership team, board, and staff will be exemplary models for this new vision, demonstrating integrity, transparency, and unparalleled service.

2023 was another strong financial year for YNCU, reporting 10.4 million as income before taxes and membership patronage dividends. This level of income allows YNCU to invest more in our technology, communities, and people. Being a **Financially Thriving Organization** sustains and propels our operations, growth, and overall success, and allows YNCU to help build financial well-being for our members. A robust financial foundation empowers YNCU to pursue its mission, realize its vision, live its purpose, demonstrate its principles, adapt to change, and contribute meaningfully to its neighbourhoods.

Reflecting on my 40-year journey in the financial services sector, it's remarkable to see how much has changed. The advent of technology and digitalization has revolutionized the way we operate, transforming every aspect of our business. Four decades ago, banking was predominantly a manual process, with transactions recorded in physical ledgers and member interactions limited to branch visits. Today, digital platforms have enabled members to conduct and track their transactions in

real-time from the comfort of their homes or on-the-go. The rise of online banking, mobile payment systems, and artificial intelligence has not only streamlined operations but also enhanced the member experience.

At YNCU, we are steadfast in our commitment to the digital evolution of financial services, always with the goal of creating a **Compelling Digital Experience** for our members. In a world where security and convenience are paramount, we've listened to the needs of our members and taken significant strides in our digital offerings. Understanding the importance of protecting our members' information and assets, we proudly implemented 2-Step Verification for Online Banking. This added an additional layer of security to ensure that member accounts are accessible only by verified users. And with the ever-growing reliance on mobile technology for everyday transactions, we also integrated Mobile Payment for YNCU debit cards into our service portfolio. This aligns with the modern lifestyle demands of our members.

YNCU prioritizes **Member-Centricity**, emphasizing the importance of the needs and experiences of our members. This approach acknowledges that the success of YNCU as a financial institution is intricately tied to the satisfaction and financial well-being of our members.

Our efforts have paid off, and we saw a considerable increase in our Net Promotor Score (NPS). The NPS is a metric widely used to measure loyalty and satisfaction. Following our Fall 2023 Member Survey, our NPS increased to 53.1 from 34.5 in 2022. This surge suggests a higher proportion of YNCU members became enthusiastic advocates, expressing a willingness to recommend the credit union to others. Our score of 53.1 is considerable in comparison to 19.5, the 2023 Canadian credit union average, as reported by the Canadian Credit Union Association. Member advocacy plays a pivotal role in the success of any credit union. Thank you to all our members who recommend and speak positively of YNCU and their experiences with us. It not only signifies satisfaction, but also establishes a foundation for trust and credibility in the wider community.

I want to express my deepest gratitude one final time to our members for choosing YNCU as their trusted financial partner. The impact of your choice to bank locally goes far beyond numbers on a balance sheet; it resonates in the community spirit we have cultivated together that sets YNCU apart. It has been my privilege to serve you and to be a part of your financial successes. Your feedback has been our compass, guiding us to improve and adapt to better meet your needs.

Our team continues to grow, with over 270 incredible staff that make YNCU a **Great Place to Work**. Our continued efforts to prioritize staff wellness

have made an impact, with an employee engagement score of 78 in 2023, a 9% increase over our 2022 score. And thanks to our peer-recognized internal program, we had a YNCU Young Leader become a top five finalist in the CCUA National Young Leaders' competition.

I want to express my deepest thanks to the dedicated and talented staff at YNCU. Your unwavering commitment to our members, hard work, and resilience have been one of the driving forces of our shared success. Together, we have weathered storms, celebrated triumphs, and built a credit union that we can all be very proud of.

To my colleagues, both past and present, I want to acknowledge the invaluable lessons I've learned from each of you. Your expertise, creativity, and dedication to excellence have been a source of inspiration throughout the years. YNCU has grown and evolved so much, and it's the collective effort of this outstanding team that has propelled us forward. I take with me not just the knowledge and experience but also the friendships and bonds that we've built together. YNCU's future is bright, and I eagerly anticipate witnessing its continued achievements from a new vantage point.

With gratitude,




GORD HARRISON
Chief Executive Officer, YNCU

2023 IN REVIEW

2.82 B

TOTAL ASSETS UNDER
ADMINISTRATION

5,130,500

PATRONAGE DIVIDENDS RETURNED
TO MEMBERS SINCE 2005

4.04 M

IN TOTAL INVESTMENT SHARES
& PATRONAGE DIVIDENDS PAID

10.4 M

IN INCOME BEFORE TAXES &
MEMBER PATRONAGE DIVIDENDS

300,000

PAID IN PATRONAGE DIVIDENDS

3.67%

IN DEPOSIT GROWTH

4.93%

IN LOAN GROWTH

OUR NEW GUIDING VISION



" BY PROVIDING A SUPERIOR MEMBER EXPERIENCE BUILT ON HONEST ADVICE AND EXPEDIENT SERVICE, YNCU CAN LEAD THE FINANCIAL SERVICES INDUSTRY FOR THOSE LOOKING FOR A TRANSPARENT PARTNER ON THEIR FINANCIAL JOURNEY. "

CONDENSED FINANCIAL STATEMENTS



STATEMENT OF FINANCIAL POSITION	DECEMBER 31, 2023	DECEMBER 31, 2022
	(000's)	(000's)
Cash and Investments	145,207	141,824
Loans and Mortgages to Members	2,320,786	2,211,627
Other Assets	48,345	36,012
TOTAL ASSETS	2,514,338	2,389,463
Members' Deposits	1,861,085	1,795,157
Other Liabilities	485,033	431,397
Membership Shares	253	258
Member Equity Shares	71,645	70,773
Retained Earnings & Contributed Surplus	96,322	91,878
TOTAL LIABILITIES AND MEMBERS' EQUITY	2,514,338	2,389,463

These financial statements represent excerpts from the full set of audited financial statements of Your Neighbourhood Credit Union Limited. Complete audited financial statements are available upon request.

STATEMENT OF COMPREHENSIVE INCOME	FOR THE YEAR ENDED DECEMBER 31ST, 2023	FOR THE YEAR ENDED DECEMBER 31ST, 2022
	(000's)	(000's)
Interest Earned	111,200	84,378
Other Income	7,177	7,019
TOTAL REVENUE	118,377	91,397
Interest Paid to Members on Deposits	54,557	26,671
Other Interest Expenses	11,210	8,612
FINANCIAL EXPENSES	65,767	35,283
(Recovery of) Provision for Loan Losses	(931)	992
Personnel Costs	27,036	24,330
Occupancy Costs	4,757	4,726
General Business Costs	11,316	11,159
OPERATING EXPENSES	42,178	41,207
INCOME BEFORE INCOME TAXES AND MEMBERSHIP PATRONAGE DIVIDEND	10,432	14,907
Membership Patronage Dividend	300	350
Income Taxes	1,959	2,767
NET INCOME	8,173	11,790
ACTUARIAL (LOSS)/GAIN ON DEFINED BENEFIT PENSION	(666)	871
TOTAL COMPREHENSIVE INCOME	7,507	12,661

REPORT FROM LENDING SERVICES



CATEGORY	TOTAL PERSONAL LOANS & LINES OF CREDIT
NUMBER OF LOAN APPLICATIONS RECEIVED	612
NUMBER OF LOAN APPLICATIONS GRANTED	428
NUMBER OF LOAN APPLICATIONS WITHDRAWN OR DECLINED	184
GROSS VALUE OF LOANS GRANTED	\$12,540,277
NUMBER OF DELINQUENT LOANS OVER 90 DAYS	28
VALUE OF DELINQUENT LOANS OVER 90 DAYS	\$191,377

The information outlined represents the number of loan applications received, granted and declined/withdrawn by applicants to **Your Neighborhood Credit Union Limited**, for the **12 MONTH PERIOD COMMENCING AS OF JAN 1, 2023 TO DEC 31, 2023**. This report also includes the number and dollar extent of loans (all lending types) 90 days or more in arrears as at DEC 31, 2023.

Value of delinquency reported is gross dollar delinquency, as per DICO by-law 6, prior to any adjustments for security held in support of those advances.

TOTAL RESIDENTIAL MORTGAGES & MERITLINES	TOTAL AGRICULTURAL	TOTAL CORPORATE COMMERCIAL LENDING	YNCU TOTAL
1,200	33	313	2,158
986	9	73	1,496
214	24	240	662
\$280,004,330	\$725,000	\$227,045,382	\$520,314,989
8	-	5	41
\$843,210	-	\$8,741,760	\$9,776,347

The lending application process adheres to the Credit Management and Operational Policies of Your Neighbourhood Credit Union Limited and is subject to the review of the Governance Committee and Audit Committee on behalf of the Board of Directors.

The report is issued in compliance with the requirements of the Credit Unions and Caisses Populaires Act, 2020 (Ontario).

Content respectfully submitted by: Marc Rivard, Chief Lending Officer, Robert Leggo, Director of Collections, and Quincy Gidden, Business Services Specialist.

* Source reports - compilation of YNCU Lending Services Monthly Board reporting.

REPORT OF THE GOVERNANCE COMMITTEE

THE GOVERNANCE COMMITTEE OF YOUR NEIGHBOURHOOD CREDIT UNION (YNCU) IS A COMMITTEE OF THREE DIRECTORS, APPOINTED BY THE BOARD OF DIRECTORS. THE COMMITTEE SUPPORTS THE BOARD OF DIRECTORS BY DEVELOPING GOVERNANCE STRUCTURES AND PROCESSES, LEADS THE DIRECTOR NOMINATION AND ELECTION PROCESS, AND OVERSEES AND SUPPORTS MEMBER AND COMMUNITY ENGAGEMENT. THE NOMINATIONS AND ELECTIONS SUB-COMMITTEE LEADS DIRECTOR RECRUITMENT, NOMINATION, AND ELECTION PROCESS AND LIAISES WITH STAFF FOR THE AGM OVERSEEING THE ELECTION PROCESS IN ACCORDANCE WITH THE APPLICABLE LEGISLATION, YNCU'S BY-LAW, AND THE YNCU NOMINATING PACKAGE.

The Governance Committee met six times throughout 2023. The restructuring of committees for the board was implemented and reviewed for effectiveness, and Terms of Reference were established and updated to reflect the new committees. As policies were reviewed, content was updated to reflect governance matters only. The Corporate Governance Policy had a comprehensive review. Job descriptions were created for all Committee Chairs, as well as the Board Chair positions to provide clarity and outline key responsibilities.

For evaluation, a survey was completed by all board members using the new competency matrix for individual and collective picture of the board capabilities and the summary reported to FSRAO. All board members evaluated the board as a whole, building year over year comparisons to identify areas of development focus. These evaluation tools help inform

development for the board, individual director development plans, and recruitment needs. Substantial training was completed in the topical areas of inclusion, climate change, carbon emissions, cyber attacks, understanding liquidity, DEI, and AI. One director achieved the ACCUD designation through CUA and Dalhousie University, and one director the ICD.D from the Rotman School of Business.

Board members visited every branch at some point during the year and participated and donated to various community volunteer events and drives. The board supported the credit union to become B Corp certified in alignment with our Environmental, Social, and Governance Principle.

Respectfully submitted, **Donna Bailey (Chair), Lloyd Hotchkiss, and Aleksandra Szaflarska.**

REPORT OF THE NOMINATIONS & ELECTION SUB-COMMITTEE

The Nominations & Election Sub-Committee met three times and recruited candidates with the required skills and characteristics through the year. The committee gained assurance that the electronic voting process was secure and fair. A comprehensive orientation was

implemented for new directors joining the board. Informal mentorship for new directors was implemented and is under review for effectiveness. Respectfully submitted, **Anthony Piscitelli (Chair), Jared Bydeley, Aleksandra Szaflarska, and Aimee Wagner (staff).**

LET'S GET REAL ABOUT MONEY.



**BANKING
WITH
BENEFIT.**



REPORT OF THE RISK COMMITTEE

THE RISK COMMITTEE OF YOUR NEIGHBORHOOD CREDIT UNION (YNCU) IS A COMMITTEE OF THREE DIRECTORS APPOINTED BY THE BOARD OF DIRECTORS. THE RISK COMMITTEE SUPPORTS THE BOARD OF DIRECTORS BY OVERSEEING YNCU'S ENTERPRISE RISK MANAGEMENT FRAMEWORK AND OVERSEEING THE CREDIT FUNCTION.

Beginning with the 2023-24 term year, YNCU completed a review of the committee structure and created a new Risk Committee. The Risk Committee was established to provide regular reviews to identify significant or emerging risks and provide recommendations on how to minimize their potential impact. The Risk Committee met four times since the last AGM and has completed the following: review of quarterly reports of the Enterprise Risk Management Program including YNCU's risk appetite, review of the key risks, current and prospective to the credit union to ensure the process to identify and manage risks are appropriate and effective, review of and recommendation of the credit union's Credit Management Board, Personal Loans and LOC's, the Residential Mortgage, Commercial Lending, and the Delinquency Control and Risk Management policies in following our credit granting philosophy.

Quarterly reports of the Asset Liability Committee (ALCO) were also reviewed which included liquidity risk, funding credit risk management, and market risk to ensure management of market risk tolerance.

The committee also met quarterly in camera with the Director of Enterprise Risk Management, the Chief Lending Officer, and the Chief Financial Officer.

The Risk Committee in consultation with the Audit and Governance Committee, established a Committee Board approved term of reference.

Respectfully submitted, **Christine Coccimiglio (Chair), Craig Fee, and Dave Walker.**

REPORT OF THE AUDIT COMMITTEE

THE AUDIT COMMITTEE OF YOUR NEIGHBOURHOOD CREDIT UNION (YNCU) IS A COMMITTEE OF THREE DIRECTORS, APPOINTED BY THE BOARD OF DIRECTORS PURSUANT TO SECTION 104 OF THE CREDIT UNIONS AND CAISSES POPULAIRES ACT, 2020 (ONTARIO) AND SECTIONS 35 & 36 OF ONTARIO REGULATION 105/22. THE COMMITTEE HAS OVERSIGHT RESPONSIBILITIES RELATING TO FINANCIAL REPORTING AND DISCLOSURE, INTERNAL AUDIT, EXTERNAL AUDIT, OPERATING RISK MANAGEMENT, CONTROLS AND COMPLIANCE.

Beginning with the 2023-24 term year, YNCU completed a review of the committee structure, consolidating some committees and creating a new Risk Committee. The Audit Committee met five times since the last AGM and completed key activities. The committee served as liaison between the Board of Directors and the external auditors, reviewed and recommended to the Board of Directors the terms of engagement for the external auditors and their remuneration, as well as their scope and audit plan. The committee reviewed the audited financial statements of the Credit Union and recommended their acceptance to the Board of Directors for the year ending December 31, 2023. This was the first year for the External Auditor after being the approved firm in a 2022 RFP for the period of three years, starting December 31, 2023. Additionally, the committee reviewed and approved the Internal Audit Charter and 2024 Internal Audit Plan, received and reviewed quarterly internal Audit activities and reports, and reviewed reports on the Credit Union's pension

statements and performance. Quarterly reports under the Enterprise Risk Management Program specific to fraud and regulatory compliance were reviewed. Discussions were held with staff on any changes to the Credit Union's Accounting Policies. In-camera meetings with each of the external auditors, Internal Auditor, and Chief Financial Officer were completed. The Audit Committee also performed a review of the Committee's Board-approved terms of reference and completed an evaluation of the Audit Committee's performance to ensure that all the Committee's responsibilities under its terms of reference were fulfilled.

There are no significant recommendations made by the Committee that have not been implemented by the Credit Union. As well, the Committee is pleased to report that there are no outstanding matters which are required to be disclosed pursuant to the Act or Regulations. Respectfully submitted, **Mike Turner (Chair), Jared Bydeley, and Dave Walker.**

NEIGHBOURS HELPING NEIGHBOURS.





BENEFICIAL BANKING.

COMMUNITY & SOCIAL IMPACT

AS WE REFLECT ON THE PAST YEAR, WE ARE PROUD OF THE POSITIVE IMPACT YNCU HAS HAD ON OUR COMMUNITIES. WITH AN UNWAVERING COMMITMENT TO OUR SEVEN CORE PRINCIPLES, 2023 WAS NOT JUST ANOTHER YEAR, BUT A MILESTONE IN OUR JOURNEY OF COMMUNITY INVESTMENT. WITH \$167,620 IN DONATIONS MADE ACROSS OUR SERVICE NETWORK, YNCU ENGAGED WITH OUR COMMUNITIES AND RAISED AWARENESS ON THE VALUES OF OUR ORGANIZATION.

OUR DEDICATION TO ENHANCING OUR NEIGHBOURHOODS IS DEEPLY ROOTED IN OUR BELIEF THAT WHEN OUR COMMUNITIES FLOURISH, WE ALL DO. IT'S NOT JUST ABOUT SHARING OUR PRINCIPLES; IT'S ABOUT PUTTING THEM INTO ACTION AND HELPING THOSE AROUND US TO CREATE AN ENVIRONMENT WHERE EVERYONE CAN THRIVE.

ESTABLISHING ACCOUNTABILITY: Certified B Corporation

At YNCU's 2022 Annual General Meeting, the membership approved a by-law change that broadened the lens of doing business toward YNCU stakeholders. Shortly after that meeting, YNCU completed a rigorous six-month review process, and received B Corp Certification. Being a B Corp helps establish an accountability framework for YNCU to use business as a force for good while aligning its values with organizations that hold themselves to the highest standards in community and social impact.

ENABLING EQUITY: Motivate 2 Skate

Motivate 2 Skate glided into its second season, providing equitable access to skating and equipment for newcomers to Canada and children enrolled in Big Brothers Big Sisters. Sessions were held in Cambridge, Oxford County, London, and Sault Ste. Marie. This season, 153 individuals laced up for their first skating experience, and thanks to the generosity of our communities, 80 pairs of skates were donated to assist. YNCU volunteers, former NHL players, and local dignitaries took the ice to help with skating instruction.

FOR THE GREATER GOOD: YNCU Good Neighbours

In collaboration with the Ontario Credit Union Foundation (OCUF), we've established the Good Neighbour Fund. Thanks to heartfelt staff nominations, ten organizations received a \$1,000 donation. Our staff charity selections were a testament to our trust in our team's understanding of the nuanced needs within our communities. By partnering with OCUF and harnessing the collective insight and empathy of our staff, we can extend our reach and impact in ways that are both meaningful and personal.

The fund was inspired by the Good Neighbours Volunteer Program where employees and board members transformed volunteer hours into monetary donations, with YNCU contributing \$150 for each staff and board member who dedicated four or more hours to voluntary service. 145 staff and board members participated in the Good Neighbours Program in 2023, and \$22,650 in donations was made to 45 local charities.

The power of staff-directed donations lies in the heart of what makes our organization not just a workplace, but a community. When we entrust our team members with the responsibility to direct donations, we do more than just give away funds; we empower everyone to act as stewards of change and to invest in causes that resonate with their personal values and passions.



**CASUAL FOR A CAUSE:
Dress Down Day Program**

Once again, our Dress Down Day initiative turned casual attire into much-needed funds for local charities. Participating staff members selected cherished charities to receive funds collected from these days—a simple gesture with lasting impacts.

**THE WARMTH OF GIVING:
Coldest Night of the Year Walk**

United by compassion, our teams across our footprint braced the cold to walk for those hurting, hungry, and homeless. We took part in The Coldest Night of the Year Walk, embodying solidarity with those facing hardship in our neighbourhoods. We raised nearly \$54,000 for the cause, combining the staff fundraising efforts of 11 teams with a YNCU donation.

**NOURISHING BODIES & SOULS:
Food Bank Drives**

With efforts spanning across our branches and corporate offices, we've cultivated partnerships and organized food drives to address food insecurity in our communities. Our collaboration with local food banks, shelters, and grocery stores reflects the care our staff have for the health and well-being of their neighbours.

LOOKING AHEAD WITH HOPE AND DETERMINATION

As we venture into what's ahead, our resolve to give back only grows stronger. The efforts of our teams have yielded substantial positive impacts across Northern and Southwestern Ontario. The support has reinforced the cooperative principles that are fundamental to our organization's culture. It is with great pride that we reflect on the meaningful change we have fostered. Looking forward, we remain committed to furthering these initiatives and more, recognizing that our contributions extend beyond financial support – they embody YNCU's spirit of unity and collective prosperity.

**GETTING GREENER:
Considering our Environmental Impacts**

YNCU is making significant efforts to integrate sustainable practices into various areas of our operations. Investments have been made in green energy, reducing waste, increasing recycling, going paperless, tracking emissions, and more.

During 2023's planting season, we achieved new heights with our Plant-a-Tree initiative. For every YNCU GIC purchased or statement switched from paper to e-statements, one tree was planted, promoting both greenery and prosperity. 3500 trees were planted through Tree Canada, Sustainable Waterloo Region, and ReForest London. Our staff took great pride in this initiative and their contribution to a greener future.

**ENGAGING DIALOGUES:
Instagram Lives**

We hosted four thought-provoking Instagram Live sessions, dialoguing with partners and experts on meaningful topics like Pride with OK2BME and Welcome Friend Association, Mental Health with Camino Wellbeing, Truth & Reconciliation with Anishnabeg Outreach, and the critical needs highlighted by the Coldest Night of the Year with Blue Sea Foundation. We are grateful to have built these meaningful community connections to provide much-needed education and awareness from experts on these topics.



**EXPERIENCE
THE CREDIT
UNION
DIFFERENCE.**

INVESTED IN OUR NEIGHBOURHOOD.



IN 2023, YNCU INVESTED IN THE FOLLOWING CHARITABLE ORGANIZATIONS & COMMUNITY GROUPS:

GOOD NEIGHBOURS DONATIONS

Alzheimer Society of Perth County
 Alzheimer Society of Sault Ste. Marie & Algoma District
 Animal Aide

Anishnabeg Outreach
 Anti-Hunger Coalition Timmins
 Beyond Housing
 Big Brothers & Big Sisters of Centre Wellington
 Big Brothers & Big Sisters of Oxford County
 Big Brothers Big Sisters London
 Brain Tumour Foundation of Canada
 Brantford Food Bank
 Bright's Grove Optimus Club
 Cambridge Food Bank
 Cambridge Humane Society
 Caradoc Home & School
 Children's Health Foundation
 CMHA Huron Perth
 CMHA Waterloo Wellington
 Community Living Windsor
 Dale Brain Injury Services
 Embro Minor Hockey

Fertility Matters
 Guelph Wish Fund for Children
 Habitat for Humanity Windsor
 Hope Air
 Hope Chapter Cystic Fibrosis Canada
 Hope House
 Humane Society Sault Ste. Marie
 Indigenous Friendship Centre
 Islamic Relief of Canada
 Kidsability
 Kidsport
 Lansdowne Children's Centre
 Liberty for Youth
 London Humane Society
 Lutherwood Child & Family Foundation
 Meals on Wheels
 Mission Services of London
 Mitchell District Agriculture Society
 One Care
 Operation Sharing

Oxford 4H
 RARE
 Ray of Hope
 Reforest London
 Rotary Club of Sault Ste. Marie
 Sakura House Hospice
 Salvation Army - Brantford
 Salvation Army - Listowel
 Soo Arena Association
 St. Jeromes Parish
 St. Thomas Elgin Food Bank
 St. Vincent Place
 Supportive Housing of Waterloo
 TAAG The Animal Assistance Group
 Timmins Humane Society
 Urban Hope Ministries
 Waterloo Regional Food Bank
 Why Not Youth Centre
 Women in Crisis Algoma
 Women in Crisis Kitchener Waterloo

YNCU DONATIONS

Beyond Housing
 Big Brothers Big Sisters Sault Ste. Marie
 Build-A-Bike
 CMHA Brantford
 CMHA Sault Ste. Marie
 CMHA Waterloo
 Coldest Night of the Year
 Community Support Connection
 Habitat for Humanity - Guelph
 Habitat for Humanity - Heartland
 Habitat for Humanity - Sault Ste. Marie
 Habitat for Humanity - Waterloo Region
 Habitat for Humanity - Windsor
 Hike the Hill
 Kidsability
 National Green Program
 Ontario Credit Union Foundation
 United Way
 Waterloo Regional Food Bank

STAFF CONTRIBUTED DRESS DOWN DAY DONATIONS

Alzheimer Society of Sault Ste. Marie & Algoma District
 Alzheimer Society of Windsor
 Brant County SPCA
 Group Health Centre
 Heart & Stroke Foundation
 Kidsability
 Leukemia & Lymphoma Society
 Liberty for Youth
 Pet Patrol
 Schlegal Villages Charitable Foundation
 Sports for Kids Timmins
 Stratford Hospice
 The Optimism Place
 The Windsor Goodfellows
 Windsor Essex Child Youth Advocacy Centre

GOOD NEIGHBOUR FUND DONATIONS

Anishnabeg Outreach
 Big Brothers Big Sisters of Sault Ste. Marie
 CAMH (Centre for Addiction and Mental Health)
 Hope Air
 Liberty for Youth
 Sault Ste. Marie YMCA - Memo Line (Child Care Program)
 St. Mary's General Hospital Foundation Kitchener-Waterloo (Hike for Heart)
 Stan Fowler Santa Claus Fund
 Township of Perth East (Shakespeare Walking Path)
 Waterloo Region Community Foundation (Black Community Solidarity Fund)

\$22,650

DONATED to charitable organizations through the Good Neighbour Program



\$10,000

DONATED to organizations through the Good Neighbours Fund (\$1,000 TO 10 ORGANIZATIONS)



\$167,620

DONATED TO CHARITABLE PROGRAMS



LAND ACKNOWLEDGMENT

YNCU's Corporate Offices and branches are all located in First Nations traditional territory. In order for the Crown to obtain title to the lands, treaties were required by British law. The treaty-making era began in 1764 and allowed Southern and Northern Ontario to be settled by Canadians.

Today, there are 17 First Nations located across YNCU service areas including around Sault Ste. Marie – Batchewana First Nation, and Garden River First Nation; and in Timmins – Flying Post First Nation, Mattagami First Nation, Wahgoshig First Nation, and Matachewan First Nation.

And in Southern Ontario, Mississaugas of the Credit, Six Nations of the Grand River, Chippewas of the Thames, Oneida Nation of the Thames, Munsee-Delaware Nation, Chippewas of Kettle and Stony Point, Aamjiwnaang First Nation, Ojibways of Walpole Island (Bkejwanong), Moraviantown of the Thames, Munsee-Delaware Nation and Caldwell First Nation.

Our branches and Corporate Office in the city of **Sault Ste. Marie** operate in Anishinaabeg (Ojibwa, Michi Saagiig, Odawa, Pottawotomi) territory. These are the treaty lands of the Robinson Huron Treaty in 1850 and the historic homelands of the Anishinaabeg and Sault Ste. Marie Métis peoples.

The city of **Timmins** is in Anishinaabeg (Ojibwa, Michi Saagiig, Algonquin) and Mushkegowuk (Cree) territory. These are the Treaty lands of the James Bay Treaty No. 9 (1905-06). These lands are also the historic homelands of the Anishinaabeg, Mushkegowuk and Abitibi Inland Métis peoples.

The cities of Sault Ste. Marie and Timmins-Abitibi have also been the homelands of historic Métis communities and councils.

The cities of **Windsor and London** are in Anishinaabeg (Chippewa) territory. These are the treaty lands of the Upper Canada Treaty No. 2 (Mackee Purchase, 1790). These

lands are also the historic homelands of the Anishinaabeg, Myaamia and Attiwonderonk (Neutral) and Wendat peoples.

The cities of **Mitchell** and **Stratford** are located on Anishinaabeg territory (Chippewa). These are the treaty lands of the Upper Canada Treaty No. 2 in 1790 and Upper Canada Treaty No. 29 (Huron Tract, 1827). They have been the historic homelands of the Anishinaabeg, Myaamia and Attiwonderonk (Neutral) peoples.

Our Corporate Office and our branches located in **Kitchener, Waterloo, Cambridge, Paris, Brantford, Woodstock** and **Guelph** are located in Anishinaabeg (Michi Saagiig) and Haudenosaunee (Six Nations) territory. These are the treaty lands of the Upper Canada Treaty No. 3 (Between the Lakes Treaty, 1792) and Upper Canada Treaty No. 4 (Simcoe Patent, 1793) and are also subject to Haldimand Proclamation (1784). These have been the historic homelands of the Anishinaabeg and Attiwonderonk (Neutral) peoples.

Southern Ontario also has several contemporary Métis communities and councils including Windsor-Essex Métis Council, Thames Blue Water Métis Council, Grand River Metis Council and Clear Waters Métis Council.

These lands also have several historic nations including the nation known by their allies as Attiwonderonk called the "Neutral" by the French. The Wendat were also signatories to Upper Canada Treaty No. 2.

YNCU acknowledges the history of the traditional territory in which it operates.

Our sincerest thanks to **Bob Goulais from Nbsiing Consulting** for his time and effort providing us with this education.

Bob asked us to remind all YNCU staff and members to consider, that no matter where they are in Canada, that they are on Indigenous Traditional Territory and on the treaty lands of many First Nations.

BRANCH LOCATIONS

SOUTHERN ONTARIO

Brantford - Charlotte Street
7 Charlotte Street · Brantford

Brantford - Fairview Drive
403 Fairview Drive · Brantford

Cambridge
385 Hespeler Road · Cambridge

Guelph
190 Clair Road East · Guelph

Kitchener - Fischer-Hallman
685 Fischer-Hallman Road · Kitchener

Kitchener - Weber Street
1334 Weber Street East · Kitchener

London
1140 Southdale Road West · London

Mitchell
105 Ontario Road · Mitchell

Paris
75 Grand River Street North · Paris

Stratford
603 Huron Street, Unit 3 · Stratford

Waterloo - Erb Street
655 Erb Street West · Waterloo

Waterloo - Uptown
8 William Street East

Windsor
650 Division Rd, Unit 403 · Windsor

Woodstock
400 Dundas Street · Woodstock

NORTHERN ONTARIO

Bay Street
289 Bay Street · Sault Ste. Marie

Trunk Road
535 Trunk Road · Sault Ste. Marie

Timmins
146 Cedar Street South · Timmins

SERVICE EXCELLENCE CENTRE
☎ 1-888-413-YNCU (9628)

