

2022

Environmental, Social  
and Governance Report

 HOME CAPITAL GROUP INC.



# A letter from our CEO

Home is a purpose-driven company. Our purpose is to help those who call Canada home to achieve home ownership and prosper. We have been doing this for more than 40 years, demonstrating our resiliency and ability to adapt to all market conditions. We will continue to execute on our purpose because we believe in what we do and the value we bring to families and communities by helping people to prosper and to buy and keep their homes.

Last year, all Canadians were confronted with the challenges of rising inflation, higher interest rates and geopolitical unrest. These challenges created disruption in the housing industry and for our customers and partners. As we have in the past, we were able to respond prudently to these changing conditions and support our stakeholder partners. Thanks to effective governance, prudent risk management and sound organizational values, Home continues to meet the evolving demands on our company with confidence.

The same is true of our sustainability journey. We are committed to meeting the evolving stakeholder expectations for the management and reporting of key environmental, social and governance (ESG) issues. This report contains information on the progress we have made in the past year. Among our accomplishments, I am happy to report that we:

- Expanded the work of our Corporate Social Responsibility (CSR) group with a return to in-person volunteering and with increased donations and sponsorship support to organizations that align with our core CSR pillars

- Empowered employees to bring their full selves to work, including events and training focused on celebrating gender and cultural diversity
- Completed our Scope 1 and Scope 2 greenhouse gas (GHG) calculation and introduced our Climate Risk Management Framework
- Upgraded our ESG reporting to align with the Sustainability Accounting Standards Board (SASB) of the IFRS Foundation
- Substantially completed our Ignite project. Through this multi-year initiative, we have upgraded our core operating system, migrated over 90% of our systems to the cloud for enhanced security, upgraded customer experience and a quicker rollout of new solutions.
- Expanded our presence in each of our core product areas to fulfil our purpose of helping Canadians to achieve home ownership and prosper



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This progress will continue as we enter the next phase of our corporate history. In November 2022, we announced an agreement to be acquired by a subsidiary of Smith Financial Corporation. That agreement has since received approval by our shareholders, the courts and the Competition Bureau and is awaiting regulatory approval. We are excited for this next phase of our journey, under the ownership of a prolific and knowledgeable investor in Canadian financial services.

I would like to thank our employees, shareholders, customers and business partners for their support and collaboration throughout the year. I hope you enjoy reading about the work we have done to build a more sustainable organization as we look with confidence toward the future.

**Yousry Bissada**

President and Chief Executive Officer



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# Performance highlights

## 89.6%

engaged employees in the most recent employee engagement survey, with a 90% participation rate (benchmark for strong engagement is 80%) and a 92% inclusion driver performance

Won the Bank Lender of the Year award at the 2022 Mortgage Awards of Excellence for the fourth consecutive year. This award is voted on by the broker community and reflects the success of our focus on service to our broker partners.



Received our

## 2<sup>nd</sup>

consecutive Great Place to Work<sup>®</sup> certification and named a 2022 Best Workplaces<sup>™</sup> in Financial Services & Insurance and 2022 Best Workplaces<sup>™</sup> for Hybrid Work



Over

## \$540,000

in donations and sponsorships through our Corporate Social Responsibility group

Completed our first Scope 1 and Scope 2 greenhouse gas calculation



Completed our first climate scenario analysis to assess our exposure to climate transition risk



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# About Home Capital

Home Capital is a public company, traded on the Toronto Stock Exchange (HCG), that primarily operates through its wholly owned subsidiary Home Trust Company (“Home Trust”).

Home Trust is a federally regulated trust company offering residential and non-residential mortgage lending, securitization of residential mortgage products and credit card services. In addition, Home Trust and its wholly owned subsidiary, Home Bank, offer deposits via brokers and financial planners, and through a direct-to-consumer brand, Oaken Financial. Licensed to conduct business across Canada, we have offices in Ontario, Alberta, British Columbia, Nova Scotia and Québec. We have 900 employees working together to help those who call Canada home to achieve home ownership and to prosper. For simplicity, the terms “Home” and “Home Trust” are used to refer to the whole company.

## Our businesses

Home has three main lines of business:

### Mortgage lending

Home Trust is one of Canada’s leading alternative mortgage lenders. By offering a range of mortgage products, Home Trust provides financial solutions to meet the needs of thousands of Canadians under-served by traditional banking including those new to Canada, the self-employed and those with bruised credit.



### Credit card services

Home Trust’s Equityline Visa program brings to cardholders the ability to access the equity they have built in their homes together with the features and convenience of a Visa card. Home Trust also offers deposit-secured credit cards for individuals who wish to build or re-establish a positive credit history, as well as unsecured cards to qualified individuals.

### Consumer savings

Home Trust provides a range of deposit investments through its extensive network of independent advisors. In addition, Oaken Financial, Home Trust and Home Bank’s direct-to-consumer offering, provides a suite of savings and GIC options. With flexible service options and competitive rates, Oaken Financial offers solutions to help investors meet their savings goals.



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## The Home Trust difference

Home Trust was founded with the goal of helping people own homes. We recognized that there were important segments of the population who might not qualify for a conventional mortgage because of their unique financial circumstances. This includes self-employed business owners, people new to Canada with limited credit history and borrowers whose credit has been affected temporarily by a one-time life event. We are able to serve these customers by taking a “people first” approach to our borrowers and through our constructive collaboration with our mortgage broker partners. We recognize that every homebuyer has a unique story. We listen to those stories to get a full understanding of each person’s financial circumstances. This allows us to build solutions that meet the individual needs of our borrowers.

We appreciate the importance of a home and what it represents to so many Canadians. Our purpose is to help make that dream a reality and to say “yes” when other lenders are saying “no.” We are proud of our history of service to under-served communities and we are excited about continuing to make a difference in the future.

## Where we operate

Home Trust has locations in Toronto, Calgary, Halifax, Montreal and Vancouver. Our Oaken stores are located in Toronto, Calgary and Vancouver.

## Highlights

- 900 employees
- \$29.0 billion in assets under administration
- \$15.9 billion in customer deposits



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# Governance of ESG

The principles of good corporate citizenship are essential to the achievement of our purpose. Our commitment begins at the top with Board-level oversight of our ESG initiatives. Our Board is committed to best practices in corporate governance, ethics, and social and environmental impact, and to continuing education on ESG standards.

Our ESG efforts are a component of our overall corporate strategy. The Leadership Team, led by the President and Chief Executive Officer, is responsible for proposing our corporate strategy for Board approval and for implementing it over the short and long term.

The ESG working group within Home is responsible for assisting the Board through reporting and education in evolving ESG issues. This working group is a cross-functional team that meets at least monthly to review Home's alignment with ESG reporting standards. This group makes quarterly presentations to the Governance, Nominating and Sustainability Committee of the Board which is responsible for oversight of Home's ESG strategy, initiatives and reporting.

This committee also receives presentations on our diversity, equity and inclusion (DEI) progress. In addition, three Board committees have responsibility for issues relevant to ESG initiatives:

- The **Audit and Conduct Review Committee** monitors and oversees trends related to the integration of ESG metrics into financial reporting
- The **Human Resources and Compensation Committee** is responsible for oversight of human resources strategy, policies and practices to ensure they align with our objectives with respect to DEI. In 2022, we introduced ESG metrics as a new element of all business unit and individual scorecards.
- The **Risk and Capital Committee** has oversight of the company's Risk Management Framework and is responsible for promoting and setting the tone for the company's Sustainable Risk Culture. Its mandate includes management of climate-related risks, as well as technology-related issues.



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# About this report

This ESG report covers our activities during 2022 and provides information about the ESG issues and practices that are relevant to the success and performance of Home Capital. It builds on our work of the previous years and describes the evolution of our ESG journey.

Unless otherwise indicated, the information contained in this document pertains to the 2022 calendar year. In cases where data for 2022 is not yet final, we have provided the most up-to-date and reliable information available and indicated the date of the information.

This report has been prepared in conjunction with other corporate disclosures and should be read alongside our [Annual Information Form](#), [2022 Report to Shareholders](#), [Statement of Executive Compensation](#) and other disclosures found on the [Investors section](#) of our corporate website.

This report includes our Public Accountability Statement, which outlines our contributions to the Canadian economy and society in accordance with federal Public Accountability Statement Regulations. These disclosures appear on [pages 40 to 50](#) of this report.



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# Materiality assessment

To prepare for our inaugural ESG report in 2020, Home conducted a materiality assessment in which a third-party advisory firm consulted some of our stakeholders, resulting in the identification of five material topics. For this report, Home leveraged the same third-party consulting firm to perform a materiality assessment and validate our material topics for 2022. The assessment leveraged leading reporting frameworks such as the Sustainability Accounting Standards Board (SASB), Task Force on Climate-related Financial Disclosures (TCFD) and Global Reporting Initiative (GRI), and consultation with stakeholders. The assessment resulted in some changes since the initial materiality assessment and identified the following five topics as material to the organization:

- People and culture
- Responsible products and services
- Climate impact
- Cybersecurity
- Data privacy

## For more information:

[Public Accountability Statement](#) 

[Code of Conduct and Ethics Policy](#) 

[Governance section of Home Capital Group website](#) 

[Statement of Executive Compensation](#) 



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# People and culture

Our ability to create value depends on our ability to attract, develop and retain talented people who can build and nurture trusted relationships.

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# Why it matters

Our businesses are people-oriented, built on trusted relationships with our customers, vendors, brokers and partners. Our ability to create value for our stakeholders depends on our ability to attract, develop and retain talent that can nurture and grow these relationships. We want to make sure our organization continues to be a place that people are proud to call home.

Areas of strategic focus include:

- Home Trust Values
- Code of Conduct and Ethics Policy
- Talent attraction and retention
- Compensation and benefits
- Employee health and wellness
- Training and development
- Hybrid working model
- Employee engagement and feedback
- Diversity, equity and inclusion
- Relationships with suppliers
- Home in the community

## Who is responsible:

All employees of Home share responsibility for fostering and promoting our culture throughout the organization and in all our interactions with our stakeholders. Oversight of aspects of our people and culture strategy resides with each of the committees of our Board of Directors. Primary responsibility for employee engagement, talent attraction and retention, compensation, and employee health and wellness rests with our Senior Vice President of Human Resources. Day-to-day management and engagement of our people, as well as achievement of diversity objectives, are the responsibility of all business unit leaders and people managers.



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# Our approach to people and culture

## Home Trust Values

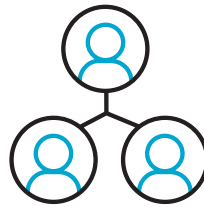
We communicate consistently with all our stakeholders about how our culture is foundational to the way in which we operate. One of the pillars of this culture is our Home Trust Values. We have defined a set of 10 core values aimed at creating a corporate culture that empowers employees to make the right decisions while delivering value to our stakeholders. All our activities have these values at their core. Every year, we host the Home Awards to recognize employees who actively exemplify our Home Trust Values.



**Protect our Home**



**Un-complicate**



**Win as a team**



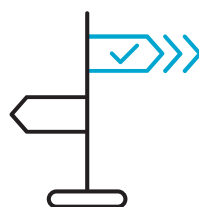
**Know your business**



**Execute with excellence**



**Amaze them every time**



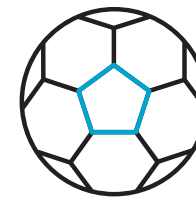
**Act with urgency: choose wisely**



**Say “yes” first**



**Be proud of our Home**



**Work hard, play hard**







## Sustainable Risk Culture

Sustainable Risk Culture is a term we use to describe our approach to risk management, and it is a central part of the culture at Home. It defines the expectations for risk management throughout the organization by making every employee accountable for identifying, managing and mitigating risk in their business area. At the heart of Sustainable Risk Culture is a common understanding of the company's risk appetite as defined by the Chief Risk Officer and approved by the Board, and the company's risk tolerance, as established through the execution of the Risk Management Policy and Framework.

## Code of Conduct and Ethics Policy

Our [Code of Conduct and Ethics Policy](#) (the "Code") sets out our shared understanding of how employees are expected to behave. It applies to everyone at Home and deals with interactions within the workplace and outside of it. Topics covered in the Code include:

- Fair dealing and competition
- Protecting the information of our clients and our company
- Avoiding potential conflicts of interest
- Safe and respectful workplace relationships
- Appropriate use of social media

The Code is reviewed annually by the Audit and Conduct Review Committee of the Board and approved by the Board of Directors.



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## Talent attraction and retention


Our people are the key to the success of our organization, and we make it a top priority to make sure they are properly engaged, trained and rewarded. Our goal is to attract the right mix of people and capabilities. Our focus on DEI makes Home a place where people feel confident about bringing their whole self to work. We are committed to empowering people to reach their full potential through a comprehensive plan of compensation, development and engagement.

## Compensation

We structure our compensation so that teams are aligned in working towards a common goal.

Since 2018, we have measured and rewarded employee success as part of our Organizational Effectiveness Program (OEP). Under this program, every employee has an individual scorecard that aligns the goals for that position against the strategic objectives of the organization. Every employee receives an annual review of performance against scorecard objectives.

To ensure fair and competitive pay, Home conducts benchmarking on compensation practices for executives and key positions throughout the organization and evaluates year-on-year pay increases. The compensation plan is reviewed by the Human Resources and Compensation Committee of the Board.

More information on our approach to executive compensation is available in the [Statement of Executive Compensation](#) .

## Employee health and wellness

In addition to salaried compensation, we are committed to nurturing all aspects of employee well-being. This means offering resources in support of positive mental and physical health outcomes. Some of those resources include:

- A comprehensive and flexible benefits package with medical and dental insurance options, including options at no cost to the employee
- Access to a variety of mental health programs and support services
- Annual paid time off for health and wellness in addition to paid vacation time
- The option to participate in a group RRSP program
- The option to participate in our Employee Share Purchase Plan
- A paid day off for volunteering in the community
- Support for training and career development

**Our people are the key to the success of our organization, and we make it a top priority to make sure they are properly engaged, trained and rewarded.**





## Talent development and training

Our culture and values make Home an exceptional place to work. When people join our company, they are taking on our purpose and strategy.

This begins with the recruitment process followed by a robust onboarding process. Candidates are introduced to our values, our culture and our OEP (described earlier), which highlights our pay-for-performance culture and opportunities for continuous improvement within the organization.

As part of the continued strengthening of Home's talent base, Home seeks to identify high-potential employees and to explore advancement opportunities for them. Over the last year, Home has formalized talent initiatives into the creation of a High-Potential Talent Program. This program incorporates internal development opportunities with external training activities that reflect organizational values, including our DEI journey, while securing the medium- and long-term succession planning needs of the organization and the development of our high-potential talent.

**Our culture and values make Home an exceptional place to work. When people join our company, they are taking on our purpose and strategy.**

## Hybrid working model

We believe that in-person engagement is beneficial for creativity, productivity, recognition, mentoring and learning, for the success of our business and for overall employee health and wellness. With this in mind, Home set out to establish a hybrid model that would position us for the post-pandemic work landscape, adapting to the needs of our workforce while servicing the needs of our customers. We branded this initiative "ROAM@Home." This program was developed with continuous engagement from all our lines of business, through focus groups and surveys to gauge the perception of benefits of both in-person and remote work.

We set clear targets to support the adoption of this new model and consistently exceeded those targets, with more than 90% of employees returning to the office in a hybrid model throughout 2022.

We are particularly proud of achieving the Great Place to Work® Best Hybrid Workplaces certification in February 2022 and maintaining high employee engagement results, demonstrating support for our hybrid model.

Learning | Culture | Collaboration | Team | Customer | Leadership | Performance



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## Employee engagement and feedback

We believe that strong engagement from employees is critical to the achievement of the organization's strategic objectives. Home prioritizes a work environment where employees feel engaged and heard, and where they can contribute to the overall success of the business. To that end, we use multiple approaches to engage with employees. Some of these include:

- As part of the OEP, all business units have an opportunity to learn more about the corporate strategy each year during the Team Effectiveness Meetings (TEM) process, allowing employees to ask questions in preparation for the upcoming performance year – see [Compensation](#) for more details
- The semi-annual employee engagement survey to track progress of employee engagement scores and capture feedback from employees. This feedback is assessed by the leadership teams who acted on items identified by employees.

All Leadership Team member scorecards include an employee engagement component. We are pleased to report that 90% of employees participated in our employee engagement surveys in 2022, with the most recent results reflecting that 89.6% of our employees are engaged.

Employee engagement data for 2022	
Participation rate in employee engagement survey	90%
Percentage of employees who received a performance review	95%
Percentage of employees who are engaged	90%

## Diversity, equity and inclusion (DEI)

Home recognizes the importance of diversity at all levels of the organization including the Board, and we are committed to fostering a culture of acceptance and inclusion. This includes building a Board and management team composed of highly talented and experienced individuals with diverse backgrounds that reflect our stakeholders, including our customers and employees, and the communities and markets in which we operate.

In 2021, we adopted a written Board and Executive Diversity Policy. The Policy reflects our belief that diversity is critical for good governance and strong management, as it fosters different perspectives and ideas, mitigates against group think and yields improved decision making and outcomes. The Diversity Policy establishes targets to be achieved by May 31, 2026, for diversity among executive positions (vice president level and above). The targets are for 35% representation by individuals who identify as women and 30% representation by individuals who identify as Black, Indigenous and people of colour (BIPOC). Currently, 24% of executive positions are held by employees who identify as women and 37% are held by individuals who identify as BIPOC.

As part of our DEI journey, we launched a DEI survey during 2022 in which we achieved a participation rate of 90%. The results are reflected in this report. We considered diversity objectives in reviewing candidates for executive roles and for succession. The Diversity Policy requires that any slate of candidates reflects the diversity objectives outlined in the Diversity Policy. It further requires that any external advisors we engage to assist with recruitment are mandated to present a diverse slate of candidates including multiple candidates who identify as women or BIPOC.

In 2022 we held speaker presentations for all employees in recognition of International Women's Day, Black History Month and the National Day of Truth and Reconciliation.



**We are committed to fostering a more diverse, inclusive and equitable workplace and are proud to be included in the Bloomberg Gender-Equality Index for the second consecutive year.**



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	Gender diversity <sup>1</sup>		BIPOC diversity <sup>1</sup>	
	2026 target	2022 status	2026 target	2022 status
Employees	–	49%	–	47%
Management (Director level and above)	–	34%	–	42%
Executives (VP level and above)	35%	24%	30%	37%
Directors	35%	31%	25%	15%

Representation of employees by generation <sup>1</sup>	
Percentage of generation X	35%
Percentage of millennials	50%
Percentage of baby boomers	10%
Percentage of generation Z	5%
Percentage of silent generation	0%
Percentage of employees who prefer not to answer	0%

Representation of cultural communities <sup>2</sup>	
Percentage of Caucasian employees	32%
Percentage of Middle Eastern employees	3%
Percentage of South Asian employees	22%
Percentage of Black employees	11%
Percentage of East Asian employees	9%
Percentage of Indigenous employees	0.3%
Percentage of Latin/Hispanic employees	2.5%
Percentage of employees identifying to another race category	2%
Percentage of employees who prefer not to say	14%

1 Data is based on our company Human Resource Information System report.

2 Data is based on employees self-identifying.



### Supplier diversity

Home is also ensuring that our diversity objectives are carried out in our procurement efforts. In 2021, we established our supplier diversity program to help ensure that diverse suppliers were afforded the opportunity to participate in our procurement process. Home is a member of Women Business Enterprises (WBE) and the Canadian Aboriginal and Minority Supplier Council (CAMSC) which help to level the playing field for diverse business owners. In 2022, we significantly grew (both in absolute dollars and in proportionate terms) the value of our spending with WBE and/or CAMSC-certified suppliers.

## Home in the community

Home is committed to making a positive impact in the communities where its stakeholders live and work. It supports that commitment through its business activities and by the contribution of funds and employee volunteer time to organizations that are working to strengthen communities across Canada. Our Corporate Social Responsibility Committee oversees and manages our philanthropic efforts in a manner that is consistent with our Code of Conduct and Ethics Policy and is focused on initiatives that align with our values and our purpose.

We have identified the following key pillars as the focus for our CSR efforts:

- Housing and shelter
- Advancement of mental health
- Food security
- Advancement of disadvantaged youth
- Preservation of the environment

During 2022, our CSR Committee invested over \$540,000 in support of organizations and initiatives in the community that align with our key pillars. Some of our highlights from the year include:

# \$110,000

to the Canadian Mental Health Association as part of the Tom Trenouth Memorial Golf Tournament. In 2022, we reached a milestone total of more than \$1 million over 10 years of holding this event.

# \$100,000

to Habitat for Humanity in support of in-person employee build dates and sponsorship of Habitat's "Meaning of Home" contest

# \$75,000

to the Canadian Red Cross in support of humanitarian relief efforts in Ukraine and relief efforts following Hurricane Fiona in Nova Scotia

# \$50,000

to Cystic Fibrosis Canada as the presenting sponsor of their 2022 Decant fundraising gala



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In addition to monetary support, our employees donated their time and energy throughout the year to build stronger communities and support our partner organizations by:

- Participating and volunteering at our Tom Trenouth Memorial Golf Tournament events across Canada
- Spending a day building homes for Habitat for Humanity
- Judging entries to Habitat for Humanity’s “Meaning of Home” contest
- Tackling the physical challenges of the Bay Street Games to raise funds to enable access to mental health resources for children and youth
- Welcoming inner-city children to a day with the Toronto Blue Jays
- Filling backpacks with school supplies to give children from low-income communities a great start to the school year

The CSR Committee also administers the company’s Bursary Program, which provides financial support for full-time post-secondary programs to dependants of full-time employees. In 2022, 78 students received bursaries to help them with their studies.

### For more information:

[Code of Conduct and Ethics Policy](#) 

[Whistleblower Policy](#) 

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# Responsible products and services

We have a responsibility to deal fairly and ethically with our clients and to offer solutions that fit their individual circumstances.

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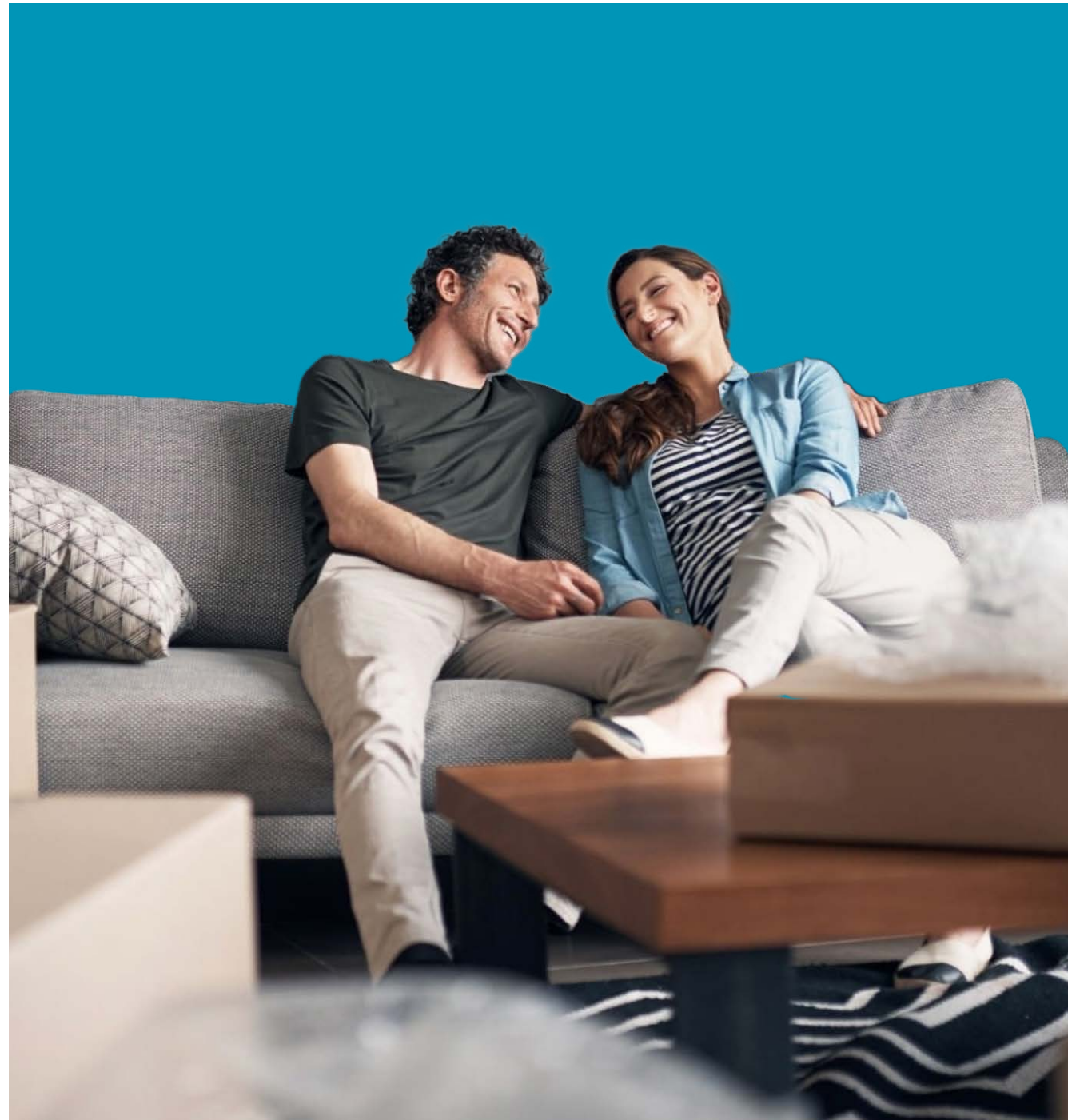
# Why it matters

Home serves an important social purpose in helping our clients to become homeowners and prosper by providing access to mortgage financing that they could not obtain elsewhere. We have a responsibility to deal fairly and ethically with our clients and to offer solutions that fit their individual circumstances.

## Who is responsible:

Our strategy is reviewed annually and approved by the full Board of Directors. Governance of our product suite is conducted by business unit leaders in conjunction with the heads of Risk, Compliance and Internal Audit.

The EVP of Strategy has accountability for the products and services offered by Home Trust and ensures that they align with our purpose and strategy and that they are marketed responsibly.



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# Our approach to responsible products and services

## Supporting our customers

Home serves the under-served, which includes small business owners, new immigrants, those who have had life-changing events and those who have experienced bankruptcy. Many of our borrowers are independent business owners who may not be able to access mortgage financing through other lenders. Helping people achieve the independence and security that comes from home ownership is good for our customers and good for the economy.

We empower Canadians by helping them build their own financial futures, and we aspire to be market leaders in helping Canadians with home ownership. We market products in a clear and simple way. In alignment with our corporate values, we apply a prudent, deliberate and thoughtful approach to every product we offer to our clients. A more thorough description of our target lending market is in the [About Home Capital](#) section of this report.

## Working with our broker partners

More than 80% of our mortgages come to us through a broker partner. We believe that mortgage brokers are in the best position to offer independent advice to our clients on the features and benefits of the different mortgage options available to them in the market. Our reputation for fair dealing and for honouring the commitments we make to clients is critical to our strong and successful relationships with our broker partners.

Home works with a select group of brokers to ensure high service levels. We invest time in working with our broker partners, educating them on our solutions for their clients. We prioritize broker education by providing:

- A unique onboarding system for new brokers including courses at our internally developed offering we call Home Trust University
- Annual national in-person education sessions
- Ongoing training through multiple media channels

Our Sales team is responsible for design and implementation of education and compensation programs for our broker partners. Rates on our lending products are adjusted in accordance with market conditions and the risk characteristics of the borrower.

## Banking services for seniors

Home has adopted the voluntary Code of Conduct for the Delivery of Banking Services to Seniors. While this Code is only applicable to customers of banks, Home has implemented it for both Home Trust and Home Bank.

## Stakeholder feedback

We evaluate our effectiveness at delivering responsible products and services through a number of metrics. Among these is Net Promoter Scores (NPS). Net Promoter Scores measure the loyalty of a customer base with a range from -100 to +100. We have engaged a third party to conduct regular surveys of pre-qualified respondents to assess how our practices are perceived by our stakeholders across all lines of business. Results are benchmarked against peers and reported regularly.

Most NPS fall in the single digits, and any positive numbers are highly encouraging. The NPS below are well above average for industry peers and indicate high levels of satisfaction and likelihood of repeat business from these key stakeholder groups.

Net Promoter Score	2022	2021
Oaken Financial customers	37	28
Home Trust mortgage brokers	43	44

We are committed to resolving any customer complaints quickly and fairly and we keep records of the number of complaints, time to resolve and number of escalations to measure our progress at doing this. We also monitor engagement on our social media channels.





# Climate impact

Financial services firms have a responsibility to assess the risks and opportunities of climate change in their own operations.



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# Why it matters

As a responsible corporate citizen, we share the concerns of our stakeholders about the longer-term impacts of climate change and the transition to a low carbon economy. We are committed to doing our part through measuring and reporting on the effects of our activities on the climate and the risks and opportunities from climate transition on our operations.

The Canadian government has made it clear that financial services firms have a responsibility to assess the risks and opportunities of climate change in their own operations as well as to contribute to the allocation of capital towards the transition away from fossil fuels. Early in 2022, OSFI, the Canadian financial regulator, released the final version of its guideline governing expectations for the management of climate-related risks by federally regulated financial institutions. Home is committed to putting in place the systems and structures required under this guideline.

**We are committed to doing our part through measuring and reporting on the effects of our activities on the climate and the risks and opportunities from climate transition on our operations.**

## Who is responsible:

### Board of Directors

The Board of Directors oversees the Risk Appetite Framework of the company as well as ensuring policies and procedures are in place to monitor and mitigate significant risks.

### Risk and Capital Committee

The Risk and Capital Committee of the Board oversees the company's Risk Management Framework and is responsible for promoting and setting the tone for the company's Sustainable Risk Culture. The Risk and Capital Committee has oversight of the Climate Risk Management Framework.

### Executive Leadership Team

Management is responsible for implementation of the Climate Risk Management Framework and for providing regular updates to the Board on emerging issues in climate risk management and reporting.

### The Chief Risk Officer

The Chief Risk Officer is responsible for ensuring that our business activities are executed within our Risk Appetite and Risk Management Framework and for implementing risk management strategies and policies in alignment with our Sustainable Risk Culture.



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# Our approach to climate transition

## Risk assessment

Home's primary business activity is mortgage lending. Single-family residential mortgage loans make up close to 90% of the total loans on our balance sheet. Physical risk manifests as credit risk for Home, or the uncertainty surrounding collectability of principal and interest payments due to physical damage to a property.

The ability to measure risks is a key component of our Risk Management Framework and capital management processes. We use various risk measurement methodologies, including scenario and sensitivity analysis and stress testing. Climate risk is considered as an element of strategic risk to Home and consists of physical risk and transition risk.

In 2021, we developed a Climate Risk Management Framework to identify and assess the impact of climate risk on Home Trust. In 2022, the Climate Risk Management Framework was fully operationalized and has been integrated into Home's wider Enterprise Risk Management Framework.

Our priority for 2022 was updating our understanding of the impacts of physical and transition risks on our businesses. Home recognizes the need to measure and manage the risks and opportunities of climate change over the short, medium and long terms. We have committed to:

- Reducing our own climate impact
- Assessing the physical risk of climate change on our lending business
- Assessing the longer-term impacts of a transition to sustainable finance

**The ability to measure risks is a key component of our Risk Management Framework and capital management processes.**



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## Scenario analysis

During 2022, to gain understanding of the potential impacts of climate transition on our financial results, Home conducted a number of separate climate scenario analysis exercises. The source data on climate impact and assumptions on economic exposures were provided by a third party.

- We assessed the impacts to the value of our loan portfolio from a severe weather event in our major markets. The outcome of this analysis showed that the financial impact to Home from such an event would not be material.
- We also assessed the impact on our operations from transition risk through the lens of two separate economic scenarios provided by a third party. The results of our 2022 scenario analysis demonstrated that Home's business is resilient to climate change impacts over the short term.

## Future objectives

The next steps in our Climate Risk Management Framework include an assessment of opportunities associated with climate transition, the development of a climate transition plan and a framework for integrating climate risk metrics into our strategic objectives.

## Our environmental impact

For many years, Home has been working to reduce waste and energy consumption at our physical premises. All of Home's offices are in LEED-certified buildings which incorporate design features that promote energy efficiency.

Paper use is one of the main sources of waste at financial services firms. The main use of paper in our business was in the mortgage underwriting and funding processes. We have successfully made these operations entirely paperless.

We have provided each employee at our head office with reusable beverage containers to reduce the waste associated with single-use containers.

Our offices contain sorting stations for garbage, plastic and paper recyclables, and organic material.

Our transition to remote and hybrid working arrangements has meant fewer employees travelling to offices and travelling on business. This has had an impact on our collective energy usage. Going forward, Home is actively seeking opportunities to reduce the extent to which our employees are travelling on business.



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# Cybersecurity

We are committed to the protection of the sensitive information entrusted to us by our customers, employees and partners.

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# Why it matters

As the volume of cybersecurity attacks has increased throughout the country and worldwide, the importance of proper management of cybersecurity risk is an area of focus. Cybersecurity attacks could result in business disruption, financial losses and penalties, and reputational harm. We are committed to protection of the sensitive information entrusted to us by our customers, employees and partners.

## Who is responsible:

The Risk and Capital Committee of our Board of Directors has oversight of our framework for managing cybersecurity risks. This Committee reviews all technology-based performance issues and receives briefings at least quarterly on information security matters.

Our Information Technology department, headed by the Chief Information Officer, has an Information Security team with responsibility for all systems issues pertaining to information security. The head of this team is the Chief Information Security Officer. The Information Security team reports regularly to the Leadership Team on cybersecurity initiatives.



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# How we manage cybersecurity

## A qualified team

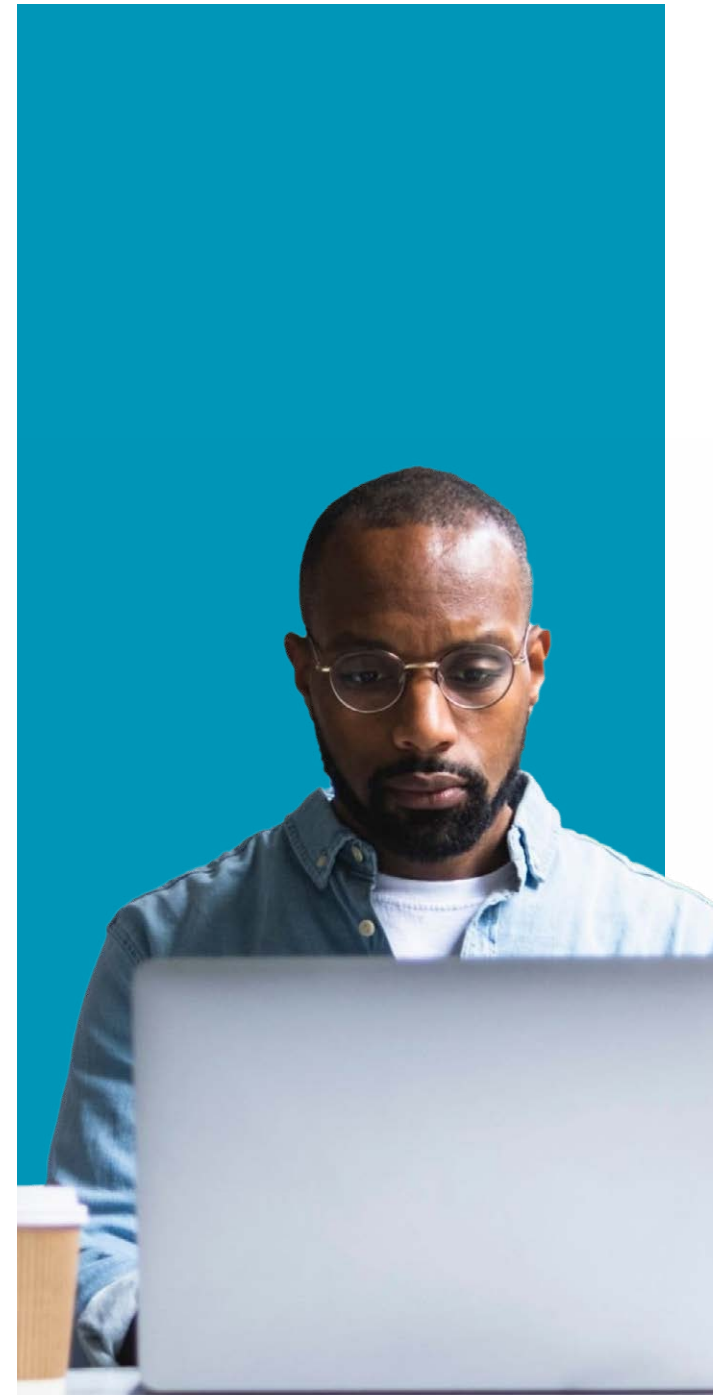
Home Trust has a dedicated team of information security professionals and a 24/7 Security Operations Centre monitoring and managing the environment using state-of-the-art cybersecurity tools to prevent, detect and respond to any cybersecurity event related to hardware devices, networks, data or people. Our first defence is proactive identification and remediation of vulnerabilities. Our second defence is response to unusual activity, which includes identification, investigation and remediation.

**Our first defence is proactive identification and remediation of vulnerabilities. Our second defence is response to unusual activity, which includes identification, investigation and remediation.**

## Awareness and training

Every employee plays a role in the management of information security risk. We have established a robust information security awareness training and compliance program for all employees and contractors. This begins immediately at the onboarding process and is reinforced with mandatory quarterly training and testing. The training program includes:

- Security awareness training during the onboarding process
- Mandatory quarterly security awareness training, which includes tests for comprehension, the results of which are shared with management through a newly implemented interactive platform. Employees who fail the training are immediately asked to redo the training.
- Regular phishing simulation exercises to educate users on identifying risks and to measure the effectiveness of the security program
- Regular reporting from the Information Security team to Home's Leadership Team and Operational Risk Committee
- Increased training and information sharing within a remote work environment due to COVID-19
- Monthly briefings to all employees on various aspects of cybersecurity, including phishing and safe email practices.



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### Policies and frameworks

We have robust internal policies governing information security and acceptable use of technology throughout the organization. Home has adopted an information security framework based on the ISO27001 and National Institute of Standards and Technology (NIST) security frameworks.

### Risk management

We have a documented response plan for computer security incidents. It is tested at least annually.

As part of our regular technology risk management processes, Home conducts simulated threat testing on a regular basis and has incorporated data breach scenarios in our Crisis Management Plans to safeguard the resilience of our business functions and secure our operational readiness.

We conduct stress testing and scenario analysis exercises including cyber-attacks and fraud scenarios, as well as regular testing of information/cybersecurity, business continuity management and data recovery programs.

### External audit

Home engages an external provider to audit our performance in information security against leading industry standards and to test the effectiveness of internal security controls.

### Third-party service providers

Third-party service providers must complete an information security assessment as part of the procurement process. Critical suppliers are subject to regular review and update meetings. We employ an outside review and notification system to support the risk assessment of our third-party suppliers.

### Performance measurement

The Corporation has not experienced a security breach giving rise to material impact or data loss.

Metric	2022 results
Percentage of new hires completing information security training	100%
Company-wide completion rate of latest security awareness training	100%



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# Data privacy

Every employee plays a role in safeguarding the data entrusted to us.





# Why it matters

Customers trust Home with their most sensitive personal information, and we honour that trust by safeguarding that data and by being transparent with our customers on how their data is used and shared.

## Who is responsible:

Privacy resides within the Compliance team's function under the Chief Compliance Officer. This team:

- Ensures that the privacy program remains current, considers emerging threats to personal information and ensures that uses of personal information are consistent with stated purposes
- Reviews and challenges the respect of privacy requirements for all new business initiatives and significant changes to products
- Directs the review and resolution of privacy incidents and privacy-related complaints

Home's Chief Privacy Officer is responsible for:

- Establishing appropriate policies and guidelines to comply with evolving regulatory expectations
- Overseeing employee training and testing programs
- Investigating and reporting on privacy incidents



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# How we manage privacy

## Training and awareness

Every employee plays a role in the management of information security risks. Our Code of Conduct and Ethics Policy sets expectations for employee handling of customer and corporate data. Employees and contractors are required to complete privacy training and testing when hired and prior to accessing customer information. This training is repeated annually along with other mandatory compliance refresher training.

## Reporting

Employees are expected to report any privacy concerns directly to their manager, to Corporate Compliance or through any of our anonymous reporting channels.

## Record keeping

Home has a stringent records management program that sets requirements for data collection, record retention, access to records and destruction of records.

## Hybrid working

Hybrid working has required an active monitoring of all elements and employees' activity on corporate devices. Our environment is tightly monitored, and we deploy advanced preventive and detective controls to combat the unauthorized use of corporate information.



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# Engagement with stakeholders

Below is a list of our primary stakeholders and our regular methods of engaging with them:

Stakeholders	Methods of engagement
Customers/consumers	<ul style="list-style-type: none"> <li>▪ Newsletters and email</li> <li>▪ Social media and marketing channels</li> <li>▪ Contact centres</li> <li>▪ Website information</li> <li>▪ Brokers</li> <li>▪ Conduct and ethics hotline</li> <li>▪ Formal complaint-handling process</li> </ul>
Employees	<ul style="list-style-type: none"> <li>▪ Internal communications and updates</li> <li>▪ Corporate intranet</li> <li>▪ Monthly video updates</li> <li>▪ Employee town halls and fireside chats</li> <li>▪ Semi-annual engagement surveys</li> <li>▪ Company social events</li> <li>▪ Regular training and testing</li> <li>▪ Compensation and benefits</li> <li>▪ Health and wellness resources</li> </ul>
Brokers	<ul style="list-style-type: none"> <li>▪ Regular activity reviews and updates</li> <li>▪ Presentations at conferences</li> <li>▪ Sponsorship of industry events and trade shows</li> <li>▪ Engagement with Business Development Managers</li> <li>▪ Ongoing training</li> <li>▪ LOFT, our proprietary loan origination and communication tool</li> </ul>
Industry associations	<ul style="list-style-type: none"> <li>▪ Industry association memberships</li> <li>▪ Participation in industry events</li> <li>▪ Joint communications and advocacy efforts</li> </ul>
Investors	<ul style="list-style-type: none"> <li>▪ Quarterly earnings calls</li> <li>▪ News releases</li> <li>▪ Annual meetings</li> <li>▪ Conferences</li> <li>▪ Investor days</li> <li>▪ Non-deal roadshows</li> <li>▪ One-on-one and group meetings and phone calls</li> </ul>
Communities	<ul style="list-style-type: none"> <li>▪ Corporate donations</li> <li>▪ Event sponsorship</li> <li>▪ Employee volunteer activities</li> <li>▪ Joint communications</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>▪ Memberships of supplier diversity organizations</li> <li>▪ Regular security reviews</li> </ul>



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# SASB disclosures



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Metric	Description	2022 disclosure
FN-AC-330a.1 <sup>1</sup>	Women as % of executive management positions	24%
	Women as % of non-executive management positions	34%
	Women as % of professional positions	Home Trust does not disclose this information.
	Women as % of total workforce	49%
	BIPOC employees as % of executive management positions	37%
	BIPOC employees as % of non-executive management positions	42%
	BIPOC employees as % of professional positions	Home Trust does not disclose this information.
	BIPOC employees as % of total workforce	51%

Responsible products and services		
Metric	Description	2022 disclosure
FN-MF-270a.1	(1) Number and (2) value of residential mortgages of the following types: (a) Hybrid or Option Adjustable-rate Mortgages (ARM), (b) Prepayment Penalty, (c) Higher Rate, (d) Total, by FICO scores above or below 660	Home Trust discloses the value of insured and uninsured mortgages, the total number of mortgages, weighted-average loan-to-value (LTV) of uninsured mortgages originated during the year and weighted-average LTV of uninsured mortgages outstanding at year-end. Please refer to Tables 32 and 33 of our <a href="#">2022 Report to Shareholders</a> . Home Trust does not disclose the number of new originations.
FN-MF-270a.3	Total amount of monetary losses as a result of legal proceedings associated with communications to customers or remuneration of loan originators. Include a description of the nature, context, and any corrective actions taken as a result of the monetary losses.	A discussion of legal contingencies is available on page 103 of our <a href="#">2022 Report to Shareholders</a> . Home Trust does not disclose the amount of monetary losses.
FN-MF-270a.4	Description of remuneration structure of loan originators	Home Trust does not disclose this information.

<sup>1</sup> Data is based on self-identification.

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Responsible products and services		
Metric	Description	2022 disclosure
FN-MF-270b.2	(1) Number, (2) value, and (3) weighted average Loan-to-Value (LTV) ratio of mortgages issued to (a) minority and (b) all other borrowers, by FICO scores above and below 660	Home Trust does not track minority status of borrowers. Please refer to Tables 32 and 33 of our <a href="#">2022 Report to Shareholders</a> for LTV status.
FN-CB-510a.2	Description of whistleblower policies and procedures	<a href="#">Whistleblower Policy</a>

Climate transition		
Metric	Description	2022 disclosure
FN-MF-450a.3	Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting	Please see the Climate Impact section of this report beginning on <a href="#">page 23</a> for a discussion of our approach to climate transition risk management.

Cybersecurity		
Metric	Description	2022 disclosure
FN-CB-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	Home has never had a material data breach.
FN-CF-230a.2	Card-related fraud losses from (1) card-not-present fraud and (2) card-present and other fraud	Home Trust does not disclose this information.
FN-CF-230a.3	Description of approach to identifying and addressing data security risks	Home discloses its approach to managing information security risks on <a href="#">pages 29 to 30</a> of this report. Please also refer to a thorough discussion of our approach to risk management on pages 38 through 54 of our <a href="#">Fourth Quarter Financial Results</a> .

Data privacy		
Metric	Description	2022 disclosure
FN-CF-220a.1	Number of account holders whose information is used for secondary purposes	Please refer to the <a href="#">Home Trust Privacy Policy</a> for information on policies and procedures on the use of customer data.
FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Home has not experienced any monetary losses as a result of legal proceedings associated with customer privacy.

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# TCFD indicators

The key climate-related risks facing our organization are:

- Physical risks related to the impact on the value of our assets of changing climate conditions and extreme weather events
- Transition risks related to the move to a net-zero carbon economy

In 2022, we took the first steps in our journey towards TCFD-aligned disclosures with the establishment of our Climate Risk Management Framework. We plan to continue to develop our reporting capabilities within this important framework.

## Governance

### Board of Directors

The Board of Directors oversees the Risk Appetite Framework of the company as well as ensuring policies and procedures are in place to monitor and mitigate significant risks.

### Risk and Capital Committee

The Risk and Capital Committee of the Board oversees the company's Risk Management Framework and is responsible for promoting and setting the tone for the company's Sustainable Risk Culture. The Risk and Capital Committee has oversight of the Climate Risk Management Framework and ensures that climate risks are appropriately integrated into the company's strategic plans.

### Executive Leadership Team

Management is responsible for implementation of the Climate Risk Management Framework and for providing regular updates to the Board on emerging issues in climate risk management and reporting.

## Strategy

In 2022, we undertook an exercise aimed at identifying and quantifying our potential exposure to physical and transition risks associated with extreme weather events. The outcome of this work will help us establish a process for effective integration of climate-related risks into our business activities.

Home has not yet completed a scenario analysis that includes opportunities associated with climate transition risk. Currently, we are investigating the requirements for the calculation and reporting of Scope 3 GHG emissions in keeping with regulatory expectations scheduled for 2026.

Please see the [Our approach to climate transition](#) section for more detail on our climate strategy.



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## Risk management

Please see the [Risk assessment](#) section for greater detail on Home's approach to risk management.

## Metrics and targets

The key metrics generated by the scenario analysis included the probability of loss to the value of our secured loans due to extreme climate events and the probability of material impact to our financial operations due to severe weather events or climate transition risk.

GHG emissions	2022	2021
Scope 1 in tCO <sub>2</sub> e	<b>119.49</b>	221.68
Scope 2 in tCO <sub>2</sub> e	<b>74.19</b>	108.05
Total in tCO <sub>2</sub> e	<b>193.65</b>	329.74

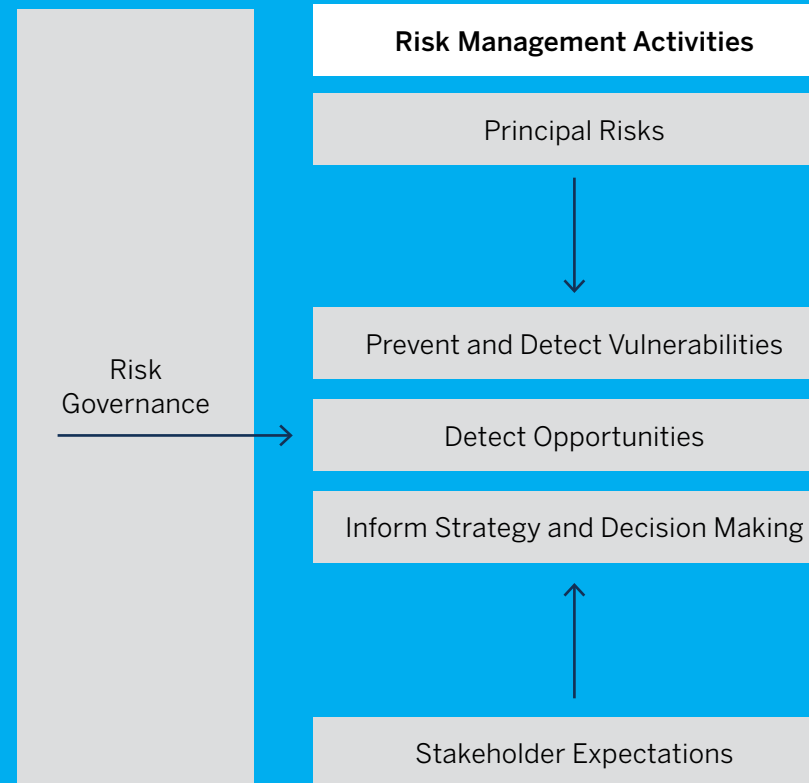
Note: Totals may not add up due to rounding.

## External Environment – Climate Risk Impacts to the Company

Transition Risks

Physical Risks

## Internal Environment – Climate Risk Management



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# Public Accountability Statement

This 2022 Public Accountability Statement summarizes the contributions to the country and society in Canada of our operating subsidiaries, Home Trust, Home Bank, and their direct-to-consumer channel, Oaken Financial.



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## Our values

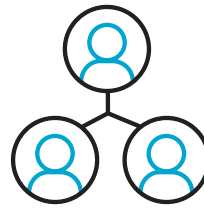
We have defined a set of 10 core values to create a corporate culture that empowers employees to make the right decisions while delivering value to our stakeholders.



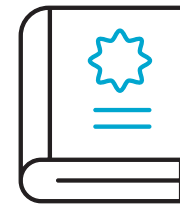
**Protect our Home**



**Un-complicate**



**Win as a team**



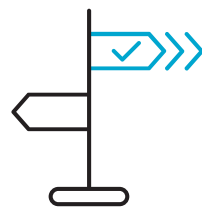
**Know your business**



**Execute with excellence**



**Amaze them every time**



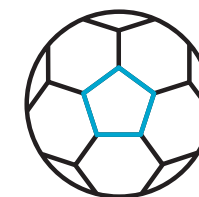
**Act with urgency:  
choose wisely**



**Say “yes” first**



**Be proud of our Home**



**Work hard, play hard**

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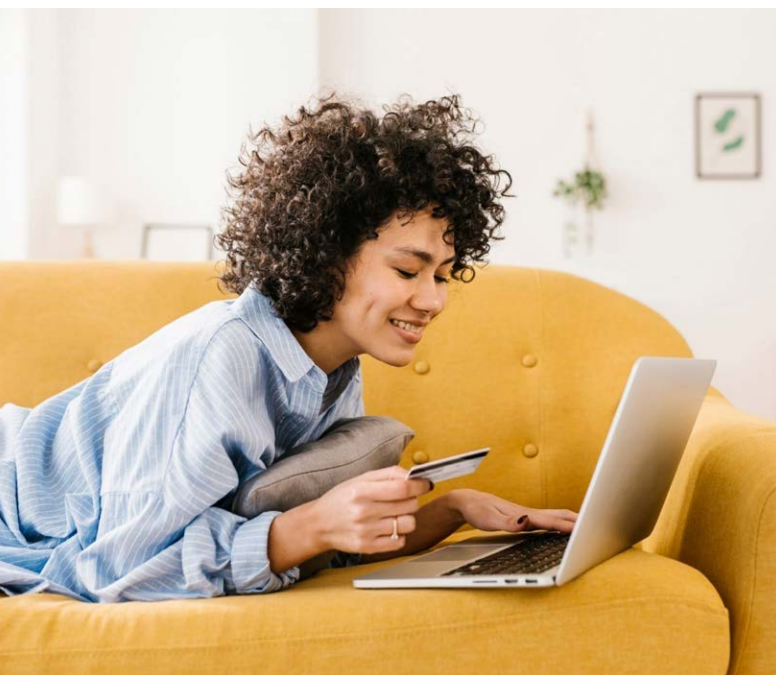
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## About Home Trust

Home Trust Company is a wholly owned subsidiary of Home Capital Group Inc., a public company traded on the Toronto Stock Exchange under the symbol HCG. Home Trust and its subsidiary, Home Bank, are federally regulated financial institutions (collectively “Home Trust” or “Home”), offering residential and non-residential mortgage lending, securitization of residential mortgage products and credit card services. In addition, Home Trust offers deposits via brokers and financial planners, and through a direct-to-consumer deposit brand, Oaken Financial. Licensed to conduct business across Canada, we have offices in Ontario, Alberta, British Columbia, Nova Scotia and Québec.



## Our lines of business

### Mortgage lending

Home Trust is one of Canada's leading alternative mortgage lenders. By offering a range of mortgage products, Home Trust provides financial solutions to meet the needs of thousands of Canadians and those new to Canada. Through a proprietary lending approach, comprehensive borrower assessment and flexible alternative options, Home Trust is a one-stop shop for borrowers and mortgage brokers. Home Trust also provides first mortgages to high-quality commercial borrowers in select markets across Canada.

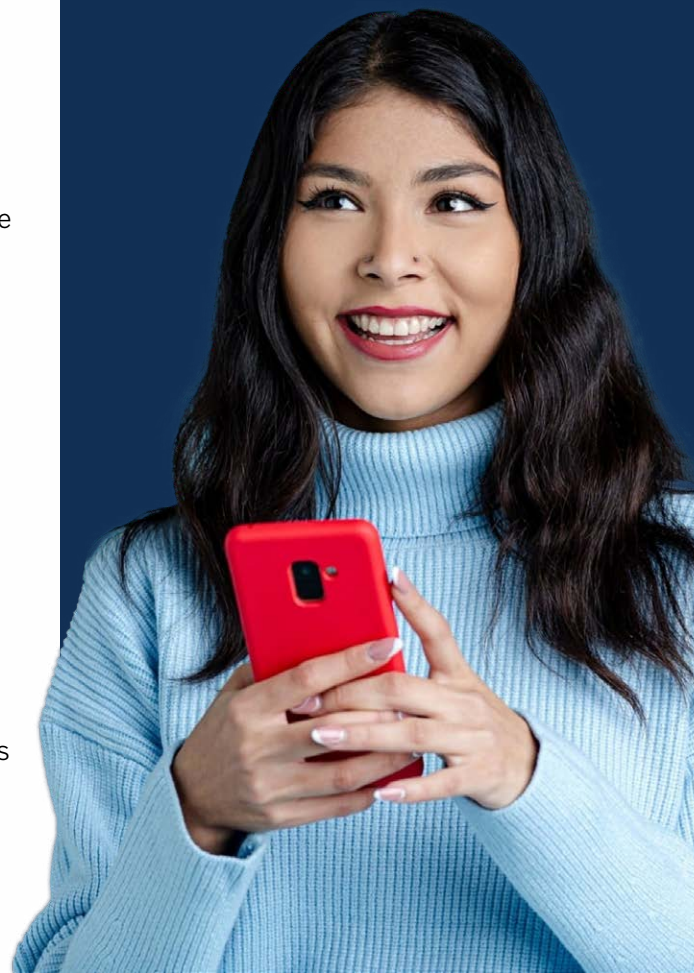
### Credit card services

Home Trust's Equityline Visa program brings to cardholders the ability to access the equity they have built in their homes together with the features and convenience of a Gold Visa card. Home Trust also offers deposit-secured credit cards for individuals who wish to build or re-establish a positive credit history, as well as unsecured cards under Home Trust's brand name to qualified individuals.

### Deposit investments

Home Trust provides a broad range of deposit investments through its extensive deposit broker network. In addition, Oaken Financial (“Oaken”), our direct-to-consumer offering, provides a suite of savings and GIC options. With efficient, personal service and competitive rates, Oaken offers solutions to help meet the long-term and short-term needs of investors looking to diversify their portfolios.

**Home Trust provides financial solutions to meet the needs of thousands of Canadians and those new to Canada.**



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## Our community impact

With the most severe pandemic lockdown constraints behind us in 2022, Home was delighted to be able to expand our contribution to building communities beyond just funding to contributions of employee time and energy as well. Last year, we invested considerably more time and more financial resources than in previous years to advance our commitment to building stronger communities. Home has identified five key pillars for its philanthropic efforts to ensure that our support is directed towards initiatives that align with our purpose and values. Those pillars are:

- **Housing and shelter**
- **Advancement of mental health**
- **Food security**
- **Advancement of disadvantaged youth**
- **Preservation of the environment**

In the area of shelter, we were pleased to continue our partnership with Habitat for Humanity, providing a

# \$100,000

donation to assist in their important work of making it possible for more people to have a safe and decent place to live.

We select partner organizations that have demonstrated a history of positive impacts in those key areas. In the area of shelter, we were pleased to continue our partnership with Habitat for Humanity, providing a \$100,000 donation to assist in their important work of making it possible for more people to have a safe and decent place to live. Last year, groups of Home employees welcomed the opportunity to spend a day on a build site, erecting the homes that would house new deserving families. Other employees volunteered to serve as judges for Habitat for Humanity's "Meaning of Home" writing contest in which students from grades 4, 5 and 6 produced written works on what home means to them. The contest introduces young children to the world of philanthropy, cultivates writing skills and gives them a chance to win funds for their local Habitat for Humanity.

We also contributed funds to organizations that provide housing to under-served individuals and groups through our financial sponsorship of Fred Victor, March of Dimes Canada and Wayside House of Hamilton.



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Our commitment to the advancement of mental health was front and centre in our activities in 2022. Here at Home, we have always believed that mental health is health, and the events of the pandemic have only served to emphasize this irrefutable truth. Our main event for raising awareness and funds for this important cause is the Tom Trenouth Memorial Golf Tournament, with funds going to the Canadian Mental Health Association. Last year we brought together mortgage industry participants in locations across Canada to celebrate the tournament's 10th anniversary. In those 10 years, we are proud to have passed \$1 million in funds raised.

Our commitment to mental health was also realized through a donation of \$10,000 to Food Court Social in support of the Augmented Education Program at George Brown College and through a \$3,000 donation and a team entry into the Bay Street Games, which raises funds to facilitate access to mental health resources for young people in Canada.



At Home, we care about changing outcomes for young people. This includes young people confronting health challenges. With a \$50,000 donation to Cystic Fibrosis Canada as the presenting sponsor of their annual Decant fundraising gala, we helped to raise awareness and funds to combat this disease. We donated \$5,500 as a sponsor of the Ronald McDonald House Canada Golf Tournament in support of Ronald McDonald House, which helps to keep families together when a child has to travel for medical treatment. We provided \$20,000 in matching donations to the Terry Fox Foundation to encourage children in inner-city schools to become volunteers and fundraisers themselves in the fight against cancer. And lastly, a group of employees packed backpacks with school supplies as part of the Start2Finish initiative to help children from economically disadvantaged regions make a great start to the school year.

During 2022, we continued to find ways to raise awareness of marginalized voices in the community. We hosted employee education events focused on women, Black, Indigenous and 2SLGBTQI+ groups, including donations to organizations designated by our speakers. Among these were a donation of \$10,000 to the Heart and Stroke Foundation to focus on women's health and a \$10,000 donation to the World Association of Girl Guides and Girl Scouts. We put our care for the environment into action through donations of \$10,000 to Tree Canada and \$25,000 to relief efforts following Hurricane Fiona.

We also care about supporting our employees and their families in reaching their goals. During National Volunteer Week, we donated funds to organizations where employees dedicate their time. We sponsored sports teams where our employees invested their time to cultivate the values of sportsmanship, teamwork and fitness. We offered bursaries of \$1,000 to 78 children of employees to assist with the costs of full-time post-secondary education.

None of this would be possible without the contribution and efforts of our people. We look forward to continuing the good work we have begun with our partner organizations and will look for more opportunities to engage our employees in the very important work of building stronger communities.



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## Our contributions in 2022

The Corporate Social Responsibility Committee at Home Trust has oversight of our philanthropic efforts and engagement with community partners. We have focused our support on organizations that align with our purpose and our values. More details on our strategy are available on [page 21](#).

Some of the key achievements of our Corporate Social Responsibility Committee in 2022 are:

 <p>Becoming the presenting sponsor of the Decant Gala &amp; Fine Wine Auction to support the fundraising efforts of Cystic Fibrosis Canada</p>	 <p>Donating <b>\$75,000</b> to the Canadian Red Cross in support of humanitarian relief efforts in Ukraine and relief efforts following Hurricane Fiona in Nova Scotia</p>	 <p>Supporting <b>78</b> children of our employees with bursaries to help with the costs of post-secondary education</p>
 <p>A total contribution of over <b>\$540,000</b> in donations and sponsorships. This represents an increase of 17% in the funds we dedicated to community support.</p>	 <p>A donation of <b>\$110,000</b> to the Canadian Mental Health Association as part of the Tom Trenouth Memorial Golf Tournament</p>	<p>Renewing our partnership with Habitat for Humanity with in-person employee build dates and sponsorship of the “Meaning of Home” contest</p> 
 <p>Funding repairs to supportive housing facilities at March of Dimes Canada</p>	 <p>Supporting children at inner-city schools in their philanthropic efforts by matching their donations to the Terry Fox Foundation</p>	

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**We look forward to continuing the good work we have begun with our partner organizations and will look for more opportunities to engage our employees in the very important work of building stronger communities.**



## **Our community partners in 2022**

- Canadian Red Cross
- Capitalize for Kids
- Cystic Fibrosis Canada
- Egale Canada
- Fred Victor
- George Brown College Augmented Education Program
- Green Neighbours Network
- Hammer Band
- Habitat for Humanity
- Heart and Stroke Foundation
- Heritage Toronto
- March of Dimes Canada
- Movember
- Ronald McDonald House Canada
- Start2Finsh Canada
- Terry Fox Foundation
- Tree Canada
- Water First Education & Training
- Wayside House of Hamilton
- World Association of Girl Guides and Girl Scouts



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## Locations

### Home Trust locations

#### Toronto

145 King Street West  
Suite 2300  
Toronto, Ontario  
M5H 1J8

#### Calgary

517 – 10th Avenue SW  
Calgary, Alberta  
T2R 0A8

#### Halifax

1949 Upper Water Street  
Suite 101  
Halifax, Nova Scotia  
B3J 3N3

#### Montréal

2020 Boul. Robert-Bourassa  
Suite 2420  
Montréal, Québec  
H3A 2A5

#### Vancouver

200 Granville Street  
Suite 1288  
Vancouver, British Columbia  
V6C 1S4

### Oaken stores

#### Toronto

145 King Street West  
Concourse Level  
Toronto, Ontario  
M5H 1J8


#### Calgary

517 – 10th Avenue SW  
Calgary, Alberta  
T2R 0A8

#### Vancouver

200 Granville Street  
Suite 1288  
Vancouver, British Columbia  
V6C 1S4

### Affiliates

This Public Accountability Statement includes information on Home Trust Company and its wholly owned subsidiary, Home Bank, and is available in print and online at [www.hometrusted.ca/about/public-accountability/](http://www.hometrusted.ca/about/public-accountability/) .

**\$29.0 billion**

in assets under administration

**\$15.9 billion**

in customer deposits

**900**

employees



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## Permanent employees

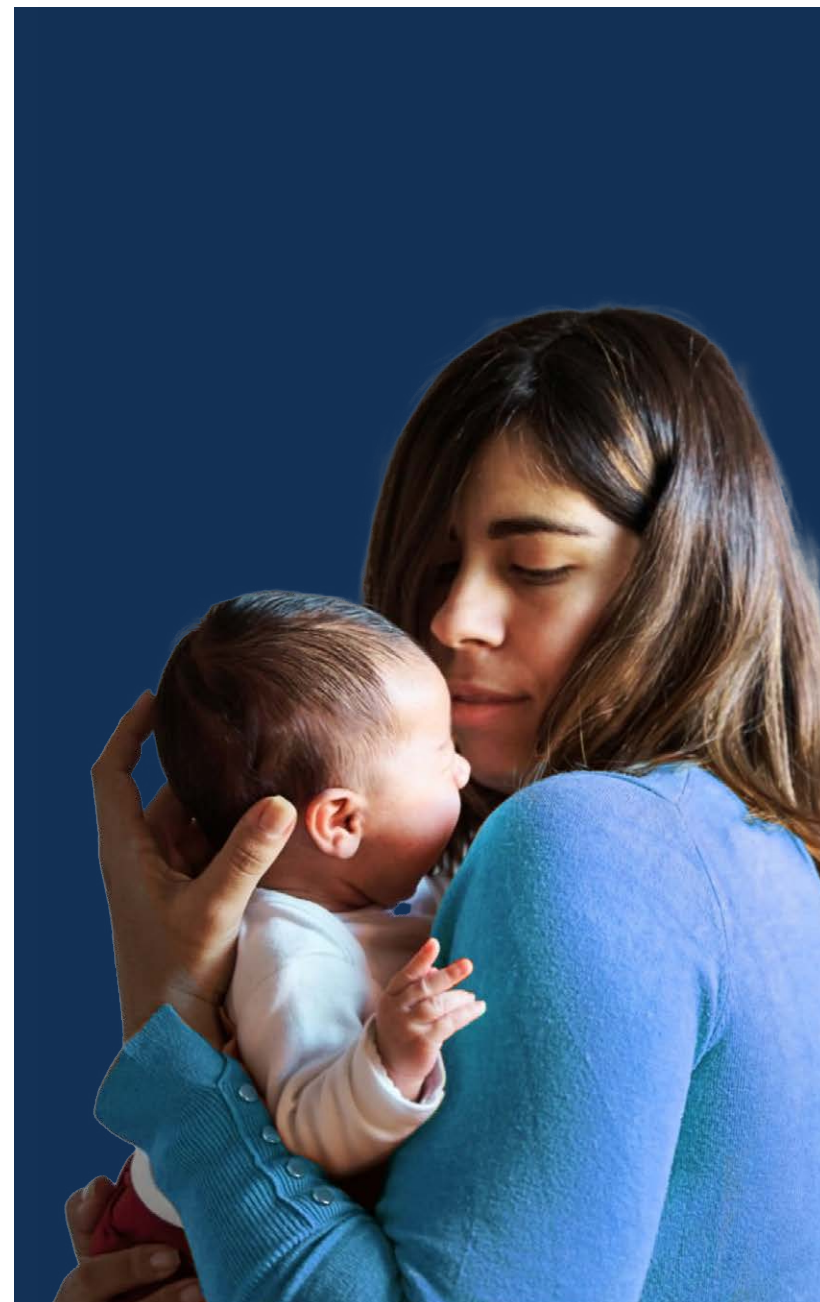
Province	Full-time employees	Part-time employees	Total employees
Alberta	20	0	20
British Columbia	15	0	15
Nova Scotia	8	0	8
Ontario	838	0	838
Québec	19	0	19
<b>Total</b>	<b>900</b>	<b>0</b>	<b>900</b>

## Tax expense in 2022<sup>1</sup>

Province	\$ in thousands
Ontario	\$20,893
British Columbia	\$728
Alberta	\$1,371
Québec	\$306
Nova Scotia	\$1,253
Manitoba	\$115
Total provincial taxes	\$24,666
Federal taxes	\$32,643
Total capital and income taxes	\$57,309
Other taxes <sup>2</sup>	\$21,245
<b>Total tax expense in 2022</b>	<b>\$78,554</b>

1 Tax expenses in 2022 represent taxes paid and payable with respect to the year ended December 31, 2022.

2 Other taxes include payroll taxes and goods and services sales taxes.



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## Total Canadian business financing

Authorized and advanced during the year ended December 31, 2022

	\$100,000 – \$249,999 <sup>2</sup>	
Province	Advanced amount	Clients
Alberta	–	–
British Columbia	\$201,117	1
Ontario	–	–
Québec	–	–
Other <sup>1</sup>	–	–
<b>Total</b>	<b>\$201,117</b>	<b>1</b>

	\$250,000 – \$499,999		\$500,000 – \$999,999	
Province	Advanced amount	Clients	Advanced amount	Clients
Alberta	–	–	–	–
British Columbia	–	–	\$1,270,496	2
Ontario	\$8,465,771	20	\$38,192,036	53
Québec	\$2,439,250	6	\$14,119,922	21
Other <sup>1</sup>	–	–	–	–
<b>Total</b>	<b>\$10,905,021</b>	<b>26</b>	<b>\$53,582,454</b>	<b>76</b>

	\$1,000,000 – \$4,999,999		>=\$5,000,000	
Province	Advanced amount	Clients	Advanced amount	Clients
Alberta	–	–	\$27,142,070	2
British Columbia	\$19,308,646	6	\$224,932,851	13
Ontario	\$207,039,898	105	\$963,796,982	57
Québec	\$114,614,708	58	\$316,998,066	22
Other <sup>1</sup>	\$17,520,074	6	\$154,481,114	7
<b>Total</b>	<b>\$358,483,326</b>	<b>175</b>	<b>\$1,687,351,082</b>	<b>101</b>

	Total	
Province	Advanced amount	Clients
Alberta	\$27,142,070	2
British Columbia	\$245,713,110	22
Ontario	\$1,217,494,686	235
Québec	\$448,171,946	107
Other <sup>1</sup>	\$172,001,188	13
<b>Total</b>	<b>\$2,110,523,000</b>	<b>379</b>

<sup>1</sup> Other includes Manitoba, New Brunswick, Nova Scotia and Saskatchewan.

<sup>2</sup> Home Trust did not issue debt financing between \$0 and \$99,999 to firms in Canada during the period under review.

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# Forward-looking statements

Certain statements made in this report are forward-looking statements. All such statements are made in accordance with applicable securities legislation in Canada. Forward-looking statements are made in connection with business objectives and targets, company strategies, operations, anticipated financial results and the outlook for the company, its industry, and the Canadian economy and the SFC Transaction. Forward-looking statements are typically identified by words such as “will,” “believe,” “expect,” “anticipate,” “intend,” “should,” “estimate,” “plan,” “forecast,” “may,” and “could” or other similar expressions.

Such forward-looking statements are made for the purpose of assisting our stakeholders in understanding our vision, strategy and objectives related to sustainability and environmental, social and governance advances, and may not be appropriate for other purposes. By their very nature, these statements require the company to make assumptions and are subject to inherent risks and uncertainty, general and specific, which may cause actual results to differ materially from the expectations expressed in the forward-looking statements. These risks and uncertainties include, but are not limited to, global capital market activity, changes in government monetary and economic policies, changes in interest rates, inflation levels and general economic conditions, legislative and regulatory developments, the impacts of the COVID-19 pandemic and government responses to it, climate change, competition, and technological change. The preceding list is not exhaustive of possible factors. These and other factors should be considered carefully, and readers are cautioned not to place undue reliance on these forward-looking statements.



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