

2023



Environmental, Social and Governance report (ESG)





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Message from our CEO



2023 was a year of change for many companies, including Moneris, the most obvious of which is that in September, I assumed the role as President and CEO. One of the important factors in my decision to join our team was Moneris' strong reputation for doing the right thing. I am proud to be part of a company that not only made commitments to sustainability and inclusive business practices but has been leading from the front in its efforts to achieve its ESG goals.

As Canada's largest payments provider, we play an outsized role in Canadian commerce. We work with hundreds of thousands of Canadian businesses and facilitate more than one third of all credit and debit transactions from coast to coast to coast. Our position and high profile in our country comes with responsibilities to encourage sustainability and to exhibit inclusive business practices.

Among the numbers, data, and other items in this report, you will read about our installation of a solar wall used to passively heat one of our buildings; developing and implementing a supplier code of conduct and an enterprise Governance Risk and Compliance (GRC) system; partnerships with communities to invest in health and fitness for local residents; and support for Indigenous entrepreneurs.

Our teams worked hard across the ESG pillars throughout the year, and you will see that same focus and discipline continue in 2024. On behalf of our 2,000 team members, we take our responsibility as a leading Canadian company very seriously, and we will hold ourselves accountable to deliver on our commitments.

I hope you'll take the time to read through our 2023 ESG Report as we continue to mark progress on our journey.

Sincerely,

A handwritten signature in black ink that reads "James Hicks".

James Hicks
President & CEO of Moneris

Executive summary

About Moneris

Moneris is Canada's largest provider of innovative solutions for mobile, online and in-store payments, processing more than one in three transactions. Serving businesses of every size and industry, Moneris offers hardware, software and solutions to help transform the way businesses grow and operate, in payments and beyond.

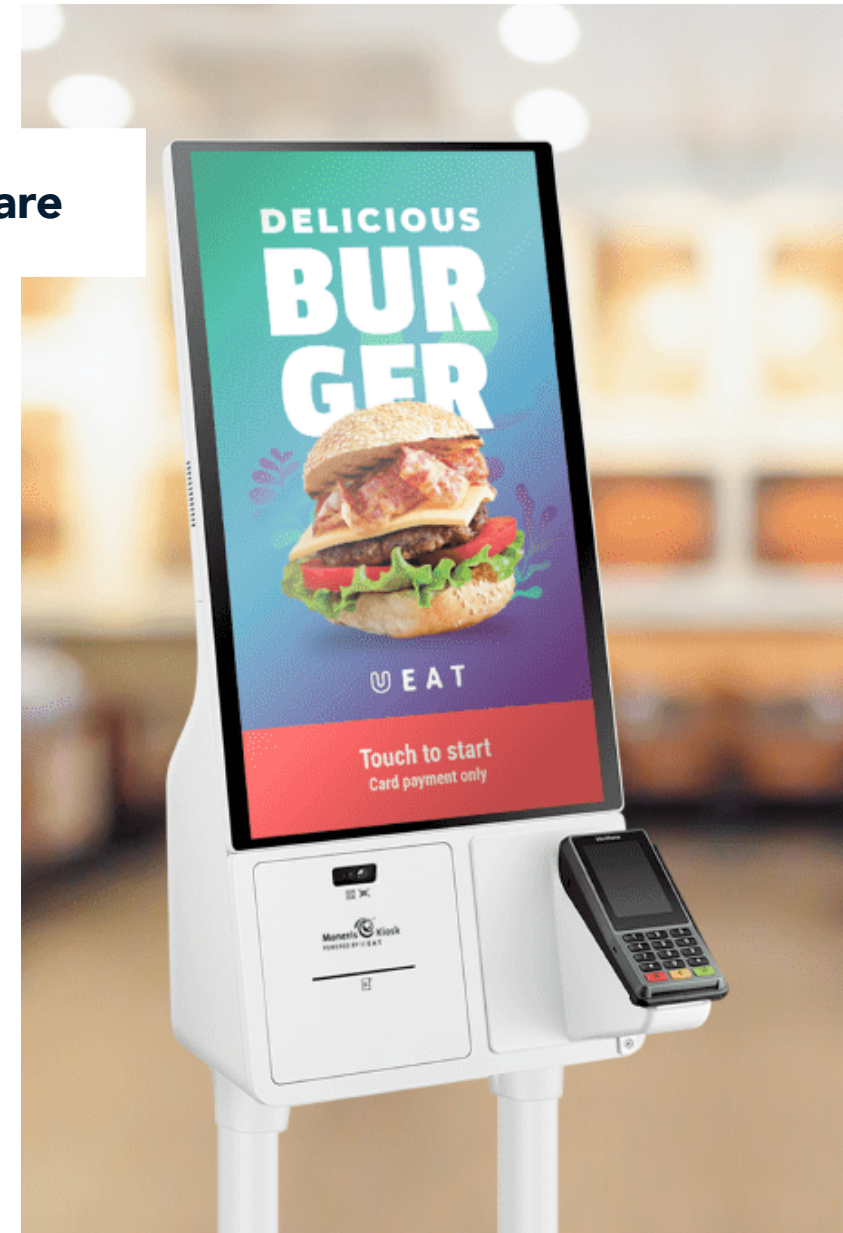
A proudly Canadian joint venture created by Royal Bank of Canada (RBC) and Bank of Montreal (BMO), Moneris has been partnering with business owners for more than 20 years.

As a large company and an industry leader, Moneris bears a significant responsibility to its employees, business owners, and the communities that we serve. That's why we take concrete action to create positive change in everything we do.

Who we are

Moneris' annual Environmental, Social and Governance (ESG) report outlines our achievements in 2023 and states our commitment to do more with upcoming initiatives in 2024.

The report is structured according to our ESG framework, which is based on our four fundamental pillars, Team members, Community, Environment, and Governance.



Team members

At Moneris, we strive to develop an inclusive environment where all our team members can thrive with the utmost confidence. This aspiration is one of our corporate priorities, which is why we developed our Diversity, Equity and Inclusion (DEI) strategy with, and for, our team members. This strategy includes a transformation of our internal systems to grow equity and the development of several programs and initiatives celebrating diversity and promoting ongoing learning and inclusion.

We draw our strength from our team members, working hard to offer them a flexible working environment attentive to their needs. We're proud to support them in realizing their full potential, and that's why we're dedicated to providing them with the support, training and mentoring they need to flourish professionally.

As a fintech company, we understand that organizational agility is key to corporate resilience. That's why our agile transformation is coined "experience AWE". Where A stands for agility, W for Winning with our customers based on our Values and E for the employee experience we are creating with this transformation. It's about pivoting quickly to build and deliver the solutions our customers want, faster and more efficiently. It will help us deliver on our corporate priorities accelerating our transformation from a payments company to a commerce enabler for Canadian merchants of all sizes.

Community

Supporting the community is at the core of our values at Moneris. Our commitment to the community is reflected through our partnerships with charities that share our values and support we provide to small businesses. We provide tangible support to communities locally and abroad through donations and team member volunteer initiatives. As a Canadian leader, we have a responsibility to support business owners with the tools and solutions they need to succeed. Through our mentorship and grant programs we are enabling better business across the country.

Environment

We fully embrace the responsibility of minimizing our impact on the environment and driving change in industry practices.

Our energy efficiency projects such as the installation of a solar wall, the pursuit of electrification of our vehicle fleet and the creation of industrial synergies illustrate our commitment to reducing our environmental footprint and that of our sector. We are taking concrete steps to reduce emissions in our operations. A good example is the strategic expansion of our Calgary warehouse. This measure was taken to significantly reduce the distance of shipments to Western Canada. We also take responsibility for the end-of-life management of our terminals. We have set up programs to evaluate the functioning and proceed to the repair of our equipment, in order to contribute to a circular and responsible economy.

Governance

Moneris is dedicated to maintaining high standards of good governance, which is what allows us to consistently deliver quality products and services to our merchants. We continue to deploy measures that demonstrate our commitment to proactively manage the inherent risks in our business, notably through our Governance, Risk and Compliance (GRC) system. We believe in full transparency and accountability of our supply chain, which is why we recently deployed a supplier survey and code of conduct. At Moneris, ensuring our ethical beliefs are reflected in all that we do is vital. In support of the governance processes, we have developed an enterprise-wide risk management program that helps us maintain and manage our business risk appetite.

About this report

For our 2023 ESG report, we are aligned with the Sustainability Accounting Standards Board (SASB) standard as well as the United Nations Sustainable Development Goals (SDGs). For all the specifics, please refer to the reference tables in the appendix.

At the end of this report is a glossary of terms relevant to our mission.

Who we are



About Moneris

We develop innovative payment solutions specially designed for Canadian businesses of every size and across every industry

Moneris is Canada's largest provider of innovative solutions for mobile, online and in-store payments, processing more than one in three transactions. Moneris provides hardware, software and solutions to help transform the way businesses grow and operate, in payments and beyond.

We've been helping business owners unlock their potential for over 20 years

As a proudly Canadian joint venture created by RBC and BMO, Moneris has been supporting Canadian entrepreneurs and business owners since 2000. Since then, we've become the Canadian leader in payments supporting hundreds of thousands of businesses of all sizes across every Province and Territory.

Our role comes with responsibility, but we're up to the challenge

As a large company and an industry leader, Moneris bears a significant responsibility to our employees, partners, merchants, and the communities in which we operate.

That's why we work hard to create positive change in everything we do, so we can create an environment where individuals are empowered to make an impact in meaningful ways.

Our four guiding principles

Embody our values

Integrating ESG principles into our activities remains a key priority for Moneris.

To this end, we have developed an ESG framework based on the following four pillars.

These principles will guide us throughout this report as we outline our achievements in 2023 and our goals for a better future.

ESG pillars

Team members	Activating purpose and unleashing potential so our people can grow, thrive and belong.
Community	Contributing to positive community change and sustainable business development.
Environment	Minimizing our impact on the environment and driving change in industry practices.
Governance	Ensuring excellence in governance through best practices.

Global goals

The United Nations Sustainable Development Goals (SDGs) set the international framework for development, steering us towards a better, more sustainable future for one and all.

Moneris is actively involved in supporting the SDGs and encourages our stakeholders to do the same.

We are convinced that these objectives play an essential role in creating a bright future for all.

Through this report, we present the SDGs to which we contribute in a significant way.



More information about the SDGs are available [HERE](#).

Team members



Cultivating a sense of belonging

One of Moneris' core values is *Challenging the Status Quo*. We bring this value to life by enabling an agile mindset and encouraging our team members to grow and thrive.

Our approach will continue to be adaptive to meet the challenges ahead. We provide opportunities for collaboration and team building, while remaining disciplined and accountable, as we adjust to the new

realities of the workplace. These efforts are augmented through our strategy focused on equity, inclusion, and well-being.

To retain and grow our talent, we strive to offer skills development opportunities that enable career advancement and enhancement while contributing to the success of our people and the organization as a whole.

What we did in 2023

New benefits program

We launched a new benefits program that is more flexible, inclusive and better tailored to individual situations.

Award-winning DEI Strategy

In August 2023, Moneris received the 5-Star DEI Employer Award by HR Director Magazine.

Agile Transformation

We launched Moneris Agile Academy to develop agile skills for all of our team members.

SDGs alignment:



Investing deeply in equity and inclusion



Listening to and building with our team members are integral to both how we approach DEI and what we aim to achieve with our DEI strategy. An extensive Listening Tour was carried out by our Head of DEI in 2021, and the outcomes of this tour led to the development of Moneris' DEI strategy. This strategy, unveiled in early 2022, is based on the following 4 pillars.

1. Growing awareness of equity and inclusion
2. Redesigning systems to advance equity and inclusion
3. Prioritizing Indigenous Reconciliation
4. Engaging all stakeholders in Moneris' DEI strategy

Our DEI team measures progress using a quantifiable algorithm that gauges different dimensions of equity and inclusion. In 2023, a responsibility to grow equity and inclusion was added to every team member's

performance scorecard. We are honored to have been awarded HRD's 5-Star DEI Employer award in August 2023.

Growing awareness of equity and inclusion

Equity and inclusion form the foundation of Moneris' DEI strategy. In 2023, to emphasize the importance of these two principles, our organization launched the following initiatives.

- We launched a comprehensive and foundational DEI e-learning program, which is required for all Moneris team members to complete. In 2023, 88% of our team members rated the training as being highly valuable in terms of its relevance and practicality in their daily lives.
- We partnered with an external organization to host Inclusive Mindset training for people leaders and members of our HR team. The training was very well received and will be scaled to more people leaders in 2024.

- We have four Employee Inclusion Groups (EIGs) that represent and foster inclusion for various marginalized groups including Black team members, members of 2SLGBTQIA+ communities, women and newcomers to Canada.

- In 2023, we wrapped up a 10-month mentorship program in partnership with our Black Employee Network.
- Our Women's EIG hosted an enterprise event for International Women's Day.
- PRISM, our 2SLGBTQIA+ EIG, hosted several activities, including a speaker event, pronoun practice workshops and PRIDE meet-ups.
- We formed a Council to enable cross-collaboration across all of our EIGs.
- The DEI team developed a formal EIGs playbook and established governance protocols to support EIGs at Moneris.

Redesigning systems to advance equity and inclusion

Moneris recognizes that mitigating systemic bias is key to driving meaningful long-term impact, especially for marginalized groups. To that end, we are evolving HR processes to grow equity and inclusion. This important work will be carried out over several years. Here is what we focused on in 2023.

- Our DEI team partnered with our Total Rewards team on the launch of an enhanced new benefits program for all Moneris team members. DEI enhancements were a top consideration to ensure we meet the needs of our diverse team members, including those with marginalized lived experiences. You can read more about our benefits program in the well-being section of this report.
- Listening Sessions on gendered experiences in the workplace were carried out with team members from across the enterprise, at all levels. The qualitative insights yielded a multitude of impactful outcomes and ideas that are now being incorporated into future equity-centered programming across the business, including initiatives to mitigate micro-aggressions, enhance support for working parents, and embrace mental well-being discussions for all gender identities.
- We saw an average of 60% voluntary self-disclosure from team members through our Self Identification (Self-ID) tool. This is a 10% increase since 2022, demonstrating the trust and psychological safety our team members experience. Our completely voluntary Self-ID campaign enables a robust understanding of diverse representation at Moneris and looks at aggregate data on race/ethnicity, gender identity, disability status, sexual orientation, religion and country of birth. Aggregate and anonymized data was shared company-wide in 2023 so team members could appreciate the depth of our diversity. Ensuring the protection of privacy and transparency around how information is accessed and used continues to be a top priority for us.
- Building on the learnings of our mentorship program for Black team members, we launched a DEI-focused mentorship program for all team members who identify as women, at all levels of the organization. Registration and matching started in 2023, and the 10-month program will be carried out in 2024.



Prioritizing Indigenous Reconciliation

As a Canadian company, we believe it is our duty to actively participate in reconciliation with Indigenous Peoples by listening to them and understanding what reconciliation means from their perspective.

We are grateful for our continued investment in, and partnership with Bears' Lair, which enabled us to play an active role in 2023 in supporting the selection of Indigenous entrepreneur

finalists, coast to coast, for the second season of the Bears' Lair TV show. We also participated in the inaugural Bears' Lair Indigenous youth hiring conference in British Columbia. Our commitment to supporting self-sufficiency and entrepreneurship education to Indigenous youth continues with an Indigenous youth camp planned for May 2024. As we move forward our goal to solidify and deliver on an Indigenous Reconciliation Action Plan continues.

Engaging all stakeholders in Moneris' DEI strategy

In 2023, we worked to develop a public-facing DEI microsite that will go-live in early 2024 on Moneris.com so that all external stakeholders can stay updated on our DEI strategic priorities, our action to date, and the impact we aim to create.

Through a collaboration between our Talent Acquisition team, DEI team and EIGs, we also launched Moneris Mosaic, an employee spotlight program designed to celebrate and amplify the voices and stories of marginalized talent at Moneris. The program garnered high internal and external engagement, exceeding our benchmark for financial services content engagement on

LinkedIn four-fold. The Moneris Mosaic program will be scaled in 2024 in an effort to recognize the diverse talent at our organization, while also encouraging potential new talent to consider Moneris as an employer and partner.

Finally, in 2023, our DEI team hosted 6 enterprise-wide events that were designed to educate, connect, and engage internal and external stakeholders in Moneris' DEI journey. There was a concerted effort around authentic storytelling and sharing of vulnerability throughout our 2023 DEI events - something we plan to continue to bring forward into 2024.

5-Star DEI Award

Moneris was awarded the 5-Star Diversity, Equity and Inclusion Employer award by Human Resources Director.

88%

of team members have rated our DEI training as highly valuable in terms of its relevance and practicality in their daily lives.

60%

Voluntary Self-Identification disclosure from Moneris team members.



Supporting the well-being of our teams

Since our inception, Moneris has strived to create working conditions that meet or exceed the needs of our team members. Beyond the group benefits program and pension savings plan and various wellness initiatives that are designed to support the financial, physical, and mental health of our team members, Moneris also offers learning and development programs to enhance career progression opportunities for team members.

In 2023, we implemented a new benefit program after a comprehensive review. The aim was to offer a program that is more flexible and better tailored to individual situations. We are proud to have addressed many aspects of our team members' well-being by implementing a more robust offering, while maintain cost controls for both team members and the organization.

Separate from the benefits redesign, we expanded our Employee and Family Assistance Program (EFAP) to include more mental health sessions paid for by Moneris. We also implemented the healthcare app Maple to offer employees virtual care across the country, providing an alternative to a family doctor and adding flexibility, especially in remote locations.

Finally, we continued to encourage the well-being of our team members through team fitness challenges and discussions about mental health. We continue to introduce new providers each year to keep the program active and lively.

New benefits program

based on a comprehensive review of our teams' needs to better suit them and their families.

Healthcare app

Implementation of a new healthcare app to offer employees virtual care and provide easier access to a family doctor.

Promoting mental health

Expansion of our Employee and Family Assistance Plan to include more mental health sessions paid by Moneris.

Meeting the needs of our teams

Hybrid Work Environment

Moneris continues to operate within a hybrid-working model. Eligible team members in applicable roles work part of their time in a Moneris office and part of their time remotely. Moneris' hybrid work model provides a framework while still allowing individual business groups and their team members to set expectations that work for their specific operating model and determine the best days to be in the office to maximize collaboration and communication.

In addition, Moneris recognizes that a flexible and high performing workforce is essential to meet our business challenges. A supportive workplace culture is a significant contributor to enabling high engagement and performance, which is supported by Moneris' Hybrid Work Environment. Moneris also understands that working in a diverse environment, where unique and lived experiences, skills and viewpoints are welcomed and encouraged, contributes greatly to employee engagement.

In 2023, Moneris' Hybrid Work Environment continued to evolve to include a Work from Abroad program in which legally eligible employees may work from an approved foreign country for up to 60 days one time in any 12-month period.

Work from Abroad program

Legally eligible employees may now work from an approved foreign country for up to 60 days one time in any 12-month period.

Start@Moneris

In 2023, the new graduate program, Start@Moneris, gained momentum as an accelerated onboarding experience for the cohort in Technology. Throughout the year, the team members engaged in various e-learning modules, got access to sessions with business leaders, and connected regularly in cohort discussions to share their experiences and deepen their understanding within the business.

Near the one-year milestone, the cohort completed a business-related project designed to enhance their skills and identify solutions that would enable Moneris to remain a market leader within the payment solutions industry. Each group successfully presented their findings to business leaders within Technology, Product and Operations. As a result, by October 2023, the cohort effectively completed the Start@Moneris program milestones, and we look forward to their continued success and contributions at Moneris.

First Start@Moneris cohort

We look forward to the continued success and contributions of these team members.

Internships

At Moneris, our commitment to fostering the growth of our team members is demonstrated through our internship program. In 2023, we welcomed a cohort of summer students and year-long interns, providing an opportunity for third and fourth-year students to apply theoretical concepts they learned in school to practical situations in the workplace.

Our internship program is designed to help bridge the gap between academic studies and real-world application, supporting students' development and enhancing their skill set to prepare them for the professional landscape. We deeply value the diverse and fresh perspectives that early talent brings to the table and recognize the importance of tapping into the innovative thinking that interns contribute to Moneris.

We believe that the program is a great way to support students to learn about Moneris and for us to get an edge on recruiting employees who are likely to be excellent contributors when they take on a full time role.

Internship program

helping students bridge the gap between academic studies and real-world application.

Continuous development

100%

of Moneris employees completed at least one in-house training module.

23h

Average training completed by each employee.

222

Number of team members trained on Agile ways of working in 2023, for an average of 53 hours, including the eLearnings and bootcamp sessions.

A growth mindset is key when developing the skills of our team members as it allows to rapidly test and learn new behaviours in a safe environment, which is essential to their well-being and development. In line with our value to *challenge the status quo*, we strive for SMART development goals that push each and every one of us to contribute to both personal and business growth.

Since the introduction of our online HR platform in 2022, Moneris has created a virtual training space available to all, that connects to third-party platforms such as Coursera, thereby making learning easy and within reach to all team members.

Our in-house training programs focus on blended learning journeys for key roles in different business groups. These learning journeys include self-directed modules, virtual classroom sessions, on-the-job coaching, and various activities such as role plays and knowledge quizzes. They are designed to ensure the time to proficiency of a new hire is optimized and the new hire is set-up for success in their new role.

Development investments in our team members are also facilitated through a training budget allocated to leaders and a tuition reimbursement program.



Furthermore, we provide team members with access to social learning opportunities, which revolve around three main components.

Informal mentoring - team members set goals that are usually not measurable and the mentor relationship is typically unstructured.

Formal mentoring - team members set and define actionable and measurable goals with specific requirements.

Coaching - Moneris offers executive coaching for directors and above, and the BetterUp program for managers and directors. Leaders select a coach of their choice and set goals that are reviewed at different points throughout the sessions.

Finally, in 2022, we committed to becoming an agile organization and deployed a pilot program. This program enabled us to launch the Agile Academy at Moneris in 2023 for two cohorts. One of the primary goals of this Academy is to support the transformation of Moneris into an agile organization, by building our agile skills and capabilities while adopting a growth mindset through a culture of learning.



Team members pillar: Our vision for 2024

- Complete our agile transformation, build our agile capabilities, and adopt a growth mindset.
- Continue to develop our leaders through new and existing training programs as well as create a leadership development strategy.
- Focus on equity-centered systemic-change initiatives that will generate meaningful progress in fostering greater belonging.

Community

**Give back to people
who give their all**



Moneris strives to create a positive impact in every community we serve through donations, partnerships, mentorship, and volunteerism. Our community engagement strategy is built on three foundational pillars – innovation, entrepreneurship, and community support. These pillars guide how we select our partners and measure our performance.

SDGs alignment:



What we did in 2023

Community projects

Supporting local projects in the city of Sackville, New Brunswick and internationally supporting the Playa Hermosa School in Costa Rica.

Ronald McDonald House Charities (RMHC) Canada

Donation of \$200,000 to RMHC Canada in support of the 16 Ronald McDonald Houses across Canada on behalf of Moneris small business customers.

#CallForSmall program

Two \$10,000 grants to support Canadian small businesses.



Moneris invests in Canadian charities whose core values match those of our company. We strive to be a catalyst for change and a partner in building healthy and sustainable communities.

We work closely with the following partners throughout the year to make it happen:

- Canadian Red Cross
- CNIB Foundation
- Ronald McDonald House Charities (RMHC)² Canada
- Second Harvest Canada

As a proud supporter of small businesses across Canada, Moneris partnered with RMHC across Canada to showcase the meaningful impact small businesses have in their communities. Throughout the month of October 2023, Moneris, alongside our small business customers, donated \$200,000 to RMHC Canada.

1,190

Together with our Canadian small business customers, we enabled 1,190 nights of stay and an entire network of programs that complete the circle of care for families who must travel long distances to access healthcare for their seriously ill or injured child.

\$200,000

Moneris along with our small business customers donated \$200,000 in support of 16 Ronald McDonald Houses across Canada and families of sick children.

65

Moneris supported 65 charity initiatives through donations, sponsorships, in-kind support and employee volunteer days.

²Click [here](#) to learn more about our partnership with RMHC Canada.

Investing in local and international communities

Giving back to the Sackville community

As the second-largest employer in Sackville, with a presence for over 20 years, Moneris furthered our commitment to the local community with donations to two new community initiatives in 2023³.

We've pledged \$15,000 to the Tantramar Veterans Memorial Civic Centre for the purchase of new exercise equipment, and \$35,000 for the enhancement of the Richard Park Walking Trail-Dorchester Playground.

These donations continue Moneris' long-term commitments to the area following a 3-year, \$30,000 donation to Sackville Memorial Hospital Foundation that began in 2021.

"The team in Sackville are a key part of Moneris' ability to deliver Canadian-based support services all across the country, and we're proud to be a valued part of this community for more than two decades. We are committed to the region and are grateful for the opportunity to give back to an area that is so important to our business."

– Marc Hollenberg,
Chief Operations Officer, Moneris

³[Click here](#) to learn more about the Sackville community project.



Support beyond borders

At the 2023 President's Club trip, Moneris' Sales Team participated in a community project supporting the Playa Hermosa school in Guanacaste, Costa Rica. The team spent the day painting classrooms and doing repairs around the school grounds. Moneris' donation went towards school maintenance, backpacks and school supplies for all the students.



Serving the community

Two community initiatives for the City of Sackville to improve the quality of life for all citizens.

\$50,000

Contribution to the Tantramar Veterans Memorial Civic Centre and the Richard Park Walking Trail-Dorchester Playground in Sackville, New Brunswick.

Team Moneris gives back

Moneris' Sales Team helped the Playa Hermosa school in Costa Rica doing painting and repairs around the school grounds and donating backpacks and school supplies for the students.



Empowering entrepreneurs through mentorship

Moneris is committed to supporting startups and entrepreneurs by providing them with the tools, knowledge and expertise to manage and grow their business.

This drive to support Canadian entrepreneurs prompted Moneris in partnership with Elevate, to launch Canada's first ecommerce accelerator, eCommerce North⁴, a world-class suite of highly curated programs and resources to support the growth of ecommerce startups. Since 2021, eCommerce North has supported 197 companies across 5 accelerator cohorts and 5 Innovator Challenges. The 197 companies representation included

68% identified as women and non-binary founders and 83% founders from underrepresented communities.

In addition to being the founding partner of eCommerce North, Moneris is a founding sponsor of Elevate Festival⁵, Canada's largest homegrown tech and innovation festival uniting world-class innovators and industry leaders who are committed to building a better future. The Elevate Festival features world-class speakers, thought leadership sessions, networking opportunities and educational workshops to help businesses grow and professionals connect.

197

Small businesses supported through eCommerce North since 2021.

68% & 83%

Representation across the 197 eCommerce North companies included 68% women/non-binary founders and 83% founders from underrepresented communities.

Supporting the Canadian startup ecosystem

Founding partners of eCommerce North and Elevate Festival.

⁴[Click here](#) to learn more about eCommerce North.

⁵[Click here](#) to learn more about Elevate Festival.

Proud partner of small businesses and big dreams

Every small business starts with a dream, but we know it's not always easy. That's why at Moneris we are committed to supporting small businesses at every step of their business by providing solutions, tools, tips and strategies to grow their business.

During Small Business Month Moneris launched a month-long program featuring small business grants, giveaways and exclusive content. Our small business grant program, #CallforSmall gave small businesses the chance to win one of two \$10,000 grants. The winners of the 2023 #CallforSmall were **Eiffel Tower Pastry Shop & Catering** and **Physio CARE+**.

Moneris informs and promotes small business owners through two exclusive podcasts and a blog series:

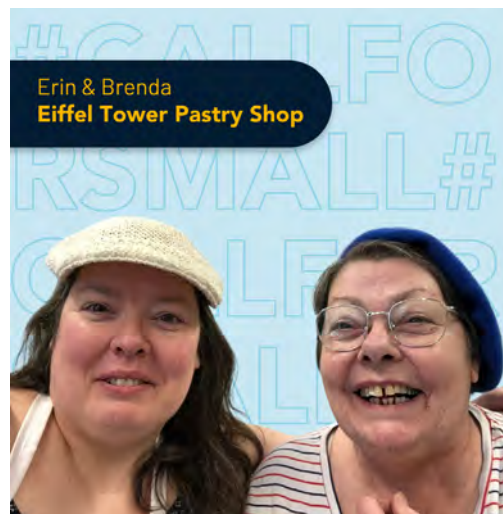
Just Good Business⁷: A series focused on the payment industry.

Yes, We are Open⁸: A series featuring small business owners, sharing their stories, the challenges they faced and what kept them going. The second season of the podcast won the Best Commercial Series award at the Canadian Podcast Awards.

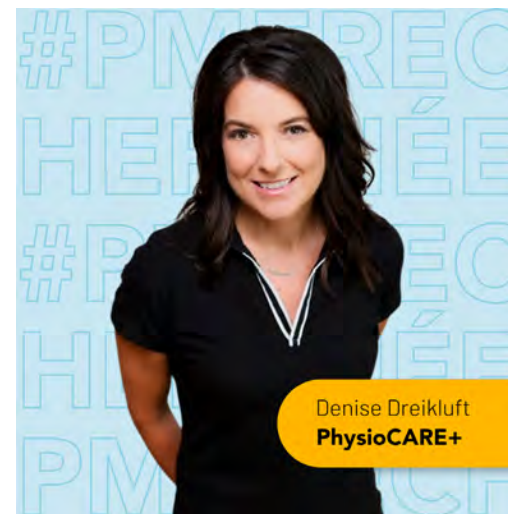
Moneris Merchant Scoop⁹: A series dedicated to highlighting Canadian businesses thriving amidst an ever-changing landscape. Featuring exclusive interviews, learn more about the entrepreneurs behind the scenes, their stories of how they got their businesses off the ground, what it really takes to achieve success, and what the next steps could look like for a resilient future.

⁶[Click here](#) to learn more about SugarKane and their entrepreneurial journey.

⁷[Click here](#) to listen to our Just Good Business podcast.



Erin & Brenda
Eiffel Tower Pastry Shop



Denise Dreikluft
PhysioCARE+

\$10,000

#CallforSmall grant
program supporting
two small businesses
with \$10,000 grants.

Promoting small businesses

Exclusive podcasts
and blog series.

"When we started our restaurant, we knew Moneris was the way to go. Even when a competitor approached us, we declined because we know that Moneris is reliable and we were really happy with their service. We wanted to stick with them."

– Donna Charles,
Co-founder and Co-owner
of SugarKane⁶ Restaurant in Toronto

⁸[Click here](#) to listen to our Yes, We Are Open podcast.

⁹[Click here](#) to see the latest merchant feature on Moneris Merchant Scoop.



Community pillar: Our vision for 2024

- Launch two eCommerce North accelerator cohorts and two Innovator Challenges with a goal of supporting 80 companies through one-on-one coaching and mentorship.
- Commitment to support our charity partners through annual donations, sponsorships, in-kind support and employee volunteer days.
- Support the Granville All Age School in Montego Bay, Jamaica during our annual President's Club trip.

Environment



Today's actions for a better tomorrow

At Moneris, we are committed to reducing our environmental footprint through the integration of an environmental perspective in our operations and the development of our solutions.

We have put in place measurable and effective initiatives and investments that are reducing waste, greenhouse gas emissions, and energy consumption.

These efforts alone aren't enough, and our commitments extend across teams and business locations. Our environmental committees across Canada are empowered to implement green and responsible initiatives according to their local needs and impacts.

What we did in 2023

Energy efficiency

Implementations of eco-efficiency projects in our Montreal building and analysis of two more of our buildings to identify ways to improve energy consumption.

Eco-networking

This industrial initiative, launched by Moneris in Montreal, creates synergies with other companies nearby.

Recycling

Our decommissioned payment terminals are handled by a certified Canadian electronics recycling company, ensuring 100% material recycling through shredding and sorting processes.

SDGs alignment:





Putting energy into the transition

According to the International Energy Agency, per capita energy consumption in Canada is three times higher than the global average, highlighting the importance of reducing energy consumption.

This issue is a priority for Moneris, which is why we have undertaken various projects since 2021 to responsibly manage energy consumption in our buildings.

Moneris was given financial support from the Quebec government, as part of the 2030 Plan for a Green Economy, to install a solar wall on its building in Montreal at the end of 2023. Located in an industrial district of Ville Saint-Laurent, Moneris is a leader in the Quebec urban solar park project. This initiative aims to

passively heat our building to reduce gas consumption¹⁰ and will be turned on in 2024.

Another major project was the upgrade of the heating, ventilation, and air conditioning (HVAC) control system in Montreal. Thanks to an energy analysis carried out by a specialized engineering firm in 2022, this new system has reduced the electricity consumption of the building by 12% between 2022 and 2023.

Given the success of these projects, Moneris decided to expand its efforts with two new HVAC systems analyses underway in Calgary and Sackville. The results of these reviews and recommendations for implementing optimization measures are expected in 2024, with integration planned for 2024 and 2025.

Solar wall

installed in Montreal to reduce the gas consumption.

Upgrades to the HVAC

Upgrades to the heating, ventilation, and air conditioning (HVAC) control system in Montreal.

2

new energy analysis for Calgary and Sackville buildings.

¹⁰[Click here](#) to learn more about Montreal's urban solar park.



Become an agent of change

Moneris launched, in collaboration with Industrial Expertise Center of Montreal (CEI MTL) an eco-networking initiative in October 2022 in the industrial area of the town of Saint-Laurent. This initiative aims to create synergies between businesses in the neighbourhood, particularly in terms of sharing materials, customizing public transit options for their employees and pooling waste collection.

Concrete actions have been implemented, including the collection of organic waste, the redistribution of pallets and the collection of staff postal codes to optimize bus routes. Businesses are also considering overhauling REM stations and creating a bank of shared resources to contribute to a circular economy.

In addition to raising awareness, Moneris encourages its teams to get involved in the community. For example, the

Toronto, Sackville and Montreal offices participate in the collection of municipal waste for Earth Day. Vegetable gardens were also created at the Montreal office in 2022 and are still maintained to this day.

Internally, 36 team members participated in the Climate Fresk¹¹, an awareness event which helps people grasp the origin, concept and consequences of climate change.

Team members environmental initiatives

Raising team member awareness through access to vegetable gardens and Earth Day activities.

Leader in eco-networking initiative

in the industrial area of the town
of Saint-Laurent in Montreal.

3

Climate Fresks workshops were conducted helping to raise climate change awareness across our team members.

¹¹[Click here](#) to know more about the Climate Fresk.

Speeding up change



Moneris made a commitment in 2021 to measure greenhouse gas emissions from its operations annually, using the internationally recognized GHG Protocol methodology, to raise awareness of the impact of our operations and reduce our footprint. It should be noted that the accounting of greenhouse gas emissions is a relatively new exercise for companies, involving yearly adjustments to refine calculations.

Thanks to the acquisition of metering equipment, Moneris now has more accurate data for estimating the emissions associated with the use of the products it sells. This data has been used to calculate emissions for 2023, and an update of the 2022 footprint has been carried out to compare and follow the changes observed in estimated emissions. It is also important to mention that, as Moneris acquired UEAT in 2021, its emissions are integrated into Moneris' 2023 carbon footprint. The decision to extend our Calgary warehouse was made to reduce the distance travelled for shipments destined for Western Canada. This decision increased our GHG emissions due to the facility but will help in the future to be closer to our Western Canadian customers and hence reduce supply chain impact.

In 2023, our largest GHG emission item was the purchase of goods, followed by the use of sold products. With the integration of UEAT, we saw a 7% increase between 2022 and 2023. This increase can be accounted to our hybrid work environment with team members commuting at least two days a week to the office.

Moneris is exploring ways to help reduce our GHG emissions. We have installed six electric vehicle charging stations at our Montreal office to support the transition to electric vehicles. Moreover, Moneris' vehicles have been replaced by hybrid or low-consumption vehicles. In addition, we have upgraded the heating, ventilation, and air conditioning control system (HVAC).

Virtual meetings have replaced almost all business travel helping to reduce the emissions related to business travel by 13% compared to 2022 on a comparable consolidation scope.

17.68 kg CO₂ eq per device allocated to merchants in 2023 vs 16.7 kg in 2022 (updated data)¹².

3.12 tCO₂ eq per million transactions in 2023 vs 3.14. tCO₂ eq per million transactions in 2022 (updated data)¹³.

399 tCO₂ eq in 2023 vs 433 tCO₂ eq in 2022 related to electricity purchase, an 8% decrease.

¹²The 6% rise primarily results from a higher increase in emissions (partly due to the incorporation of UEAT emissions) compared to a lower rise in the number of devices, resulting in higher emissions per device.

¹³This steady trend is due to an increase in the number of transactions and the incorporation of UEAT emissions.

99.95%

of devices received for repair by our centres were returned to our clients in working condition.

100%

of discarded appliances are recycled by a certified Canadian technology recycling firm.

A recognized leader

In 2023, Moneris was recognized by Call2Recycle as a Leader in Sustainability 2023 for battery recycling.



Reduce, reuse, recycle and take responsibility

Canada is one of the largest producers of waste per capita, and aims to reduce solid waste generation by 30% by 2030 compared to 2014¹⁴. Faced with this sense of urgency to act, Moneris implemented a plan to reduce our residual materials through concrete actions.

The GEGAN (Good Enough vs. Good as New) policy, introduced in 2016, continues to contribute to the reduction of solid waste, making it possible to keep terminals in circulation while ensuring their proper functioning and more than acceptable cosmetic condition. This responsible policy based on a rigorous decision-making matrix has prevented the creation of more than 12 tonnes of plastic waste since its introduction, or about 1.5 tonnes per year.

After our 2022 pilot, Moneris is using 200 reusable boxes made of corrugated plastic between our warehouses and drop-off points. These boxes are washed and put back into circulation by

our logistics department, allowing greater lifetime durability and return on investment than single-use boxes.

Since 2021, our decommissioned payment terminals have been managed by a certified Canadian company specializing in electronics recycling. They shred, sort and recycle the various materials of 100% of our used devices. Since 2022, Moneris has been working to extend the life of its terminals with in-house electronic equipment repair expertise in the Montreal and Calgary centres, maintaining 99.95% of devices received for repair in working order.

Finally, in 2023, Moneris has been recognized by the organization Call2Recycle as a Leader in Sustainability because of our battery management practices. In 2023, we properly recycled 1,177kg of batteries through this organization's recycling program.

¹⁴Source Radio-Canada, [available here](#)



Environment pillar: Our 2024 Vision

- Start the EcoVadis certification process in 2024.
- Start measuring our water consumption to implement reduction measures where possible.
- Achieve a 100% recycling rate, particularly for our electronic waste, through circular economy initiatives and by using local suppliers wherever possible.

Governance



Moving in a common direction

To continue to offer quality products and services to business owners, we are committed to improving our governance to maintain transparency, rigor and effectiveness.

We are guided by our strong values, such as *doing the right thing, owning our commitments and challenging the status quo*.

These values keep us focused and disciplined on keeping responsible practices front and centre in our business everyday.

Moneris continues to further our governance innovations to help implement sustainable actions in the future.

What we did in 2023

ISO certification

Successful renewal of ISO 22301 certification.

Governance, Risk and Compliance system (GRC)

Successful implementation of the first phase of our enterprise-wide Governance, Risk and Compliance (GRC) system.

PCI SSC compliance

Renewed compliance with the Payment Card Industry Security Standards Council (PCI SSC).

SDGs alignment:





Managing risk and empowering procurement

Aiming for risk aware, proactive decision-making

In 2023, we successfully completed the first phase of the Governance, Risk, and Compliance (GRC) system and have established plans for the second phase. This has strongly rooted our risk management program to synergistically benefit from different applications within the GRC. Our vision for the GRC is to enable integrated, efficient and effective risk management processes across Moneris whereby all lines of defense will have visibility to the levels of risks in the environment and status of the risk treatment actions underway. This will enable escalation of risk issues to right levels of management and resolution of risk mitigation items in a timely and effective manner.

Moneris' ERM program has identified and reports on 16 distinct enterprise level risk categories for executive level and board level oversight. During 2023, the ERM team working with the business, embarked on successfully establishing formal Risk Appetite Statements (RAS) for 10 key risk categories. We will continue this work effort in to 2024. A strong RAS framework guides organizational decision making to ensure that risks are always maintained within appetite and generate suitable visibility when risks are significantly below or above the defined risk appetites.

A more humane and responsible supply chain

Our 2023 roadmap for responsible procurement focused on developing and implementing two separate but closely related actions. These actions form the basis of any meaningful responsible procurement system. They include a code of conduct for our suppliers and the distribution of a responsible sourcing survey among them. In this context, 48 technology providers were covered by the survey and code of conduct.

In addition to these two measures, our team created ESG profiles for our suppliers in our internal procurement system. Data was collected from the ESG reports of these companies. In 2024, we aim to evolve this into a more comprehensive assessment across other business teams and have it align with the Canada Modern Day Slavery Act.

10

of the 16 risks identified at the enterprise level now includes formal risk appetite statements to guide them.

Supplier code of conduct

Establishment of a code of conduct for our suppliers.

48

suppliers were surveyed to determine their responsible procurement measures.



Integrity and security

Setting the right example

To ensure the exemplary and transparent conduct of our business, Moneris has implemented various tools and mechanisms in recent years.

We follow the Code of Conduct for the Credit and Debit Card Industry in Canada as defined by the Financial Consumer Agency of Canada. We also have an internal code of conduct that is reviewed annually. This code, which must be read and signed annually by all staff, embodies our values of transparency, accountability and rigour. It is based on the following five principles:

1. Maintain honest conduct
2. Encourage reporting of inappropriate behaviours
3. Respect both the letter and the spirit of the law
4. Ensure constant vigilance towards information security
5. Proactively manage conflicts of interest

We also have a whistleblower protection policy to protect employees who would report any potential wrongdoing or violations of company policies.

Privacy empowerment

With the goal of providing reliable and efficient payment solutions to our merchants and their customers, it is crucial for Moneris to demonstrate its responsibility with regard to the personal information in our possession and control, as well as managing security risks related to such data. To achieve this, our organization has formalized key positions described below, which are supported by various roles, as well as by all team members of the organization.

Chief Privacy Officer (CPO): Responsible for ensuring compliance with the law, our internal privacy policy and applicable company privacy standards.

Chief Information Officer (CIO): Responsible for designing and implementing efficient and effective safeguards that address information security requirements within technology assets.

Chief Information Security Officer (CISO): Responsible for the design and implementation of a program to reduce information security risks that meets the expectations of various stakeholders.

In addition, our staff is regularly trained on the subject and must comply with our privacy and data security policies.

100%

of our staff signed our code of conduct in 2023.

Whistleblower protection policy

an internal policy to safeguard company employees who would report potential wrongdoing or violations of company policies.

3

executives responsible for privacy and for ensuring the data security and reliability of the payment platforms we offer.



Governance pillar: Our vision for 2024

- Implement analysis of the supplier data that was collected through the supplier survey.
- Continue to enhance risk governance and risk reporting by leveraging the newly implemented Governance, Risk and Compliance Application (GRC), and a refreshed set of Key Risk Indicators (KRIs) that better articulate and measure risk appetite.
- Complete the documentation of Risk Appetite Statements (RAS) for all Enterprise-level Risks and begin assessment of supporting frameworks and KRIs to maintain the risks within appetite.
- Reinforce effective decision making, agile delivery and accountability for all corporate priorities and initiatives.
- Review resilience of our systems and processes to support evolving merchant and partner needs.

Appendix

Glossary

Diversity	The presence and celebration of difference in all its forms, including diversity of thought, and this requires appreciating how diverse identities intersect i.e. intersectionality.	Inclusion	Individuals and groups feel respected, heard, valued, and encouraged to fully participate and live their highest potential.
Equity	Equity is about bringing more fairness and justice to how some communities have been and continue to be, treated because of unconscious and conscious systemic barriers (e.g., sexism, racism, homophobia). An equity approach includes intentional differential treatment and redistribution of resources to address systemic barriers, so that marginalized groups can thrive in similar ways to others.	ISO 22301	This management system standard published by the International Organization for Standardization (ISO) specifies the requirements necessary in an enterprise to protect itself against disruptive incidents, to reduce the likelihood of their occurrence, to respond and to ensure business recovery in the event of a disruption.
ESG (Environmental, Social, and Governance)	ESG is a framework that aims to enable stakeholders to understand how an organization manages risks and opportunities related to sustainability topics on environmental, social and governance themes.	Sustainable Development Goals (SDGs)	The 2030 Agenda for Sustainable Development was adopted by the United Nations in 2015. At the heart of this agenda, the 17 Sustainable Development Goals (SDGs) represent an urgent call for action from all developed and developing countries.
GHG (Greenhouse Gases)	GHG, in this report, refers to greenhouse gases that are naturally occurring gases in the atmosphere such as CO ₂ and CH ₄ . They participate, as their name implies, in the greenhouse effect that helps retain heat close to the Earth's surface. Without them, the average surface temperature would be -18 degrees Celsius, making life as we know it impossible. Nevertheless, the use of fossil energy since the Industrial Revolution has led to an increase in greenhouse gases and hence observed temperatures, leading to what is called climate change.	Scope 1, 2, and 3	According to the GHG Protocol standards, a company's carbon footprint is divided as follows: <ul style="list-style-type: none"> • Scope 1: Direct emissions from operations (fuel consumption from company vehicles, natural gas consumption, fuel oil, and refrigerant gas leak from air conditioning systems) • Scope 2: Indirect emissions from the purchase of electricity, heat and steam • Scope 3: Indirect emissions linked to the upstream and downstream of operations (ex: purchases of goods and services)
GHG Protocol (Greenhouse Gas Protocol)	This international standard is used to measure and manage greenhouse gas (GHG) emissions from the operations of private and public sector organizations and their value chain.	Sustainability Accounting Standards Board (SASB)	The SASB helps companies disclose relevant information to their investors to assess their sustainability. In 2023, the standard was available for 77 industries and best identified environmental, social and governance issues relevant to their industry.

2023 SASB index *Table 1. Sustainability Disclosure Topics & Accounting Metrics*

Topic	Accounting metric	Category	SASB Code	Disclosure
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed	Quantitative	TC-SI-130a.1	(1) 47 608 GJ
	(2) Percentage grid electricity			(2) 100%
	(3) Percentage renewable			(3) Moneris currently prefers to focus on energy consumption reduction rather than buying renewable energy credits. Close to 30% of our electricity consumption occurs in provinces (BC and QC) where renewable energy (hydroelectricity for the most part) makes up the majority of the electricity provided through the provincial's electricity grid.
	(1) Total water withdrawn	Quantitative	TC-SI-130a.2	Moneris does not currently monitor water withdrawal or consumption information.
	(2) Total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress			In 2024, the organization has committed to start measuring its water consumption in buildings where it has the possibility to do so (presence of meters or possibility of installing meters): Montreal, Calgary, Sackville.
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	Discussion and Analysis	TC-SI-130a.3	The data centres we use are located in Ontario at external providers. Moneris does not have this information on data centres, but commits to work with external providers to work towards reducing the environmental footprint of its activities.

2023 SASB index *Table 1. Sustainability Disclosure Topics & Accounting Metrics*

Topic	Accounting metric	Category	SASB Code	Disclosure
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioural advertising and user privacy	Discussion and Analysis	TC-SI-220a.1	<p>Moneris complies with all applicable privacy laws, including with any applicable requirements, related to the consent of the user for the tracking of any personal information and has a Privacy Management Policy and Privacy Notice, which states the following:</p> <ul style="list-style-type: none"> • Moneris only collects the minimal amount and type of personal information that is necessary to fulfill the identified purposes • Moneris only collects personal information with the meaningful consent of the individual that the information relates to. To ensure consent is meaningful and informed, Moneris provides transparency about uses of information at the point where it is collected. Moneris does not require consent as a condition of the supply of a product or service (beyond what is necessary to provide the product or service) • Moneris uses appropriate operational, technical, and procedural safeguards to protect personal information against unauthorized use, access, modification, destruction, disclosure, loss or theft under the custody or control of Moneris.
	Number of users whose information is used for secondary purposes	Quantitative	TC-SI-220a.2	Moneris complies with all applicable privacy laws, including with respect to the use of personal information for marketing or other secondary purposes.
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	TC-SI-220a.3	Moneris has not experienced any material financial losses of this nature.
	(1) Number of law enforcement requests for user information	Quantitative	TC-SI-220a.4	Moneris, like all companies, is required by law in some cases to provide personal information to governmental agencies by complying with valid judicial requests, subpoenas or other legal requirements. Every request Moneris receives is carefully reviewed to ensure the governmental agency is entitled to the data they seek.
	(2) Number of users whose information was requested			
	(3) Percentage resulting in disclosure			
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Discussion and Analysis	TC-SI-220a.5	Moneris only operates in Canada.

2023 SASB index *Table 1. Sustainability Disclosure Topics & Accounting Metrics*

Topic	Accounting metric	Category	SASB Code	Disclosure
Data Security	(1) Number of data breaches	Quantitative	TC-SI-230a.1	Moneris complies with all applicable privacy laws, including with any applicable requirements related to the consent of the user for the tracking of any personal information and with respect to providing notices for any material data breaches.
	(2) Percentage involving personally identifiable information (PII)			
	(3) Number of users affected			
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	TC-SI-230a.2	<p>Moneris follows industry standards such as:</p> <ul style="list-style-type: none"> • PCI-DSS • NIST CSD <p>Auditors verify that Moneris uses the COBIT standard. Moneris has implemented a series of best practices in this regard.</p>
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals	Quantitative	TC-SI-330a.1	(1) 30% are born outside of Canada
	and (2) located offshore			(2) Moneris does not have any permanent employees located outside of Canada. However, Moneris does have third party team members based in Manila.
	Employee engagement as a percentage	Quantitative	TC-SI-330a.2	<p>Our 2023 engagement score was 76, calculated based on the average of two questions from two different engagement questionnaires:</p> <p>Q1 – ESAT (Employability Skills Assessment Tool by Futureworx) – How happy are you working at Moneris? [2023 Score – 74]. The rating scale is 1 (Not at all) – 5 (Completely Happy)</p> <p>Q2 – Glint by LinkedIn – I would recommend Moneris as a great place to work. Score: 77. – The rating scale is 1 (Strongly disagree) – 5 (Strongly agree).</p>
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Quantitative	TC-SI-330a.2	<p>Gender</p> <p>(1) Management (Director, Vice President and Senior Vice President) 30% Female, 70% Male</p> <p>Executive leadership team (C-suite, including CEO) – 25% Female, 75% Male</p> <p>(2) We are not able to provide this data for this report</p> <p>(3) All company – 41% Female, 58% Male, 0.5% Trans/Non-binary</p> <p>We are not able to provide the data on gender required by level, nor on the ethnic composition of our workforce or leadership yet.</p>

2023 SASB index *Table 1. Sustainability Disclosure Topics & Accounting Metrics*

Topic	Accounting metric	Category	SASB Code	Disclosure
Intellectual Property Protection & Competitive Behaviour	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour regulations	Quantitative	TC-SI-520a.1	Moneris has not experienced any financial losses of this nature in 2023.
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions, and (3) total customer downtime	Quantitative	TC-SI-550a.1	In 2023, Moneris did not experience a performance incident or downtime issue that had a material impact on the business that required regulatory reporting to authorities or incurred material financial penalties.
	Description of business continuity risks related to disruptions of operations	Discussion and Analysis	TC-SI-550a.2	<p>Disruptions to Moneris' operations may arise from outage of infrastructure and technology, premises or people unavailability, or from a dependency on third parties.</p> <p>Moneris has developed and maintains a Business Continuity Management (BCM) Program to provide a pre-determined response to incidents and events that threaten to disrupt our normal business operation. The BCM program is based on ISO 22301:2019 and the Business Continuity Institute's good practice guidelines. The program encompasses and integrates Moneris' BCM policy, supporting resources, standards, documented procedures, processes, and guidelines. The program also includes functional area Business Continuity Plans (BCPs).</p> <p>The BCM program is designed to ensure that plans are proactively established to reasonably prevent and/or mitigate effects of potential disruption, and to ensure that appropriate response and coordinated recovery efforts are undertaken during a Business Continuity (BC) event. The program is designed to meet Moneris' internal and external stakeholder expectations.</p> <p>During 2023, Moneris faced a few performance and disruption issues that were dealt with effectively while ensuring open and transparent communications. Our incident response is supplemented by a strong culture of deliberating on root causes and undertaking actions based on lessons learnt.</p>

2023 SASB index *Table 2. Activity Metrics*

Activity metrics	Category	SASB Code	Disclosure
(1) Number of licences or subscriptions, (2) percentage cloud-based	Quantitative	TC-SI-000.A	Moneris cannot provide this information in this report but is working toward being able to disclose it in the future.
(1) Data processing capacity, (2) percentage outsourced	Quantitative	TC-SI-000.B	Moneris cannot provide this information in this report but is working toward being able to disclose it in the future.
(1) Amount of data storage, (2) percentage outsourced	Quantitative	TC-SI-000.C	Moneris cannot provide this information in this report but is working toward being able to disclose it in the future.

Supporting the Sustainable Development Goals

The Sustainable Development Goals (SDGs) established by the United Nations serve as the global blueprint for development, striving to diminish environmental harm and enhance the well-being of individuals worldwide.

Moneris is dedicated to endorsing and fostering the SDGs, urging its stakeholders to join in this commitment. We are firm in our belief that these goals are indispensable for forging a sustainable and thriving future. Below are the eight goals where we perceive our greatest influence.

SDGs	SDG targets	Our impact
	4.4	Apart from our training initiatives for team members, we offer support to students through internships and extend assistance to recent graduates via our Start@Moneris program. Additionally, we actively contribute to the education of Indigenous youth by imparting essential knowledge about entrepreneurship.
	5.4; 5.5	The principles of equity and inclusion are now fundamental to our organization. We crafted our inaugural DEI strategy with a focus on promoting gender equality within our company. Notable achievements in this realm include the implementation of a comprehensive DEI training program and the establishment of Employee Inclusion Groups, particularly dedicated to women.
	8.3; 8.5; 8.6	Beyond supporting the Canadian business community, we are committed to establishing equitable and inclusive employment opportunities for our team members. Our Code of Conduct serves as a guiding framework for our business conduct. We also distributed a Code of Conduct to our suppliers, along with a responsible sourcing survey to enquire about their operating conditions.
	10.2; 10.3; 10.4	Our goal is to cultivate equity and inclusion within our organization and extend these principles to our communities. Our DEI strategy is designed to mitigate inequalities within Moneris, with a specific focus on providing support to Indigenous peoples across the country. Additionally, we contribute to Canadian charities through both financial donations and volunteer hours.
	12.5; 12.6	We have implemented several measures to enhance the responsibility of our operations, including the proper management of residual materials. Collaboratively with our suppliers, we are actively promoting efforts to minimize the environmental impact of their products. We provided our suppliers with a Code of Conduct, along with a responsible sourcing survey to inquire about their sustainability practices.

SDGs**SDG targets****Our impact**

13.2

We are dedicated to combating climate change, and alongside our GHG reduction plan, we have implemented effective measures that have yielded tangible results. These initiatives include building modifications, thorough analysis of energy consumption in our terminals, warehouses and offices and transitioning a portion of our vehicle fleet to plug-in hybrid vehicles.



16.5

The core value of *doing the right thing* guides our business practices, as we consistently uphold elevated ethical standards for both ourselves and our partners, ensuring integrity and responsibility in every aspect of our operations.



17.16; 17.17

Collaborating with numerous partners, we aim to have a broader global influence on both society and the environment, actively accelerating the realization of the Sustainable Development Goals.



**A journey towards more equity,
inclusion and sustainability.**

Learn more about our ESG journey [here](#).

