



# **Together, we'll go far**

**2024 Annual Report**

**Desjardins Ontario Credit Union**



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**Note to reader:** The letters M and B stand for millions and billions respectively. Therefore, "\$22M" means "twenty-two million dollars" and "\$100B" means "one hundred billion dollars."







**Francine Côté**  
Chair of the board of directors

# Message from the chair

In 2024, Desjardins Ontario Credit Union continued to focus on doing what’s best for our members and helping you become more financially empowered. We’re committed to cultivating strong relationships, providing high-quality advisory services and making sure you feel supported at key moments in your life so that you can reach your goals. To do this, our teams pay particular attention to the analysis of your financial habits and the economic situation, that way we can make sure the products and services we offer are a good fit for your needs, and that the advice we offer is in line with current economic trends.

And given the economic uncertainty we’ve had to navigate in recent years, our approach has really set us apart from our peers. In 2024, lower inflation and interest rates brought some relief, but we can’t ignore how much the current economic environment is affecting our members, clients and communities. Since the start of the pandemic, households and businesses have had to deal with heightened economic pressure, which is affecting the way they feel about their finances.

Our communities have also been hit hard with requests for support exceeding their available resources, which are often decreasing. In the face of these challenges, our leadership has taken many forms. We’ve contributed to many initiatives that support the vitality and prosperity of communities, encourage young people to pursue their dreams and promote environmental and social leadership. As your credit union, we’re also doing our part to ensure the road ahead is bright for future generations by offering responsible financial products and implementing environmental, social and governance (ESG) initiatives.

There’s strength in numbers.



It has been five years now since the merger of the 11 Ontario caisses populaires. May this important milestone serve as a reminder that the Desjardins Ontario Credit Union was created at the perfect moment. It made us resilient and gave us the capacity to face the economic and societal challenges of yesterday, today and tomorrow with confidence.

All this to say, your credit union is robust, innovative and here to stay. We have the means and resources to meet your needs, help you feel more financially empowered and make an even bigger contribution to our communities. There’s strength in numbers, after all.

## Building the future with you: Member dividends

Member dividends reflect our cooperative nature and are one of the many benefits of being a Desjardins member. I’m pleased to announce that the board of directors has agreed to redistribute a total of **\$13,262,086** in individual member dividends this year. And to keep supporting our communities with funding for meaningful projects, we’re recommending a **\$2,504,140** contribution to the Community Development Fund in 2025. These amounts will be redistributed to our members and communities in Ontario in an effort to meet their needs and strengthen our social and economic fabric. All in all, more than **\$15.7M** is being reinvested throughout Ontario in 2025.

## At the heart of our communities

As a socioeconomic leader, we pay close attention to the ways in which the current economic climate has been affecting our communities. In 2024, we contributed **\$3.2M** to support various initiatives in Ontario.

As touched upon earlier, much of this would not be possible without the Community Development Fund. Allocating a portion of our surplus earnings to the fund is the main reason we’re able to support so many meaningful projects in our communities. Thanks to this fund, **\$2.4M** was redistributed to support hundreds of initiatives in 2024. Highlights include an initiative that helps furnish the homes of people in need throughout the Greater Toronto Area while limiting carbon emissions by reducing the amount of furniture that wind up in landfills, a project to replace the fleet of sailboats for the cadet corps of the Sudbury Branch of the Navy League of Canada, a French-language reading group for students in grades 1 and 2 led by older adults in the Ottawa region, and an initiative to improve the St-Isidore arena.



In response to the impact the current economy is having on those who are less fortunate, we’ve increased our donations for the [helping our neighbours campaign](#), an initiative that supports food banks and community organizations throughout the holidays. We also increased our scholarship amounts for students in high school, college and university to help cover increased expenses.



Another flagship Desjardins program is the GoodSpark Fund, which has allocated \$200,000 towards creating a poetry garden in Casselman's Bird's Eye View Park. The garden will offer a cultural and intergenerational experience that showcases local authors in a beautiful setting along the South Nation River.

From day one, our credit union has sought to maximize shared resources (financial, human, and community) and make them grow. The effort and dedication of our teams were very beneficial. I'm very proud to share that between 2020 and 2024, our credit union redistributed **close to \$70M in dividends, donations and sponsorships**. That's the strength of the Desjardins Ontario Credit Union at its best.

**We will continue to do  
what's best for you and your economic interests  
and support meaningful projects in your communities.**

**Evolution of the distribution network**

In 2024, we made a few changes to our distribution network. In recent years, people's transaction and daily travel habits changed, and this has had a major impact on the way they interact with Desjardins. To protect our longevity, we need to focus on meeting your ever-changing needs, staying competitive and cultivating resilience.

As a result, we made the difficult decision to close certain branches in the Greater Sudbury and Northern Ontario (5) Region, in Eastern Ontario (4) and in the Greater Toronto Area (2) in 2024 and early 2025. Unfortunately, members weren't using these branches often enough to justify keeping them open. In times of change, we've always focused on being there for our members to ensure a smooth transition. We made sure to contact the members who use these branches on a regular basis to offer them personalized support as we navigate these changes.

Rest assured that we will still be there for the people, places and organizations in the areas affected by these changes, and we remain committed to cultivating our relationships with our members and clients. We will continue to do what's best for you and your economic interests and support meaningful projects in your communities. This approach is what makes us different. It's a reflection of our cooperative values and is rooted in our culture.



**2025: A year of celebrations**

2025 is Desjardins's 125th anniversary. This year, we're celebrating 125 years of ambition. More than a century has passed, and we're still true to Alphonse and Dorimène's original mission—helping our members and clients become financially empowered.

Alphonse Desjardins was working as a stenographer at Ottawa's House of Commons when he first laid the groundwork for Desjardins Group, which has been a leader in the realm of socioeconomic community development for 125 years now. Over the years, Desjardins Group evolved alongside its members, clients and society at large, growing into one of the most prominent financial institutions and insurance companies in Canada and one of the strongest financial cooperatives in the world.

Looking back now and seeing how far we've come, we're so proud of our longevity, of our ability to stay relevant and the strength we've cultivated, all while focusing on the needs of our members and clients.

**Thank you**

I'd like to take this opportunity to highlight Geneviève-Evelyn Patry's departure from the board of directors. Geneviève, the entire board of directors and I want to sincerely thank you for your exceptional contributions and valuable support. The dedication, commitment and solidarity you've shown are truly something else. We're grateful for the time and energy you've put into helping the credit union grow while doing what's best for our members.

Desjardins Ontario Credit Union wouldn't be able to thrive without the hard work, dedication and diversity of its board members. Each director brings something unique and constructive to the table. Thank you so much for looking out for the interests of our members and clients.

Finally, I'd like to offer my heartfelt thanks to our 162,201 members. Thank you for your trust and loyalty. And thank you to our Chief Executive Officer, William (Billy) Boucher and his team for your unwavering commitment and professionalism. With so many great people on our side, I'm confident that Desjardins Ontario Credit Union will continue to prosper and be recognized as a leader and a trusted financial partner.





**William Boucher**  
Chief Executive Officer

# Message from the CEO

The year 2024 was marked by significant economic complexity. On one hand, interest rates went down, which brought some relief. On the other hand, the election of new political leaders brought about a new kind of uncertainty. We know that this economic volatility has elicited a number of questions and concerns for our members and clients. I want to reassure you that we're here to provide you with financial guidance and support, just like we have been in the past. With Desjardins Group's help, we're analyzing the situation in Ontario and coming up with new creative ways to support you through these uncertain times. You can count on us.

Five years ago, the merger of Ontario's 11 caisses populaires allowed us to join forces and pool our strengths in our effort to be our members and clients' #1 choice. We now form a single team that supports our members the same, no matter where they're located in Ontario. Our team is even more specialized, offering competitive products and services and in a better position to do what's best for our members, clients and communities.

We've learned a lot in the first five years, and it's been an important step in the evolution of our credit union. We used this time to prepare for the challenges that we encountered (and overcame) since the start of the merger. We acquired the tools we needed to ensure our long-term success and growth.

In terms of growth, we're proud to announce a significant increase in our assets which reached **\$14B**, a 17.9% increase since 2023. Our business under management has also risen to **\$22.1B**, which is a testament to our members' trust and loyalty towards the credit union. Our net result before dividends was **\$36.6M**, notably due to changes in the interest rate.

I'd also like to highlight the outstanding results of our member satisfaction surveys, which underscore the professionalism and efficiency of our advisory services. In terms of satisfaction, Desjardins Ontario Credit Union ranked in the top third in the industry for both retail and business banking.

### Financial market trends in Ontario

Just like any other financial institution, we've noticed a change in our members' banking needs and transaction habits across the province. You visit the branches less frequently but you use them when your needs are more complex. Therefore, your branch experience must be worth the trip and meet all your financial needs.

That's why we invested in our branches in 2024. We renovated our Hawkesbury and Val Caron branches, as well as the Desjardins Business Centre office spaces at the head office. We also opened a new branch in Chelmsford. The goal of these investments is to innovate, offer you an enhanced experience and unite Desjardins' strengths to serve you better.

### A strong socioeconomic leader

To fulfill our role as a socioeconomic leader, we've continued to offer support through our various funds and programs. The Community Development Fund, the Momentum Fund for businesses and our financial education programs are just some of the initiatives that come to mind.



### Community involvement

In 2024, while visiting organizations that had received support from the Community Development Fund, I got to see the impacts of our community initiatives firsthand. I saw the relief that our financial aid brought to managers of these organizations, and the smiles on the faces of the children who benefitted from their services.

The growing housing crisis in Ontario is complex and has many layers. It affects every single one of our communities and has a major impact on the well-being of people and the economic vitality of our regions.

Because we believe that access to decent housing is a fundamental human right, we've been working with key players in the housing sector, including policymakers, real estate developers and non-governmental organizations in hopes of coming up with a clear and coordinated approach. In addition to these strategic collaborations, in 2024 the Desjardins Business Centre provided financial support for large-scale residential construction initiatives totalling **\$1.7B**. A portion of this funding was used to create 166 affordable housing units.

We remain steadfast in our efforts to ease the housing crisis in Ontario, knowing we can make a real difference in the lives of people who have been affected.





**We've been here to help you handle  
whatever life throws at you in a sustainable way  
and help you reach your goals.**

### Here for businesses

Building on its reputation as an innovative entity that supports economic development whenever and wherever it can, the Desjardins Business Centre (DBC) has continued to break barriers with its strategic initiatives and targeted actions. The DBC is continuously developing strategic specialties, in other words, we have teams that specialize in certain business sectors (e.g. agriculture, mining).

Furthermore, the Momentum Fund offered \$220,000 to 21 projects in 2024, allowing businesses in Ontario to benefit from financial assistance to carry out meaningful business projects, expand their reach and consolidate their position in the market.

Having visited a number of businesses in 2024, I learned a lot about our business members and how they benefit from the personalized approach and support they get from our teams. Their success has a direct impact on our success.

Financially, corporate banking posted incredible results with a **\$1.4B** net increase in loans. This record-breaking performance underscores the robustness of our business model and our ability to efficiently meet the needs of our business members, even during periods of economic turbulence.

That's how the strengths of our cooperative model have made it possible for us to be a frontline leader for change.



### Financial empowerment

The ongoing economic uncertainty has pushed us to be more active and creative than ever to help you be more financially empowered. We've been here to help you handle whatever life throws at you in a sustainable way and help you reach your goals. In 2024, we introduced Alvie, our virtual assistant who helps members make informed decisions and manage their finances with confidence. We also added Equifax and TransUnion credit scores to our AccèsD platform. The credit union also partnered with the Sudbury Community Service Centre to launch the Desjardins Mutual Assistance Fund in that region, adding to the program's reach which is already well established in the Eastern Ontario region with the help of the EBO Financial Education Centre.

Newcomers or individuals from a cultural community need tailored support that responds to their unique reality and shows that we care. Our longstanding relationship with La Cité college has allowed us to increase our support service for international students in 2024, to provide students with financial and academic support.

To encourage the youth to stay in school and to contribute to their learning experience, the Desjardins Foundation and the credit union annually hand out student scholarships and donate funds to individuals working in schools and community-based organizations. This year, \$436,000 was invested in Ontario.

Please see the [social and community involvement report](#) section for more information on our accomplishments in 2024.

### Building a sustainable future

We're taking concrete steps to create a greener, more sustainable future. We're also committed to working hand in hand with our partners to build a cleaner, healthier, more sustainable world. It's all part of our ongoing efforts to protect our planet and keep supporting communities.

To learn more about the environmental, social and governance (ESG) projects we worked on in 2024, check out the [ESG section](#) of this report.

### Acknowledgements

In closing, I'd like to express my deep gratitude to the entire staff at Desjardins Ontario Credit Union for all the work they've done to help us reach our goals. Thanks to their hard work, commitment and professionalism, we've kept providing our members with excellent service. I want to thank our senior leadership team for their dedication. Their visionary leadership and constant support are essential pillars for our collective success. Finally, I'd like to extend an extra special thanks to our chair, Francine Côté, and the members of the credit union's board of directors. Their commitment to our members and passion for community development are an inspiration to us all. Together, we'll continue to work for the benefit of our members and clients, guided by our focus on excellence and innovation.



# Key figures<sup>1</sup>

## Desjardins Group



<sup>1</sup> Data as of December 31, 2024, according to [Desjardins Group annual report](#) available at [desjardins.com](#).  
<sup>2</sup> For more information on non-GAAP financial measures, see the Non-GAAP and Other Financial Measures section on pages 3 to 5 of the [Management's Discussion and Analysis](#).  
<sup>3</sup> By Mediacorp Canada Inc.

## Desjardins Ontario Credit Union





# Community Involvement Report

## Committed to enriching the lives of people and communities

The Community Development Fund (CDF), donations and sponsorships allow us to support the socioeconomic vitality of our communities. During the Annual General Meeting, members vote to earmark part of the credit union's annual surplus earnings to support meaningful projects in their communities through the CDF.

In **2024**, we allocated a total of **\$3.2M** to support many projects through the **CDF**, the **GoodSpark Fund**, the **Momentum Fund**, donations and sponsorships.





# Committed to teaching young people about financial literacy



## School Caisse

The School Caisse program is open to all elementary school students in Quebec and Ontario. The program helps kids learn basic concepts about money, spending, saving and work. In 2024, 72 schools offered this program, and our teams conducted more than 220 financial education workshops in elementary school. The [School Caisse](#) also has a website for teachers, parents and students. It's filled with activities, videos and games to promote autonomy and financial responsibility.

## PERSONAL FINANCE: I'M IN CHARGE®

The Personal Finance: I'm in Charge® program was created to support young adults who are likely to be making a lot of financial decisions for the first time. The program's educational paths are interactive and engaging. In 2024, more than 5,300 people participated in the workshops, either online or in person. The goal of the program is to help young adults develop a sense of financial empowerment and give them the tools they need to spend their money wisely, in a responsible fashion that reflects their values. The program is made possible thanks to our partnership with **Impact ON, EBO Financial Education Centre, the Ontario Co-operative Association** and the **YMCA of Greater Toronto**.



# Committed to helping kids stay in school and succeed academically



## Scholarships

We have a number of scholarships available for post-secondary students. The **Desjardins Foundation** handed out **\$6,7M** across **541 336 scholarships** to support students enrolled in a trade, college or university program, including **29 members** of our credit union who shared a total of **\$62,500**.

**Twenty-five \$1,500 scholarships** were also handed out to student members enrolled in an Ontario college or university thanks to the annual Desjardins Ontario Credit Union scholarship program.

## High school

Scholarships were also awarded to high school seniors who are about to start their post-secondary studies to support them with their higher education and foster their long-term success.

## The ESG Leadership Bursary

For the second year in a row, Desjardins Ontario Credit Union put out a call for applications for the ESG Leadership Bursary program. This program was created to recognize university and college students who are making a difference in their community in ways related to environmental, social and governance (ESG) factors. Three students each received a \$5,000 scholarship to commend them for their exceptional leadership.

## Desjardins Foundation Prizes

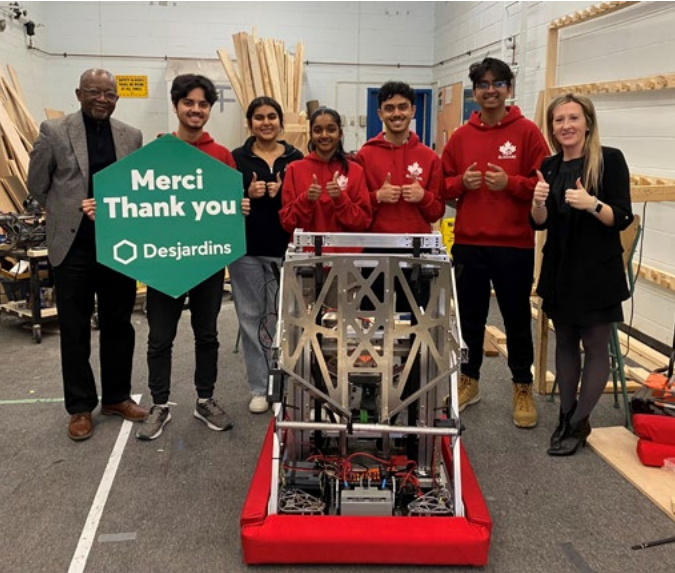
The Desjardins Foundation awarded **more than \$2M** in prizes to people who are making a difference in local schools and the community. The money will help fund **772 student initiatives** for kids and teens in kindergarten, elementary and high school.

In Ontario,  
**\$340,000**  
was distributed across  
**119 meaningful projects.**



For example, École élémentaire catholique d'enseignement personnalisé La Source received funding for in-class zoo education sessions.

On the other hand, Woburn Collegiate Institute has decided to use the funds they received to buy the parts they need to build an educational robot.





**French spelling contest –  
Épelle-Moi Canada – 2024**

This national French spelling contest gives young people a chance to show their francophone pride and love of the French language by learning new words and connecting with other participants. Winners will receive a cash prize, but that’s not why people sign up. It’s the experience and opportunity to raise the profile of the French language that really draws people in.



**Financial literacy workshops**

Ever since the first caisse was founded in Lévis in 1900, Desjardins has played an active role in helping our members be more financially literate. And in today’s rapidly changing society, we believe that the cooperative business model is more relevant than ever. That’s why we offer financial education workshops to school-aged children (grades 1 through 6) to help them learn the basics of personal finance.



**Back-to-school for colleges and universities**

At the start of the school year, we were onsite to meet with college and university students, where we talked finances and explored a number of potential projects. Our goal is to support young people on their academic and professional journey by providing them with resources and advice that’s tailored to their needs.



**Co-operative Young Leaders**

Co-operative Young Leaders (CYL) is a leadership development program for teens between the ages of 14 to 18. Organized by the Ontario Co-operative Association, the program was created to teach young people about cooperation, leadership and teamwork through a series of compelling and interactive activities. The young people participate in a panel discussion during the summer camp, allowing them to share their thoughts on various topics of interest.



**Place à la jeunesse – 2024**

Place à la jeunesse is a business competition organized by University of Ottawa’s Telfer School of Management. This initiative was created to introduce French-speaking Ontario high school students to the world of business and encourage them to pursue their post-secondary education in French. The competition is split into several sections, including marketing, business ownership, accounting and debating. Scholarships are awarded to participants who performed particularly well.



# Committed to health and healthy lifestyles

At Desjardins, we're keenly aware of how damaging a sedentary lifestyle can be for our health. For this reason, our credit union is particularly fond of supporting recreational initiatives and events that encourage people of all ages to get up and move. We also provide funding to a number of organizations in the healthcare sector, whether they are supporting sick people in the community or focusing on research and state-of-the-art treatment options.

We also provide funding to a number of organizations in the healthcare sector, whether they are supporting sick people in the community or focusing on research and state-of-the-art treatment options.



## Gala Jeans et Chemise

The **Centre d'appui et de prevention (CAP)** provides young children, teens and young adults with French-language services focused on development and support, so that they can be better equipped to face mental health challenges, addiction issues and associated disorders. Gala Jeans et Chemise is an annual event organized by the CAP to raise funds for mental health and addiction support services for young French speakers in the Ottawa region.

## Community running events

Desjardins Ontario Credit Union supports many community running events in Ontario. Sponsorships like these enable us to contribute to various fundraising campaigns for charitable organizations while promoting health and physical activity.



**Sudbury Rocks** – This family run is held every year to raise funds for Health Sciences North Foundation, an organization that provides children in Northeastern Ontario with healthcare services.



**Run Ottawa** organizes running events that attract runners from all over and help raise funds for many community organizations.



All profits from the **Kids Ultimate Challenge** benefit the Children's Health Unit led by the Niagara Health Foundation. The Children's Unit is specially designed for younger patients and their families. There are 24 beds, including a room with three closed observation beds, two clinical decision unit beds for patients under assessment, and four rooms for child and adolescent mental health services.



**Community RUNning** – Community Living Glengarry provides services for intellectually disabled people. In addition to being a rallying event for the community, this race helps raise funds for the organization, which it uses to buy new equipment and expand its services.





# Committed to arts and culture

## Valley East Days

Valley East Days, located in Val Caron, Greater Sudbury, Ontario, is Ontario's largest free family festival. It welcomes more than 30,000 people over three days and offers live music, car races, children's activities and promotes more than 100 local vendors.



## YES Theatre

The YES Theatre, located in Sudbury, Ontario, is a dynamic organization that offers exciting programming, including concerts, musicals and plays. Their productions employ local actors, which strengthens their connection with the community. In addition to their productions, they run a children's camps, enabling young people to discover and develop their artistic talents. Their mission is to create unforgettable theatrical experiences for the community.



## Festival Théâtre Action

Festival Théâtre Action en milieu scolaire (FTAMS) gives Franco-Ontarian high school students with a passion for theatre a chance to get together with other young thespians. FTAMS is made up of 400 students from across Ontario who travel to present and watch a variety of original performances, take part in specialized workshops and discover everything the theatre community has to offer. La Table jeunesse is an activity that encourages young people to discuss their creative challenges so that they can find solutions and keep expressing themselves through their art.

## Curd Festival

The St-Albert Curd Festival is an annual event that celebrates local culture and traditions through a variety of activities and performances. The festival celebrates St-Albert Cheese, a renowned co-operative that's famous for its cheese curds.



## Festival du Loup



Festival du Loup is a vibrant celebration of French language and culture, highlighting francophone arts and heritage. This highly anticipated event gives the Lafontaine community a chance to take in rich, diverse programming like musical performances, storytelling events and a living museum in a fun and festive atmosphere.



« Lendemain de veille » performing at the Festival de la Curd 2024.



# Committed to promoting regional development and socioeconomic recovery



## City of Toronto's Small Business Forum

The City of Toronto's Small Business Forum is an opportunity for business owners to meet with professionals from the Desjardins Business centre to talk about their projects and map out the next steps in their business plan.

## Agricultural conference

The credit union organized a conference for farmers who were interested in learning more about a variety of topics that affect their day-to-day lives and financial future. Our professionals addressed crucial topics such as business transfers, financial markets and services designed specifically for farmers. This initiative was created to provide participants with tools and information to optimize the management of their agricultural operations and ensure their longevity.



## Canada's Outdoor Farm Show

We were onsite at Canada's Outdoor Farm Show to meet with farmers and agricultural businesses to discuss their projects and tell them about our personalized financial products and services.



# The GoodSpark Fund

Thanks to the **GoodSpark Fund**, we were able to invest **\$280M** until 2027 to fund and promote initiatives aligned with our socioeconomic mission of supporting entrepreneurship, education, social responsibility, sustainable development and individual community involvement.

Together, we're giving a helping hand to projects that have a positive impact on communities and that affect you directly. In 2024, we supported one project in Ontario. The GoodSpark Fund contributed \$200K to The Garden of Poetry, part of the Bird's Eye View Park project in Casselman. This sizeable donation will go towards creating a garden with a cultural and intergenerational twist, celebrating authors from the area in a beautiful setting along the shores of the South Nation River.





Committed to solidarity-based finance

Through strategic partnerships with community organizations, we continued to expand our solidarity-based finance programs.



The Créavenir Youth Entrepreneurship Program is an initiative that allows the credit union to join forces with local sponsors to support young entrepreneurs ages 18 to 35 who aren't eligible for traditional financing. We offer flexible financing and a grant to help them get their business off the ground.

In 2024, the credit union supported **5 business startups** and provided **\$99,000** in financial support, **\$17,500** of which in grants.



Desjardins Mutual Assistance Fund

The Desjardins Mutual Assistance Fund program provides free, confidential budget counselling to people in vulnerable situations. We review participants' financial situations to identify possible solutions, which may include a small emergency loan. This approach helps participants address their short-term budget problems and make lasting changes to their spending and budgeting habits. This program is offered in collaboration with community sponsors like **EBO Financial Education Centre** and the **Sudbury Community Service Centre**.

Here for businesses

We're always happy to help businesses and entrepreneurs. That's why we travel to see them in person, to speak with them and listen to what they have to say. It's the best way come up with solutions that meet targeted needs. We're committed to keep supporting businesses with their growth and success with our personalized services approach and active listening.



Momentum Fund

The Momentum Fund handed out **\$4,96M** in grants to entrepreneurs in Quebec and Ontario. Recipients were given up to **\$20,000** in non-repayable **financial assistance**. To meet the increased need for funding that emerged during the pandemic, the number of eligible projects was increased to include nine business categories: innovation, business transfers, exports, business takeovers, sustainable energy, ergonomics and public health measures, digital transformation, psychological support and business model transformation.

We awarded a total of **\$220,000** to **21 business project** through the Momentum Fund program.



**Niagara Fasteners** manufactures high-quality, customizable nuts and bolts that comply with nuclear quality standards and meet the many needs of a wide breadth of industries.



**Cecilbay Farm** received money from the Momentum Fund to invest in the very first automated feeding system for cows in North America. Although there are other automated feeding systems out there, this one presents a number of benefits that are quite innovative. This cutting-edge technology is on track to improve the well-being of animals and optimize agricultural resources.

We're committed to supporting businesses with their growth and success with our personalized services and active listening.



# The Community Development Fund

Our Community Development Fund (CDF) is a testament to the spirit of solidarity that drives our credit union members. Funded by a portion of the credit union's annual surplus earnings, members get to vote on the initiatives they'd most like to support at the annual general meeting.

In 2024, we gave back **\$2.4M** to support community projects.



## \$500,000 for local projects

Amounts handed out to support local projects are made possible by the CDF. For the third year in a row, Desjardins Ontario Credit Union contributed a total of \$500,000 to support 19 local initiatives in Ontario. These initiatives all meet one of the five priorities outlined in our community involvement plan:

- Entrepreneurship and business succession
- Economic excellence and innovation
- Education and training
- Environment
- Health and healthy lifestyles

### Furniture Bank

Thanks to its furniture pick-up service and social employment program, Furniture Bank can collect daily donations from IKEA Canada, which enables thousands of Toronto area families to furnish their homes. The initiative considerably reduces the number of pieces that wind up in the landfill, thus lowering carbon emissions. The benefits are twofold, since in addition to its environmental benefits, the initiative makes it possible to transform sparsely furnished apartments into colourful, personalized spaces, allowing people feel happier and more stable in their homes, which can have positive effects on mental health and financial stability.



### Sudbury Branch of the Navy League of Canada

The Sudbury Branch of the Navy League of Canada wants to replace its 40-year-old fleet of sailboats by purchasing five boats for use by the cadet corps of the Greater Sudbury area. The cadet program was created to help young Canadians develop citizenship and life skills such as teamwork and self-discipline. The program is open to people of all backgrounds, regardless of income, origin, cultural ties or any other socioeconomic factor.



### St-Albert Community Group

The St-Albert Community Centre Park Subcommittee of the St-Albert Community Group replaced the boards surrounding its skating rink in Jean-Maurice Lavergne Park. The purchase will benefit multiple generations, who can now enjoy better ice-skating conditions in one of the Nation Municipality's busiest parks.

### Lay-Up Youth Basketball

Lay-Up provides children and youth between the ages of 6 to 14 with year-round basketball programs in Toronto's Neighbourhood Improvement Areas. The programs are designed to help young people develop the skills they need to reach their potential, with the added benefit of having a positive effect on their physical health and social and emotional well-being. The positive youth development formula has shown that cognitive development, physical health, and social and emotional well-being go hand in hand. Lay-Up provides all of the food and equipment needed to ensure participants can focus on what matters most: learning, growing, creating and making new friends.



### Association Lire et faire lire Ontario (ALFLO)

*Lire et faire lire* is an initiative that aims to promote the joy of reading in French to children. It's run by volunteers over age 50 who visit schools, childcare centres and recreation centres once a week to read stories to kids. The readings take place in small groups and are a great way to discover new books in French and create intergenerational links between children and older adults.



# ESG report

## Building a sustainable future

Desjardins Ontario Credit Union is a cooperative financial institution that's firmly rooted in the community. We play an important part at the local level in upholding and carrying out Desjardins Group's commitment to making economic, social and environmental issues part of the governance and management activities of all its entities.

We work tirelessly to make a positive, lasting impact and to ensure our long-term viability for our members and future generations.





# The environment and sustainable development

As part of our commitment under the *Sustainable Development and Responsible Finance Standard*, our board of directors is required to adopt a three-year sustainable development and responsible finance plan. To ensure consistency in the actions we take, the board ensures that relevant parts of this plan are applied to other credit union plans, such as the business plan and the community involvement and partnership plan.

Our credit union is not acting alone. In 2024, 100% of boards at Desjardins financial cooperatives also formally confirmed that they had taken action to support sustainable development and responsible finance.

The sustainable development and responsible finance plan includes targets and Environmental, Social and Governance (ESG) performance indicators based on two main focus areas: support for members and clients and management practices. It includes practical goals and actions, such as:

### Supporting members and clients

Through our various partnerships, we encourage local businesses to move toward sustainable development by providing them with the tools they need to prosper in this new economy. Desjardins Group's many initiatives will help our business members stand out in a low-carbon circular economy.

At Desjardins, we apply ESG criteria not only to certain financial products, but also to our business decisions and our operations as a whole.

### Sustainable solutions for your plans and goals

With **Desjardins Solutions for a Sustainable Future**, our members can invest according to their values, get financing to buy, build or renovate an eco-friendly home, or get a loan for an electric or hybrid car.

### Responsible investing

Responsible investing means taking ESG criteria into account when selecting companies and managing investments, in addition to traditional financial analysis. Using this approach, we choose companies that contribute to sustainable development.

Having a hand in growing a responsible, sustainable economy is part of our values. We've been fine-tuning our responsible investment products for more than 30 years to provide our members with choices that stay true to their values. Explore our diverse range of [responsible investment](#) options designed to help you achieve your goals.

### Climate action plan

We continued to carry out our climate action plan with the help of partners and support from our motivated employees. The goal of the plan is to achieve net zero emissions by 2040. By 2030, we want to reduce GHG emissions from our activities to 50% below 2020 levels.

At the credit union, we've delivered on our commitment to Desjardins Group's sustainable development policy with a plan for tangible actions like:

- Creating an action plan to reduce paper consumption at our branches
- Reducing the square footage used by the credit union
- Decreasing energy use at our branches
- Cutting back on business travel for credit union employees
- Setting up waste-sorting stations for trash, recycling and compost and managing hazardous waste responsibly
- Installing bike repair stations and bike racks in some communities

## 2024 achievements

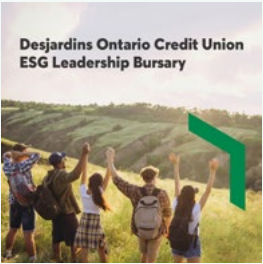
We've taken concrete steps to affirm our commitment to the sustainable development policy.

We started by setting up waste-sorting stations for trash, recycling and compost at some of our branches. We plan to have these stations at 25% of our branches by 2026.



**Cleaning up the Ottawa River shoreline:** For Earth Day, we teamed up with Ottawa Riverkeeper for a great shoreline cleanup at Stanley Park. We collected 380 pounds of trash together, helping to keep the river cleaner and safer for everyone.

In 2023, the credit union launched the **ESG Leadership Bursary** program to reward students who get involved in the community and help drive change. Three students each received a \$5,000 scholarship for their work on sustainable development or environmental, social or governance issues.



**Street cleanup in Sudbury:** Our teams helped clean up a section of Barrydowne Road / Highway 66 in Sudbury. We picked up litter along a 1.5-kilometre stretch of the road, preventing it from polluting nature.



We organized a **lunch and learn** for our staff on having an **eco-friendly holiday**. They learned environmentally friendly ways to reduce waste and avoid holiday overconsumption.

In 2024, we relocated the Dowling and Chelmsford branches to a new centre in Chelmsford and closed four branches. Reducing our square footage had a positive impact on our energy consumption and waste reduction.

Throughout the year, employees can learn more about sustainable development by listening in to presentations on topics like battery recycling, waste-sorting stations and running eco-friendly events.

These efforts reflect our commitment to promoting sustainable solutions and easing the transition to a greener world for our members and communities.





## Social

Desjardins's cooperative business model is a powerful force for community development. We help build vibrant communities in many tangible ways by:

- Offering products and services tailored to the needs and situation of each member or client
- Launching initiatives for sustainable development, diversity, climate action and the circular economy
- Promoting financial literacy and inclusion in Canada and abroad
- Contributing to long-term community development projects through the GoodSpark Fund and Community Development Funds
- Financing individual and group entrepreneurship projects

The credit union's community involvement report (pages 11 to 17) provides concrete examples of our support for community and social causes and how we help drive economic development in the communities we serve.

### Equity, diversity and inclusion (EDI)

As a cooperative and socioeconomic leader, we firmly believe in the true value created by diversity of all kinds—including gender, background, culture, religion, age, experience, sexual orientation and ability.

Having an equitable, diversified and inclusive workplace enables us to better meet the needs of our members, our clients, our teams and the communities we serve.

At Desjardins Ontario Credit Union, we recognize the benefits of diversity and embrace different opinions and ways of thinking. Committee members come from various backgrounds and reflect the diversity within our credit union.

## 2024 achievements

We provided training to our staff to raise awareness about diversity and differences to foster better collaboration.

We organized lunch and learns for credit union employees so they could learn about their colleagues' different cultures and customs. Moroccan and Chinese cultures were featured at the first two meetings.

On Anti-Bullying Day, employees wore pink in support of a respectful and inclusive workplace.

We participated in the Pride Parade in Toronto, and credit union employees are actively involved in Desjardins's LGBTQ+ committee. They make sure the credit union is represented at various activities organized throughout the year.





# Governance

As a member, you have a voice in the credit union’s decisions when you participate in our democratic processes.

We want to hear from you at our annual general meeting (AGM). The AGM gives you the opportunity to weigh in on a variety of topics, such as how surplus earnings should be allocated. It’s also where you can exercise your right to vote to adopt or amend credit union bylaws and elect the people who sit on the board of directors.

As a member, you’re also a co-owner of the credit union.

### Enhanced group profile and skills

The confidence and legitimacy Desjardins members afford their credit union’s board of directors is a result of the collective competence and skill that directors demonstrate in carrying out their responsibilities and how well they represent members and their community. To this end, we’ve adopted an enhanced group profile, which sets skills and representation targets based on the credit union’s specific needs and realities. Beyond the essential skills, a detailed list of profiles is announced annually in the call for nominations to ensure well-rounded representation of all credit union members in terms of gender, age group, and cultural and linguistic backgrounds.



In the 2025 call for nominations, the board of directors was looking for:

- People with skills in one or more of the following fields: financial management, risk management, education and sustainable development
- Three women and three men to maintain gender parity
- A person from the English-speaking community with working knowledge of French is an asset
- Members from the following age groups: one member ages 35–49, two members ages 50–64 and three members ages 65 and older
- People representing the farming, automobile (manufacturing) and mining (mines and services) industries, as well as healthcare and technology
- A balanced combination of new and experienced directors is desirable for promoting healthy continuity in credit union governance.

**We want every individual to have equal opportunities for advancement.**

### Gender parity

We want every individual to have equal opportunities for advancement. We’ve had gender parity on our board of directors since 2021. It’s a point of pride for us. In addition, 63% of the credit union’s staff are women.

We continue to proudly encourage women to develop their leadership skills and take on greater responsibilities. The Empowering Women network brings together women working at Desjardins or serving as board members to support one another, build networks and develop skills.

### Board Succession program

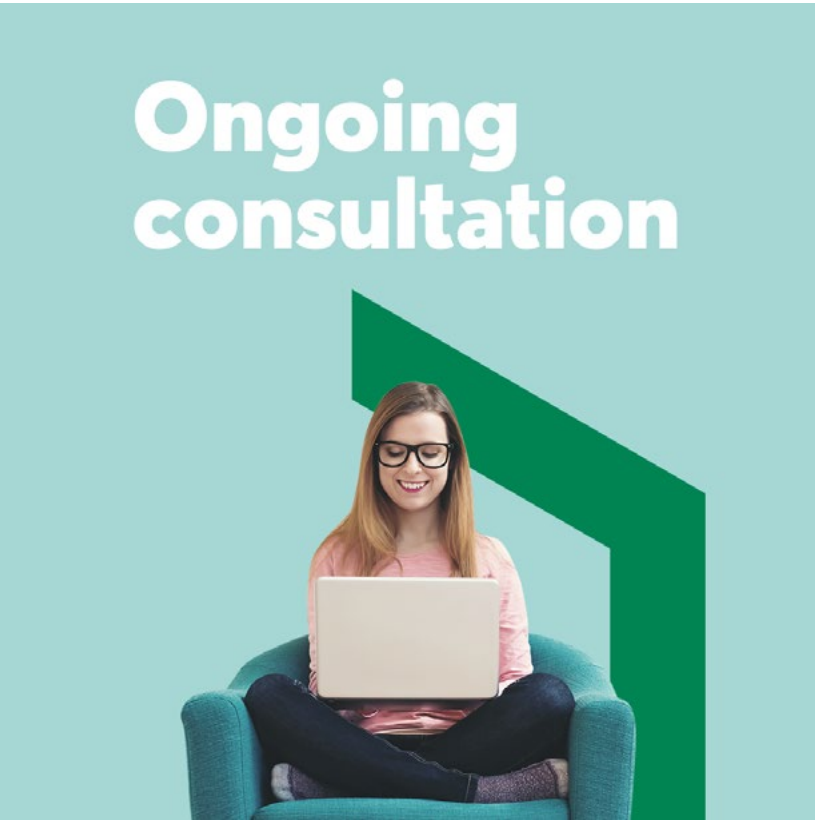
The Board Succession program provides credit union members with an opportunity to learn more about how the board of directors works and to bolster the credit union’s performance. Intern directors are appointed by the board and participate actively as observers in board meetings and discussions. Candidates may use the experience they gain to run for a full seat on the board of directors.

The program is intended for members whose profiles match the current and future needs for strengthening the board’s enhanced group profile, help it meet diversity targets or add to its shared skill set.

It’s also a way of taking concrete action on Desjardins Group’s commitment to youth, communities, and financial and cooperative literacy.

### Consulting members

Every three years, we consult all Desjardins Ontario Credit Union members. Our management team and the board of directors use the feedback to guide our investments in the community.



In 2024, we surveyed Desjardins Ontario Credit Union members about our community involvement. This exercise allowed members to weigh in on our investment priorities. We also noted an increase in awareness of the credit union’s community involvement. In 2025, the board of directors will review its community involvement plan and investment priorities to reflect members’ expectations.



# Board of Directors

## Executive



**Francine Côté**  
Chair



**Valérie Doré**  
Vice-Chair



**Sylvain Charlebois**  
Secretary



## Directors



**France Bélanger-Houle\***



**Alexandre Bouffard**



**Roger Gauthier\***



**Bululu Kabatakaka\***



**Alain Larocque\***



**Martine Nolin-Simard**



**Estelle Patenaude\***



**Geneviève Evelyn Patry\***



**Philippe Pépin**



**Brad Robertson**



**Alexandre Toupin**



**Maxine Vincent**



**Arielle Kaneza**  
Young Intern Director

\* Outgoing directors



## Liaison committees

**Listening to our members in every single one of our communities**

The Board of Directors counts on the support of 4 liaison committees to understand our members' and communities' needs and expectations, share regional differences, identify business development opportunities and act as Desjardins ambassadors in their communities.

# Senior Leadership Team

## Management Committee



**William Boucher**  
General Manager and Chief Executif Officer



**Michael Béland**  
Operations and Integration Manager



**Richard Dupuis**  
Senior VP, Commercial and Business Banking



**Richard Fortin**  
Director, Governance and Board Liaison



**Sophie Gingras**  
Director, Communications and Community Relations



**Nader Guirguis**  
Senior VP, Wealth Management



**Line Haché**  
Human Resources Manager



**Stéphan Plante**  
Senior VP, Member Experience and Retail Banking

## Executive Leadership Team



**Caroline Denis**  
Chief Financial Officer



**Pierre-Alexandre Braeken**  
Chief Risk Officer



**Radek Loudin**  
Chief Compliance Officer



**Steeve Talbot**  
Chief Internal Audit Officer



# Audit and Ethics Committee report

In fiscal 2024, the Audit and Ethics Committee fulfilled its responsibilities under the *Credit Unions and Caisses Populaires Act, 2020* and any related regulations. The committee met 13 times to monitor the credit union's financial reporting, internal control system and integrated risk management.

**The Audit and Ethics Committee is an integral part of the credit union's overall administrative framework. Together with general management and the auditors, the committee ensures that:**

- Risks are properly assessed and mitigated
- Reports are accurate, timely and relevant
- Members' assets and interests are protected
- Compliance is upheld
- Principles and rules of professional conduct are followed



**The Audit and Ethics Committee:**

- Made recommendations to the board of directors about measures to protect credit union assets, ensure compliance with applicable lending and investment policies and procedures, and address any questions regarding the credit union's financial policies
- Examined the effectiveness of internal control and risk management practices as well as the actions taken by management to address any deficiencies
- Reviewed the credit union's policies and procedures governing the way in which it meets the requirements set forth in the Act and any other applicable law
- Reviewed the inspection reports and the response prepared by management for recommendation to the board of directors
- Made sure the agreed-on measures were implemented by the established deadline
- Reviewed the engagement letter, the audit plan, the independent auditor's remuneration and the draft of the audited financial statements, and recommended their adoption by the board of directors

**Supervision report on the application of the rules of professional conduct**

Every year, credit union directors and employees renew their commitment to comply with the Desjardins *Code of Professional Conduct*. The Code sets out the behaviours that are expected as well as those that are not acceptable.

Here is the supervision report for the past year concerning 3 rules of professional conduct:

- No conflicts of interest were found.
- Deposits from and loans to the credit union's restricted parties\* were in accordance with applicable rules of professional conduct.
- The credit union awarded one contract for a total of \$2,989.99, and this contract was concluded in compliance with the CODE.

I'd like to thank the members of the committee for their contribution and the general manager for his support. A special thank you to Arielle Kaneza and Estelle Patenaude who acted as observers at the committee meetings.

## Members of the Audit and Ethics Committee

- Sylvain Charlebois, Chair
- Roger Gauthier
- Maxine Vincent
- Alexandre Bouffard
- Philippe P  pin



**Sylvain Charlebois,**  
Chair of the Audit and Ethics Committee

\*Restricted parties: Credit union directors, officers and the General Manager and Chief Executive Officer and their associated persons.



# Financial Statements at a Glance

The credit union’s complete financial statements for fiscal year 2024 are available on our website at [www.desjardins.com/ontario](http://www.desjardins.com/ontario).

## Summary balance sheet

(in thousands of Canadian dollars)	Notes <sup>(1)</sup>	As at December 31, 2024	As at December 31, 2023
<b>ASSETS</b>			
Cash and deposits with financial institutions		\$ 246,059	\$ 122,518
Securities	6		
Securities at fair value through other comprehensive income		601,736	533,956
Securities at amortized cost		460,684	—
		1,062,420	533,956
Loans	7 and 8		
Residential mortgages		8,860,131	7,881,848
Consumer and other personal loans		86,361	91,933
Business and government		3,537,099	2,974,989
		12,483,591	10,948,770
Allowance for credit losses	7	(24,657)	(18,905)
		12,458,934	10,929,865
Other assets			
Derivative financial instruments	15	167,126	230,549
Right-of-use assets		8,074	8,283
Property, plant and equipment	9	28,027	26,066
Net defined benefit plan assets	13	6,803	—
Deferred tax assets	19	2,077	—
Other	10	71,685	70,885
		283,792	335,783
<b>TOTAL ASSETS</b>		<b>\$ 14,051,205</b>	<b>\$ 11,922,122</b>
<b>LIABILITIES AND EQUITY</b>			
<b>LIABILITIES</b>			
Deposits	11		
Individuals		\$ 4,404,870	\$ 4,258,015
Business and government		2,425,663	1,963,197
Deposit-taking institutions		3,700,546	1,680,020
		10,531,079	7,901,232
Other liabilities			
Derivative financial instruments	15	175,387	196,119
Lease liabilities		8,758	8,862
Interest payable		107,083	81,027
Net defined benefit plan liabilities	13	7,711	8,738
Deferred tax liabilities	19	—	4,270
Other	14	39,961	34,927
		338,900	333,943
Borrowings	12	2,322,668	2,869,958
Social shares		701	702
<b>TOTAL LIABILITIES</b>		<b>13,193,348</b>	<b>11,105,835</b>
<b>EQUITY</b>			
Share capital	16	1	1
Retained earnings		854,850	800,034
Accumulated other comprehensive income		1,711	(8,281)
Reserves		1,295	24,533
<b>TOTAL EQUITY</b>		<b>857,857</b>	<b>816,287</b>
<b>TOTAL LIABILITIES AND EQUITY</b>		<b>\$ 14,051,205</b>	<b>\$ 11,922,122</b>

<sup>(1)</sup> The references to notes are references to the French version of the financial statements.

## Summary statement of income

For the year ended December 31st

(in thousands of Canadian dollars)	Notes <sup>(1)</sup>	2024	2023 <sup>(2)</sup>
<b>INTEREST INCOME</b>		<b>\$ 638,038</b>	<b>\$ 504,299</b>
<b>INTEREST EXPENSE</b>		<b>456,350</b>	<b>351,822</b>
<b>NET INTEREST INCOME</b>	18	<b>181,688</b>	<b>152,477</b>
<b>OTHER INCOME</b>			
Deposit and payment service charges		11,604	10,379
Distribution of Desjardins products and services		23,328	19,610
Administration of other services		7,933	7,020
Net investment income (loss)	18	(2,565)	(6,277)
		40,300	30,732
<b>TOTAL NET REVENUE</b>		<b>221,988</b>	<b>183,209</b>
<b>PROVISION FOR CREDIT LOSSES</b>	7	<b>8,445</b>	<b>1,658</b>
<b>NON-INTEREST EXPENSE</b>			
Salaries and employee benefits		60,981	69,118
Assessments paid to Desjardins Group components and related costs		87,788	87,857
Occupancy costs		9,877	8,477
Insurance		4,959	4,607
Professional fees		3,646	3,010
Deposit and services related fees		2,294	2,291
Communications		2,582	2,523
Other employment expenses		1,113	1,274
Community development expenses		2,393	1,883
Other		1,286	1,304
		176,919	182,344
<b>SURPLUS (LOSS) EARNINGS BEFORE TAXES AND MEMBER DIVIDENDS</b>		<b>36,624</b>	<b>(793)</b>
Income (recovery) taxes on surplus earnings	19	(119)	(5,873)
<b>SURPLUS EARNINGS BEFORE MEMBER DIVIDENDS</b>		<b>36,743</b>	<b>5,080</b>
Member dividends		13,084	11,990
Tax recovery on member dividends	19	(2,381)	(3,181)
<b>NET SURPLUS (LOSS) EARNINGS FOR THE YEAR AFTER MEMBER DIVIDENDS</b>		<b>\$ 26,040</b>	<b>\$ (3,729)</b>

<sup>(1)</sup> The references to notes are references to the French version of the financial statements.

<sup>(2)</sup> Data have been restated to conform with the presentation for the current year.



# Statement of the board of directors and senior management compensation at Caisse Desjardins Ontario Credit Union Inc.

Pursuant to the *Sound Business and Financial Practices Rule*, this Annual Information Form discloses a sufficient amount of information to enable members to determine the reasonableness of compensation plans, policies and procedures for directors and senior management.

Caisse Desjardins Ontario Credit Union Inc. ("Desjardins Ontario Credit Union" or the "credit union") is a component of Desjardins Group and is integrated into its financial group model. As a "caisse participating auxiliary member" of the Fédération des caisses Desjardins du Québec (the "Federation"), the credit union applies Desjardins Group's compensation plans, policies and procedures.

## Compensation at Desjardins Ontario Credit Union

In 2024, the compensation of directors and senior management at Desjardins Ontario Credit Union reflected the organization's business and performance.

With business under management totalling **\$22.1 billion**, up 3.2% compared to 2023, we're very well positioned in our market. Our assets now stand at **\$14 billion**. We're the sixth largest credit union in Canada (outside Quebec) according to a September 2024 report by the Canadian Credit Union Association, and the second largest in Ontario.

In 2024, we put **\$3.2 million** back into the community to support a number of projects, namely through the Community Development Fund (CDF), the GoodSpark Fund, the Momentum Fund, donations and sponsorships. During the annual general meeting, members vote to earmark part of the credit union's surplus earnings for the CDF to support the community. The GoodSpark Fund contributed \$200,000 toward a major community project: The Garden of Poetry in Casselman's Bird's Eye View Park. This donation will go towards creating a garden that will provide an intergenerational cultural experience, celebrating local authors in a beautiful setting along the shores of the South Nation River. Through the Momentum Fund, we provide grants of up to \$20,000 to companies looking to grow and develop. In 2024, we granted \$220,000 to 21 local businesses through this fund.

The board of directors decided to award a total of **\$13.3 million** in individual member dividends this year. And to continue to help enrich our community by supporting meaningful projects, the board will recommend a contribution of **\$2.5M** to the CDF at the annual general meeting.

Desjardins Ontario Credit Union is made up of a team of 700 employees, at 35 locations across Ontario, who are always doing what's best for our 162,201 members and clients. The credit union is governed by a board with 15 directors and one intern director.

## Senior management

For fiscal 2024, the members of the senior management team of Desjardins Ontario Credit Union included in this statement are as follows:

- William Boucher, Chief Executive Officer
- Stéphan Plante, Vice-President Ontario, Member Experience and Retail Banking
- Richard Dupuis, Vice-President Ontario, Commercial and Business Banking
- Richard Fortin, Director, Governance and Board Liaison
- Line Haché, Director, Human Resources
- Michaël Béland, Director, Operations and Support Functions
- Sophie Gingras, Director, Communications and Community Relations

## Total compensation policy

### Governance

The board of directors is responsible for establishing Desjardins Ontario Credit Union's total compensation policy and annual objectives, along with evaluating the annual results of the chief executive officer.

The board is also responsible for annually updating the total compensation of executives on the management committee and all employees. In this respect, the board establishes the annual salary review, sets objectives and evaluates the results of the general incentive plan. Every year, the incentive plans are first analyzed by Desjardins Group's Risk Management sector to identify any item that could incentivize excessive risk-taking.

All these plans allow the board of directors to adjust the payment amounts or assignment of bonuses in exceptional circumstances. The board did not exercise this right in 2024.

## Framework

Desjardins Group's *Total Compensation Policy* is a framework used to determine all the components that make up compensation. It applies to the Federation, its subsidiaries and the caisse network, including Desjardins Ontario Credit Union. The policy applies to all employees, managers and senior managers. The target position for total compensation is determined using the median of the Canadian financial market.

More specifically, Desjardins Group's *Total Compensation Policy* aims to:

- Describe the guiding principles used to establish Desjardins Group's total compensation
- Identify the target position for total compensation for each employee group
- Provide a framework for making decisions and taking action on a daily basis

The guiding principles underlying this policy are divided into three broad categories:

- **Alignment across Desjardins Group**
  - Reflect our cooperative values and commit to always doing what's best for Desjardins Group's members and clients.
  - Support Desjardins Group's directions, goals and strategic priorities.
  - Promote cooperation and efforts to act as one big team.



- **Performance**
  - Combine recognition of individual and group achievements when assessing the organization’s overall performance, including environmental, social and governance criteria.
  - Ensure Desjardins Group’s long-term success by making choices that provide sustainable added value for individuals and the organization.
  - Ensure compliance with all applicable legal and regulatory requirements and encourage behaviour that’s consistent with the organization’s risk appetite.
- **Employee experience**
  - Offer a flexible, competitive total compensation package that’s appropriate for our business sectors, support functions and the caisse network that helps attract and retain talent.
  - Help develop an engaging employee experience that focuses on well-being and fosters a commitment to always doing what’s best for members and clients.
  - Ensure internal and external equity, taking into account different situations and market specifics for certain areas and critical jobs or certain geographic regions.

Like any other responsible financial institution, Desjardins Group and consequently, Desjardins Ontario Credit Union, pays special attention to risk management for the benefit of our members and clients. Our total compensation policy reflects this consideration. The policy is reviewed every five years. The last revision was approved by the board of directors in June 2022.

Employees with supervisory functions (finance, risk management and compliance, as well as employees at the Desjardins Group Monitoring Office) are compensated by Desjardins Group rather than Desjardins Ontario Credit Union.

Components of total compensation

Compensation of senior management, as well as the compensation of the majority of other material risk-takers, is determined based on the market value of the work performed, internal pay relativity and the level of individual performance on the job. Their total compensation consists of a base salary and a short- and long-term incentive plan, in addition to benefits, a retirement plan and job expenses.

These components are summarized in the table below:

Component		Objective
Direct compensation (in cash)	Base salary	• Recognition of responsibilities, abilities, skills and experience
	Variable compensation (at risk)	• Value creation for members and clients
	Annual bonus	• Recognition of Desjardins Group results and individual performance <sup>1</sup>
Indirect compensation	Pension plan and benefits	• Creation of sustainable value for all of Desjardins Group
		• Retention
	Job-related expenses	• Maintenance of adequate and protected income at retirement
Target position for total compensation		• Adequate protection in case of death, disability or illness
Employees		• Required for business purposes
Managers (levels 1 to 5)		• Linked to the position’s status
Managers (levels 6 and up)		100% of the median of the Canadian financial market
Chief executive officer		100% of the median of the Canadian financial market
		95% of the median of the Canadian financial market
		85% of the median of the Canadian financial market

1. For executives, individual performance is used to qualify for the annual bonus.

2. Medium- and long-term compensation applies exclusively to the chief executive officer.

Internal pay relativity between senior management positions is determined using the Hay system for job assessment and salary classes that apply to all positions at Desjardins Group. We use this system to ensure internal equity.



**Description of total compensation components for senior management**

**Base salary**

The base salary for senior management is reviewed annually. Individual performance, level of responsibility and experience are taken into account so that each senior manager’s compensation reflects their contribution.

Individual strategic or financial objectives are set for each senior manager, based on the credit union’s annual objectives.

**Annual general incentive plan**

The general incentive plan for the credit union’s senior managers and for all employees is designed to recognize the contribution of participants towards achieving the objectives of Desjardins Group’s strategic and financial plan, which will generate short- and medium-term results. The plan consists of indicators that are based on all of Desjardins Group’s activities and that apply to everyone to ensure cohesion and alignment with priority objectives.

Senior managers receive an annual bonus only if both of the following conditions are met:

- The overall profitability trigger defined at the beginning of the year for Desjardins Group is reached.
- The senior manager receives a performance level equivalent to “needs improvement” or higher.

A multiplier based on the annual performance rating influences the value of the annual bonus awarded. However, the multiplier does not apply to the chief executive officer or vice-presidents. Details of the structure of the annual general incentive plan are available in the Federation’s Annual Information Form published on March 11, 2025.

**BONUS PAYMENT**

The annual bonus established for the reference year is paid out at the beginning of the following year, after the results are approved by the Board of Directors of the Federation.

For the chief executive officer, only 60% of the annual bonus awarded is paid out. The remaining 40% is deferred over a three-year period. The deferred 40% portion may increase or decrease throughout the three-year deferral period.

**Pension plan benefits**

The senior management team included in this statement are members of the Desjardins Group Pension Plan (DGPP). This pension plan was created for all Desjardins Group employees, managers and senior managers. It’s funded and administered by a retirement committee made up of members who represent employers and employees.

The total pension benefit cannot exceed the maximum allowed under the *Income Tax Act* (Canada). DGPP costs are shared by the employer and employee in the proportions of 65% and 35%, respectively, up to the maximum set out in the plan regulations.

Details of the benefits that pension plan members are entitled to based on their service years are available in the Federation’s Annual Information Form published on March 11, 2025.

**Excess Pension Plan**

The senior management team included in this statement are members of a funded Excess Pension Plan, the cost of which is borne entirely by the employer. Designated plan members are entitled to a supplemental pension equal to the difference between the pension that would be payable without the ceiling imposed by the *Income Tax Act* (Canada) and the pension actually payable under the DGPP.

The normal retirement age is set at 65. However, plan members may take early retirement from age 55. The excess pension paid is not indexed.

**Director compensation**

Compensation of the Desjardins Ontario Credit Union Board of Directors is based on the following guidelines:

**Guideline No. 1: Personal commitment as the fundamental ethical value on which Desjardins’s governance is based**

The compensation of individuals with director and oversight duties in Desjardins Group components is determined based on the level of personal commitment. Considerations such as time and distance do not factor into this determination. Compensation is paid only for attendance at formal board or committee meetings of the credit union, subsidiaries and the Federation.

Compensation is not paid for attendance at:

- Meetings of directors for representation, consultation or collaboration purposes (such as seminars)
- Congresses or annual or special general meetings of the credit union or other Desjardins components
- Conventions or conferences for the cooperative sector at any level (local, regional, provincial, national or international)
- Ad hoc sector or regional committees of the credit union
- Meetings to award scholarships, donations or sponsorships on behalf of the credit union
- Individual training activities

**Guideline No. 2: Acting in the best interests of Desjardins Group**

All elected directors or directors of a component must act in the best interests of the component they represent and Desjardins Group. Keeping in mind all applicable legal and ethical obligations, they should never allow their compensation to influence their decision-making.

**Guideline No. 3: Recognition of responsibilities**

The annual stipend and attendance allowance are determined based on the complexity of the responsibilities at each level of the organization (credit union, subsidiary or Federation). They’re reasonable and in line with the cooperative nature of the organization. They take into account the specific nature of Desjardins’s “integrated network” structure. Complexity refers to the level of difficulty of decision-making and the many challenges involved in the role, the strategic and financial implications, and the level of risk involved. Consequently, compensation is not set based on the size of the credit union<sup>1</sup> or subsidiary (where complexity is comparable).

1. Exception: Chair of the credit union’s board of directors



Guideline No. 4: Equity

While respecting the financial capacity of the component and the efficiency, productivity and profitability requirements of Desjardins Group, the factors used to determine compensation should include the responsibilities, risks, and legal and regulatory requirements specific to the role in question. This is based on, among other things, benchmarking of comparable organizations, cooperatives in particular, for the different levels of responsibility. Benchmarking is done every three years after changes take effect.

Guideline No. 5: Transparency

For reasons of transparency, reporting accuracy and regulatory compliance, compensation to members of governing bodies is paid by the component and disclosed via a method that's determined based on the needs and requirements of each level of responsibility.

Analysis of director compensation components

Annual stipends

- The chair of the credit union's board of directors receives an annual stipend.
- An annual stipend may be paid to the vice-chair of the board if they're regularly asked to replace the chair. This stipend is separate from the one paid to the chair and cannot exceed 30% of the chair's stipend. The annual stipend is paid only if approved by the board of directors and supported by a documented proposal for the division of responsibilities by the chair, if applicable. If there is more than one vice-chair, the stipend is shared between them, according to the terms and conditions set by the credit union. The combined total of the amounts paid to all vice-chairs cannot exceed 30% of the chair's stipend.
- No annual stipend is paid to any other members of the board of directors or to intern directors.

Attendance allowance

- An attendance allowance is paid to directors and the chair for each meeting of the board of directors.
- Compensation is paid for training activities if they're included on the meeting schedule and all directors from the governing body in question must attend.
- The credit union's directors and members who participate in a committee other than a committee of the board of directors are entitled to an attendance allowance of \$110.
- Individual directors and intern directors can decide to forgo compensation, either in whole or in part.

Budget for director compensation

The credit union's annual budget for director compensation was capped at \$159,054 in 2024. The following chart shows the compensation rates.

Annual stipends			
Chair of the board of directors	\$24,800		
Vice-chair of the board of directors	\$7,465		
Attendance allowance			
Meeting of the board of directors	\$452		
Quarterly meeting of the board of directors for collaboration with Desjardins Group	\$373		
Meeting of a committee of the board of directors	In person	Chair	\$362
		Other members	\$181
Liaison committee meeting	Over the phone		\$93
	In person		\$110
Intern director			
Meeting of the board of directors	\$226		
Committee meeting	\$93		
Phone meeting	\$47		



# THANK YOU

**Every time you do business with Desjardins, you're choosing a cooperative financial group that invests in your community and helps enrich the lives of people and communities.**

## **Your credit union, a proud partner of your plans**

In addition to the financial support we provide, what sets us apart from other financial institutions is that our credit union, our elected directors and our employees are all deeply committed to the communities we serve.

We firmly believe that what we offer is a cooperative model that goes above and beyond. A cooperative model that performs. A cooperative model that innovates.

Because cooperation is the future. Our future and our children's future.

**Thank you to our 162,201 members**



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