

Our commitment to creating value for both society and Scotiabank



CORPORATE GOVERNANCE

Our Commitment

Scotiabank is committed to acting with integrity and upholding strong corporate governance practices. The challenges, opportunities, and interests facing our Bank are diverse and complex. Acting with integrity to maintain and uphold a strong reputation requires strong, strategic corporate governance practices.

Our Priority

Today's customers increasingly expect businesses to play a role in solving our world's most pressing challenges. As a public and global business, we have an important responsibility to serve customers and balance the needs of diverse stakeholders.

These responsibilities are why corporate governance is embedded in everything we do. We seek to increase shareholder value over the long term by acting responsibly, sustainably, and in a way that mitigates social and environmental risk.

Maintaining Trust

Our Bank relies on our stakeholders. To ensure we maintain their trust, we strive to enhance customer protection, lend fairly, balance stakeholder interests, and operate our Bank with integrity.



Better Future, Better Off

Through our commitments to customers, employees, communities, the environment, and corporate governance, we aim to promote economic growth and social impact wherever we operate, while maintaining the trust of our diverse stakeholders.

Our Progress

KEY PERFORMANCE INDICATORS

% of employees that attest to the Scotiabank Code of Conduct

2017 & 2018 TARGET

100%

2017 PERFORMANCE

100%

Board of Directors gender diversity

2017 & 2018 TARGET

Aspiration of each gender to be at least 30% of members

2017 PERFORMANCE

33% women

Our Impact

We are following through on our commitment by upholding strong corporate governance practices and operating our Bank with integrity. To learn more about our commitments, visit scotiabank.com/csr.

We require **ALL** employees, officers and directors to acknowledge **compliance** with the **Code of Conduct** on an **annual basis**.

Scotiabank **pledged our support to the Canadian Chapter of the 30% Club**, encouraging businesses to increase the representation of women. We also **support the Catalyst Accord**, and in 2017 are proud to report 33% of our Board of Directors are female.



Our global Human Rights Statement and three-year human rights strategy are based on the findings of a comprehensive human rights risk and impact assessment. We aim to fully integrate human rights considerations into our lending activities and operations.



We have more than **15,000 suppliers worldwide** and prioritize working with suppliers who **share our values and culture**.

Our NPS, **THE PULSE**, received **feedback from over 2 million customers** across Canada, Mexico, Peru, Chile and Colombia in 2017.

