
Environmental, Social and Governance (ESG)

REPORT 2024



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CEO Message

At Fairstone, 2024 has been a year of growth and collaboration. Our theme, “Connected for Success,” reflected our commitment to strengthening relationships across our business, enhancing our customers’ experiences and creating lasting value for our communities. We have embraced the power of connection, working together to reach new heights and achieve shared goals.

As we continue to invest in our people and services, we have remained focused on driving sustainable growth through responsible lending, operational efficiency and robust governance. Our commitment to improving the customer experience continued to be at the heart of everything we do. From enhancing digital solutions to offering more accessible credit options, we have worked to ensure our services are aligned with the evolving needs of Canadians.

In 2024, we also took significant steps in supporting our employees’ development and well-being. Our efforts to foster an inclusive and diverse culture have been reinforced through new programs aimed at advancing diversity, equity

and inclusion within our workforce. We also introduced initiatives that support mental health and wellness, while prioritizing work-life balance through policies like Right to Disconnect. Our customer-centric approach continues to guide our product and service offerings. We have expanded our portfolio, incorporating innovative solutions like digital loans and paperless financing. We also invested heavily in financial literacy initiatives to empower Canadians to make informed financial decisions, reaching thousands through educational tools, content and community events.

Collectively, Fairstone Bank and its subsidiaries have been providing financial services that enable Canadian consumers and businesses to achieve their goals for nearly 100 years. With 1.8 million customers and 257 branches, we continue to expand our reach, delivering trusted financial solutions to Canadians from coast to coast. Our assets have grown to \$8.0 billion, supported by a dedicated team of 1,800 employees who are at the heart of our success.

As we close out 2024, we are excited for what 2025 will bring as Fairstone Bank

joins forces with the exceptional team at Home Trust. This strategic merger combines our collective expertise and shared vision to enhance our services, strengthen our market presence and provide Canadians with a broader suite of financial products. The new Fairstone Bank will offer a comprehensive range of lending solutions, including residential and commercial mortgages, personal loans, credit cards, retail financing, automobile financing and digital loans, ensuring we continue to meet the diverse needs of our customers across the country. By bringing together two organizations with aligned values, we are positioning ourselves for even greater success, with the talented teams from both companies collaborating closely to innovate and deliver exceptional value to our customers, partners and communities.

As we move forward into this exciting next chapter, we remain deeply committed to the core values that have driven our success. This ESG report highlights the progress we have made in each of our key areas: empowering our employees, supporting our customers’ growth, building stronger communities,



2024 was a year of growth and collaboration, driving us towards a stronger, more successful future.

protecting our shared value and minimizing our environmental impact. We are proud of the strides we have taken and remain committed to creating a positive, lasting impact in all that we do.

Thank you for joining us on this journey as we continue to build a more accessible, responsible and sustainable future for all.

Scott Wood

President and Chief Executive Officer
Fairstone Bank of Canada

About Fairstone

Fairstone Bank of Canada (“Fairstone Bank”) and its subsidiary, Fairstone Financial Inc. (“Fairstone”), provide a wide range of innovative financial services that enable Canadian consumers and businesses to achieve their goals. Collectively, Fairstone Bank and its subsidiaries offer credit cards and rewards programs, point-of-sale financing, automobile financing and fully digital personal loans through partners, in addition to unsecured and secured personal loans and mortgages online and at more than 255 branches coast to coast. With a long-established Canadian history, Fairstone Bank and Fairstone are committed to being Canada’s most accessible and responsible consumer lending bank.

OUR CORPORATE STRATEGY

Our corporate strategy is anchored by four pillars designed to drive our purpose and shape our future. These pillars are not just strategic directions; they are commitments to excellence, efficiency and ethical practice. At the core of this corporate strategy is our people, whose talent, dedication and insights fuel our success. As a roadmap, it enables each employee to significantly contribute to our purpose through:

Sustainable Growth

We aim for growth that is not just impressive in figures but sustainable in practice. This involves achieving smart earnings and receivables growth, enhancing returns, maintaining profitability, and optimizing operational efficiency while at the ready to seize strategic opportunities.

Customer Experience

Central to our operations is our commitment to our customers. We are redefining the customer journey, integrating more technology and personalization to create frictionless, satisfying experiences. Our focus is on understanding and anticipating customer needs, ensuring we are always a step ahead in providing tailored solutions.

Operational Efficiency

Efficiency, quality and innovation are the cornerstones of our operational strategy. We are investing in technology, enhancing processes and leveraging analytics for sustained improvement and business continuity.

Responsible Governance

The backbone of our strategy is strong governance and robust risk management. We are committed to ethical practices, regulatory compliance, and safeguarding information security.



OUR PURPOSE

Be Canada’s most accessible and responsible consumer lending bank.

OUR FOUNDATION

Our values are the foundation of our organizational culture, uniting individuals from diverse backgrounds by defining our collective expectations and guiding our decision-making process. By nurturing our culture, living our values and empowering each employee, we ensure the success of our purpose.



Integrity

We act with integrity and hold ourselves to the highest standards.



Respect

We treat everyone with respect and empathy.



Accountability

We own our role and behave responsibly.



Recognition

We contribute to and celebrate our shared success.



Diversity

We are open to different points of view and embody understanding.



Innovation

We bring forward new ideas, processes and products to create value for our stakeholders.

OUR FOOTPRINT ACROSS CANADA

Fairstone's corporate offices are strategically situated in Montreal, Toronto, Etobicoke and London, while our extensive presence spans **257 branch locations** in communities across Canada.



¹ Total assets as of December 31, 2024

OUR SERVICES

Fairstone offers a suite of innovative financial services that enable Canadian consumers and businesses to achieve their goals.

Our extensive industry expertise and legacy in Canada makes Fairstone Bank and its subsidiaries, Fairstone, EdenPark and Fig, experienced and credible partners.

Fairstone Bank Services



Credit Card Services



Related Protection Services



Guaranteed Investment Certificates (GICs)

Fairstone, EdenPark and Fig Services



Unsecured Personal Loans



Secured Loans



Mortgages



Point-of-Sale Financing



Automobile Financing



Digital Lending

In sync with consumers and businesses

Our wide range of value-driven financial solutions are designed to deliver a seamless customer experience and enable consumers and partners to achieve their goals.



About this Report

This annual ESG report includes information about Fairstone Bank and its wholly-owned subsidiary Fairstone Financial Inc. (referred to hereinafter as “Fairstone”, the “Company”, “we”, “our” or “us”). This report provides an overview of our ESG practices and performance, offering insights into the areas that hold significance for our business and stakeholders.

We have a responsibility to our stakeholders to be transparent about our ESG performance.



STAKEHOLDERS

This report is addressed to all Fairstone stakeholders including current and prospective customers, employees, investors, suppliers, partners, regulators and community associations. We have a responsibility to our stakeholders to be transparent about our ESG performance and provide relevant disclosures on subjects that matter to them.

REPORTING PERIOD

All data included in this report reflects performance during our fiscal year from January 1, 2024 to December 31, 2024, unless otherwise noted. Monetary figures are presented in Canadian dollars for clarity and consistency.

REPORTING FRAMEWORK

Our reporting aligns with the industry-recognized Sustainability Accounting Standards Board (SASB) and adheres to the guidelines set forth by the Task Force on Climate-Related Financial Disclosures (TCFD). For a reference, please refer to the Appendices (page 60) where we have mapped our disclosures to the SASB and TCFD recommendations.

For any questions or feedback on this document, please contact Fairstone's Corporate Communications team at media@fairstone.ca.

Ce rapport est également disponible en français sur www.fairstone.ca/fr et www.banquefairstone.ca/.

Our ESG Strategy

With a long-established Canadian history, Fairstone is committed to improving the lives of Canadians through accessible and responsible consumer lending solutions.

Sustainability has become increasingly important to our business strategy, reflecting our commitment to generate value for all stakeholders. As we expand, our responsibility to operate sustainably grows in tandem with our dedication to meeting evolving stakeholder expectations and safeguarding the environment for the prosperity of future generations.

ESG OBJECTIVES AND PILLARS

The ESG landscape is evolving, as are we. To uphold our position as the most accessible and responsible consumer lending bank in Canada, we have established our ESG strategy around priorities that create and sustain long-term shared value for our employees, our customers, the communities we serve and our shareholders. We focus on where we have the social license and opportunity to contribute in meaningful ways and partner with others to work on solutions. It enables us to help customers thrive and communities prosper.



OUR ESG OBJECTIVES

Equip and empower our employees

to help fulfill our ambition of empowering our employee to achieve their utmost potential and creating a long-lasting commitment to make a meaningful impact in the lives of our customers, communities and colleagues.

Integrate ESG considerations

within our business process to better serve our current and future customers guides us in selecting the right partners for us.

Embed ESG within our governance

and risk management systems to meet evolving compliance standards and industry regulatory requirements.

Focus on our own direct ESG impact

by minimizing our environmental footprint and maximizing our investments in people and culture.

OUR ESG PILLARS

Our strategy is built around five pillars, which are the foundation of a three-year ESG roadmap. These strategic priorities were chosen based on our ability to make an impact through our actions, offerings and influence. In 2024, we focused on advancing these five ESG strategic priorities.

Empowering our Employees

to ensure all employees have a positive working experience by centering our efforts on the following:

- Diversity, equity and inclusion
- Talent attraction and retention
- Employee engagement and satisfaction
- Training and development
- Health and wellness

Protecting our Shared Values

to deliver a robust governance framework that upholds and instills our corporate values within all layers of the organization by fostering:

- Climate risk management and adaptation
- Ethics and integrity
- Data privacy and security
- Regulatory compliance
- Risk management
- Executive compensation

5 Pillars

These objectives are supported by our three-year ESG strategy focused on five pillars.

Supporting our Customers' Growth

to empower each of our customers along their financial journey by actively engaging with them and providing the necessary financial tools such as:

- Diversity, equity and inclusion
- Financial literacy
- Customer satisfaction
- Responsible lending and partnerships
- Transparency and selling practices
- Digitalization
- Economic value creation

Building alongside the communities we serve

to enrich and support the communities in which we operate by focusing on:

- Diversity, equity and inclusion
- Financial literacy
- Community engagement

Reducing our Operational Impact

and develop policies and tools to enhance the future environmental and social impacts of our operations by measuring and reducing:

- Climate risk management and adaptation
- GHG emissions management and decarbonization
- Energy consumption
- Waste management
- Water management
- Sustainable procurement
- Responsible investing

OUR STAKEHOLDERS

Through our three-year ESG strategy grounded in our five pillars, we are creating meaningful value for our stakeholders:



Customers

We provide impactful products and services to support our customers' unique and evolving needs. This includes delivering meaningful financial solutions, collaborating across Fairstone and strategic partnerships, and accelerating our focus on innovation and digital strategies.



Communities

We are committed to creating positive social and economic impact in the communities where we live and work. We play an essential role in diversity and inclusion, financial literacy and inclusive economic growth and prosperity.



Employees

We attract and develop talent, create growth and development opportunities, and drive a diverse and inclusive culture. We encourage and celebrate the positive impact that Fairstone employees make on our customers, communities and each other.



Shareholders

We enhance shareholder value through strong governance and deliver a stable and sustainable capital position.



Performance Highlights

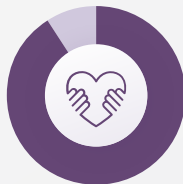
MORE THAN
1,800
employees

255+
locations
across Canada

Recognized as one of Montreal's
Top Employers

Awarded Silver Parity Certification
by Women in Governance

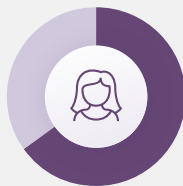
EMPOWERING OUR EMPLOYEES



49,880
courses completed by
our employees.ⁱ



92%
participation rate at the
employee engagement
pulse survey.ⁱⁱ



73%
of senior-level professional
occupations or senior
management roles are
occupied by womenⁱⁱⁱ

ⁱ See page 22 to know more about our Fairstone Academy.

ⁱⁱ See page 18 for our employee engagement survey section.

ⁱⁱⁱ Data collected using the Company's management software.

^{iv} See page 27 of our customer satisfaction section. We survey Fairstone direct lending customers of various tenors twice a year that have closed a loan in the preceding 90 days.

^v For more information, please see page 28, addressing our suite of financial literacy tools and resources.

^{vi} 85% represents all the unsecured personal loans executed digitally by Fairstone branch teams as at end of 2024.

^{vii} See page 51 of our Cybersecurity is Everyone's Responsibility section.

^{viii} See page 58 of our Operational Carbon Footprint section for additional information.

SUPPORTING OUR CUSTOMERS' GROWTH

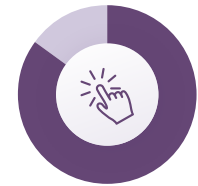


98.5%
of customers are satisfied
with our service^v

189

blogs on
[Fairstone.ca](https://www.fairstone.ca) with

278,363
page views^v



Over **85%**
of loans were
closed digitally^{vi}

BUILDING ALONGSIDE THE COMMUNITIES WE SERVE

\$430K+
donated through
community investments

\$246K
in employee and
corporate donations
for United Way campaign

Second national
“**Check Your
Credit Score Day**”
on November 2

PROTECTING OUR SHARED VALUE

91%
of employees completed Cyber
Security compliance trainings^{vii}

120 minutes
of essential compliance training

REDUCING OUR OPERATIONAL IMPACT

2,770 tCO₂e
Total operational GHG
emissions in 2024^{viii}

1,240 trees
planted on behalf of Fairstone since
October 2023

Empowering our Employees

Diversity, Equity and Inclusion

Empowering Women

Employee Engagement Survey

Employee Attraction and Retention Program and Benefits

Employee Training Programs and Performance Management

Employee Well-Being

Our workforce has been one of our priorities for nearly a century.

We strongly believe in the positive effect of empowering each employee to achieve their utmost potential, and we take pride in providing our talented team with all the resources they need to shine.

Our employees' contributions are the cornerstone of our company's success. By nurturing an inclusive and welcoming culture, we strive to create a unique workplace that promotes diversity and offers equal opportunities for all employees to flourish and significantly contribute to our purpose.

We continuously invest in our employee's professional growth, developing their skills through challenging roles and promoting from within. We foster employee engagement and an enhanced workplace experience by focusing on skill acquisition and vocational advancement. We also believe our employees' feedback is vital to our collective advancement, epitomizing our dedication to our core values: innovation, recognition, integrity, accountability, diversity and respect.



Diversity, Equity and Inclusion

At Fairstone, our commitment to Diversity, Equity and Inclusion (DEI) is essential to our corporate and ESG strategies, propelling the advancement of an inclusive culture that respects people's dignity, ideas and beliefs, while promoting equal opportunity for everyone.

Our DEI initiatives, rooted in our core values, focus on three key objectives:

Improving awareness of diversity and inclusion

in the workplace to better serve our existing and future customers.

Maintaining a diverse work culture based on equity, inclusion and respect.

Creating opportunities for communities with varied perspectives and identities to feel supported and represented.



These objectives are supported by our three-year DEI strategy (2023-2025), which revolves around four main DEI pillars:

Empowering our Employees:

Ensuring diversity in our team and adhering to equitable Human Resource practices.

Building a Sense of Belonging:

Promoting an inclusive culture that esteems diversity and holds us accountable to our values.

Supporting our Customers' Growth:

Understanding diverse financial needs, amplifying varied voices, expanding work in underrepresented communities and ensuring fair and inclusive lending practices.

Supporting the Communities We Serve:

Funding projects that enhance DEI, with clear baselines and goals for each community.

By nurturing an inclusive and welcoming culture, we strive to create a unique workplace that promotes diversity.

At Fairstone, our exhaustive strategy is based on various key policies and programs to construct an inclusive workplace and ensure everyone is welcome.

At the centre of our strategy is our **Diversity and Employment Equity policy**, which ensures unbiased and impartial treatment of all employees and candidates. We actively implement an **Anti-Bias Training Program**, which covers essential topics such as gender bias, diversity, inclusion and general bias, equipping our team with the knowledge and skills to foster a more inclusive environment.

Our **rigorous policy against hiring discrimination** further underlines our commitment to diversity. We disallow discrimination based on race, religion, sex, gender identity, gender expression, family status, age, language or national origin, ensuring an equitable and impartial hiring process.

Additionally, we provide exhaustive disability coverage, ensuring that employees with disabilities receive all the necessary support and accommodations.

Our **Religious Diversity policy** is an essential initiative in our respect for spiritual observances. We provide an inclusive work environment by accommodating our employees' schedules to their diverse religious practices.

Together, all these features form the foundation of Fairstone's dedication to an inclusive, equitable and diverse workplace.

An inclusive, equitable, and diverse workplace.



Diversity and Employment Equity Policy

- Fair and equitable treatment of all employees and candidates

Anti-Bias Training Program

- Gender bias
- Diversity bias
- Inclusion bias
- General bias
- Knowledge and skills to foster a more inclusive environment

Policy against hiring discrimination

- Policy against discrimination based on race, religion, sex, gender identity, gender expression, family status, age, language or origin

Religious Diversity Policy

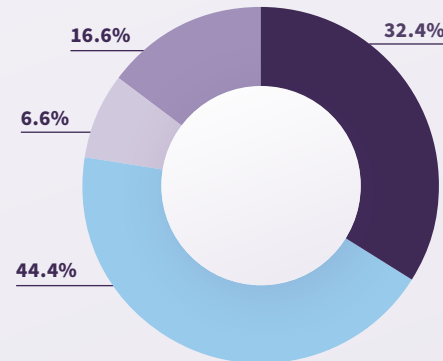
- Respect for spiritual observances
- Respect and celebrate the diverse religious practices of our employees

DEI SURVEY AND THREE-YEAR ROADMAP

Our approach to diversity, equity and inclusion (DEI) is aligned with our corporate strategy and our ambition to create long-term shared value for our stakeholders. By gradually implementing training and content in our unique culture, this strategy lays the groundwork for a more inclusive and diverse workforce. In the second year of our DEI three-year roadmap, we made great strides in implementing some essential components of our DEI strategy, including our DEI Learning Experiences.

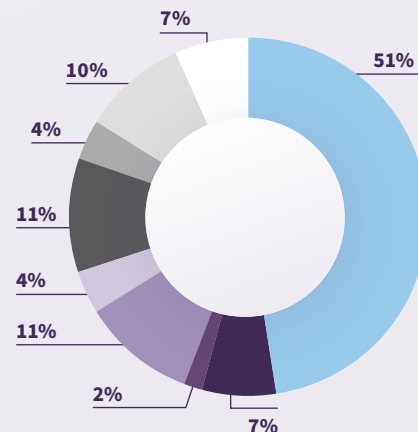
Employees by generation

- Generation X - born 1965-1980
- Millennials - born 1981-1996
- Baby Boomer Generation - born 1946-1964
- Generation Z - born 1997-2012



Representation of cultural communities and underrepresented groups²

- Caucasian
- Black
- Latino
- Middles Eastern
- East-Southeast Asian
- South Asian
- Indigenous
- Another race category
- Prefer not to answer



² From the 2022 survey. Race categories aligned to the Ontario anti-racism data standards.

DEI LEARNING CAMPAIGN

Promoting Awareness and Inclusion. Essential to our DEI strategy and roadmap, this series of videos addresses our eight main focus areas of DEI. Each DEI Learning Experience explores how our employees can address recognizable, real-life situations jeopardizing our DEI principles. Initially started in 2023, this bi-monthly initiative has significantly raised awareness and driven inclusivity throughout our organization. In 2024, we released five new themes that have been completed by more than 91% of our employees, marking a significant step toward our DEI objectives.

EMPOWERING THROUGH KNOWLEDGE

DEI@Work Series. An essential element of our DEI initiative is a monthly "DEI@Work" series of thoughtfully written articles published on our intranet. These articles cover various topics, including Religious Diversity, Disability Awareness, Francophonie, Black History Month, Celebrating Caregivers, Indigenous Peoples, Gender Equity, Inclusive language and Pride. In 2024, 16 articles were published.

ADVANCING ACCESSIBILITY: FAIRSTONE BANK'S 2024-2027 PLAN

In 2024, Fairstone Bank reinforced its commitment to accessibility and inclusivity by publishing its 2024-2027 Accessibility Plan. Aligned with the Accessible Canada Act, this plan outlines Fairstone Bank's strategy to identify, prevent and eliminate barriers to accessibility, with a vision of fostering an inclusive environment for people with disabilities. When possible, the plan extends to customers and employees of Fairstone Bank's affiliates, ensuring accessible products and services across our network. Guided by our core value of accountability, this initiative underscores our dedication to Diversity, Equity and Inclusion by cultivating a culture where respect, dignity and individual abilities are prioritized.

Empowering Women

At Fairstone, we are grateful for the invaluable contributions of our female team members and are deeply committed to empowering them. We firmly believe in cultivating a workplace that flourishes on diversity, equity and inclusion and we understand that a diverse workforce is a key element of

success and innovation. By actively providing supportive programs and policies for women and supporting gender equality, we aim to create a unique environment where everyone feels valued, respected and equipped to reach their full potential.

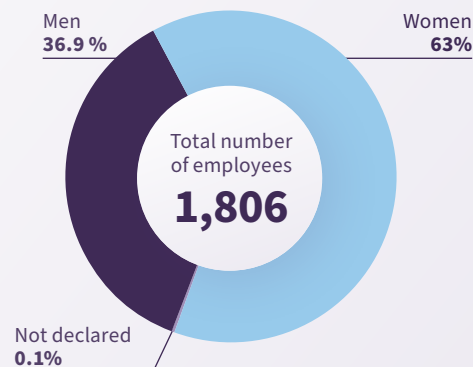
OUTSTANDING SUCCESS: LIANA CAON RECEIVES 2024 WOMEN IN LEADERSHIP AWARD

As part of its engagement to support women within its organization, Fairstone introduced a “Women in Leadership Award” in 2021. This award aligns with a broader corporate objective to continually improve and evolve in diversity, equity and inclusion. Liana holds the position of Director of Collections in our corporate office in Montreal, Quebec, and she exemplifies the values of innovation, respect and empathy. With a unique balance of compassion and decisiveness, Liana has instilled trust and mutual respect in her team by ensuring that every voice is heard and encouraging creativity and collaboration. Her dedication to Fairstone's values and leadership principles, along with her devotion to coaching and elevating other women, reflects our company's commitment to fostering an inclusive workplace. Liana's leadership abilities and commitment prove that women's contributions are invaluable to our team and that our collective success is even more remarkable when everybody has a chance to shine.



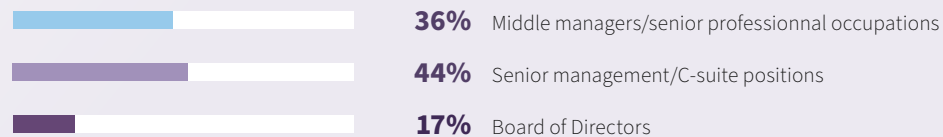
LIANA CAON
Director, Collections, and
winner of the 2024 Women
in Leadership Award

Employees by gender



Workforce by management role

Percentage of women in:



FAIRSTONE'S WOMEN'S COMMITTEE: CONSOLIDATING WOMEN'S LEADERSHIP

Fairstone's Women's Committee is devoted to bolstering the representation of women across all company levels, promoting diversity and gender equality as key aspects of our governance approach. This Employee Resource Group, consisting of members from diverse levels and backgrounds, is vital in stimulating awareness and leading initiatives for gender parity. Its primary focus is on promoting equal opportunities in recruitment, hiring, retention and advancement of women, fostering a culture rich in knowledge exchange and best practices.

A NETWORK BURSTING WITH AMBITION

The Women's Network, one of the Women's Committee's key initiatives, provides a space for women and allies who want to exchange on leadership development, further professional opportunities, create relationships with peers at Fairstone, and ultimately prepare more women for leadership roles within Fairstone. In 2024, the Women's Network proposed several activities to Fairstone's employees:



Empowering women: insights from Fairstone's first virtual Roundtable:
Our Fearless and Fabulous Leaders in the Field



Women's Network Second Roundtable:
Leading with the Whole Self



The Women's Network presented Dr. Jody Carrington:
Navigating Change: Reconnection and Resilience in Leadership

COMMITMENT TO GENDER EQUALITY RECOGNIZED

For the second year in a row, Fairstone received the Silver Parity Certification by Women in Governance. This achievement proves Fairstone's active involvement in supporting women and advancing female leadership. It is a pillar of the fundamental role that gender equality plays as the backbone of Fairstone's culture.



BUILDING OUR FEMALE TALENT PIPELINE

To promote female representation in management roles across our branch network and within our corporate offices, our development programs are strategically conceived with a clear focus on elevating the number of women in these positions. We closely track progress through a key performance indicator: the number of female employees in management roles, considering both level and ethnicity. Our leadership programs demonstrate this commitment: in 2024, 45% of participants were women, and 67% of mentors in those programs were also women. These figures not only underscore our dedication to promoting female leadership but also accentuate the active participation of women in our leadership development initiatives.

Employee Engagement Survey

At Fairstone, we recognize that our employees are our most valuable resource.

Their devotion and implication are the driving force behind our success. To ensure that their voices are heard, we invite them to participate in an annual Employee Engagement Survey.

In 2024, this pulse survey saw a remarkable 92% participation rate, with an engagement score of 76%, which showcases our team's strong dedication to our shared goals. These results are more than statistics; they provide critical feedback for all management levels, highlighting milestones and identifying areas of progression.

These insights are valuable in guiding our efforts toward a more prosperous and inclusive organization.



Employee Attraction and Retention Program and Benefits

In the ever-changing environment of modern business, Fairstone recognizes the capital role of our people in sustaining our growth and success.

Our Employee Attraction and Retention Programs reflect our diligence in retaining talent and ensuring an engaged and diverse workforce that is aligned with Fairstone's values and objectives. We foster a culture where all our employees feel recognized, supported and motivated to thrive. Our competitive compensation and benefits, professional development opportunities, recognition programs, and supportive work environment are proof of our commitment to our culture.



PRIORITIZING THE WORK-LIFE BALANCE OF OUR EMPLOYEES

We believe an energized and engaged workforce is key to driving innovation, creativity and overall success. That is why, in June 2024, Fairstone implemented the Right to Disconnect policy. This policy prioritizes the health and satisfaction of our employees and acknowledges the importance of maintaining a sustainable work environment. This policy, paired with our 37.5-hour workweek, proves our investment in the well-being of our workforce.

COMMITMENT TO EMPLOYEE WELFARE: TOTAL REWARDS PACKAGE

Fairstone is dedicated to hiring and retaining top-tier talent by offering a market-competitive total rewards package. This includes competitive remuneration, a wide range of benefits designed to support our employees' and their families' health and well-being, generous holidays and wellness days. In addition, our packages offer a robust pension plan, ensuring employees can confidently plan for their retirement. This well-rounded total rewards approach emphasizes our commitment to our workforce's wellness and satisfaction.

Our compensation, benefits, development, recognition and work environment reflect our cultural commitment.

[Empowering our Employees](#)
[Supporting our Customers' Growth](#)
[Building Alongside the Communities we Serve](#)
[Protecting our Shared Value](#)
[Reducing our Operational Impact](#)

EMPOWERING FUTURE PROFESSIONALS: AN ACADEMIC-ALIGNED INTERNSHIP PROGRAM

At Fairstone, our 12-week internship program is carefully designed to bridge the gap between academic knowledge and professional experience. We encourage our interns to dynamically engage with tasks directly aligned with their educational curriculum, allowing them to experience an immersive stay in their chosen fields. This proactive approach allows them to apply theoretical knowledge to real-world situations and contribute meaningfully to our team objectives. Integrating them into key initiatives and critical projects ensures that each intern gains valuable experience and practical abilities, setting the foundation for their future careers and simultaneously enriching our workplace with new perspectives and fresh ideas.

“During my Operational Risk Analyst internship at Fairstone Bank, I was welcomed into a culture of support, respect, and professional growth. From day one, my team and manager demonstrated patience and encouragement, ensuring I had the guidance to navigate new challenges confidently. Fairstone fosters an environment where learning is embraced, opportunities are provided without pressure, and feedback is shared constructively to empower growth. Beyond technical knowledge, I gained invaluable personal and professional insights thanks to a workplace that prioritizes both excellence and humanity. The company’s commitment to fostering a collaborative, inclusive, and values-driven environment made my experience truly transformative, and I am deeply grateful for the people and the culture that shaped my journey.”

DAVID YILMAZ

2024 Intern, London, Ontario



FOSTERING GROWTH THROUGH CONNECTIONS

At Fairstone, we tremendously value the expertise and cohesion within our team. That is why our Employee Referral Program is an essential aspect of our employee attraction and retention strategies. Leveraging the significant networks of our workforce, we encourage the referral of potential candidates for diverse roles within Fairstone. This program recognizes our employees' major role in identifying high-profile talent. To show our appreciation for recommending Fairstone as an employer, we offer a referral premium of up to \$5,000 to those whose recommendations lead to successful hires. This initiative not only bolsters our talent pool but also praises our employees' active participation in our organization's growth and evolution.

Referral awards
of up to
\$5,000



CELEBRATING EXCELLENCE: FAIRSTONE'S RECOGNITION PROGRAMS



At Fairstone, we strongly believe in the power of recognition, which is profoundly rooted as one of our core values. We understand that acknowledging the success of our employees and appreciating our people is key to involvement and ambition. Our culture is built around celebrating not just results and performance but also individual achievements and milestones that propel our business toward its goals. We take every opportunity to highlight and applaud the contributions of employees who are making a positive impact. By showing authentic recognition for our employees and colleagues and valuing the unique qualities and strengths they bring, we create a culture of promotion and celebration. Gratitude and acknowledgment go beyond simple gestures; they are an integral part of how we operate, ensuring that every team member feels recognized, valued and thanked for their indispensable role in our organization's success.



8,186

recognition messages
were sent through Altitude,
our recognition platform.

MONTREAL'S TOP EMPLOYER



In 2024, Fairstone was named one of Montreal's Top Employers for the fourth consecutive year.

This award recognizes exceptional workplaces in the Greater Montreal area and highlights Fairstone's dedication to a culture of collaboration, wellness, flexibility, and a commitment to equity, diversity and inclusion. Fairstone champions community engagement by supporting over 100 charities and offering employees a paid volunteer day. The company also rewards excellence through points-based awards, regular recognitions, and its Summit of Excellence, while investing in employee development through tuition subsidies, comprehensive training programs, and professional accreditation support.



Employee Training Programs and Performance Management

At Fairstone, we are devoted to enhancing employee growth and development, exemplified through dedicated initiatives like our thorough training programs and performance management processes. These programs are assembled to improve our workforce skill sets and professional competencies and nurture a continuous learning and improvement culture. By investing in the continuous development of our employees, we ensure that all our team members are equipped with the tools and knowledge necessary to prosper in their roles and contribute significantly to Fairstone's achievements.

FAIRSTONE ACADEMY

The Fairstone Academy is our model of excellence, supporting all our coaching initiatives, from technical learning to leadership skills and personal development. Our Fairstone Academy features over 200 thoughtfully crafted courses covering New Hires, Customer Service, People Management, Leadership and more. Our managers can also access LinkedIn Learning online courses, offering a unique perspective by industry experts to stimulate their development further. In 2024, our employees completed 49,880 courses, totalling 21,760 hours of training, further enriching their professional growth and skills. These courses help employees stay updated with the latest skills and tools across fundamental business, technology, and communications areas.

SOCIAL ACADEMY

The Social Academy is an employee-driven network on Microsoft Viva Engage where all employees can share and consume knowledge regularly within an internal professional network. An environment built to maintain engagement and continual learning, the Social Academy motivates employees to ask questions and support others with their skills, reflect on what matters most for day-to-day efficiency and feed interested minds with motivating facts.

49,880

courses completed
by our employees
in 2024

LEARNING ATLAS

The Learning Atlas provides guidance in the first three months for new hires to get accustomed to their new roles and new people managers to transition to take over a group of employees. The Atlas also serves as a reference point for managers and supervisors to review proposed learning paths and track their team's progression, providing timely and convenient support and guidance. Finally, the Atlas paves the way for all employees to remain dutiful annually with federal and provincial guidelines.

LINKEDIN LEARNING

At Fairstone, we provide licenses to our employees to access LinkedIn Learning, opening the door to 10,000+ online courses prepared by industry leaders and experts. These courses allow our employees to keep up with the latest knowledge and tools across essential areas like business, technology, and creativity. The classes are easily accessible from work through our internal Learning Management System, which redirects learners to the LinkedIn Learning platform. They can also access LinkedIn Learning directly from the website or on the move with the mobile application from home. Throughout 2024, more than 350 employees at Fairstone significantly contributed to their professional development by enhancing their skills and knowledge, completing more than 660 LinkedIn Learning courses and view over 14,460 videos.

TALENT ACQUISITION PAGE

In addition to all the resources available to our management team, a talent acquisition page has been created on our intranet to provide even more support to all managers. All the relevant information regarding the hiring process is regrouped in one place, from creating the job requisition to the offer approval. This page not only streamlines the hiring process but also facilitates new managers' quest for the perfect match.

STARPATH AND DIRECTOR DEVELOPMENT PROGRAM

StarPath, our Canada-wide annual succession planning program, is strategically designed to identify and elevate elite talents within our branch network. This initiative offers an exceptional opportunity for selected candidates to propel their career growth with guidance from Fairstone's most accomplished professionals. Planned for seven months, the program is structured through two essential roles: Trainees and Mentors. Trainees engage in a detailed certification process, setting and striving for ambitious career objectives, while Mentors provide invaluable guidance and wisdom, making the most of their expertise to facilitate the Trainee development journey. The synergy between these two groups is the backbone of the StarPath program, ensuring the fulfillment of personal and professional growth and overall success.

In 2024, 31 trainees completed the StarPath program, and five of them have already been promoted to manager positions.

"The StarPath Program was crucial in helping me develop the skills needed to become a branch manager. The program emphasizes vital leadership qualities, effective time management and strategic thinking, all critical in managing branch operations. This experience was invaluable and has set a strong foundation for the future of my career."

SUKRITI SARIN

Relief Branch Manager, North Bay, Ontario Area
and participant in the 2024 StarPath cohort



Empowering our Employees

Supporting our Customers' Growth

Building Alongside the Communities we Serve

Protecting our Shared Value

Reducing our Operational Impact

In 2024, 12 trainees participated in the Director Development Program.

Based on the success of our StarPath program, the Director Development Program is custom-made for corporate employees to cultivate talented people managers. This program meticulously selects candidates and provides them with fundamental skills for effective and efficient people management. It focuses on sharpening key aptitudes such as result-oriented communication, effective delegation, providing practical feedback and approaches for motivating, rewarding and engaging team members. This program is an anchor in our commitment to developing the leadership potential of our corporate employees, ensuring they are well-equipped to confidently and skilfully lead their teams.

"The Director Development Program has been transformative, allowing me to hone my leadership skills under the guidance of industry experts. The group approach is greatly beneficial. I value the opportunity to exchange diverse perspectives with peers and gain insightful feedback from colleagues on real-world leadership experiences."

JOËLLE LANGEVIN

Director, Corporate Communications
and participant in the 2024 Director
Development Program



Over **1,500**
employees received
a performance
reviews in 2024

93%
percentage
of employees
who completed
a performance
reviews in 2024

SUPPORTING CONTINUOUS LEARNING WITH OUR TUITION REIMBURSEMENT PROGRAM

At Fairstone, we offer all full-time permanent employees a considerate tuition reimbursement program to encourage their professional development. Annually, employees can receive up to \$3,000 to cover ongoing education expenses directly related to their current job function. This initiative highlights our efforts to nurture a constant learning and growth culture, allowing our team members to progress in their careers while staying at the forefront of their respective specialties. Through this program, we invest in our employees' personal growth and enhance our entire organization's collective expertise and capability. In 2024, Fairstone's tuition reimbursement program positively impacted 16 employees.

OPTIMIZING OUR SUCCESS WITH THOROUGH PERFORMANCE MANAGEMENT

At Fairstone, performance management is a crucial process and pivotal to our ongoing success and growth. Demonstrating our devotion to this practice, 1,562 employees received performance reviews in 2024. These reviews are indispensable in aligning each employee's contributions with our strategic goals. They paint a clear picture of expectations and objectives and provide a structured framework for feedback and professional development. With an impressive 93% of our workforce completing performance reviews in 2024, it's clear that this priority is a significant aspect of our culture. By continually prioritizing performance management, we ensure constant improvement and personal growth for our workforce while developing a culture of accountability and excellence.



Employee Well-Being

At Fairstone, we are greatly determined to foster the overall well-being of our employees.

Acknowledging that a healthy and happy workforce is vital to our success, we have developed various programs and campaigns focused on supporting our team members' physical, mental and emotional health. Our vision adopts a culture of wellness and openness, as well as a broad scope of well-being strategies, to provide an accommodating work environment and offer assets that address the diverse needs of our team.

WELLNESS DAYS: FLEXIBLE TIME OFF FOR WORK-LIFE BALANCE

At Fairstone, we know that our employees' well-being is essential to our collective success. To support this, we introduced Wellness Days – a flexible, wellness-oriented initiative. These six annual days give our employees the freedom to take time off for activities that reinvigorate them, whether attending to personal health, enjoying a family event or simply taking a moment of relaxation. Be it a scheduled day for self-care or an unplanned absence due to unannounced personal emergencies or health reasons, Wellness Days offer the versatility and support required to maintain a healthy work-life balance.

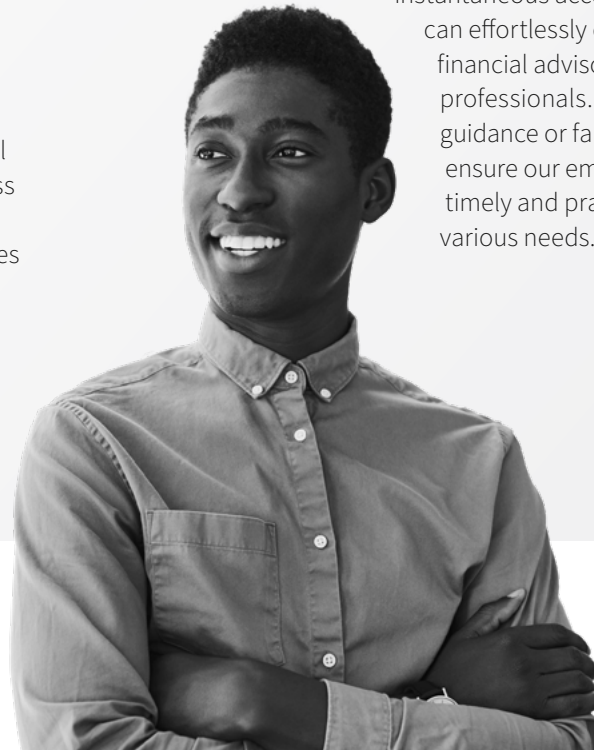
³ On a 7.5-hour day basis.

DIALOGUE – A WALK-IN CLINIC IN YOUR POCKET

Fairstone offers access to Dialogue, a thorough health and well-being platform, as part of our health benefits package. Tailored to meet the various needs of our employees, Dialogue provides unlimited virtual healthcare accessible 24/7, 365 days a year, including evenings and weekends, meaning our employees and their families can receive limitless medical care and support whenever needed. Beyond immediate medical assistance, Dialogue also offers a broad spectrum of wellness resources and tools, ensuring our team has continual support in preserving their overall health and well-being.

EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP)

Dialogue also serves as the provider of Fairstone's Employee and Family Assistance Program (EFAP). Through this association, Fairstone provides its employees with a user-friendly, digital-first experience, offering instantaneous access to essential wellness services. Employees can effortlessly connect with mental health specialists, legal and financial advisors, career counsellors and family relationship professionals. Whether it's personal well-being, professional guidance or family support, Dialogue's comprehensive services ensure our employees receive timely and practical assistance for various needs.



Over **8,420³**
Wellness Days taken by
our employees in 2024

Nearly **1,130**
virtual visits were processed
through Dialogue

Supporting our Customers' Growth

Customer Benefits

Customer Support Programs

Continuing our Digital Journey to Enhance Customer Experience

At Fairstone, our dedication to our customers is the foundation of everything we do.

Guided by a customer-focused mindset and a value-driven approach, we deliver financial solutions that are not only innovative and reliable but also accessible and tailored to meet the diverse needs of Canadians.

By offering financial products that are easy to understand, we empower Canadians to navigate their financial journeys with more confidence. Our extensive industry expertise and legacy in Canada make us trusted partners for customers and businesses alike. As Canada's leading alternative lending bank, we are united in our mission to improve the lives of Canadians by helping them achieve their goals, driving success for our business partners, and fostering mutual growth and prosperity.



Customer Benefits

With nearly a century of lending experience, Fairstone has established itself as a trusted provider of responsible credit solutions.

Our diverse range of services caters to near-prime borrowers online and through our nationwide network of 257 branches. We also work closely with over 2,000 active retail partners across Canada, offering flexible retail financing options that help their customers achieve their goals. Together with our family of brands—*EdenPark*, Fairstone, Fairstone Bank and Fig—we deliver an extensive suite of financial offerings, from personal loans and digital lending to retail and automobile financing, credit card services and Guaranteed Investment Certificates (GICs). Each of our products and services is designed to make financial solutions more accessible, transparent and responsible for Canadians.

LISTENING TO OUR CUSTOMERS: BUILDING STRONGER CONNECTIONS

Delivering valuable customer experiences is at the core of our credit solutions. From offering products that align with our customers' borrowing needs to providing dependable service, we are dedicated to ensuring a positive and seamless experience. To stay aligned with our customers' expectations, we actively gather feedback across our products and throughout the customer journey. This feedback helps us measure performance and identify areas for ongoing improvement. In 2024, our customer satisfaction metrics reflect the progress of our efforts to deliver reliable and meaningful service.

Our commitment to customer care extends to proactive engagement through social media. Our social media team is dedicated to addressing customer concerns, responding to inquiries and providing timely support across platforms. Over the past year, we have received more than 5,000 customer interactions on social media. Every interaction is reviewed and routed to the appropriate team for response by live agents in the Care and Marketing teams. Constant monitoring and daily interaction with customers through their channel of choice is one of the many demonstrations of our focus on being accessible and responsive. This approach has contributed to a strong 4.1-star Google rating, showcasing the trust our customers place in us.

Personal Loans⁴

Net Promoter Score **39**

Number of surveys completed **4,513**



Credit Card Holders⁵

Net Promoter Score **8**

Number of surveys completed **3,029**



Retail Financing Customers⁶

Net Promoter Score **40**

Number of surveys completed **17,619**



⁴ Survey completed between September and December 2024.

⁵ Survey completed between August and September, 2024.

⁶ Survey completed in November 2024.

LISTENING TO OUR CUSTOMERS: BUILDING STRONGER CONNECTIONS (CONTINUED)

Since 2022, our accreditation with the Better Business Bureau has underscored our dedication to ethical and transparent practices. In 2023, we further expanded our channels for customer feedback by introducing Trustpilot, giving customers a platform to share their experiences. While our Trustpilot rating currently stands at 3.4 stars, it represents an opportunity to learn and improve as we continue to prioritize listening to our customers and meeting their expectations.

PERSONALIZED SUPPORT: THE ROLE OF OUR CUSTOMER CARE TEAM

At Fairstone, exceptional customer service is a cornerstone of our operations, with our Customer Care team serving as a key pillar in delivering support. In 2024, our agents handled over 2.5 million calls, addressing inquiries, offering solutions and ensuring a positive experience for our customers. Through their expertise and compassionate approach, they made every interaction meaningful, reinforcing our commitment to customer satisfaction.

"I love the services of Fairstone. The customer service is unique; their financial assistance is really beneficial and reliable. I truly appreciate Fairstone for being there for me. I will recommend Fairstone to anyone who needs financial support."

ELIZABETH

Personal Loan Customer, Google

SUPPORTING CUSTOMERS COAST TO COAST

With 257 branches across urban, suburban, rural and metropolitan areas, we are a community-focused lender with a national reach. In 2024, six new branches were opened to better serve the needs of diverse communities. Our lending specialists focus on providing tailored solutions to meet customers' unique financial needs. Whether through in-person visits or digital services, we aim to offer dependable support and service that fits their preferences. Each decision we make reflects our commitment to balancing the needs of our customers, employees and the communities we serve.

EXPANDING FINANCIAL LITERACY TOOLS TO EMPOWER CUSTOMERS

In 2024, we strengthened our engagement to support customers on their financial journeys by expanding our suite of financial literacy tools and resources. This year, we invested in developing and sharing engaging content such as articles, infographics, videos, interactive quizzes and calculators to help customers make informed borrowing decisions. By the end of the year, we had published 189 unique pieces of content about financial literacy (50 of these blog posts were published in 2024) tailored to different stages of the borrowing process.

Our resources continue to reach and resonate with customers. Financial literacy calculators and quizzes were viewed 281,690 times throughout the year, while our 20 financial literacy videos on YouTube garnered an impressive 278,363 views. On November 2, we held the second annual Check Credit Score Day, partnering with Borrowell, ClearScore, Credit Karma, Equifax and Fig to provide customers with tools and tips to better understand and improve their credit health. These tools are part of our ongoing effort to empower Canadians with the knowledge they need to confidently navigate their financial futures.

Customer Support Programs

At Fairstone, we are committed to meeting the diverse needs of our customers, recognizing that every individual's financial journey is unique.

By focusing on personalized service, we offer a wide range of financial solutions designed to support customers with varying credit profiles and goals. From flexible financing options and credit cards to dependable personal loans and insurance products, our offerings are built to provide the resources customers need to navigate life's challenges and pursue their aspirations.

SUPPORTING CLIENTS THROUGH FINANCIAL HARDSHIPS

Life's unexpected challenges can create financial difficulties and Fairstone is committed to providing solutions that address the unique needs of our customers during such times. Our comprehensive assistance programs include options like refinancing balances, adjusting terms, and offering payment or disaster deferments. In 2024, these programs supported 79,693 customers, helping them regain stability and successfully repay their loans. For credit card customers, we extended support such as payment deferrals to nearly 9,430 individuals, providing remediation for balances exceeding \$72 million and providing critical relief when it was needed most.

Fairstone's lending specialists are trained to communicate clearly and transparently, ensuring customers fully understand their options and commitments. Each case is carefully assessed based on the individual's financial situation and ability to meet payment obligations. In 2024, nearly 62,000 customers experiencing hardships, such as medical expenses, disability or unemployment, received tailored loan adjustments, offering much-needed financial relief. Additionally, our personal loan insurance products supported nearly 6,163 claims, providing payments totalling close to \$18 million.

"I was in a tough spot and urgently needed a car, but no one wanted to finance me because I'm on disability assistance and had no credit history. I decided to try Fairstone, expecting another 'no,' but they really went above and beyond to help me. Thanks to their support, I was able to get my car, and now I'm on the path to building good credit. I'm so happy with the service—they even helped me get to a point where my credit union approved my credit card application. Thank you, Fairstone, for giving me a chance!"

SYLVIE
Personal Loan Customer

Nearly **80,000**
customers benefited from
customer support programs



STRENGTHENING CREDIT AND FINANCIAL CONFIDENCE

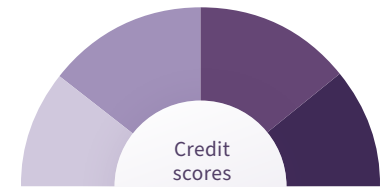
At Fairstone, we help our customers manage debt and build lasting financial resilience. Our support goes beyond providing loans; we offer financial education and guidance to empower individuals on their journey to improved credit. Fairstone's credit products are designed as practical tools for borrowers looking to rebuild their credit, providing opportunities to make responsible financial decisions, such as timely payments and debt consolidation, to manage and pay off debt more effectively.

"Fairstone really came through for me when traditional banks wouldn't. I had no credit history, but they helped me secure a \$5,000 loan. After a year of consistent payments, I am now approved for credit cards, and my bank has even offered my wife and me a line of credit. In a year, my loan will be paid off, and I will be in a position to buy a home without facing high down payments or interest rates. I highly recommend Fairstone for their support in building financial futures."

SHAWN
Facebook

In 2024, this approach delivered meaningful results, with over 44% of Fairstone customers improving their credit scores⁷. This success highlights the impact of providing customers with the resources and flexibility to take control of their financial futures and work toward a stronger, more stable credit standing.

Fairstone credit products are valuable tools for borrowers looking to rebuild their credit.



Credit scores



44%

of our customers experienced an improvement in their credit scores.



Continuing Our Digital Journey to Enhance Customer Experience

To keep pace with the changing digital landscape, we continued to focus on introducing enhancements that make our products and services more accessible and aligned with customer needs. In 2024, several digital updates were implemented to simplify interactions and improve the overall customer experience. These initiatives reflect our ongoing effort to adapt and evolve in response to customer expectations.

EXPANDING FULL-SERVICE DIGITAL LENDING WHILE MAINTAINING A HUMAN TOUCH

In 2024, we continued to expand our full-service digital lending capabilities, recognizing the value of offering diverse options to meet our customers' needs. By utilizing digital channels, we have enhanced the overall customer experience, enabling online and remote loan fulfillment for greater convenience. As a high-touch lender, we remain committed to serving customers in their preferred way—whether online, over the phone or in person at one of our branches.

While digital innovation is at the forefront, we also prioritize in-person service for those who value face-to-face interactions. This ensures accessibility for rural, urban and metropolitan communities, including those underserved by traditional banks. Our approach also supports customers with disabilities, who can choose between branch visits, virtual consultations or phone interactions with lending specialists.

This year, over 85% of loans⁸ were executed digitally.



ADVANCING DIGITAL ACCESSIBILITY

In 2024, we continued to promote the adoption of digital services, making significant strides in e-statement enrollment. Retail financing e-statement adoption increased from 69% in December 2023 to an impressive 78% in December 2024, while credit card adoption rose from 41% to 46% over the same period. To encourage this shift, we leveraged multiple channels, including email prompts, statement inserts, Call Centre sign-ups and Interactive Voice Response enrollment, alongside educational content such as tutorial videos on YouTube and social media.

To further enhance convenience for our customers, our customer care agents are equipped to seamlessly enroll customers in paperless statements during phone interactions. This not only aligns with customer preferences for digital accessibility but also reduces printing and postage, enabling cost savings that we reinvest in process improvements and digital innovation.

Additionally, we introduced a replacement solution for fax submissions, providing our Customer Service team with a more efficient way to assist customers in sharing document images. These advancements reflect our ongoing commitment to improving customer convenience and operational efficiency while supporting a more sustainable future.

BRANCH EFFICIENCY: DRIVING PRODUCTIVITY AND ENHANCING CUSTOMER SERVICE

Improving branch efficiency remains a priority, allowing our lending specialists to focus more on customers while reducing administrative tasks. In 2024, several initiatives boosted productivity across our network.

Enhancements to the Canada Asset Sale process gave the asset sale team direct access to required documents, eliminating up to 75% of branch effort and saving approximately 768 hours annually. We also centralized the Secured Personal Loan and Fully Secured Real Estate discharge process, transitioning it to a fully digital system. This change saves 435 hours annually and ensures compliance with legislated processing windows. Additionally, a system search upgrade introduced universal search across all phone number fields, enabling faster access to customer records and saving up to 21,000 hours annually.

These advancements reflect our focus on operational efficiency while maintaining our commitment to high-quality, customer-focused service.



REFINING CUSTOMER EXPERIENCES THROUGH DIGITAL INNOVATION

In 2024, we have continued our journey toward digital optimization, building on our efforts to enhance the customer experience through thoughtful use of technology. By seeking practical ways to streamline operations and improve accessibility, we remain focused on aligning our digital tools with our customers' evolving needs.

This year has been marked by ongoing initiatives and pilot projects aimed at refining our services and creating more efficient, user-friendly interactions. As we advance our digital transformation, our emphasis remains on driving meaningful innovation while maintaining a balance between progress and customer-centricity. These efforts reflect our commitment to continuous improvement and delivering reliable, accessible solutions that adapt to the changing expectations of our customers and partners.

“I had a very good experience with Fairstone! From the application to the loan closing, everything went smoothly and as promised. There were no issues at all. I will definitely use Fairstone again and highly recommend it. The online interface makes it simple to manage payments and track my balance.”

BRIAN
Trustpilot

Smarter Appraisals, Faster Loans: The Impact of Automated Valuation Models

In 2023, we introduced Automated Valuation Models (AVMs) for property appraisals on our Secured Personal Loans, testing the tool in 60 branches located in urban and suburban areas. Encouraged by positive adoption and results, we expanded the use of AVMs to all Fairstone branches in 2024. This automated appraisal tool, powered by machine learning, has transformed the loan process by reducing loan closing times to just half a day, significantly enhancing customer convenience.

In addition to improving the customer experience, AVMs have reduced appraisal costs by 48%, with the savings passed directly to customers. The tool has also contributed to environmental sustainability by reducing the need to drive to conduct appraisals and lowering our environmental impact. Since its launch, the introduction of AVMs has resulted in more accurate property values, boosting booking rates by 19% and enabling a smoother, faster lending process for both customers and employees.

AI Integration: Expanding the Hot Lead Bot

In 2024, Fairstone built upon the success of its AI-driven customer engagement program, which provides support to customers through automated systems. This initiative efficiently addresses inquiries and connects customers with lending specialists, offering them flexibility in how they prefer to communicate. The program has generated strong results, with great engagement rates. This innovative approach continues to enhance the customer experience by delivering timely, accessible and effective support.

Expanding Payment Options with Mobile Wallet Integration

In November 2024, we launched the mobile wallet feature for the Walmart Rewards Mastercard, allowing customers to use Apple Pay and Google Pay with their mobile devices to make payments and earn Walmart Rewards at Walmart and participating merchants, both in-store and online. This initiative enhances convenience and simplifies the payment experience, reflecting our commitment to meeting customers' evolving needs through practical digital solutions.

Building Alongside the Communities we Serve

Community Sponsorship Program

Community Matters Month

Corporate Donations and Fundraising Campaigns

Financial Literacy Tools and Partnerships

At Fairstone, our commitment to the communities we serve is at the core of who we are as a community-based lender.

Guided by our three pillars of corporate social responsibility—Supporting Our Communities, Empowering Women and Promoting Financial Literacy—we strive to create a meaningful and lasting impact. By fostering health, equity and financial well-being, we empower individuals and communities to thrive. Our belief in equal access, opportunity and consideration inspires us to build an inclusive environment where everyone has the tools to succeed, ensuring that when our communities flourish, so do we.



OUR CORPORATE SOCIAL RESPONSIBILITY PILLARS



Supporting our Communities

People are at the center of our purpose, and we recognize the importance of our role as a community-based lender. By prioritizing the health and well-being of our communities and empowering our employees to make a significant impact, we can contribute to our communities' success and drive positive change around us.



Empowering Women

Equality between men and women is fundamental to us. That is why we constantly work to empower women and promote equitable advancement opportunities for all. Consequently, we are dedicated to fostering a culture centred around Diversity, Equity and Inclusion. We aim to create an inclusive and welcoming environment that ensures equal opportunities for all employees, creating a workplace where everybody can thrive.



Promoting Financial Literacy

We dedicate ourselves to helping Canadians acquire the knowledge and skills to make sound financial decisions. By supporting financial literacy, we aim to empower communities to take control of their economic situation and make informed decisions to maintain their financial well-being.

At Fairstone, we believe in the power of community. Through volunteer work and donations, our employees actively contribute their time, skills and expertise to support meaningful causes. We see the individuals in our communities not just as customers, but as our neighbours, and we are committed to strengthening these bonds by prioritizing the health and prosperity of the communities we serve.



Community Sponsorship Program

By giving back to our communities, we aim to create a strong connection between employees and the local communities they serve. Through our Community Sponsorship Program, we provide both financial resources and dedicated volunteers to contribute to various community events. We actively encourage our team members to invest themselves in their neighbourhoods by supporting and participating in local initiatives. Our employees enthusiastically participate in these events, connecting with their communities and helping create a more vibrant and positive atmosphere. In 2024, Fairstone proudly sponsored 32 organizations and contributed \$75,000 to support community-focused initiatives, with many of our dedicated employees volunteering their time.

COMMUNITY SPONSORSHIP COMMITTEE

At the centre of Fairstone's commitment to community engagement is the Community Sponsorship Committee, a dedicated group comprised of members from each of our four geographic regions and representatives from the corporate offices and the Corporate Communications team. The committee plays an essential role in our Community Sponsorship Program, working meticulously to streamline collaboration among teams across Canada and actively seeking sponsorship opportunities in each local community. Additionally, the committee promotes the Fairstone brand by coordinating and orchestrating local events across all regions. Furthermore, they exhaustively identify and approve sponsorship opportunities that align with one or more of our key Corporate Social Responsibility pillars, ensuring that our contributions make a meaningful and durable impact in the communities we serve.

32

ORGANIZATIONS
sponsored in 2024
by Fairstone
branches

\$75K

INVESTED
in community
focused
sponsorship



Fairstone's dedicated employees enthusiastically volunteered at the Special Olympics Nova Scotia 2024 event.



Special Olympics Nova Scotia Truck Convoy (Nova Scotia)

Fairstone proudly supports Special Olympics Nova Scotia, an organization transforming lives through the power of sport. By offering training and competition opportunities to 2,500 athletes of all ages and abilities, they empower individuals with intellectual disabilities to thrive, fostering confidence, inclusion and acceptance. Guided by their vision of building inclusive communities, Special Olympics Nova Scotia showcases the talents and potential of these incredible athletes, inspiring us all to celebrate diversity and create a more inclusive world.

“Special Olympics Nova Scotia is committed to enriching the lives of Nova Scotians with an intellectual disability through sport. Our partnership with Fairstone Financial, through your sponsorship of the Big Rigs, Big Hearts, Big Results Truck Convoy, has benefitted our athletes in providing needed financial and volunteer support. Annually, they add so much to our event, as we welcome the Fairstone team with open arms and thank them for their commitment.”

MICHAEL GREEK

CEO, Special Olympics Nova Scotia

Hockey Helps the Homeless (Nova Scotia, Ontario)

Hockey Helps the Homeless leverages Canada's love for hockey to fight homelessness through Pro-Am tournaments, with 100% of net proceeds directed to local initiatives. In Halifax, funds support VETS Canada's Veteran Drop-In Centre, offering housing and employment aid to veterans, and Adsum's Outreach Program, providing housing and stability for women, youth and gender-diverse individuals. In the York Region, funds also support vulnerable youth and families through Blue Door and 360°kids. Fairstone is proud to support Hockey Helps the Homeless in creating lasting solutions to homelessness across Canada.

“Fairstone Financial's partnership with Hockey Helps the Homeless is instrumental in supporting vulnerable youth and families through the beneficiaries Blue Door and 360°kids in York Region. This partnership has provided Fairstone employees the opportunity to volunteer and connect with other sponsors, participants and volunteers at the event.”

GEORGE GIBBONS

Operations Coordinator on behalf of HHTH York



Fairstone employees from Nova Scotia and Ontario came together to support some Hockey Helps the Homeless events, volunteering their time and energy to make a difference in their communities.

West Island Blues Festival (Quebec)

The West Island Blues Festival combines a passion for music with a commitment to community. Dedicated to supporting non-profit organizations and promoting Blues in the West Island, the festival has donated nearly half a million dollars to local community initiatives over the years. Fairstone is proud to support this impactful event, which enriches the community while making a difference for those in need.

“We are proud that our mission continues in making a difference for the associations, providing valuable work to those most vulnerable. We are also grateful to have sponsors that contribute to the success of this event that now is presented in four neighboring communities on the West Island. Sponsors like Fairstone make a difference in allowing us to continue to provide not only the live entertainment and creating a sense of belonging for those that participate, but also for raising awareness and funds for these groups.”

DIMITRIOS BEIS

Co-Founder and Vice President - West Island Blues Festival



NEARLY
\$500,000
donated to local
community initiatives
over the years

Fairstone is proud to support the West Island Blues Festival, celebrating music and community spirit.



Great Cycle Challenge Canada (Ontario)

The Great Cycle Challenge is one of Canada's largest cycling events, uniting riders of all ages and abilities from every province and territory to fight childhood cancer. Since its inception in 2016, participants have cycled over 24 million kilometers and raised nearly \$47 million to support SickKids Foundation's research and efforts to find a cure. With over 1,700 children diagnosed with cancer annually in Canada, the challenge empowers individuals to make a meaningful impact and give kids the brighter futures they deserve. Fairstone is proud to support this initiative, inspiring Canadians to pedal toward a world without childhood cancer.



Fabian Meneses, Fairstone Branch Manager in Barrie, Ontario, cycles with the Great Cycle Challenge this August to raise funds for childhood cancer research.



London Pride Festival (Ontario)

Fairstone supports Pride London Festival, a not-for-profit organization dedicated to promoting diversity and equality. Through engaging, entertaining and educational events, Pride London fosters greater understanding and celebrates the vibrancy of our 2SLGBTQIA+ communities. We are honoured to contribute to this initiative, which unites individuals while championing inclusivity and respect.

“Generous donation and active participation in the Pride London Festival, like Fairstone's, are vital to creating a space where the queer community can feel safe and supported. It's through these acts of visibility and solidarity that we can make a real difference, and we are grateful for their continued commitment to standing with us in 2024.”

ROBYN HODGSON

President of the 2025 Board of Directors
London Pride Festival



Fairstone employees from the London District volunteered at the London Pride Festival, demonstrating our commitment to inclusion and support for the 2SLGBTQIA+ community.

Community Matters Month

Every September, Fairstone comes together to celebrate Community Matters Month, a dedicated initiative to foster engagement, teamwork and community impact through volunteerism.

This month-long campaign exemplifies our commitment to giving back and making a difference where we live and work. Guided by our three central pillars—Supporting our Communities, Empowering Women and Promoting Financial Literacy—Community Matters Month provides opportunities for employees to strengthen team bonds while contributing to meaningful causes. This year's campaign saw impressive engagement, with 754 participations across 165 planned activities, including 65 food drives and support for over 90 charities. Through collective action, Fairstone continues to empower communities, inspire change and create lasting positive impact.



..... **Yvonne Van Ryk**
2024 Community Hero Award
Recipient and Branch Manager,
Duncan, British Columbia

INTRODUCING THE COMMUNITY HERO AWARD

In 2024, we introduced the Community Hero Award as part of our annual Community Matters Month initiative, recognizing employees who demonstrate exceptional dedication to supporting their communities. This peer-nominated award celebrates the outstanding contributions our team members make throughout the year, exemplifying our commitment to creating positive social impact. The inaugural recipient, Yvonne Van Ryk, a Branch Manager from Duncan, British Columbia, was honoured for her remarkable efforts, including organizing food drives, mentoring local youth and fostering community engagement. This initiative underscores our dedication to empowering individuals and strengthening the communities where we live and work.

VOLUNTEER DAY

Fairstone encourages employees to make a difference by supporting their volunteering activities through the Fairstone Volunteer Program. This initiative allows permanent full-time and eligible part-time employees to receive a paid day each year to volunteer for a registered charity of their choice, focusing on our three CSR pillars. This activity can be planned during regular work hours and scheduled on a single day or distributed over multiple days. This feature offers more flexibility in scheduling their contribution and brings a higher participation rate to benefit our communities.

5,325
HOURS
of volunteer work
in 2024

Corporate Donations and Fundraising Campaigns

Fairstone corporately extends financial support to charitable organizations and community initiatives in the spirit of community and corporate responsibility.

Our commitment to foster meaningful change goes beyond responsible lending solutions; it encompasses a dedication to giving back and making an impactful and positive difference in our communities. Our corporate donation initiatives and fundraising campaigns highlight our mission to empower individuals, strengthen the link with our communities and create a brighter future for all.



RED CROSS PARTNERSHIP

In 2024, Fairstone continued its three-year, \$75,000 partnership with the Canadian Red Cross, reinforcing our commitment to making a lasting impact on the communities we serve. This collaboration highlights our dedication to supporting those in need and reflects our broader corporate social responsibility efforts. We look forward to developing our involvement with the Canadian Red Cross and working together to build stronger, more resilient communities across Canada.

DOUGLAS FOUNDATION

For the fourth consecutive year, Fairstone pledged a \$20,000 corporate donation to the Douglas Foundation to support an annual fundraising event promoting mental health awareness. This unique initiative invited the community to a captivating and colourful Bingo Night. Our corporate donation reflects our commitment to creating positive change in our communities by supporting mental health research and the Douglas Foundation's initiatives.

To create
a brighter
future for all.

\$75K

3-year partnership with
Canadian Red Cross

\$20K

donation to the
Douglas Foundation

\$80K

4-year commitment to
the Canadian Women's
Foundation's Economic
Development Program

\$246K

in employee and
corporate donations
for United Way

\$56K

fundraised
for Leucan

CANADIAN WOMEN'S FOUNDATION PARTNERSHIP

Diversity and gender equality are the cornerstones of our CSR strategy. We sincerely believe that diversity and gender equality are essential to any organization's health, productivity and success, both from an employee and organizational standpoint. Therefore, in 2024, Fairstone is continuing a four-year, \$80,000 commitment to the Canadian Women's Foundation's Economic Development Program and continues collaborating on initiatives to help women, girls and gender-diverse people escape poverty.

399
ANGEL DAYS
granted for
the 2024 UW
Campaign



FAIRSTONE'S UNITED WAY CAMPAIGN

In 2024, Fairstone's United Way Campaign exceeded expectations, showcasing the strength of collaboration and generosity across our organization. The campaign raised an impressive \$246,625 in donations, marking a 16% year-over-year increase. This success was fueled by innovative tactics, including branch and corporate office contests, peer-driven "Champions" engagement and exciting activities like the End-of-Campaign Big Bingo Bonanza, hosted by comedian JC Surette. Employees across all regions participated enthusiastically, inspired by live United Way speaker events, personalized outreach and leaderboards tracking weekly progress. Additional contributions were driven by Fairstone's Community Builders and Leader Donors, with matching programs and corporate gifts amplifying the impact.

In appreciation of our employees' generous participation in the campaign, Fairstone rewards those who contribute the equivalent of one hour's pay each month through payroll deductions with an Angel Day, granting them an extra day of planned time off. Since 2018, Fairstone has proudly given a total of 2,086 Angel Days to employees who actively participate in the United Way fundraising campaign.



Several courageous employees participated in the Shaved Head Challenge for Leucan.

2024 FAIRSTONE X LEUCAN CHALLENGE

The 2024 Fairstone Challenge in support of Leucan campaign has once again been touching, with our collective efforts and empathy making a lasting impact on the lives of children with cancer and their families. Key highlights include Fairstone employees fundraising an impressive \$43,590 for Leucan, demonstrating our collective strength and commitment to making a difference. To support this cause even more, Fairstone has contributed an additional \$12,500 to Leucan, for a total of \$56,090. For a second year, The Leucan Committee organized a memorable run in St-Jean-sur-Richelieu, Quebec, where employees, families and friends united in solidarity for the cause. Additionally, a record-breaking number of nine employees participated in the Shaved Head Challenge for Leucan, leaving a significant mark of their determination and implication.

MORE THAN

60

Employees participated in the 2024 Fairstone x Leucan Challenge

“It’s with emotion and pride that the Fairstone team has donated more than \$395,000 to Leucan over the past 9 years. This amount represents not only the recovery of some 30 children with cancer but also the assistance and support provided to their families. Beyond the money raised, we’re proud to see more and more employees getting involved in the challenge with their families to support this unique cause that is so close to our hearts. Year after year, the Fairstone family proves that alone, we go faster, but together, we go further.”

JEAN-MARC RICHARD

District Manager, Quebec Area and Leucan Ambassador at Fairstone



Financial Literacy Tools and Partnerships

Financial literacy is an essential part of empowering Canadians to make informed and responsible financial decisions.

Beyond offering tailored and responsible lending solutions, we have cultivated a variety of initiatives designed to empower individuals with the knowledge, tools and confidence needed to make informed financial decisions. Whether through in-person interactions at our branch locations or access to a wealth of resources online, we strive to equip both current and prospective borrowers with the information they need to navigate their financial journeys successfully.

In 2024, Fairstone expanded its efforts to provide accessible tools, resources and partnerships that support financial well-being and help individuals navigate their financial journeys confidently.

Here is a summary of our initiatives:

● Interactive Tools and Resources

- Fourteen free online loan calculators to explore options, calculate payments and make informed borrowing decisions.
- A series of articles, infographics and videos covering topics such as borrowing options, budget management and fraud prevention.
- Interactive quizzes to help users deepen their financial knowledge.

● Expanded Educational Content

- Published 319 new pieces of unique content (638 in English and French combined), supporting borrowers through their financial journey.
- Created 20 financial literacy videos on YouTube, with a total of 278,363 views.
- Financial literacy calculators and quizzes were viewed 281,690 times.

● Check Your Credit Score Day

- Hosted the second annual **Check Your Credit Score Day** on November 2, in partnership with Borrowell, ClearScore, Credit Karma, Equifax and Fig. This initiative encouraged Canadians to regularly monitor their credit health.

● Fraud Prevention and Senior Support

- Developed resources to help seniors avoid financial abuse, fraud and telemarketing scams.
- Information is available online under the Resources for Seniors tab or physically upon request.

● Personalized Support for Borrowers

- Free, personalized, no-obligation loan quotes with no impact on credit scores.
- Access to online account management for borrowers to oversee their loans and track progress proactively.

● Engagement and Outreach

- Provided financial literacy tools and tips on Fairstone.ca to help borrowers achieve their financial goals.
- Continued focus on supporting younger generations through education initiatives that promote budgeting, saving and financial planning skills.

By offering these tools and resources, we remain dedicated to fostering financial literacy and empowering Canadians to make confident and informed financial decisions.

PARTNERSHIP WITH JA CANADA

Since 2015, Fairstone has proudly partnered with JA Canada, the nation's largest youth business education organization, to empower students from grades 3 to 12 with essential financial and academic skills. This long-standing collaboration equips young Canadians with the confidence and knowledge needed for success in school, work and life. Reflecting our ongoing commitment, we renewed our annual \$50,000 agreement in 2024 to continue supporting JA Canada's educational mission and impactful programs nationwide.

This year, Fairstone once again proudly supported the Empowering Young Women event hosted by JA Canada on March 26. Aligned with our Corporate Social Responsibility pillar of Empowering Women, this inspiring initiative aimed to encourage young women to pursue their dreams and aspirations. By participating in this event, Fairstone reaffirmed its commitment to fostering confidence, ambition and opportunities for the next generation of female leaders.

Fairstone served as the presenting sponsor, contributing \$15,000 to the JA Quebec Gala at Marché Bonsecours in Montreal, celebrating achievements in youth education and empowerment. This important event, which celebrates the remarkable achievements of young entrepreneurs in the Student Business program, featured over 600 participants this year. During the gala, students who demonstrated outstanding entrepreneurial skills were awarded bursaries and internships, with the highlight being the competition for the coveted title of Company of the Year. Attendees had the opportunity to network with these young entrepreneurs, discovering their innovative projects and learning more about their journeys and aspirations.



OVER
20
VOLUNTEERS
participating in
JA programs

\$65K
total contributed
to JA activities

To encourage all Fairstone team members to engage with JA Canada programs, our permanent full-time and part-time employees, working at least 20 hours per week, can dedicate one working day per year to teaching in a JA Canada Program. This volunteer activity can be scheduled during regular work hours, whether on a single day or scattered over multiple days, for up to a maximum of 7.5 hours. This flexibility allows us to drive further positive change with the next generation.

With over 20 Fairstone volunteers participating in JA programs in 2024, we have reached many students across Canada, aiming to enhance financial acumen from an early age and equip the next generation with essential skills for their future.



"Volunteering for JA Québec has been incredibly rewarding. In five years, I've been able to empower the next generation and help them make informed financial decisions. Interacting with the children and seeing them understand and apply the concepts has given me great personal satisfaction. Being part of JA Québec is inspiring and motivating, and it helps me grow by applying my knowledge and connecting with people who are passionate about education and community service."

BRYAN KHAN

Senior Account Manager, Retail Financing,
and Volunteer at JA Canada

FINANCIAL LITERACY MONTH

During the month of November, recognized as Financial Literacy Month all over Canada, Fairstone celebrated another impactful campaign dedicated to one of our key corporate social responsibility pillars: Promoting Financial Literacy. Acknowledging that financial literacy is the cornerstone of financial health, Fairstone also offers a wide range of resources yearly to enhance Canadians' financial knowledge and support informed decision-making. We work with partners like Sun Life Financial and JA Canada throughout the year to empower our employees, customers and communities to develop financial knowledge. Specifically, during the month of November, we offer additional resources and activities to support financial literacy. This year, our engagement included notable initiatives such as Check Your Credit Score Day on November 2, Sun Life Webinars and Volunteer Recruitment for JA Canada.

In November 2024, Fairstone celebrated Financial Literacy Month by promoting its second annual Check Your Credit Score Day on November 2, reaffirming its commitment to the financial well-being of Canadians. Partnering with organizations like Borrowell, ClearScore, Credit Karma, Equifax and Fig, Fairstone encouraged Canadians to regularly review their credit reports to detect fraud, ensure accuracy and improve their financial health. This initiative highlighted the importance of credit monitoring as a tool for fostering financial awareness, empowering Canadians to make informed decisions and unlocking better financial opportunities.



Acknowledging that financial literacy is the cornerstone of financial health, Fairstone also offers a wide range of resources yearly to enhance Canadians' financial knowledge and support informed decision-making.

Protecting our Shared Value

Effective Corporate ESG Governance Mechanisms

Protecting our Customer Data

Cybersecurity is Everyone's Responsibility

Risk Management

Ethical Conduct

At the core of our ESG strategy lies the commitment to strong governance and risk management, which serve as the foundation of our success and resilience in an ever-changing business landscape.

Responsible governance is not only integral to our ability to navigate complex challenges with transparency and integrity but also key to building trust and driving sustainable growth.

Our governance framework is built on the collaboration of our Board of Directors, senior leadership, and stakeholders, ensuring alignment with the highest ethical standards and regulatory practices. ESG criteria and risks are embedded in all our activities, guiding us toward decisions that create long-term value and positive societal impact. Over the past few years, we have strengthened our ESG practices to reflect our commitment to integrity, trust and honesty in every aspect of our business.

By fostering a culture of ethical conduct, robust risk management, information security and data privacy, we aim to meet the evolving needs of society while promoting compliance and accountability. In all that we do, we focus on shaping a governance model that balances purpose and performance, ensuring a brighter, more sustainable future for all.



Effective Corporate ESG Governance Mechanisms

Underpinned by a robust system of governance, our organizational structure is meticulously designed to prioritize and successfully execute strategic Environmental, Social and Governance initiatives.

Fairstone's structure ensures that our commitment to Environmental, Social and Governance (ESG) responsibilities is woven into the very fabric of our operations, driving sustainable and ethical practices. Additionally, to address stakeholder expectations, we have put in place an efficient decision-making process and oversight structure.

● Our Board of Directors

plays a pivotal and proactive role in defining and championing our ESG strategy and the corresponding governance framework. Recognizing the importance of ESG factors in shaping our business's long-term success and sustainability for our business, the Board prioritizes the related strategy.

Our commitment is evident through the mandate of the Conduct Review and Governance Committee of the Board, which includes ESG oversight. The ESG strategy along with its associated targets are approved by the Board.

Moreover, the Board oversees our overall risk exposure, including managing and mitigating ESG-related risks. To ensure transparency and accountability, the Executive Management Committee regularly reports to the Board's Conduct Review and Governance Committee on the progress of ESG initiatives, both annually and on an ad hoc basis, as relevant issues arise.

● The Conduct Review and Governance Committee

oversees the execution of the ESG strategy and roadmap.

● The Executive Management Committee

is headed by our CEO and includes all the members of our Executive Management Team. Our Executive Management Committee is primarily responsible for defining the ESG strategy and roadmap. It is also responsible for providing oversight and accountability over ESG practices and reports on ESG matters to the Board's Conduct Review and Governance Committee on progress against strategy on an annual basis.

● The Disclosure Committee

plays a key role in our communication efforts, tasked with diligently overseeing the preparation of ESG disclosures and communications, assuring accuracy, consistency and compliance with our established standards and guidelines.

● The ESG Working Group

is a collaborative, cross-functional team of vice presidents and senior managers dedicated to the effective execution of our company's ESG strategy. It plays an essential role in supporting the Executive Management Committee, ensuring that our organization conducts its operations in a manner that not only adheres to our ESG commitments but also fosters the creation and maintenance of long-term shared value for our employees, customers, and the communities in which we operate.

Empowering our Employees

Supporting our Customers' Growth

Building Alongside the Communities we Serve

Protecting our Shared Value

Reducing our Operational Impact

Shareholders

Board of Directors

Audit Committee

Financial Reporting, Finance Function
Internal Audit, Financial Controls

Conduct Review and Governance Committee

Board Effectiveness, Governance Conflicts of Interest, Consumer Protection

Risk Committee

Regulatory Compliance Mgmt.
Enterprise Risk Mgmt., Operational Risk Mgmt.

Executive and Compensation Committee

Executive Compensation and Succession Planning

Risk Management Committee

Executive Management Committee

Asset & Liability Committee

Business Line Committees

Pricing Committee

Information Security Council

Disclosure Committee

Pension Committee

ESG Working Group

The **ESG Working Group** periodically review and adapt its mandate to reflect changes in the Company's business environment, corporate governance structure, relevant ESG standards, the location of the Company's business and the adoption and implementation of applicable laws and policies.

Oversee and monitor the ESG strategy implementation

Support with the socialization of the ESG strategy within the Company

Receive updates from business units and functional management and collect and track performance of KPIs

Provide updates to the Disclosure Committee and Executive Management Committee and Board, where relevant, with respect to ESG matters

Prepare the ESG report

Any additional ESG matters delegated to the Working Group by the Board

Protecting our Customer Data

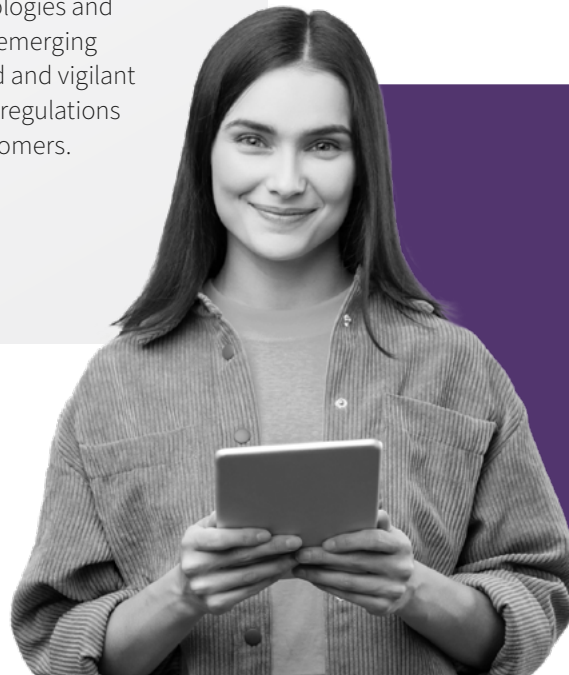
At Fairstone, our commitment to customer data protection is essential to our purpose to provide financial services with integrity, transparency and trust.

We recognize that safeguarding the personal and financial information entrusted to us by our customers is not only a legal obligation but also a fundamental ethical responsibility. Our robust data protection policies and practices adhere to the highest industry standards, maintaining the confidentiality, integrity and availability of customer data. We continuously invest in advanced cybersecurity measures, encryption technologies and regular security audits to fortify our defences against emerging threats. Furthermore, our dedicated teams are trained and vigilant in maintaining strict compliance with data protection regulations to guarantee the privacy and rights of our valued customers.

CHIEF PRIVACY OFFICER

The Chief Privacy Officer (CPO) at Fairstone plays a pivotal role in upholding our commitment to safeguarding customer personal information and maintaining the highest privacy standards. While overseeing our privacy program, the CPO ensures that our practices adhere to all relevant privacy regulations and industry best practices. This includes overseeing privacy governance policies, conducting privacy impact assessments, managing personal information requests from consumers and collaborating closely with cross-functional teams to integrate privacy

considerations into our products and services. Furthermore, the CPO serves as a point of contact for both customers and regulatory authorities on privacy-related matters, fostering transparency and accountability in our data processing activities. By continuously monitoring and adapting to evolving privacy landscapes, Fairstone aims to maintain the trust and confidence of our customers while enabling responsible data-driven decision-making across the organization.



Integrity
Transparency
Trust

DATA PRIVACY IN ACTION: STRENGTHENING OF FRAMEWORK

At Fairstone, protecting customer privacy remains a top priority, and our policies and practices are designed to comply with federal and provincial privacy legislation, including PIPEDA and Quebec's Law 25.

In 2024, we continued to enhance our framework to align with the new regulations introduced under Law 25, which set higher personal data protection standards for businesses operating in Quebec. Law 25 requires businesses to obtain and manage customer consent for collecting, using, storing and sharing personal information, emphasizing transparency and accountability. To meet these standards, Fairstone has implemented tailored processes for electronic, in-person and phone applications, ensuring consent is obtained and documented appropriately for all channels. These updates underscore our dedication to regulatory compliance and our customers' trust by safeguarding personal information at every touchpoint.

As we adapt to evolving regulations, our updated Privacy Statement continues to provide clarity on how we collect, use and protect personal data, empowering customers to make informed choices about their information.

Moreover, through rigorous standards and collaboration with third-party providers, we are committed to upholding privacy and confidentiality across all operations.



Therefore, when we enlist the services of third-party providers to process personal information on our behalf, we adhere to stringent guidelines:

We disclose only the necessary information needed for the service.

We mandate that these providers safeguard the information in accordance with all relevant laws and regulations.

We insist on immediate notification from them in the event of any actual or suspected privacy breaches. This collaborative approach enables us to swiftly address, rectify, and, when necessary, report such incidents.

At Fairstone,
protecting customer
privacy is a top
priority.

Cybersecurity is Everyone's Responsibility

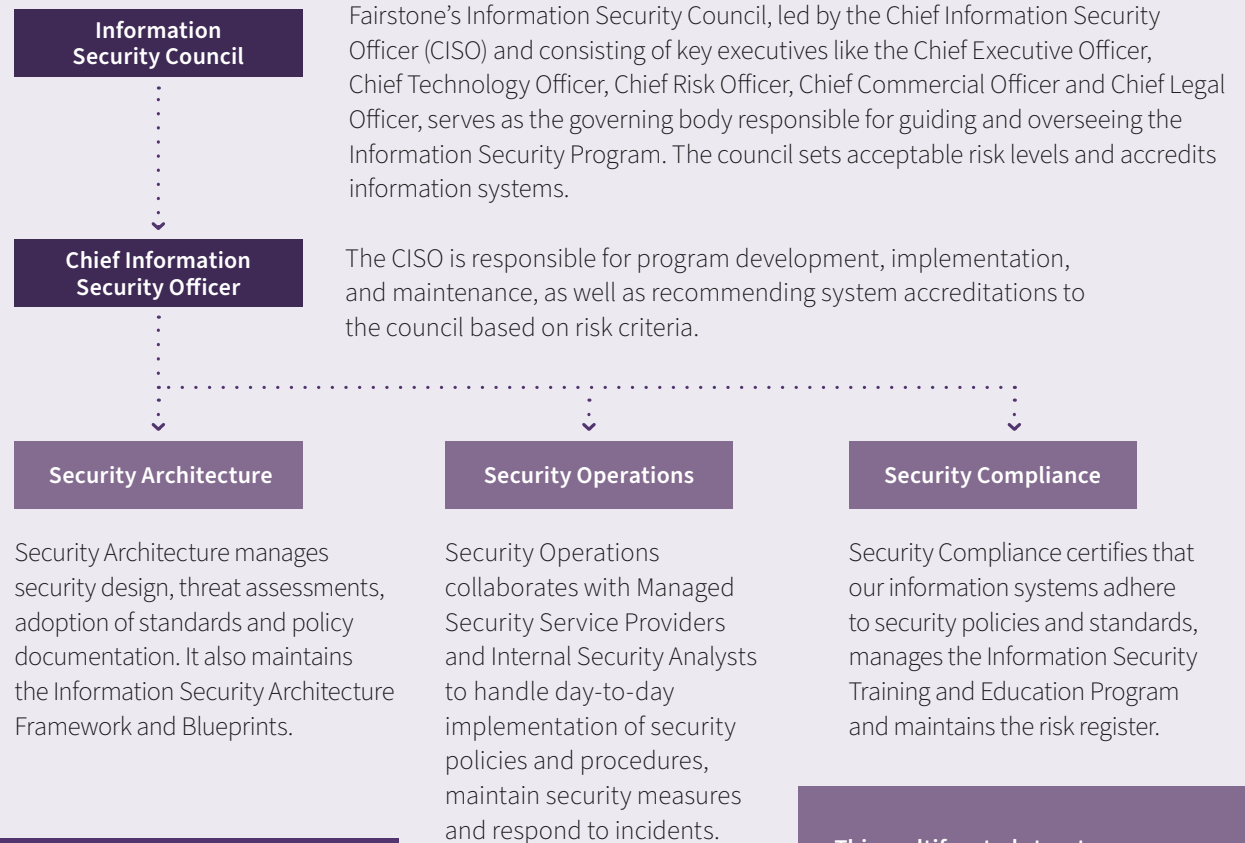
Cybersecurity attacks threaten companies in all industries worldwide, leading to an accentuated risk of business interruptions, financial loss, data theft, litigation and reputational damage.

At Fairstone, we take information security seriously and uphold the highest standards to protect our organization, people and clients. We are invested in equipping our employees to tackle all potential threats, bolstering our security, educating our stakeholders and collaborating with authorities and academia to counter these risks. This involves investing in cyber tech, promoting awareness and leveraging emerging technologies.

Fairstone employees constitute the organization's final barrier in safeguarding both its integrity and network. Accordingly, we ensure all employees understand their role in overcoming security challenges and are empowered to consistently make informed decisions.

To that end, various annual initiatives have taken place during the year, including a cyber crisis tabletop exercise and the implementation of a thorough program focusing on enhancing our awareness of phishing attacks.

CORPORATE CYBERSECURITY GOVERNANCE



This multifaceted structure ensures robust information security governance and implementation across the organization.

91%

of our employees completed cybersecurity training, further bolstering our collective defence against evolving threats.

Risk Management

As a company offering financial services, our primary focus revolves around effectively handling risks to optimize value for our shareholders, clients, employees and communities.

Risk management is a fundamental skill set within our organization, deeply embedded in our culture and our approach to decision-making.

Fairstone's Enterprise Risk Management Framework (ERMF) reinforces our risk culture, promoting a common understanding amongst stakeholders of how we manage risk in each of the following areas:

Risk Culture

Risk Inventory

Risk Appetite

Governance and Organization

Program Objectives

MANAGING RISK PROACTIVELY: THE ENTERPRISE-WIDE RISK APPETITE FRAMEWORK

Understanding that developing and communicating our enterprise risk appetite is vital for fostering a strong risk culture, Fairstone's Risk Appetite Statement (RAS) aligns with the enterprise-wide Risk Appetite Framework (RAF). The RAS is developed collaboratively by the board and senior management and serves as a guideline for the risks we are willing to assume, supported by quantitative and qualitative measures with clear limits. The board approves the RAS, senior management ensures its adherence and the risk management team provides regular reports on its effectiveness and compliance, helping us operate within established risk boundaries. The RAS is implemented at both the group and individual entity levels, with thresholds and Key Risk Indicators (KRIs) providing early warning signs.



CORPORATE RISK MANAGEMENT PRINCIPLES

The following enterprise-wide corporate principles set the tone for the foundational behaviors and values that drive how we manage risk.

The company :

- Only takes understandable and manageable risks
- Balances risk and reward for sustainable growth
- Offers value-driven products and services to enhance customer loyalty and business growth
- Maintains an effective and efficient control environment

We firmly believe that addressing climate risk is responsible and essential for the long-term resilience of our operations.

FAIRSTONE'S OVERALL RISK MANAGEMENT PHILOSOPHY IS TO:



Identify and quantify the principal risks we face to determine the level of risk we are willing to operate within, aligning with overall risk appetite, risk capacity and risk profile.



Develop and implement risk management strategies designed to meet our objectives.



Continuously monitor and regularly report on the principal risks under management.



Support a strong risk culture through risk management programs that ensure the attitudes and behaviours related to risk awareness, risk taking and risk management influence the decisions of management and employees during day-to-day activities.

ADVANCING CLIMATE RISK INTEGRATION IN FAIRSTONE'S SUSTAINABILITY AGENDA

Since integrating climate risk into our comprehensive Risk Management Framework in 2023, Fairstone has continued to enhance its approach to understanding and mitigating environmental impacts. This integration reflects the importance of sustainability and ethical considerations in environmental, social and governance (ESG) factors and underscores our commitment to addressing climate transition risks and advancing carbon reduction initiatives in partnership with our vendors. In 2024, we built on this foundation by monitoring the impact of climate-related events—such as floods and fires—within our Operational Risk Management programs and incorporating climate risk stress scenarios into our annual Internal Capital Adequacy Assessment Process (ICAAP). Fairstone is also actively preparing for the OSFI-prescribed Standardized Climate Scenario Exercise (SCSE), set for submission in the first quarter of 2025.

BUILDING A CULTURE OF RISK AWARENESS: INAUGURAL RISK AWARENESS WEEK

At Fairstone, fostering a culture of risk awareness and accountability is essential to our operational resilience and ability to serve customers and stakeholders effectively. This commitment was highlighted through our inaugural Risk Awareness Week (RAW), a global initiative celebrating the impact of informed risk management on organizational success. Throughout the week, employees participated in discussions to deepen their understanding of effective risk management practices and how "risk" intersects with daily responsibilities. This initiative aligns with Fairstone's Strategic Pillar of Responsible Governance, reinforcing our dedication to a secure and resilient environment as we continue to strengthen our practices.

Ethical Conduct

At Fairstone, we take great pride in our commitment to ethical business practices, ensuring we do what is right for our partners, customers and employees.

In conjunction with our Code of Conduct, our values and leadership principles serve as the compass guiding our actions in all facets of our work, from serving customers to collaborating with colleagues to engaging with communities. This Code establishes the baseline for expected behavior and, to uphold its principles, all employees and contract workers undergo mandatory compliance training and reaffirm their pledge to it annually. This year, we also conducted a thorough review of the Code to ensure it remains relevant and reflective of our evolving standards and commitments.

In addition to this foundational commitment, both new hires and existing employees are required to complete 120 minutes of essential training each year, covering areas such as anti-money laundering, anti-terrorist financing, privacy and cyber security. Notably, in 2024, we achieved a 97% completion rate for our compliance trainings, underscoring our dedication to staying informed and vigilant in safeguarding sensitive information.

In 2024,
we achieved a **97%**
completion rate
for our compliance
trainings

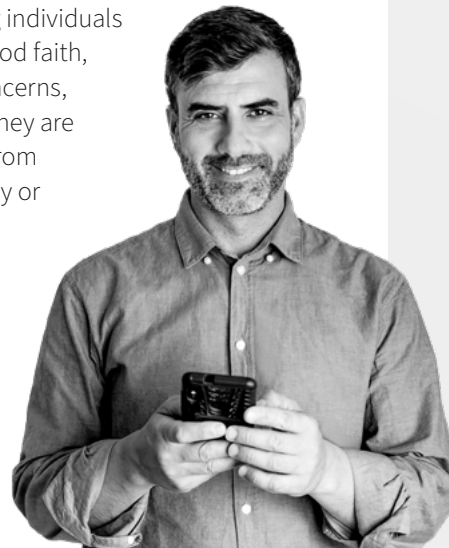
120
MINUTES
of essential
training
each year



ENSURING ACCOUNTABILITY: FAIRSTONE'S REPORTING MECHANISM

Fairstone values open and honest communication, emphasizing the importance of promptly addressing employee concerns and fostering a positive workplace. Through an open-door policy, employees are encouraged to engage with their managers, higher-level supervisors or Human Resources to discuss ideas or issues. This policy ensures the swift handling of suggestions and complaints, facilitating improvements based on employee input and promoting a shared understanding of policies and procedures. Initial concerns are typically resolved with immediate supervisors, but if needed, employees can escalate matters to higher management or Human Resources. Fairstone's commitment lies in attentively listening to concerns and diligently seeking suitable solutions at every level of the organization.

Fairstone also has a well-established and well-promoted Whistleblower Policy and a secure and confidential whistleblowing hotline designed to provide a confidential channel for reporting inappropriate actions, including violations of our Code of Conduct, company policies, applicable law and regulations, including those related to financial misconduct and consumer protection by employees, contractors, and applicable service providers. We encourage the timely and transparent communication of alleged wrongdoing, ensuring that they are thoroughly investigated, escalated as necessary, appropriately addressed, and reported to executive management following a comprehensive inquiry. Importantly, we are committed to protecting individuals who, in good faith, report concerns, ensuring they are shielded from disciplinary or retaliatory actions.



VOLUNTARY CODES OF CONDUCT AND PUBLIC COMMITMENTS

To safeguard our customers' rights, we have voluntarily adopted several non-legislated commitments known as Voluntary Codes of Conduct and Public Commitments. These guidelines set forth the high standards and level of service consumers can expect when engaging in business with us.

Voluntary Codes of Conduct

- For the Credit and Debit Card Industry in Canada
- For the Delivery of Banking Services to Seniors
- Mortgage Prepayment Information
- Authorized Insurance Activities (Canadian Bankers Association)
- Principles of Consumer Protection for Electronic Commerce

Public Commitments

- Commitment on Modification or Replacement of Existing Products or Services
- Commitment to Provide Information on Mortgage Security
- Commitment on Powers of Attorney and Joint Accounts
- Mastercard Zero Liability
- Plain Language Mortgage Documents

Our customers can access these documents on [FairstoneBank.ca](https://www.fairstonebank.ca) and [Fairstone.ca](https://www.fairstone.ca). The voluntary codes of conduct and public commitments applicable to Fairstone are also available at our branch locations.

COMPLAINT MANAGEMENT: LISTENING AND RESPONDING TO OUR CUSTOMERS

At Fairstone, we value our customers' feedback and remain committed to providing clear, efficient and effective avenues to address any concerns. Our robust complaint handling procedure, accessible on our website, ensures transparency and empowers customers to resolve their issues with ease. This process reflects our dedication to continuously improving our products and services while maintaining trust and satisfaction among our customers.



Initial Contact

Begin by reaching out to our Customer Care Center for direct assistance.

Escalation

If your issue remains unsolved, escalate it by contacting the management team at the Customer Care Centre.

Further Escalation

Should you wish to escalate further, contact our Commissioner of Complaints.

External Resolution

For unresolved issues, OBSI is available for further escalation, OBSI is an external complaints body which oversees financial institutions in Canada to help resolve consumer-related issues.

In 2024, Fairstone's Commissioner reviewed a total of 21 complaints, with 6 resolved, 15 closed and 0 ongoing. These insights drive us to continually refine our processes and deliver better outcomes for our customers.



Reducing our Operational Impact

Operational Carbon Footprint

At Fairstone, we are committed to reducing our operational, environmental and social impacts while maintaining the highest standards of corporate governance.

We believe that the decisions and actions we take today are crucial to securing our long-term success, supporting the well-being of the communities we serve and ensuring the preservation of our planet for the next generations. By reimagining our spaces, operations and activities, we see both a responsibility and an opportunity to drive energy conservation, improve efficiencies and reduce our environmental impact. Aware of our critical role at this pivotal moment, we are dedicated to advancing sustainability across our operations. The steps we take now are an investment in creating healthier, more prosperous communities for tomorrow.



Operational Carbon Footprint

Climate change is one of the most significant challenges of our time and we recognize the responsibility we hold for future generations. It has drawn our attention to its risks, economic costs, and the critical role the financial sector plays in addressing these issues. Embracing our role in the larger community, we are committed to minimizing our environmental footprint, reducing greenhouse gas (GHG) emissions and energy consumption and improving waste management as a part of our ESG journey.

In 2021, we initiated our ESG journey by conducting a comprehensive baseline assessment of Scope 1 and 2 GHG emissions, gaining insights into our current operational impact. Since then, we have been monitoring our emission levels and deploying additional measures to ensure the reduction of our environmental impact. We firmly believe that organizations effectively managing their ESG risks are better positioned to adapt to changing regulations and societal expectations, ultimately ensuring long-term success.

When comparing our operational GHG emissions for 2023 and 2024, we observed a slight decrease in total emissions, from 2,823 in 2023 to 2,770 in 2024. This reduction can be attributed to the retirement of our fleet of 50 vehicles on September 30, 2023, which had contributed to a rise in emissions in previous years.

SCOPE AND METHODOLOGY

Our carbon footprint assessment includes tracking our operational Scope 1 and 2 emissions, which specifically target direct greenhouse gas emissions arising from sources owned or controlled by Fairstone. This encompasses emissions generated through processes like combustion in our owned or controlled heaters, furnaces and vehicles, as well as emissions associated with the consumption of purchased electricity, heating and cooling within our facilities.

With a vast network comprising over 255 locations across Canada, we have implemented an efficient and comprehensive accounting method to monitor all Scope 1 and 2 GHG emissions. We have adopted a methodology based on provincial Canadian proxies to account for GHG emissions linked to our branches and corporate offices. We have also adapted our accounting strategy with the retiring of our fleet of 50 vehicles on September 30.

Specifically, we utilize energy intensity data for surface area from Natural Resources Canada (NRCAN), tailored explicitly to office spaces within the commercial/institutional sector, to quantify our stationary and electricity-related carbon footprint. Since 2021, our GHG emissions calculations have adhered to the Greenhouse Gas Protocol methodology, ensuring robust and consistent reporting practices.

We are actively exploring methods to measure and report on our Scope 3 emissions as part of our ongoing commitment to environmental transparency. We anticipate disclosing our Scope 3 performance in future reporting cycles, further advancing our commitment to reduce our operational impact.

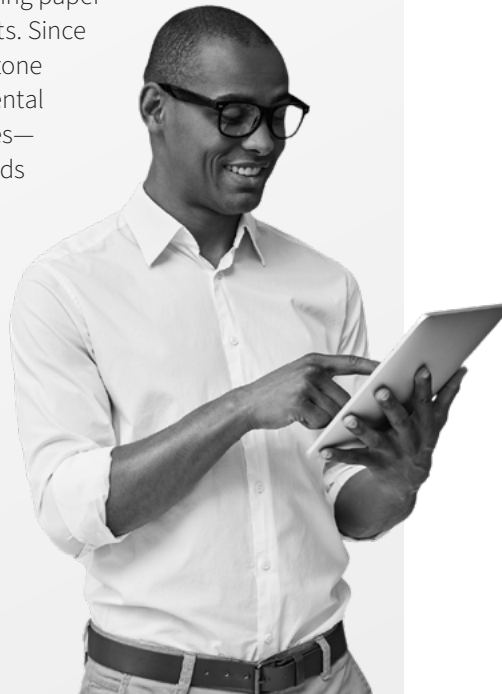
GHG Inventory for Years 2022-2024⁹ (in tCO₂e)

Total GHG emissions	2024	2023	2022
Scope 1	1,802	1,840	1,707
Scope 2	967	983	901
Total operational GHG emissions	2,770	2,823	2,607

⁹ Data from 2019 were preferred to the latest available data (2020) for conservative purposes to avoid an underestimation of energy consumption due to the COVID-19 pandemic. Fairstone will update the data energy intensity data once NRCAN data catches up with non-pandemic consumption patterns or has access to internal activity data.

REDUCING PAPER USAGE

Paper waste is a significant environmental concern, especially within the financial services sector, where documentation and record-keeping have traditionally heavily relied on this resource. At Fairstone, we are committed to minimizing our paper consumption by promoting eco-friendly options for our customers and our operations. We encourage our customers to embrace paperless banking methods, offering convenient alternatives such as telephone and online transactions, online account management, e-statement options, and electronic signatures. DCM, our supplier for statements and letters, actively participates in the PrintReleaf program, dedicated to offsetting paper consumption through reforestation efforts. Since joining PrintReleaf in October 2023, Fairstone Bank has further advanced its environmental impact by reforesting 1,240 standard trees—offsetting the equivalent of 103,082 pounds of paper consumption. Furthermore, Fairstone shredded and recycled 200.56 metric tons of paper, resulting in numerous ESG benefits, including avoiding 1,041.29 metric tons of CO₂ equivalent emissions. By collectively adopting these sustainable practices and making significant efforts to reduce our paper consumption, we not only streamline our operations but also substantially reduce paper waste, demonstrating our commitment to environmental stewardship and responsible banking.



GREEN OFFICE BUILDINGS

At our primary corporate offices, we are proud to be situated in environmentally conscious buildings, all of which have achieved respected certifications. In Montreal, our office space retains the BOMA Silver and WiredScore Gold certifications, while our Toronto office shines with BOMA BEST Gold, BOMA Certificate of Excellence, and LEED Gold certifications. Operating within green-certified buildings not only underlines our commitment to sustainability but also provides us with an exceptional platform to enhance energy efficiency, contributing significantly to global environmental goals. We actively promote awareness of responsible energy and waste management practices by collaborating closely with building management, fostering a strong culture of environmental stewardship among our employees. With motion sensor lighting, temperature-controlled environments and water reduction systems, these spaces exemplify our dedication to sustainable operations.

FLEXIBLE WORK MODEL AND REDUCTION OF BUSINESS TRAVEL

Our hybrid work model has empowered our corporate employees to work remotely for up to two days per week. Beyond the convenience and flexibility this option provides, it also reduces our environmental footprint and fosters a culture of environmental responsibility throughout our organization.

As we strategically are investing in equipping our office meeting spaces with videoconferencing capabilities, our approach to business travel also continues to evolve. We significantly curtailed the need for employees to embark on extensive journeys for meetings and conferences, resulting in cost savings and remarkable environmental benefits. We jointly retired our fleet of approximately 50 vehicles, making a stride in reducing our fuel consumption. Together, these measures demonstrate our will to reduce our environmental impact and drive sustainability even further. By leveraging technology and embracing a flexible work culture, we prove that we can drive meaningful change in our environmental footprint while maintaining our commitment to business excellence.

Appendices

SASB DATA TABLE (CONSUMER FINANCE)

CUSTOMER PRIVACY		
SASB CODE	METRIC	RESPONSE
FN-CF-220a.1	Account holders whose information is used for secondary purposes	Fairstone does not disclose the number of account holders whose information is used for secondary purposes. Please refer to Fairstone's Privacy Statement for more information on how customer privacy is protected at Fairstone Bank and Fairstone Financial .
FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Fairstone does not disclose this information. In the normal course of business, Fairstone and its subsidiaries are involved in various claims relating, among other matters, to loan portfolios and supplier agreements, including court proceedings, investigations or claims of a regulatory nature, class actions or other various types of legal remedies. However, Fairstone does not believe that any proceedings it is involved in could have a material negative impact on its consolidated financial position.

TCFD CONTENT INDEX

Fairstone is committed to aligning its climate related practices to the Task Force for Climate-related Financial Disclosures (TCFD) recommendations. From 2021 through 2024, Fairstone measured and reported on scope 1 and 2 greenhouse gas (GHG) emissions based on the Greenhouse Gas Protocol. This initiative served as a first step to baseline Fairstone's GHG emissions. Over the next year, Fairstone will assess readiness to disclose in line with the TCFD recommendations in future reporting years.

SASB CONTENT INDEX

Fairstone is dedicated to transparency and clarity in its ESG disclosures. We are driven to give our stakeholders insightful reporting on material ESG metrics. Fairstone has reported on the recommended metrics within the SASB Industry Standards: Consumer Finance. While our business aligns with this industry, not all metrics are relevant to our operations, and additional data will be collected in the future. We will continue to evaluate all relevant metrics on a recurring basis to give our stakeholders a thorough disclosure.

SELLING PRACTICES		
SASB CODE	METRIC	RESPONSE
FN-CF-270a.1	Total remuneration for covered employees that is variable and linked to the number of products and services sold	Fairstone has processes in place to ensure that variable remuneration and associated targets do not promote predatory selling practices.
FN-CF-270a.2	Approval rate for (i) Credit, (ii) Prepaid products for applicants with FICO scores above and below 660	APR is assigned at the Product and Credit risk level for the customer. Due to the confidential nature of the metric, Fairstone does not disclose the average APR by lending product, average age of accounts, or average number of trade lines.
FN-CF-270a.3	Average fees from add-on products (i) Average APR, (ii) Average age of accounts, (iii) average number of trade lines, (iv) Average annual fees for pre-paid products, for customers with FICO scores above and below 660	
FN-CF-270a.4	Complaints filed with the Consumer Financial Protection Bureau (CFPB): (i) Percentage with monetary or nonmonetary relief, (ii) Percentage disputed by consumer, (iii) Percentage that resulted in investigation by the CFPB	<p>Fairstone reports on complaints escalated to the Ombudsman for Banking Services and Investments (OBSI). In 2024, the Bank had 36 complaints escalated to OBSI.</p> <p>(i) OBSI recommended monetary or non-monetary relief on 7 complaints (19.4%).</p> <p>(ii) Fairstone does not currently collect this information.</p> <p>(iii) In 2024, the percentage of complaints investigated by the OBSI where the resolution differed from the Fairstone Commissioner of Complaints was 2.8%.</p>
FN-CF-270a.5	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	In 2024, the Bank had not received complaints from the Financial Consumer Agency of Canada (FCAC), no instances of litigation dealing with irresponsible marketing, and no monetary value at risk due to lack of responsible marketing.

DATA SECURITY		
SASB CODE	METRIC	RESPONSE
FN-CF-230a.1	Number of data breaches (i) Involving personally identifiable information (PII), (ii) Account holders affected	Fairstone has not encountered any cyber security breaches and has not incurred any costs related to remediating such cyber events.
FN-CF-230a.2	Card-related fraud losses from (i) Card-not present fraud, (ii) Card-present and other fraud	Fairstone does not disclose card-related fraud losses. Please refer to Fairstone's Fraud Prevention Resources for more information on how customers can protect their information from financial fraud on Fairstone Financial .
FN-CF-230a.3	Description of approach to identifying and addressing data security risks	Please refer to Fairstone's Privacy Statement for more information on how customer privacy is protected at Fairstone Bank and Fairstone Financial .
CONSUMER FINANCE: ACTIVITY METRICS		
SASB CODE	METRIC	RESPONSE
FN-CF-000.A	Number of unique consumers with an active credit card account, prepaid debit card account	1,311,499 represents the total number of unique customers with an open credit card balance.
FN-CF-000.B	Number of credit card accounts, prepaid debit card accounts	1,317,781 represents the total number of active credit card accounts affiliated with the cardholders above.

Additional Data Tables

EMPOWERING OUR EMPLOYEES

DIVERSITY, EQUITY, AND INCLUSION

PAGES 15 TO 17

Representation of employees by generation

Percentage of Generation X	32.4%
Percentage of Millennials	44.4%
Percentage of Baby-Boomers	6.6%
Percentage of Generation Z	16.6%

Representation of cultural communities and underrepresented groups

Percentage of white employees	51%
Percentage of Middle Eastern employees	11%
Percentage of South Asian employees	11%
Percentage of black employees	7%
Percentage of East/Southeast Asian employees	4%
Percentage of Indigenous employees	4%
Percentage of Latino employees	2%
Percentage of employees identifying to another race category	10%
Percentage of employees who prefer not to say	7%

Percentage of employees who completed our DEI Learning Experience trainings

91%

Total number of employees

Percentage of men	36.9%
Percentage of women	63%
Not declared	0.1%

Representation of women

Percentage in middle managers/senior professional occupations	36%
Percentage in senior management/C-Suite positions	44%
Percentage as Board of Directors	17%

Participation of women in leadership programs

Percentage of participants who were women	56%
Percentage of mentors who were women	62.5%

EMPLOYEE ENGAGEMENT

PAGE 18

Employee engagement survey participation rate

92%

Employee engagement score

76%

EMPOWERING OUR EMPLOYEES

EMPLOYEE ATTRACTION AND RETENTION PROGRAM AND BENEFITS PAGE 21

Number of recognition messages were sent through Altitude, our recognition platform **7,497**

EMPLOYEE TRAINING PROGRAMS AND PERFORMANCE MANAGEMENT PAGES 22 TO 24

Number of courses completed by our employees in 2024 **49,880**

Number of training hours completed by our employees in 2024 **21,760**

Number of trainees who completed the StarPath program **31**

Number of trainees who participated in the Director Development Program **12**

Number of employees who benefited from Fairstone's tuition reimbursement program **16**

Total number of employees who received a performance review **1,562**

Percentage of employees who completed a performance review **93%**

EMPLOYEE WELL- BEING PAGE 25

Number of Wellness Days taken by employees **8,420**

Number of virtual visits processed through Dialogue **1,130**

SUPPORTING OUR CUSTOMERS' GROWTH

CUSTOMER BENEFITS PAGE 27

Lending customers

Percentage of customer satisfaction **98.5%**

Net promoter score **39**

Number of surveys completed **4,513**

Credit Card Holders

Percentage of customer satisfaction **78%**

Net promoter score **8**

Number of surveys completed **3,029**

Retail Financing Customers

Percentage of customer satisfaction **79%**

Net promoter score **40**

Number of surveys completed **17,619**

CUSTOMER SUPPORT PROGRAMS PAGES 29-30

Percentage of customers with improved credit scores **44%**

Number of customers benefited from customer support programs **79,693**

DIGITAL LENDING PAGES 31-32

Percentage of digitally closed loans **85%**

Percentage of retail financing e-statement adoption **78%**

Percentage of credit cards e-statement adoption **46%**

BUILDING ALONGSIDE THE COMMUNITIES WE SERVE

COMMUNITY SPONSORSHIPS

PAGE 36 TO 39

Number of organizations sponsored by Fairstone branches 32

Amount invested in community sponsorships \$75,000

Community Matters Month

Number of participating employees 754

Number of charities supported 90

Food drives organized nationwide to combat hunger in our communities 65

CORPORATE DONATIONS AND FUNDRAISING CAMPAIGN

PAGES 40 TO 42

Total amount of corporate donations

Douglas Foundation \$20,000

Canadian Red Cross \$25,000

Canadian Women's Foundation \$20,000

Amount of donations raised for United Way (employees and Fairstone) \$246,625

Angel Days offered to employees who participated in the United Way fundraiser since 2018 2,086

Amount of donations raised for Leucan (employees and Fairstone) \$56,090

Number of employees who participated in Leucan 60

FINANCIAL LITERACY TOOLS AND PARTNERSHIPS

PAGE 43 AND 44

Number of online loan calculators 14

Number of blogs on Fairstone.ca about financial literacy 189

Number of employees volunteering in JA Programs 20

Amount donated to JA Canada \$65,000

PROTECTING OUR SHARED VALUE

CYBERSECURITY IS EVERYONE'S RESPONSIBILITY

PAGE 51

Percentage of employees who completed the training on cybersecurity 91%

ETHICAL CONDUCT

PAGE 54

Percentage of employees who completed the training on compliance 97%

Number of minutes of essential compliance training each year 120

REDUCING OUR OPERATIONAL IMPACT

OPERATIONAL CARBON FOOTPRINT

PAGE 58

Total GHG emissions in 2024 2,770 tCO₂e

Scope 1 GHG emissions 1,802 tCO₂e

Scope 2 GHG emission 967 tCO₂e

Total GHG emissions in 2023 2,823 tCO₂e

Scope 1 GHG emissions 1,840 tCO₂e

Scope 2 GHG emission 983 tCO₂e

Total GHG emissions in 2022 2,607 tCO₂e

Scope 1 GHG emissions 1,707 tCO₂e

Scope 2 GHG emission 901 tCO₂e

Questions or comments regarding our ESG approach are welcome at:
media@fairstone.ca

