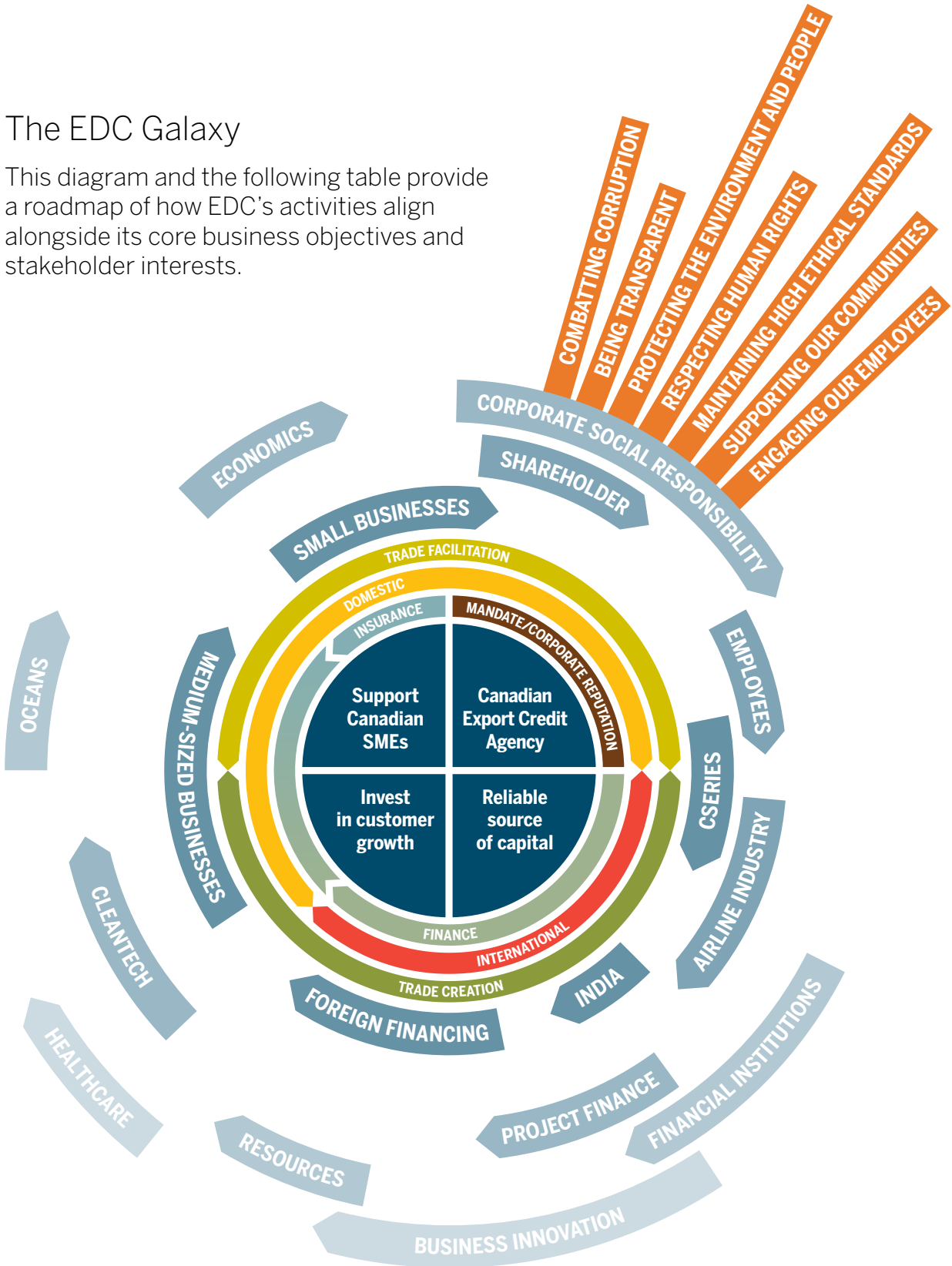


# 2014 MATERIALITY MATRIX

## The EDC Galaxy

This diagram and the following table provide a roadmap of how EDC's activities align alongside its core business objectives and stakeholder interests.



# KEY ISSUES FOR EDC STAKEHOLDERS

The following reflect key issues for EDC stakeholders in their relationship with EDC.

Stakeholder	Low Relevance	Medium Relevance	High Relevance
Customers	<ul style="list-style-type: none"> <li>Marketing communications, including impact of social media</li> </ul>	<ul style="list-style-type: none"> <li>Listening to customers</li> <li>Concerns regarding corruption, fraud, money laundering</li> <li>Help with managing risks</li> <li>Commitment to CSR standards, including environmental impacts</li> <li>Technological changes to enhance customers' ability to do business with EDC</li> <li>EDC's review of human rights impacts in transactions</li> <li>Labour/Management relations</li> <li>Community relations</li> <li>Security practices</li> <li>Occupational health &amp; safety</li> </ul>	<ul style="list-style-type: none"> <li>Availability of EDC services in widest possible markets</li> <li>Offer customers a wide variety of financial solutions to ensure competitive advantage</li> <li>Protect privacy of customer information</li> <li>Predictability</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Governance</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health &amp; Safety</li> <li>Diversity</li> <li>Support for charitable causes</li> <li>Personal privacy</li> <li>CSR, including protecting the environment and people, respecting human rights and combatting corruption through the reviews of transactions</li> </ul>	<ul style="list-style-type: none"> <li>Compensation</li> <li>CSR, particularly operational footprint and community causes</li> <li>Career advancement and opportunities for training &amp; education</li> <li>Maintaining high ethical standards</li> <li>Work-life balance</li> </ul>
Government	<ul style="list-style-type: none"> <li>Labour/Management relations</li> <li>Compliance related to products</li> <li>Marketing communications</li> <li>Stakeholder engagement</li> </ul>	<ul style="list-style-type: none"> <li>Access to information</li> <li>EDC's representation in regions of Canada and key markets internationally</li> <li>Productivity</li> <li>Public policy and regulations</li> </ul>	<ul style="list-style-type: none"> <li>Governance</li> <li>Financial solutions</li> <li>Compliance with laws</li> <li>Economic Impact and value</li> <li>Customer engagement</li> <li>CSR, Commitment to external standards</li> <li>Customer privacy</li> </ul>
Financial Partners	<ul style="list-style-type: none"> <li>Compliance related to products</li> <li>Trade education</li> <li>Stakeholder engagement</li> <li>Community relations</li> </ul>	<ul style="list-style-type: none"> <li>Risk Assessment</li> <li>Compliance</li> <li>Market presence</li> <li>Diversity</li> <li>Taxation</li> <li>CSR, Commitment to external standards, protecting the environment and people, respecting human rights and combatting corruption</li> </ul>	<ul style="list-style-type: none"> <li>Fair competitive practices</li> <li>Complementary financial products</li> <li>Customer/Bank privacy</li> <li>Fraud and money laundering</li> <li>Regulatory compliance</li> <li>Profitability</li> <li>Market share</li> </ul>
NGOs and Media	<ul style="list-style-type: none"> <li>Financial Products &amp; Services</li> <li>Governance</li> <li>Compliance with Public Policy</li> </ul>	<ul style="list-style-type: none"> <li>Combatting Corruption</li> </ul>	<ul style="list-style-type: none"> <li>CSR, Commitment to external standards: labour and human rights, climate change, water/energy, biodiversity, emissions &amp; effluents and community impacts</li> <li>Stakeholder engagement</li> <li>Access to information</li> <li>Meeting expectations for transparency</li> </ul>