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## Tim Hortons Sustainability and Responsibility Policy

### *Making a True Difference™*

*Tim Hortons has always had a deep and enduring commitment to the people and the communities we serve. From the very beginning that commitment has been expressed through a growing number of initiatives – big and small – in communities across North America and, increasingly, in other parts of the world.*

*Today, we remain as passionate as ever about working with the communities we serve, the people within those communities, and – through our environmental work – the planet itself.*

*It's a passion that's fuelled by a simple conviction: that we be not just a good corporate citizen, but an active participant and partner for positive change in the world. Because behind everything we do we recognize that we are all part of the same community.*

#### **Sustainability and Responsibility Framework:**

Sustainability and Responsibility at Tim Hortons is the way we formalize how we make a true difference for individuals, communities and the planet – everyday. Our Sustainability and Responsibility framework focuses on three main pillars.

**Individuals:** *Tim Hortons respects individuals and encourages them to achieve their very best.*

**Communities:** *Tim Hortons believes it has a positive role to play in enabling communities to thrive and grow.*

**The Planet:** *Tim Hortons understands changes in the environment need to be managed, and we embrace our responsibility to do our part.*

Strong governance, high ethical standards and a commitment to active engagement with our stakeholders support this framework.

#### **Guiding Principles:**

We use the following Guiding Principles to frame our decision-making, strategies, actions and our behaviours:

- Do things that make a true difference.
- Acknowledge and respect the social, environmental and economic impact of our activities.
- Honour, respect and support individuals and stakeholders.
- Participate with, and build the success of, our communities.
- Be honest and transparent in our communications.

## Core Components:

Aligned with our Company Values, Sustainability and Responsibility at Tim Hortons includes the following components:

1. **Policy.** A company-wide Sustainability and Responsibility Policy with supporting guiding principles which considers business and stakeholder interests and international standards.
2. **Governance and Accountability.** A structure and supporting processes for effective Sustainability and Responsibility governance and accountability.
  - a) The Tim Hortons Board of Directors will govern Sustainability and Responsibility. The Nominating and Governance Committee of the Board will manage this accountability on behalf of the Board, including oversight of the following sustainability and responsibility matters:
    - i) Policy Development;
    - ii) Creation of sustainability and responsibility strategies, and supporting implementation and resource plans, including mitigation of risks; and
    - iii) Establishment of organizational sustainability and responsibility commitments, goals and external reporting.
  - b) Management accountability for Sustainability and Responsibility resides with the Tim Hortons Executive Team. To help optimize the effectiveness of its strategies and programs, an Executive Team member will have lead accountability for Sustainability and Responsibility. Further, an Officer-level executive will have day-to-day responsibility for Sustainability and Responsibility strategy, planning and implementation. Management accountability includes:
    - i) Determining the scope, standards, goals and metrics for Sustainability and Responsibility reporting, and communicating our commitments, goals and progress to stakeholders; and
    - ii) Establishing supporting strategies, systems, structures and resources.
  - c) Sustainability and Responsibility will be reflected in the Tim Hortons Standards of Business Practice and Business Partner and Supplier Code of Conduct.

3. **Strategy and Risk Management.** The Company will develop Sustainability and Responsibility strategies and supporting implementation plans that include the assessment and management of risks and opportunities. Key aspects may include:
  - a) Assessment of Sustainability and Responsibility impacts of major business decisions;
  - b) The integration of Sustainability and Responsibility into the Company's Enterprise Risk Management processes;
  - c) Monitoring our relations with our stakeholders and consideration of opportunities for stakeholder input in our Sustainability and Responsibility strategy and reporting;
  - d) Assessment of Sustainability and Responsibility trends and, consideration of public policy developments that may impact the Company; and
  - e) Development of annual Sustainability and Responsibility strategies and implementation plans.
4. **Compliance and Training.** Sustainability and Responsibility topics will be incorporated in employee training and education programs at the Company.
5. **Reporting.** The Company will report on its Sustainability and Responsibility program. Reporting may include the following:
  - a) A report of progress made on the Company's Sustainability and Responsibility strategy, programs and performance to be delivered to the Executive Team, Nominating and Governance Committee of the Board of Directors, and the Restaurant Owner Advisory Board;
  - b) The development and publication of an annual Sustainability and Responsibility report aligned with internationally recognized reporting standards to be made available to Company stakeholders; and
  - c) Information on the Company's Sustainability and Responsibility programs and initiatives to be posted on the Company's external website.
6. **Review of Policy.** The Company will review this policy regularly. This policy has been approved by the Board of Directors of the Company.