

Corporate Social Responsibility (CSR)

Since commencing its CSR initiative, TICO's CSR Committee, a group of eleven enthusiastic and dedicated staff members, have developed a CSR Charter and a Strategy, which incorporates environmental, charitable and financial initiatives.

Environmental Initiatives

1. Participation in an office waste and recycling program, with efforts aimed at responsible use of paper, paperless initiatives and recycling.
2. Educational Earth Week activities.
3. TICO staff adopted Max Ward Park and committed to regularly cleaning up the park which is near TICO's offices. Max Ward was a Canadian aviator and founder of Wardair Canada.

Local Charitable Initiatives

1. Continued its partnership with the Mississauga Food Bank.
2. TICO staff volunteered at the Mississauga Food Bank and sorted food.
3. Conducted Thanksgiving and Christmas Food Drives.

Global Charitable Initiatives

1. Entered into an agreement with Plan Canada to support a community in Nga, Laos.
2. TICO successfully raised \$5,150 through various CSR initiatives in support of Plan Canada.

Financial Initiatives

1. The CSR Committee has commenced plans to incorporate environmental, social and governance (ESG) investing into TICO's Investment Policy.

French Language Services

TICO strives to respond to all inquiries received in the French language, whether oral or written. A comparable level of service will be provided in either language whenever and wherever demand and customer service warrant. TICO staff are able to communicate in several languages and provide both registrants and consumers with a timely, courteous and quality response to all French language enquiries. Correspondence received in French is responded to in French.

