SME Climate Hub Curo Report -2024

Introduction

1.1 End day of the reporting period

December 31, 2024

1.1.1 Reporting year

2024

1.2 Describe your business activities

Curo Claims Services Inc. (Curo) is a Canadian property and casualty claims-services provider within the OTIP/RAEO Benefits Inc.. Curo provides end-to-end claims-management services, including claims adjudication, investigation, member-support, and coordination with external service providers.

Curo operates primarily through a hybrid work model and occupies space within offices owned or managed by OTIP/RAEO Benefits Inc. and TW Insurance Services Ltd. across Canada. Its direct operational footprint is limited, while most of its measured greenhouse gas emissions arise from value-chain activities.

1.3 Annual revenue in the reporting period

$8,000,000

1.4 Number of employees on the end day of the reporting period

24

1.4.1 Full-time equivalent (FTE) or headcounts

Full-time equivalent

1.5 Is this report being submitted on behalf of a parent company or a subsidiary? If so, please briefly explain the relationship.

Subsidiary

1.5.1 Please explain the relationship

This report covers Curo Claims Services Inc. as a separate legal entity and subsidiary within the OTIP/RAEO Benefits Inc. Curo is the entity that has made the SME Climate Commitment and is therefore the reporting entity covered by this inventory, its emissions targets, and annual disclosures.

Curo has prepared this inventory using an operational-control approach to define its organizational boundary. Under this approach, emissions are reported where Curo exercises direct operational control over the relevant activities or emission sources.

Curo operates primarily through a hybrid work model and occupies space within offices owned or managed by OTIP/RAEO Benefits Inc and TW Insurance Services Ltd. Curo does not directly purchase or control base-building electricity, heating, cooling, or other building energy systems at these locations. As a result, associated building energy emissions are outside Curo's Scope 1 and Scope 2 reporting boundary.

The inventory includes emissions associated with activities owned, directed, or materially influenced by Curo, as well as relevant value-chain activities. These include limited company-vehicle use, purchased goods and services, capital goods, fuel- and energy-related activities, operational waste, business travel, and employee commuting and homeworking.

Commitment and Targets

2.1 Net zero target year

2050

2.1.1 Base year

2024

2.1.2 Base year value

53.94 metric tonnes CO_2e

2.2 Near-term target

- 1. 50% of absolute Scope 1 and Scope 2 emissions reduction from the 2024 base year by 2030.
- 2. 50% of absolute Scope 3 emissions reduction from the 2024 base year by 2036.

2.3 Provide any additional comments or context on your net zero and near term targets.

The 2024 reporting period represents Curo's first estimated company-level greenhouse gas inventory and establishes the baseline against which future performance will be measured. Curo's baseline emissions total 53.94 metric tonnes CO_2e, comprising approximately 0.20 tonnes of Scope 1 emissions, no Scope 2 emissions within Curo's defined reporting boundary, and 53.74 tonnes of measured Scope 3 emissions.

Curo operates with a limited direct emissions footprint. Its Scope 1 emissions relate to temporary or limited company-vehicle use, while base-building energy systems are outside Curo's operational control and reporting boundary. Most measured emissions arise from material Scope 3 sources, particularly employee commuting and homeworking, business travel, operational waste, and purchased services.

Curo's reduction strategy will focus on maintaining its near-zero Scope 1 and Scope 2 profile while pursuing measurable reductions in material Scope 3 categories. Any use of carbon removals would be limited to residual emissions that remain technically infeasible to eliminate after reasonable reduction measures have been implemented.

The inventory has not been independently verified or assured.

2.4 To reduce emissions in line with my commitment, my company has a climate action plan and is taking action

Yes, the plan and action include Scope 1, Scope 2 and Scope 3.

Own Emissions

Energy consumption

3.2 Total energy consumption

0 kWh

3.3 Total renewable energy consumption

0 kWh

0% of reported energy consumption

Scope 1 emissions

3.4 Scope 1 emissions

0.20 metric tons CO2e

Scope 2 emissions

3.5 Location-based scope 2 emissions

0 metric tons CO2e

3.6 Market-based scope 2 emissions

-

3.7 Have you taken any actions to reduce scope 1+2 emissions in the reporting period?

No

3.7.1 What actions have you taken to reduce scope 1+2 emissions in the reporting period

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3.7.2 Provide any additional details

The 2024 reporting period is Curo's baseline year. No separately quantified Scope 1 or Scope 2 emissions-reduction initiative was implemented and measured during the reporting period. Curo's direct emissions were already minimal and related primarily to temporary or limited vehicle use.

3.8 Which tools or methods did you use to calculate your scope 1+2 emissions?

Small Business Carbon Calculator

3.8.1 Specify any additional details

Scope 1 emissions were estimated using the SME Climate Hub Small Business Carbon Calculator and available activity information for one company vehicle used during part of the reporting period.

Curo reported no Scope 2 emissions within its defined organizational boundary because Curo does not directly purchase or exercise operational control over electricity, heating, cooling or other base-building energy systems in the OTIP/RAEO Benefits Inc and TW Insurance Services Inc. offices it occupies. These facility-related emissions are outside Curo's current inventory boundary.

Value Chain Emissions (optional)

Scope 3 emissions

4.1 Have you measured any of your scope 3 emissions?

Yes

Supply chain related - upstream emissions

4.1.1 Purchased goods and services

9.84 metric tons CO2e

4.1.2 Capital goods

0.25 metric tons CO2e

4.1.3 Fuel and energy related activities

0.06 metric tons CO2e

4.1.4 Transportation and distribution (upstream)

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4.1.5 Waste in operations

6.63 metric tonnes CO_2e

4.1.6 Business travel

8.63 metric tons CO2e

4.1.7 Employee commuting

28.34 metric tons CO2e

4.1.8 Leased assets (upstream)

-

Customer related - downstream emissions

4.1.9 Transportation and distribution (downstream)

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4.1.10 Processing of sold products

-

4.1.11 Use of sold products

-

4.1.12 End-of-life treatment of products

-

4.1.13 Leased assets (downstream)

-

4.1.14 Franchises

-

4.1.15 Investments

-

4.1.16 Total scope 3 emissions

53.74 metric tons CO2e

4.2 Have you taken any actions to reduce scope 3 emissions in the reporting period?

No

4.2.1 What actions have you taken to reduce scope 3 emissions in the reporting period?

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4.2.2 Provide any additional details

The 2024 reporting period establishes Curo's Scope 3 emissions baseline. Hybrid work and limited business travel were already established elements of Curo's operating model and have therefore not been counted as new reductions against the 2024 baseline. No separately quantified Scope 3 reduction initiative was implemented and measured during the baseline period.

4.3 Have you asked any of your suppliers to set a net zero target (either voluntarily or as a requirement)?

No

4.3.1 What percentage of your suppliers have you asked?

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4.4 Have you communicated your commitment and actions to any of your customers?

No

4.5 Which tools or methods did you use to calculate your scope 3 emissions?

Small Business Carbon Calculator

4.5.1 Specify additional details

Scope 3 emissions were estimated using the SME Climate Hub Small Business Carbon Calculator and supplementary calculation methods aligned with the GHG Protocol.

Business-travel emissions were estimated using available activity data, including distance travelled and hotel-night information, with spend-based estimates used where more detailed activity information was unavailable.

Employee commuting and homeworking emissions were estimated using available information on employee work patterns, office attendance, commuting modes, and travel distances. This combined category is reported under employee commuting in the SME Reporting Tool.

Waste emissions were estimated using available operational waste data and applicable emission factors, while purchased goods and services were estimated primarily using spend-based methods where supplier-specific emissions data were unavailable. This category includes applicable services purchased from Curo's primary service partner, subject to confirmation against the underlying calculator inputs, together with other included operating purchases.

Capital-goods and fuel- and energy-related emissions were calculated using the applicable activity or expenditure data available for the reporting period.

Climate Solutions (optional)

5.1 Do any of your existing products and/or services qualify as climate solutions or enabling solutions?

No

5.2 Please confirm your solutions meet all the following safeguard requirements.

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5.3 What percentage of your total revenue came from these products and/or services last year?

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5.4 Provide descriptions/names of your solutions:

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5.5 How did you assess whether these are climate solutions?

-

5.5.1 Has any third party validated this?

-

5.5.2 Specify any additional details

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Governance, Strategy and Climate Risk (optional)

6.1 What governance processes do you have in place for your climate strategy? Choose as many as are applicable.

Governance process in place

6.1 Explain

As part of its SME Climate Commitment, oversight of Curo's greenhouse gas reporting, emissions-reduction planning, and climate-related decision-making will be integrated into existing operational, business-planning and governance processes, with accountability assigned to the Vice-President, National Claims.

6.1.1 Please describe their position and responsibility.

The Vice-President, National Claims, serves as Curo's primary contact for the SME Climate Commitment. Responsibilities include overseeing the development and review of the annual greenhouse gas inventory, emissions targets, climate action plan, and public disclosures, while helping ensure climate-related considerations are appropriately reflected within relevant business-planning and operational processes.

6.1.2 Is this person (or another at executive and board level) also responsible for climate risk?

Yes

6.1.3 Please describe the governance process in place

Climate-related governance is incorporated into existing organizational oversight structures. The Vice-President, National Claims, is responsible for monitoring operational performance, identifying risks, and maintaining appropriate reporting and accountability processes.

Climate-related matters identified through greenhouse gas reporting, emissions-reduction planning, or operational activities are considered through existing governance, risk-management, and business-planning processes. These processes support the identification, monitoring, and management of business risks and opportunities, including those that may be influenced by changing climate conditions and weather-related events.

Curo is in the early stages of formalizing its climate-governance framework. Initial activities are focused on establishing a repeatable annual process for greenhouse gas inventory development, data validation, target setting, action planning, and public disclosure.

6.2 Have you started to identify and assess your companies climate risks and opportunities?

Yes - we have identified both climate risks and opportunities

6.2.1 Where are the climate risks you've identified?

Own operations

Supply chain or value chain**6.2.1 Explain**

Curo’s climate risks extend beyond its direct operations and include potential impacts across its claims-management and service-provider ecosystem. Relevant risks include increased claims volumes and severity associated with flooding, storms, water damage, and other extreme-weather events; disruption to employees, technology and office operations; constraints in restoration and contractor capacity; increased service costs; and possible disruption affecting key suppliers and service partners.

Curo is also exposed to transition and stakeholder risks, including evolving customer expectations, climate-disclosure requirements, procurement standards, and expectations for credible environmental claims.

6.2.2 How are you managing these climate risks? Choose as many as are applicable.

Claims trend monitoring and catastrophe-response planning; client education on weather-related risks and loss prevention; employee training on climate-driven loss trends and sustainable restoration practices; business continuity planning and operational resilience measures; vendor readiness and capacity management for catastrophe events; and collaboration with clients and service partners to strengthen climate resilience and recovery outcomes.

6.2.2 Explain

Climate-related risks are monitored through claims trends, operational performance, vendor capacity, and emerging weather-related losses.**6.2.3 Provide any additional comments or context on your climate risks:**

Climate risks for the organization are primarily associated with the increasing frequency and severity of weather-related events, which may impact claims volumes, claims severity, service demand, and operational capacity. Relevant events include flooding, severe storms, water damage, wildfire impacts, and other acute weather-related events.

These risks are identified through ongoing analysis of claims data, operational experience, and broader business-planning activities. Curo is in the early stages of formalizing its approach to climate risk management. Current efforts are focused on strengthening the use of claims and operational data, assessing key operational dependencies, supporting business continuity and catastrophe-response planning, and identifying opportunities to improve resilience through operational practices, vendor engagement, and loss mitigation strategies.

Existing governance and oversight structures support the identification, monitoring, and escalation of emerging risks through broader business risk-management and planning processes.**6.3 Have you integrated climate and/or nature into your company mission statement or shareholder agreements? If yes, describe how.**

No

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6.4 Have you taken actions this year outside of your emissions to accelerate climate progress?

Yes

Curo contributes to climate resilience through its core claims-management activities. This includes monitoring emerging patterns in weather-related claims and supporting members affected by events such as flooding, water damage, and severe storms.

Claims operations and service-provider coordination support recovery following climate-related events and provide operational insight into changing loss patterns. Curo is also

exploring opportunities to strengthen catastrophe response, vendor preparedness, loss mitigation, and preventative member information.

These activities support adaptation and resilience but are not presented as emissions reductions or formally classified climate solutions.

Results, Challenges and Outlook

7.1 Provide any additional comments or context on your annual results and progress from previous years.

The 2024 reporting year represents Curo's first estimated company-level greenhouse gas inventory and establishes the baseline against which future performance will be measured. No directly comparable prior-year inventory is available.

Curo's estimated 2024 emissions total 53.94 metric tonnes CO_2e. Approximately 0.20 tonnes are Scope 1 emissions associated with temporary or limited company-vehicle use. Curo reports no Scope 2 emissions within its defined organizational boundary because it does not purchase or exercise operational control over base-building energy systems. The remaining 53.74 tonnes are measured Scope 3 emissions.

Curo's largest measured source is employee commuting and homeworking, followed by purchased goods and services, business travel and operational waste. Although Curo's hybrid, purpose-driven presence model helps limit employee travel compared with a more office-intensive operating model, no comparable pre-hybrid inventory is available to quantify that benefit. Hybrid work has therefore been treated as an existing operational characteristic rather than a reduction achieved against the 2024 baseline.

Key achievements during this initial reporting cycle include establishing an emissions baseline, identifying Curo's material emissions sources, defining an organizational boundary, and identifying priority areas for future action.

Data limitations remain, particularly for employee commuting and homeworking, ground travel, and supplier-related emissions. Curo's focus is on improving data quality, maintaining its near-zero direct emissions profile, and implementing targeted measures for business travel and purchased services.

7.2 Do you face any key challenges in reducing emissions?

Reducing scope 3 emissions, Reducing emissions from business travel, Complexities in managing supply chain emissions, Inaccurate or insufficient data

Specify other challenges

Additional challenges include improving data consistency across decentralized sources, distinguishing employee commuting from homeworking emissions, and replacing spend-based estimates with supplier-specific information.

7.3 Has there been any third party validation of the data submitted in this report?

No

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