Candidate Guide

2027 Director Election

servus credit union

Call for Candidates Overview

The Board of Directors (Board) of Servus Credit Union Ltd. (Servus) invites eligible members to put their names forward as candidates to run in the 2027 Directors' Election. Our member-elected Board works to ensure that we're a forward-looking, responsible and successful credit union, driven by what matters most: our members and the communities where we operate.

Voting for open director positions launches online in January 2027. The specific details on how and when members can participate will be shared closer to the election period.

In 2027, there will be up to four (4) positions available on the Servus Board, held for up to four-year terms commencing the day after the Annual General Meeting in March 2027.

Seats on the Board of Directors	Seats Available in 2027 Election	Term
12	4	Up to 4 years

Key Dates

Below are key dates in the board recruitment process:

August 24, 2026	Call for Candidates Launch
September 18, 2026	Call for Candidates Closed (Deadline to submit is 4:30 pm MT)
October 27-29, 2026	Candidate Interviews
November 24, 2026	Candidate Information Session (4-5 pm MT)
January 2027	Online Director Election Launched
March 2027	Servus AGM, Election Results Announced

Forms and Documents for Submission

All applicants must complete the following information and forms that can be found within the Candidate Application Form and submit them as part of their candidate application:

- Application:
  - Personal Information
  - Competency Self-Assessment
  - Diversity and Inclusion Form
  - Candidate Consent Form
  - Photography/Videography Release Form

Please complete the above-required forms and return them, along with:

- Your employment and board resume
- Contact information for two professional references (employment and or preferably relating to a board of director position)
- A written statement of intent of no more than 200 words

Prior to submitting your complete package, please read the following important reference documents on our websites.

- Sections of the Credit Union Act about director qualifications provided within this Guide.
- Servus Credit Union Bylaws
- Governance Policy 15 – Director Eligibility
- Governance Policy 16 – Election Campaign
- Annual Board & Committee Meeting Schedules (2026 - 2027 / 2027 - 2028)

Please submit all materials electronically as listed on the Candidate Consent form by 4:30 pm MT on Friday, September 18, 2026. Only candidate packages that have all required will be considered as part of the candidate recruitment process.

Email your materials to **BoardCandidates@servus.ca** attention Sara Scott, Board Governance Manager.

Expected Commitment

There is significant time commitment demanded from Servus board members.

Preparation, attendance and active participation in regular board and committee meetings, strategic planning sessions, and other special meetings or board development sessions, is an expectation and responsibility of board members.

Board meetings are held in-person and committee meetings are generally held virtually. Remote attendance is made available through Microsoft Teams.

The board and board committees meet a minimum of four times per year. In general, board members may sit on up to two committees. The committees of the board include:

- Audit and Finance Committee (AFC)
- Enterprise Risk Management Committee (ERMC)
- Governance and Human Resources Committee (GHRC)
- Nominating Committee (NOMC)

To ensure compliance with Servus Bylaws, board members must make best efforts to attend all meetings. Failure to attend two meetings may result in removal from the board. Board attendance is monitored as per policy and is reported to the membership at our AGM.

Please review the 2027 – 2028 meeting schedule confirm that you will be available to meet the attendance requirements as this will impact your eligibility. If you are unavailable to attend certain meeting dates, please disclose the dates that you are unavailable to attend within your application submission email.

Board members are also expected to attend strategic planning sessions held in person over two-to-three-days, and Annual General Meetings or Special General Meetings of the members.

On average, board members require between 20 – 30 hours per month to be effective in their responsibilities.

Director Candidate Selection Process

The Nominating Committee will review eligible applications received and determine compliance with the Credit Union Act, and with Servus bylaws and policies. The Committee will evaluate all candidate applications and is empowered to reject any that aren't in order or don't comply. Interviews will be determined at the discretion of the Committee.

Following candidate interviews, the Committee will recommend to the board the candidates (up to double the vacant positions) whose competencies and attributes best align with board requirements. The board, exclusive of incumbent directors having submitted their application, will then consider and select from those recommended candidates. All interested applicants, whether accepted or rejected, will be notified accordingly by the Nominating Committee Chair or designate.

Candidates identified to run in the election will participate in filming a short video, which will be used in member communications and election marketing materials. Candidates must comply with Servus' policies and requirements pertaining to any communications and materials that can be used for campaigning purposes.

Only materials produced by Servus containing candidate information will be used for the purposes of the 2027 Board Election campaign. Only Servus produced media is authorized for use. Materials produced with or supplied by unsuccessful candidates will not be used after the announcement of election results.

If you have any questions email **BoardCandidates@servus.ca**, attention Sara Scott, Board Governance Manager.

Yours truly,

Allison Radford

Chair, Nominating Committee

In considering candidates to serve on Servus Credit Union's (Servus') Board of Directors, the Nominating Committee assesses applications against the following criteria that are defined and reviewed by the Board of Directors.

Personal Attributes

Personal Attributes play a pivotal role in shaping behaviour and contributing to an effective board of directors.

Personal attributes are reflected through our behaviours and rooted in our character. Rather than a skill or what has been learned, they are innate qualities. On a board, personal attributes play a role in how adeptly certain tasks can be accomplished and can also determine a candidate's suitability. For board members, personality attributes play an important role in setting the tone for successful decision-making, relationships with other board members, and can impact the overall board environment.

Every director must adhere to the highest ethical standards and integrity, have strong interpersonal skills, and have values that are aligned with Servus. Candidates must be team oriented, an independent and strategic thinker, and have strong leadership skills.

These personal attributes are integral to the Servus Board, and all candidates must possess them at the highest level. Attributes will be assessed during interviews of selected candidates. In addition, the committee will consider:

- The candidate's ability to commit the time required to the work of the Board
- The candidate's ability to serve in an independent and unbiased capacity
- The candidate's desire to act in Servus' best interests

Board Leadership

The Board of Directors plays a critical role in shaping the future of Servus Credit Union. Directors help guide the strategic decisions that define how we deliver on our purpose: *igniting the power of shared prosperity*.

Preferred candidates will have the governance and professional experience necessary to oversee governance of one of Canada's largest credit unions, with over $40 billion in assets under management, and be willing and able to potentially assume leadership positions on the board such as Board and Committee Chair, Vice Chair, and Alberta Central Board Director.

Competencies, Skills & Experience:

For the 2027 Board Election, potential candidates will be assessed in all categories within the Competency Profile Assessment. It is important that all board members possess a basic level of board governance and financial literacy as a baseline requirement within the first 6 months of election. A balanced competency profile is desired to assist the board in its fiduciary duties to provide strategic oversight of the credit union. In its pursuit of a balanced skill set, the board has identified areas where it could benefit from additional expertise. These competencies are:

- **Digital, Data, and Cyber Governance**
- **Business Transformation**

While these competencies are of benefit, the Nominating Committee will assess candidates against the full competency matrix with the intent to select the candidates that best meet the needs of the board.

In addition to competencies, skills, and experience, the board values a broad range of perspectives, backgrounds, and experiences that reflect the members and communities we serve. Bringing together different viewpoints strengthens governance, enriches discussion, and supports informed decision-making as we navigate opportunities and risks. By fostering an environment where every voice can contribute meaningfully, the board is better positioned to guide the long-term success of our cooperative. Eligible Members are encouraged to consider running for the board and bringing their unique perspectives and expertise to help shape our future.

Director Qualifications

According to the Bylaws of Servus Credit Union Ltd., section 7.2 Director Criteria and 7.6 Service Limits:

7.2 Director Criteria

A Member is not eligible to be nominated for election, be appointed as a Director, or hold office as a Director if the Member:

(a) does not satisfy the qualifications set forth under the Credit Union Act;

(b) does not meet the criteria specified in the Board governing policies published on the Credit Union's website;

(c) has not been a Member for at least six (6) months and is bondable;

(d) reaches the service limit under Section 7.6 hereof;

(e) is employed in a position, not within the Credit Union, that could reasonably be construed as a potential conflict of interest situation, as determined by the Board;

(f) is, or has been in the past three (3) years, in violation of the Credit Union's policies, the Director's Code of Conduct or Bylaws, as determined by the Board;

(f) is an **Immediate Relative** of a Director or employee of the Credit Union;

(g) has been an employee of the Credit Union in the past five (5) years;

(h) is, or has been, in litigation as a party adverse in interest to the Credit Union, as determined by the Board; or

(i) is in a real or perceived conflict of interest with the Credit Union through personal, business or other relationships, as determined by the Board.

7.6 Service Limits

(a) Subject to the terms of this Section 7.6, duly elected and appointed Directors are eligible to serve on the Board for a maximum of twelve (12) cumulative years, which includes service on the board of any legacy credit union. Once a Director reaches their service limit, they are ineligible to seek re-election or re-appointment to the Board.

(b) Directors elected or appointed pursuant to the Amalgamation Agreement dated August 1, 2023 shall be eligible to serve out their remaining term as set out in the Amalgamation Agreement, even if that results in cumulative service exceeding twelve (12) years.

(c) A Director, having served on the Board for less than twelve (12) cumulative years, shall be eligible to serve on the Board for an additional term even if such term would result in cumulative service exceeding twelve (12) years.

According to the Credit Union Act, Division 1, Constitutional Affairs, section 65, Qualifications of Directors:

CREDIT UNION ACT

Division 1 Constitutional Affairs

Qualifications of directors

65-(1) A person is not qualified to become, and shall not act or continue to act as, nor permit the person to be elected or appointed as, a director of a credit union, and the credit union shall not knowingly permit any of those acts, unless the person satisfies the qualifications specified and referred to in this section.

(2) A person is not qualified to be a director of a credit union

(a) unless the person is

(i) an individual of adult age,

(ii) a member or a designated representative, and

(iii) a Canadian citizen or a person who has been lawfully admitted into Canada for permanent residence;

(b) if the person has the status of a bankrupt;

(c) subject to subsection (5), if the person is, or within the 3-year period immediately preceding the person's election or appointment to the board was, an employee of any body corporate (a credit union, the Corporation or Central or all or any of them);

(d) if the person is a professional advisor to the credit union;

(e) subject to subsection (5), if the person is a director or officer of another credit union or of the Corporation;

(f) if the person is employed in the public service of Alberta or by a Provincial agency within the meaning of the Financial Administration Act and to which that Act applies, whether under a contract of service or a contract for services, whose substantive duties are directly concerned with the business or affairs of credit unions or of Central;

(g) if, within the immediately preceding 5 years, the person has been convicted of

(i) an indictable offence that is of a kind that is related to the qualifications, functions or duties of a corporate director, or

(ii) an offence against this Act, and either the time for making an appeal has expired without the appeal's having been made or the appeal has been finally disposed of by the courts or abandoned;

(h) if the person has a loan from that credit union in respect of which the repayment of principal or interest is in arrears for the prescribed period;

(i) if the person is a represented adult as defined in the Adult Guardianship and Trusteeship Act or is the subject of a certificate of incapacity that is in effect under the Public Trustee Act;

(j) if the person is a formal patient as defined in the Mental Health Act;

(k) if the person has been found to be a person of unsound mind by a court elsewhere than in Alberta;

(l) if the person is disqualified by, or unless the person satisfies any other qualification requirements of, the bylaws.

(3) A person is not qualified to remain a director if the person fails without good cause to attend the minimum number of board meetings that the person is required by the bylaws to attend.

(4) Three quarters of the directors must at all times be ordinarily resident in Alberta.

(5) The Minister may approve an exemption from the application of subsection (2)(c) and (e) in respect of a person's employment with, or a person's service as a director or officer of, the Corporation.

Other requirements of the Nominating Committee

All candidates will be required to:

- Provide personal information and agree to a bonding application including criminal record check and credit check. Additionally, applicants must submit to a social media check.
- Be available for an in-person interview with the Nominating Committee as scheduled between October 27-29, 2026. Interviews may be held in Calgary or Edmonton as determined by the Committee.
- Provide additional information for, and participate in, the development of an individual written statement and video if selected to run in the election.
- Attend a virtual candidate information session on November 24, 2026 from 4 – 5pm MT if selected to run in the election.

Next Steps

The Nominating Committee will conduct in-person interviews with selected candidates. Times and locations for interviews will be confirmed following the assessment and selection of candidates for interview. Interviews will be held in person in Calgary at Servus Place or in Edmonton at Servus Corporate Centre. Understanding that travel may be necessary, if selected, please be prepared to attend either of these locations in person.

When you have completed all sections of the Candidate Application, please email it to: **boardcandidates@servus.ca**.

Only applications fully completed and submitted via email by 4:30pm MT, September 18, 2026, will be considered.

I have attached:

- ☐ my resume
- ☐ contact information for two professional references (employment and/or board of directors)
- ☐ written statement of intent with no more than 200 words

I have attached the completed application which includes:

- ☐ Personal Information
- ☐ Competency Self-Assessment based on Appendix I – Competency Descriptors (ratings and rationale in separate word document)
- ☐ Diversity & Inclusion Form (even if blank or prefer not to say is indicated)
- ☐ Signed Candidate Declaration Form
- ☐ Signed Video/Photography Release Form