

Demonstrating our co-operative values

Annual attestation to
Co-operatives UK

May 2021



The **co-operative** bank
for people with **purpose**

Our co-operative commitment

The Co-operative Bank was formed in 1872 as the Loans and Deposits department of the Co-operative Wholesale Society. Nearly 150 years later, our co-operative heritage remains central to our strategy. And as environmental, social and governance issues have become increasingly important to consumers, investors, and other stakeholders, our ambition to take a leading position on these issues remains as strong as ever. Our customer-led Ethical Policy is one of the main reasons our customers choose to bank with us.

The Co-operative Bank has achieved a resilient business performance over the past 12 months which sets us up well for success in 2022 and beyond. As CEO, I am determined that a key element of this success means the Co-operative Bank retains its position as the UK's leading ethical bank.

While the impact of the pandemic means 2020 will be remembered as one of the most challenging years in recent times for all of us in the UK, I'm incredibly proud of how our colleagues, customers and communities have worked co-operatively to help one another. Over the past 18 months, we have been delighted to support co-operatives by extending our sponsorship of The Hive. We have worked closely with the teams at Co-operatives UK to extend support to co-operative businesses impacted by the pandemic, and we have committed to increasing the number of co-operatives who are our customers in the years ahead.

This presentation illustrates how we continue to be guided by co-operative values and demonstrate our support for co-operative businesses.

Nick Slape
Chief Executive Officer



Our co-operative commitment in action

The Co-operative Bank's commitment to co-operative values remains central to everything we do.

This presentation provides a summary of the Bank's strengthened support for the co-operative movement and how over the past year we have built on our commitment to the co-operative values.

We continue to ensure we adhere to the Co-operatives UK's criteria:

- Exist in order to promote co-operative activity and be recognised by the co-operative movement in relation to this role.
- Operate in line with co-operative values, and not bring the co-operative business model into discredit.
- Not use the term in ways that serve to mislead others as to whether the organisation itself is in fact a co-operative.

Details and proof points are detailed in the Co-operative Matrix document which illustrates how many aspects of our products and services measure against the specific criteria or co-operative value. We update this matrix on a quarterly basis and report to Emma Laycock, Head of Co-operative Advice.



Supporting the co-operative movement

The **co-operative** bank
for people with **purpose**

Building co-operative businesses with The Hive



Continuing our ethical commitments to support The Hive

We're delighted that we're continuing our partnership with The Hive through further investing £400,000 into the programme in 2021.

Our partnership began in 2016 and we are proud to support and help to build a resilient and successful co-operative economy. We have invested £1.7 million into this programme since our partnership began and it has helped to achieve:

- Over 1,000 groups have received support worth in excess of £600,000.
- 50 free introductory sessions facilitated across the UK, attended by more than 500 groups, looking to start a co-operative or wanting to learn more.
- Over 80 new co-operatives have been incorporated.
- 40 'Community Shares' support packages provided, raising more than £6 million of community investment in the development of co-operatives and their communities
- The support has impacted more than 20,000 volunteers, members and employees as well as their wider communities.
- Supporting co-ops throughout Covid-19, helping them navigate the various business support schemes, working through business forecasting and cost saving opportunities and helping businesses 'pivot' to online trading.

Sunday express exclusive – 17 Jan

Bank helps co-ops network thrive with £400,000 of new support

The Co-operative Bank is pumping £400,000 worth of support into start up and existing co-op businesses this year to help them overcome the pandemic's impact.

By MAISHA FROST
PUBLISHED: 13:50, Sun, Jan 17, 2021 | UPDATED: 13:50, Sun, Jan 17, 2021

SHARE f TWEET



The story also featured across co-op and finance publications



Sponsoring the Co-op of the Year Awards and Co-op Congress 2021

Championing Co-ops to thrive at the Co-op of the Year Awards

Supporting the co-operative sector and championing them to thrive across their local communities is important to us, so we're delighted that we are sponsoring The Co-op of the Year Awards again this year.

The awards see co-ops of all shapes and sizes being recognised for their commitment to their communities and the same shared co-operative values. Whilst lockdown has been a difficult time for many, co-operative groups and businesses have stepped-up in their response by supporting each other and those in their local community; the awards is a way to recognise those that have gone above and beyond.

This year the awards will take place virtually and for the first time, the winners will be chosen through both a public vote and a panel of judges.

Catherine Douglas, Managing Director of SME Banking is part of the panel of judges this year:

"I'm really proud to be part of the panel of judges and I'm really looking forward to hearing the inspiring stories of co-operatives and individuals who have achieved exceptional things and embodied the co-operative spirit."
Catherine Douglas.



Supporting the Co-operative Congress

We will further be strengthening our relationship with Co-operatives UK by supporting this year's Congress, which is due to take place in June. We have made a donation of £25,000 to support the conference where members, directors, activists and CEOs from co-operatives large and small can come together. We are delighted that this investment will allow all Co-operative UK members to attend Congress for free, making the event as accessible a possible.

This is a unique opportunity for the Bank to demonstrate our commitment to co-operatives at an event attended by the entire UK co-operative movement. Attendees from the Bank will be present throughout the weekend, including the Pop Up Van Team.



Proudly banking co-operative businesses

We proudly bank **787 co-operative businesses** and **163 Credit Unions** and we are pleased to be the largest provider of banking facilities to the Credit Union sector in the UK.

Leeds Bread Co-op

Leeds Bread Co-op is an independent artisan bakery and workers' co-operative, with a passion for making slowly fermented sourdough bread with simple, high-quality ingredients, in an ethical and empowering workplace. Founded with the desire to make delicious and healthy bread available to people in and around Leeds, they bake for wholesale, local markets, bread subscribers, local retailers and their bakery shop.

They received support from The Hive to help them adapt in the wake of the Covid-19 pandemic.

Lizzie, a Worker Owner at Leeds Bread Co-op:

"We had a massive drop in sales from our wholesale customers who had to close because of government restrictions in the spring. We decided to cease trading temporarily for the safety of our staff and local community and to give ourselves some breathing space whilst we worked with an advisor from The Hive on urgent financial modelling and collective decision-making about our priorities. This was in addition to financial support from The Co-operative Bank as part of the Bounce Back Loans Scheme (BLS). We're now back open, with social distancing measures in place as well as a new click and collect service and home deliveries, meaning we can still continue to trade in these challenging times. Support from the Hive was a lifeline at a critical time."



Proudly banking co-operative businesses

Strengthening our commitment in 2021

Products and Service

Q1 Developments

- Introduced soft token functionality, removing friction from digital customer journeys and making it easier for customers to access and make payments from online banking
- Introduced insurance referral to AXA, who can provide insurance cover for co-operative businesses

Q2-Q4 Focus

- Introduction of new online banking platform and expansion of eligibility for mobile app to further improve digital services for co-operative customers
- Introduce digital account opening for co-operative customers on our new Salesforce platform

Relationship Manager Support

Q1 Developments

- Comms issued to co-operative customers to introduce RM Sean Fahy as a specialist point of contact for co-operative customers requiring account opening and lending support
- Ongoing relationship management of the larger turnover Co-operatives with more complex requirements

Q2-Q4 Focus

- Continued attendance and participation in industry events, increasing visibility of the Bank within the co-operative sector
- Use branch network to host Bank led events for local co-operative businesses and introduce RMs to their local co-operative business communities

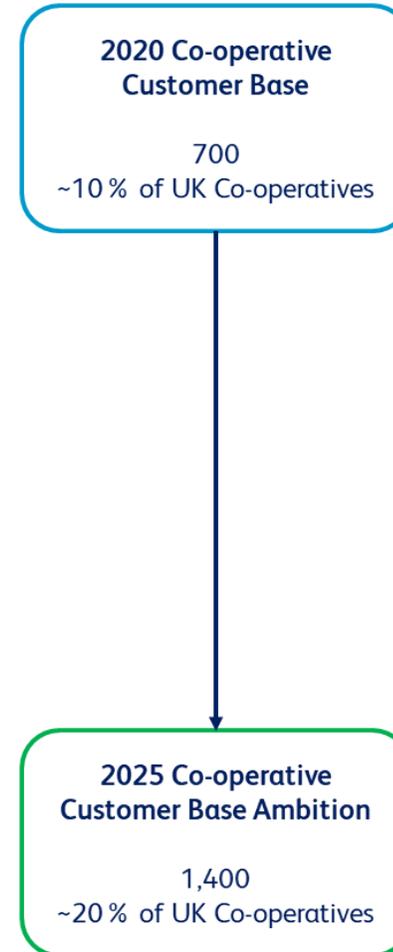
Lead Generation

Q1 Developments

- Collaboration between Bank and Co-ops UK to design a new lead handoff between the Hive and the Bank's RM to enable RMs to follow up leads of all Hive users, including new and existing co-operatives to promote the Bank's products and services

Q2-Q4 Focus

- Introduce the new referral process
- Design an integrated journey for delivery in 2022 which will integrate the new co-operative incorporation tool and the Bank's new onboarding journey into a full digital incorporation and bank account opening journey



In 2021 we are we are **committed to increasing our co-operative business customer base by 14%**, as well as developing plans to work more closely with the wide network of co-operatives and raise awareness of the banking services we're able to provide this sector and increase the number of co-operatives who bank with us.

We have **introduced a new Co-operatives Relationship Manager** to provide specialist support for the sector with Sean Farhay attending relevant Co-operatives UK events to provide on the ground support. In addition we are developing a new aligned lead generation process to help new new co-operatives with their banking needs as part of the co-operative registration process. Work is also being scoped to improve and digitise our Co-operatives onboarding journey to be executed in 2022.

Supporting co-operatives through COVID 19



Through The Hive Assist

At the start of the pandemic The Hive realigned its resources to form the Hive Assist programme, supporting existing co-operative businesses through the COVID-19 crisis.

We have worked closely with Co-operatives UK during the pandemic to share resources and reach as many businesses and co-ops as possible, through our respective communication channels.

This co-operative approach meant that The Hive were able to support their members and promote our webinars (e.g. Digital Bees, GM Chamber of Commerce), as well as our CBILS and Bounce Back Loans in which some of the member benefitted from during COVID 19.

There have been **ten** referrals to date, including one from the Bank, and the programme is currently supporting these co-ops with information, guidance, and support to access available funding through grants and Government schemes.

We featured case studies about the recipients of The Hive Assist on our online and social media channels:

October Books was able to access the Assist Package launched by The Hive to help co-operative businesses experiencing difficulties during the pandemic. They teamed up with Hive provider Nathan Brown, who lent his expertise to help the bookshop respond to the pandemic, remain resilient and find a way forward.



“Having Nathan’s help meant we were on the front foot with the majority of the funding that was available. He gave us the confidence that it would be okay in such uncertain times.”



Supporting co-operatives through COVID 19

Lending over £1m to co-operatives through CIBLS and BBLs

We have offered support to co-operative businesses to provide access to the Coronavirus Business Interruption Loan (CIBLS) and the Bounce Back Loan (BBLs) schemes and **we have lent over £1m of BBIs and CBILs to co-operative customers** during the Covid-19 pandemic.

At a time when banks across the industry were pausing applications from new customers due to unprecedented demand, we ensured new and existing co-operative businesses had access to the lending schemes throughout the pandemic.

Our dedicated co-operatives Relationship Manager provided support to co-operative businesses through the application process, ensuring they accessed lending at a time when it was most needed.

Through our Digital Bees

Our Digital Bees are colleagues from across the Bank committed to bringing digital inclusion to more customers and communities in Manchester and the North West. They've been supporting students and young people and SME business owners virtually during the pandemic.

During December 2020 they celebrated their first year as a network group and were invited to attend and present at a virtual digital inclusion event ran by Greater Manchester Combined Authority (GMCA) in a bid to support greater digital awareness across the region.





Driving our strategic
commitment to the
co-operative values

The **co-operative** bank
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Supporting our customers through COVID 19

Providing banking services



Branches and contact centres remained open for business for our customers



First to market to provide £500 interest free overdrafts for retail customers



Coronavirus Business Interruption Loans and Bounce Back Loans available for our SME customers following approval from BBA



Payment deferrals made available for Loans, Credit Cards and Mortgages

Going above and beyond



£650,000 of funds committed to key charity partners from historic SPVs



£100,000 of funds donated to charities and community projects from our Customer Donation Fund



Introduced availability of Contactless cards for Cashminder customers



Allowing withdrawals from fixed rate products without penalty and removal of notice periods on savings accounts



Raised awareness of support available to victims of domestic abuse as a result of lockdown in partnership with Refuge



Colleague fundraising for care packages for local hospitals and NHS customers across the country



Colleagues support their local communities through remote and social distanced volunteering

Supporting our communities through COVID 19

Supporting our NHS

- Recognising the fantastic work of our NHS heroes we identified around **10,000** NHS employers within our customer base and wrote to them by email to thank them for the work that they do, advise of the support we're able to provide to them and shared the story of the Bank donating headsets to Stockport GP practises, to enable them to carry out telephone consultations rather than face to face appointments.
- The email generated an extremely positive response from our current account customers, many thanking us for the email, but also highlighting ways in we could provide additional support.
- Our colleagues quickly set up a fundraising appeal, and started to make donations to send to the customers who responded. We fulfilled all of the customer requests for specific items such as walkie talkies/laminators/iPads either through donations from the Bank or bought from the donations from colleagues. The remaining donations were used to buy more supplies to create care packages for all others who responded and for some local hospitals.
- As colleague donations and fundraising continued we asked colleagues to nominate an NHS worker close to their heart and we were able to send 40 packages personalised from our colleagues.
- The fundraising total now stands at **£2,396.46** which includes colleagues in our branch network who did a walking challenge for the month of May and a colleague who shaved her head to support the cause.
- We have sent out **c105** packages and due to the fantastic donations from our colleagues.

Thank you for the box of goodies you sent for me and my team of nurses and doctors. We really appreciate your kind thoughts.

Thank you for all you at the Co-op Bank are doing for your customers in these difficult times.

I'm feeling very overwhelmed and thankful for your gesture and thoughtfulness in this. A huge thank you to everyone who contributed and came up with such an idea.



Supporting our communities through COVID 19

Customer Donation Fund

In 2020 we realised that our charity and community customers were being impacted by not being able to use their usual fundraising methods during the coronavirus crisis. So we made it our mission to provide funding to as many projects as possible this year and to give some of them a boost by featuring them in our marketing campaign.

In the first half of 2020 the CDF fund was topped up to support all 55 organisations who had applied for a grant. In Q4, we reviewed the applications for the second half of the year to support as many community projects as we could. In H2 we donated funds to a further 50 community projects across.

Thanks to our Customer Donation Fund:

£99,948
donated in
2020



105 projects
supported in
2020



£937,000
donated since
2003



Supporting our communities through COVID 19

Colleagues volunteering to support charities

While the Bank colleague has the opportunity to take two paid volunteering days every year, opportunities to support local and national charities and community organisations in 2020 have been limited. Despite this, our colleagues have found ways to make a difference in 2020, such as through remote volunteering activities

In December 2020, colleagues supported the Cash for Kids Mission Christmas appeal, which distributes gifts to disadvantaged children. Colleagues have also made cards and sent gifts to people who were isolated during the pandemic, supported schools by taking part in virtual careers days and helped people get back into work by supporting online job clubs.



Donating vital funds to Greater Manchester Hospice's

We donated vital funds to Greater Manchester Hospice's so families can stay connected through the pandemic.

The donation will enable adult hospices to buy video enabled devices so inpatients can keep in touch with their family and loved ones. Current coronavirus restrictions has meant that families are unable to have face to face visits, making the need to stay connected more important than ever.

Whilst some inpatients and their families have managed to stay in touch through mobile devices, unfortunately for some they don't have access to a device that is enabled for video calling. Our donation will support the Greater Manchester Hospice Group to not only purchase devices, but cover the cost of data usage to ensure inpatients can remain connected throughout the end of life care they are receiving.

We're really proud that we are able to support this initiative and ensure families within our Greater Manchester community can remain supported during what is already a very difficult time. We also received some lovely local press coverage:

The Bolton News - [Co-op donation to region's hospices to keep loved ones in touch](#)
This is Lancashire – [Co-op donation to region's hospices to keep loved ones in touch](#)
The Tameside Reporter - [Hospice patients benefit from bank's donation](#)



Supporting our communities through COVID 19

Our pop up van team provided charitable support

Whilst local events haven't taken place throughout the pandemic, our pop up van team have continued to be an active presence throughout our communities in the North West. This has included supporting a number of local charities who have found it difficult to maintain their services during the pandemic due to an increase in demand.

They've supported our communities by:

- Volunteering at local Trussell Trust foodbanks, so they can provide emergency food services to those most in need in their local community.
- The whole team signed up to the GoodSam app to support the NHS.
- Supporting local vaccine roll outs in their areas.
- Volunteering at the Bolton Veterans Centre and Warrington Veterans Centre.
- Supporting Barnabus, Hope, and Reach Out.
- Raising money for Cash For Kids through the 'Christmas Jumper' initiative.



What's in store for 2021

With restrictions being lifted across the UK, the pop up team will be back out on the road to support our customers across the North West. Their calendar of events is starting to fill up for 2021, to showcase our brand and provided services to our customers and beyond. This includes visiting a number of high-profile events such as wedding fayres, business expos and festivals.



Co-operative values at the heart of our culture

Co-operative values and behaviours at the heart

The Co-operative Bank was born from the co-operative movement over 145 years ago. These co-operative values are still important to us today; they are more than the foundations of the bank, they are what bring us together – colleagues, customers, the businesses who bank with us, the charities we support and the issues we stand for.

We operate under co-operative values and ethics, these values also form the basis of our colleague values, which guide how we work.

Continuing to demonstrate how these values guide us is what enables us to continue to use our co-operative name. We measure and report on this on a quarterly basis to Co-operatives UK. The ability to use the brand is primarily driven by our alignment to the values, and how we consequently operate, rather than our ownership structure.



Colleague co-operative forum

Colleagues always have an opportunity to give feedback and we are happy to listen – and act. This supports our Ethical Policy commitment (pillar 4) to create a workplace that reflects our co-operative values and ethics. As outlined in our colleague proposition brochure, leaders, engagement surveys, focus sessions and our intranet (The Buzz) are just some of the ways we listen and provide updates on how colleagues are helping to shape improvements across the Bank.

- We also have a Colleague Co-operative Forum (CCF) where representatives from across the organisation come together to discuss all things colleague related, offering a diverse perspective on ideas and change. These representatives lead on colleague engagement within business areas, ensuring that whilst we are all working hard we also enjoy our time at work.
- Since launching the CCF in March 2019, we've held quarterly CCF meetings and published updates from CCF reps on The Buzz to summarise discussions and output.
- Early in the pandemic, the CCF was key to collating and understanding colleague sentiment and feedback, enabling us to adapt and give colleagues the support they needed.
- Following restructures, this year we are taking the opportunity to refresh and relaunch the CCF, making use of a new community space and tools on The Buzz to connect and engage CCF representatives year-round. The CCF will once again be key to helping us understand colleague sentiment and feedback as we adapt to new ways of working.

Co-operative values at the heart of our culture

Our colleague networks; run by colleagues for colleagues

	Access	Elevate	Futures	Proud Together	REACH
Network Focus	Supports those with disabilities, long-term health conditions, mental health conditions and caring responsibilities.	Gender inclusion network and careers network, open to all colleagues.	Early careers network aiming to engage, retain, and grow internal talent.	To represent LGBTQ+ colleagues and to offer support and information to anyone.	Celebrating our Race, Ethnicity and Cultural Heritage.
Sponsors (inc Exec)	Maria Cearns	Catherine Douglas	Julia Hartley	Chris Davis	Nick Slape
Aims	<ul style="list-style-type: none"> Supporting and doing what is right for colleagues, particularly those who may have to face daily adversity. Tackling stigma around key issues through education and discussion Bringing colleagues with shared experience together to improve wellbeing Promoting support available through Employee Assistance Programme (EAP) 	<ul style="list-style-type: none"> Enhance colleagues' experiences at work. Empower members to achieve their potential by building skills and experiences. Inspire members through increasing access to role models, providing opportunities to understand the wider business. Connect members by creating networking opportunities and events. Develop our members by providing them with the tools to develop their careers. 	<ul style="list-style-type: none"> Provide a network that focusses on colleague development and allows colleagues to network with current and future leaders. Support colleagues in building their confidence and credibility in a professional environment Contribute to the collective upskilling of the Bank's existing talent pool and general talent retention across the Bank. 	<ul style="list-style-type: none"> To provide a space for colleagues to network and share information on LGBT issues, in a safe, welcoming and confidential environment. To provide opportunities for personal and / or professional development. To promote and raise awareness of LGBT issues and provide visibility across the Bank, including encouraging straight ally membership to assist with advocacy. To establish and develop links with other LGBT networks and groups. 	<ul style="list-style-type: none"> Develop an environment that supports a truly diverse and inclusive workplace for everyone. Encourage people to feel comfortable in sharing their stories. Open and normalise talking about our differences. Enable us all to bring our whole selves to work.
External partners		<ul style="list-style-type: none"> Northern Power Women. HMT WiF & GPG 	<ul style="list-style-type: none"> Northern Power Futures 	<ul style="list-style-type: none"> Manchester Pride. 	<ul style="list-style-type: none"> Social Mobility Foundation.



Our values and ethics in action

Standing up for human rights with Amnesty International UK



Supporting Amnesty International's Write for Rights campaign

Throughout December 2020 we were once again proud to support Amnesty International's Write for Rights campaign. A fully integrated internal and external communications and engagement strategy was activated to galvanise support from both colleagues and customers. Marketing assets were created across all online and branch channels including leaflets, desk stands, pull up banners and organic social content.

Thanks to our colleagues and customers, we contributed towards Amnesty International UK's total of over 112,000 actions being taken throughout the campaign.



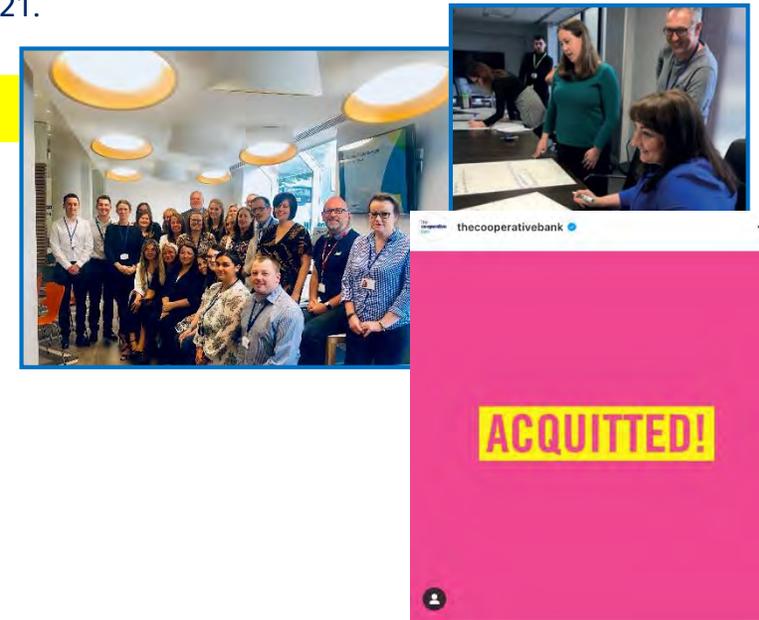
Working co-operatively with North West Amnesty Groups

Initial meetings have taken place between the Bank and Chairs of the Greater Manchester Amnesty Groups, developing relationships and looking for synergies how we can work more closely with grassroots Amnesty members to drive positive social change in our colleagues and customers communities. Developing this relationship was key in driving support for our Write For Rights campaign in December 2020, and we will continue to meet with the Chairs throughout 2021.

The Amnesty Group continues to make a difference

The **Colleague Amnesty Group** continues to meet virtually on a monthly basis driving forward Amnesty campaigns and agreeing actions to be taken by the members. Since the formation in September 2019 the Group has led and driven forward key campaigns internally including Write for Rights 2019, Pride Inside 2020 and 12 monthly urgent actions for varying causes.

The group also received an update on the case of Elżbieta, Anna and Joanna that they had campaigned for in 2020. They were facing two years in prison for being outspoken activists who have stood up against hate and discrimination for many years and are fighting for a just and equal Poland. The Group campaigned for their cause during Amnesty's Pride Inside initiative in July 2020 and thanks to our support, Elżbieta, Anna and Joanna will **not** be imprisoned for simply for standing up for LGBTI rights – they have been acquitted!



Our values and ethics in action

Standing up for human rights with Amnesty International UK

Changing lives in the community – Our Card & Payments Awards shortlisting

Thanks to our support for the Write For Rights campaign, we are finalists at the Card and Payment Awards in the 'Changing Lives in the Community' category! We were delighted to win this category last year; showcasing our support for Centrepoin and making a difference to the lives of homeless young people. This year we have submitted our entry based on the work we are doing with Amnesty International UK, and in particular our hugely successful Write for Rights campaign in 2019. The Card & Payment Awards are taking place at the end of April.



Supporting Football Welcomes

During April 2021 we will be showing support for Amnesty International's Football Welcomes initiative. Amnesty run this annual campaign throughout the month of April to create more welcoming communities for people who have fled conflict and persecution and are rebuilding their lives here in the UK.

A group of colleagues from our Amnesty Group have worked together to bring a day of activities on Wednesday 21 April, all in aid of raising vital funds for Amnesty and to highlight the importance of how football plays an important role in bringing communities together.

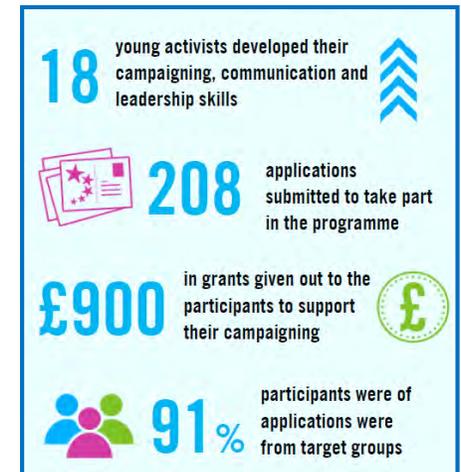


Rise up

Our support enabled AIUK to launch Rise Up, a fully funded pilot youth training programme to empower young people across the UK to create change in their communities. The programme has led to meaningful change in participants themselves; with some taking their first steps in launching campaigns and others exploring ways to make the most of their new sense of confidence and skills into their activism.

The programme supported diverse activists aged 16-24 with increased knowledge and skills in strategic campaigning, mobilising and organising, in order to empower them to achieve human rights change.

Due to restrictions arising from Covid-19, the last training session was held online at the end of September 2020 and we're delighted that we will continue to support the programme again in 2021.



Our values and ethics in action

Supporting survivors of economic abuse with Refuge



Our 'Know Economic Abuse' Campaign – phase one

On 14th October 2020 the Know Economic Abuse campaign, in partnership with Refuge launched to internal and external audiences.

Following our successful 'My money, my life' campaign in 2015 we now want to evolve the story and also investigate the direct impact of the coronavirus pandemic and the impact of the lockdown restrictions on the issue of economic abuse in the UK.

Research was initially carried out in early February 2020 ahead of the outbreak of Covid-19, since then there has been a significant increase in cases of domestic abuse. To quantify this we ran additional incidence data that measured a significant increase in lockdown-prompted economic abuse.

Key themes from updated research and report include:

1. Revisiting awareness and prevalence of instances of economic abuse in the UK – with a particular examination of the impact of Covid-19 and lockdown
2. Investigating the impact of digital banking, online transactions etc. on patterns of economic abuse
3. Examining the long-term impact of economic abuse on survivors in terms of debt, credit-scoring and ongoing financial health.

Impactful media launch

To launch the report we held a media day in partnership with Refuge which saw high engagement from journalists and producers and resulted in high impact coverage:

- 17 radio interviews undertaken across national and regional channels reaching over 18million listeners. Stations include BBC Radio 4, BBC Radio Scotland, Somerset and Leeds, Times Radio, and Hits Radio.
- Live TV interview at 9:30am streamed across BBC 2, BBC News channel and online reaching over 3million viewers.
- Coverage across national and regional print and online media including the Daily Telegraph, Daily Express, the I, Liverpool Echo and Press Association to name a few.



Know economic abuse

One-in-six have had cash controlled

ONE-IN-SIX adults say they have experienced economic abuse in a current or former relationship – and for some people it started when their income was affected by the Covid-19 crisis – a report has found.

The UK-wide Know Economic Abuse report was launched by the Co-operative Bank and charity Refuge, who said the true scale may be much higher as people do not

called financial abuse - happens when someone attempts to control another person's money. This can include stopping them working, draining jointly held bank accounts and amassing debts.

The vast majority (85%) of people who experienced economic abuse in their current or former relationship also reported other forms of abuse.

The report said that while economic abuse often starts early on in a relationship, it can be triggered by other events, such as moving in together, getting married or joining finances together in some way.

Some people have experienced economic abuse since the Covid-19 lockdown started. This correlates with a spike in demand to Refuge's National Domestic Abuse Helpline during lockdown.



Our values and ethics in action

Supporting survivors of economic abuse with Refuge



Our 'Know Economic Abuse' Campaign – phase two

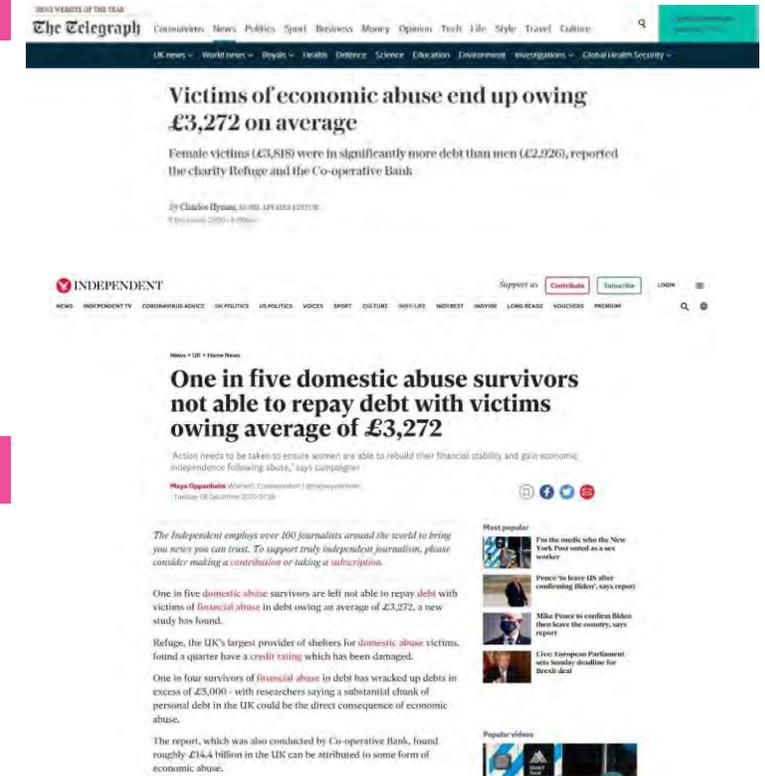
Following the successful launch of our 'Know Economic abuse campaign in partnership with Refuge in October we activated the second phase of the campaign in early December. The second phase focuses on the impact long term debt has on survivors of economic abuse.

Our second press release featured across a range of publications and our campaign social media assets continue to perform strongly. Considering the news environment on December 8 2020 when we activated this part of the campaign achieving 19 pieces of media coverage across print and online publications was another great achievement for the media outreach element of the campaign.

Campaign activity for 2021

We will take the learnings from this campaign forward into Q1 as we develop phase 3 of the campaign in partnership with Refuge and Surviving Economic Abuse (SEA). This phase of the campaign is going live at the end of April 2021, and will be featured across our channels and internally for our colleagues.

Through our initial report, we found that 16 % of UK adults told us they'd experienced economic abuse, however over 39 % had experienced economic abuse behaviours suggesting many more people have experienced economic abuse, but do not recognise it as such. Therefore for the next phase of our Know Economic Abuse campaign, we want to address this by helping educate people on how to spot the signs of economic abuse, either in their own relationships or those of friends and family so they can recognise it and get the support they need.



Our values and ethics in action

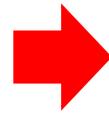
Tackling youth homelessness with Centrepont



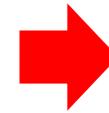
give homeless young people a future



A replacement for Sleep Out events, **Stay Up** challenged fundraisers to go one night without sleep for homeless young people and took place in October 2020.



The Bank combined this with a **Stay Active** challenge to encourage colleagues to do some physical exercise with a wellbeing focus.



Colleagues from all areas of the Bank got involved, covering **2,526 miles** on the day and raising **£28,000** for Centrepont.

Colleagues were invited to join activities on BlueJeans throughout the day and night, including martial arts classes, yoga, dancing, music and many more!

Branch teams and office locations cycled throughout the day on static bikes.

2,526 miles
covered by
232 colleagues

24 hours
of live online activities including
ONE
12 hour online Quiz

£28,000
raised for homeless young people



Social Media coverage throughout the day and night created positive engagement for the Bank and Platform brands

81.7k Impressions
across all channels

78.6k Impressions
across bank channels

162 positive reactions
to Darrell's LinkedIn posts

Almost 10k Reach
on Instagram Stories

33x IG Stories
captured and used on the night

7.05% Engagement Rate
on Platform

Our values and ethics in action

Tackling youth homelessness with Centrepont



Ending youth homelessness in partnership with Centrepont

Over **£300,000** raised by the Bank, our colleagues and customers to tackle youth homelessness in 2020.

Over **120,000** young people faced homelessness last year. **5,000+*** of these were supported by the Centrepont Helpline in 2020 thanks to funding from The Co-operative Bank.

2020 fundraising and donation highlights:

- Mortgage donations: £177,000*
- Treasury SPV donation: £75,000
- Stay Up: £50,000 raised
- Online Quiz Nights: £2,630 raised
- Futures Move in May: £1,027 raised
- Risk Christmas Tree Fundraiser - £1,000 raised

2021 at Centrepont

As the on going effects of the pandemic continue to impact lives in 2021, Centrepont will continue to represent and support those most vulnerable in society. Their work this year will:

- Support the growing number of young people facing homelessness each month
- Ensure young people can find a route towards profitable employment
- Represent the needs and struggles of disadvantaged individuals to government

The charity will launch their **Greater Manchester Future Foundations** project in May 2021. This project will fund the refurbishment of their Oldham St building to turn it into a modern, welcoming space which will be a positive place for young people to access all of the charity's local services.

Together, we have now raised **£1.7m** for Centrepont since the start of our partnership in 2017

Social Media posts in December 2020 highlighted the release of Centrepont's updated Databank, which uses data obtained from Freedom of Information Requests to local councils to determine the scale of the issue.

The Co-operative Bank UK 🇬🇧 @CooperativeBank · 24 Dec 2020

According to @centrepontuk's research, over 120,000 young people faced #homelessness last year - an increase of almost 10,000 from the previous year. Sadly, the challenges posed by the pandemic make a further dramatic increase inevitable. Look up your area here 📍

Region	Number of young people
Scotland	7,300
Northern Ireland	3,300
North West	17,600
West Midlands	11,600
Wales	7,700
South West	11,300
North East	4,200
Yorkshire and the Humber	9,600
East Midlands	7,000
East of England	11,300
London	17,200
South East	12,300

0:00

Centrepont Databank
centrepont.org.uk

Our values and ethics in action

Tackling youth homelessness with Centrepont



A big milestones for the Centrepont helpline

In 2017, Centrepont launched their national Helpline, a free and vital service that provides specialist advice and support to homeless young people across the UK.

Since the early days of the Helpline, we've been making donations to help fund the service on behalf of our customers every time a new mortgage is sold or a mortgage product switch is completed through Platform and our retail mortgages. Over the years this has added up to over £1 million of funding for this important service. We've also worked with the Helpline team to share our skills and experience when they were setting up their own online chat service, which has allowed them to reach even more vulnerable young people.



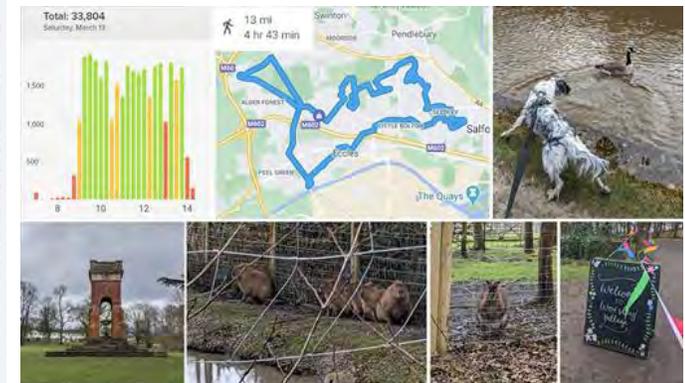
The Helpline reached a significant milestone in Q1 2021 as the team provided help to their 20,000th young person through the service. While we may never know the circumstances that lead that 20,000th young person to make their call, we can all be really proud that thanks to our support, they heard a friendly voice on the other end of the phone and received advice and support that was tailored to their needs and statutory rights as a young person aged 16 to 25.

Colleagues moved in March for Centrepont

Colleagues helped to raise over £6,000 for Centrepont throughout March 2021 by taking part in their #moveinmarch initiative.

Every year Centrepont contact local councils to find out how many young people have approached them for help with housing issues in the last year. Shockingly, **121,000** 16-25 year olds faced the terrifying prospect of homelessness in 2019/20. That's why the charity asked supporters to complete 121,000 steps in March. By joining the challenge, and asking friends and family to support, colleagues helped vulnerable young people to take their first steps out of homelessness.

We shared photos from colleagues who had taken part in the challenge on our social media channels to engage customers in our fundraising efforts.



Ensuring our products and services reflect co-operative values

- Our Everyday Rewards scheme gives eligible current account customers the option to donate their monthly earned rewards to one of five charity partners. These customer donations raised £320,237 during 2020, with Amnesty International and Refuge receiving over 50 % of the donations. In total, over £1m has now been donated to these charities since Everyday Rewards was launched in 2016.
- We make a charitable donation to the Born Free Foundation for every gift that is issued during the lifecycle of our Children's savings product. Since 2003, our Bonus Account has provided more than £287,200 towards animal welfare and conservation projects around the globe, including anti-poaching units in Kenya and the establishment of a Wildlife, Rescue, Conservation and Education Centre in Ethiopia. Whilst this account has been withdrawn from our on-sale range, existing customers will continue to receive gifts sourced from Born Free until 2028.
- For every new mortgage completion and product switch we donate £5 to Centrepoin. This is one of the ways we are continuing our support for Centrepoin, the UK's leading charity for homeless young people. Since the start of our partnership in 2017, together with our colleagues and customers we have raised £1.7m.
- Customers have 14 days from the point at which a savings account is opened to cancel, without loss of interest.
- Through our partnership with L&G we offer customers a home insurance product with no additional charges for spreading the cost over 1 year or cancellation of the cover at any point.
- We aim to have clear terms & conditions across our product range, publishing all fees and charges in branches and online, we pre-notify charges and we also cap our overdraft charges.
- We have updated our mortgage T&Cs so they are more user friendly and have gained Plain Language Commission accreditation.
- We commit to offering our existing mortgage customers as good as, if not better interest rates than new mortgage customers.
- We have removed the No DSS clause in our buy to let mortgages which restricted landlords from letting to tenants in receipt of housing benefit. This 'condition' is no longer included in the mortgages we offer and we will no longer enforce these clauses. It was removed from our processes and systems in May 2019..
- Our product governance process has compliance with the co-operative values at its heart. The process provides oversight on any fundamental changes made to features of new, existing and closed products. Governance has been further enhanced through the introduction of a new product development process that is aligned to our Values and Ethics.
- We review product Fees & Charges regularly to ensure that they are regulatory compliant, fair and not excessive.
- Credit Cards Terms & Conditions are reviewed regularly to ensure required regulatory changes are incorporated. Clarity and customer understanding is considered at each of these reviews. Revised T&Cs were updated April 2020, our 2021 T&C's review is underway with an update version due Q3 2021..
- We aim to have clear terms & conditions across our Savings product range, the terms and conditions have gained Plain Language Commission accreditation.
- We are continuing to respond to customer needs arising as a result of Covid 19 including: Communicating with our current account customers to provide information on financial support tools available and providing our basic banking customers access to alternative payment methods to make contactless payments. We are supporting our loans and credit card customers through our communications and with the option of payment holidays. We are also supporting our SME customers by providing access to government backed Coronavirus Business Interruption Loans and Bounce Back Loans schemes.

Governing our co-operative values and ethics

- Co-operative values are incorporated into the Bank's **Articles of Association** and the governance structure throughout the Bank ensures ongoing delivery of our commitment to the values and ethics we share with the co-operative movement.
- **The Values and Ethics Committee** is a Board sub committee providing oversight of how co operative values and ethics are implemented in the Bank The Co-operatives Matrix is presented to the committee on a quarterly basis following formal review and approval by the Bank's Executive team Emma Laycock, Head of co operative advice at Co ops UK attended a Values and Ethics Committee meeting in April 2020 to observe the review process in action.
- **We review our Co-operatives Matrix on a quarterly basis** in dialogue with Emma Laycock of Co-operatives UK following approval at the Values and Ethics Committee, and reflect her feedback in our plans.
- As part of our commitment to the co operative movement, we undertake regular **Board Training on the co-operative movement** for all members of the Values and Ethics Committee The training was delivered in April 2020 by Ed Mayo from Co operatives UK. The next board training on the co-operative movement is scheduled for September 2021.
- **Close engagement** between with our Director of Customer and People, Maria Cearns and Rose Marley, CEO of Co-operatives UK
- **Ongoing collaboration** between James Delevigne and Catherine Douglas, MD of SME Banking overseeing the Hive programme.

Delivering our ESG strategy in 2021

Three phased approach

The Co-operative Bank – Environmental, Social and Governance Strategy 2021 – Development work stream

Phase one – ARA 2020

February 2021

Development of an ESG framework and Values and Ethics Report 2020 for publication alongside the ARA

- ✓ Adapt the existing Values and Ethics Report and develop an ESG framework which ensures our co-operative values and ethics are accessible to all audiences, including investors and the wider financial industry
- ✓ Commence engagement with Sustainalytics and undertake gap analysis to develop a go forward action plan
- ✓ Publish the ESG framework and Values and Ethics Report 2020 alongside the ARA on February 25th
- ✓ Develop 2021 ESG targets
- ✓ Integrated internal and external communications strategy to engage all audience with our Values and Ethics

Phase two – Strategic development

March-July 2021

Redevelop the Values and Ethics Strategy to establish a bank wide ESG strategy

- ✓ Develop Sustainalytics Evidence Pack including all ESG proof points and required policy evidence
- ✓ Commence Sustainalytics rescore process ahead of H1 results
- ✓ Start 'The Big Conversation' with colleague to engage and inform ESG strategy
- ✓ Scope out the cost and procurement of external assurance of the ESG framework and Values and Ethics Report.
- ✓ Review and redevelop the existing 7 point Values and Ethics Strategy to develop The Co-operative Bank's ESG strategy including developing robust targets.
- ✓ Determine our go forward approach with the United Nations Environment Programme Finance Initiative and develop a bank-wide engagement strategy.

Phase three – Implementation

July 2021 Onwards

Implementation and delivery of the ESG strategy in readiness of our 150th anniversary

- Announcement of updated ESG sustainalytics score, strategy and longer-term commitments at Interim Results
- Implementation of the ESG strategy commences with bank wide engagement plan to support effective delivery
- Statement of Intent released with associated target setting for forthcoming year
- Regular reporting against ESG targets
- Customer poll and Ethical Policy refresh to take place to launch in Q1 2022 to mark the Bank's 150th anniversary
- Consideration and development of The Co-operative Bank Charitable Foundation