

SKIPTON
BUILDING SOCIETY



AGM
2024



Making membership matter





Welcome

to Making Membership Matter. In it you'll find a review of what we achieved in 2023 and some of our plans for the year ahead. There's also information on how you can vote at our Annual General Meeting (AGM).

2023 presented many opportunities for change against a challenging backdrop of economic and geopolitical turbulence. The cost-of-living crisis is still with us and although the rate of inflation fell during the year, interest rates remain high by recent historical standards. But despite this difficult environment, it was another year of strong financial performance for the Society – which means we can do even more to look after our members.

Our members

Over 2023 we continued to deliver on our purpose of helping more people to have a home, save for life ahead and support long-term financial wellbeing.

Once again, we've paid savings rates above the market average – paying 0.65% above the rest of the market average for banks and building societies in 2023. This means we delivered around £148m extra interest for our members*.

At the same time, we've protected our borrowers by passing on only 0.50% of the 1.75% rise in Bank of England base rate on our revert rate mortgages[†]. I'm proud we gave more long-term renters a path to buying their first home through the launch of our Track Record Mortgage.

We remain committed to making your membership matter more, and during 2023 we launched a range of exclusive member products and services. These included our Regular Saver Account and a new Pension Health Check service. We also continue to offer a free EPC Plus report for members who own a home built more than 10 years ago, to help them understand how they could improve the energy efficiency of their home.

It was a great year for innovation, which saw us launch our Transformation Programme – making it easier for you to choose how you want to manage your accounts. As well as this, we trialled our My Money Review Tool which helps us provide members with advice on making their money work harder.

Our communities

Last year saw the launch of new sustainability initiatives, built around Group-wide collaboration. This includes building a clearer understanding of the challenges faced by our members in making their homes more energy efficient. We've now launched a retrofit research project in partnership with Leeds University and Leeds Beckett University. This involves making energy efficient changes to a house owned by the Society – so we can help our members understand the costs and benefits.

We've also continued our promise of giving back to our communities. We've committed to donating 1% of our 2023 Group profit before tax to charities that align closely with our values and purpose. I'm pleased to say you can now also vote for our next charity partner. Each of the charities supports our goal of helping under-represented members of society to have access to a safe, secure place to call home.

Our people

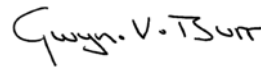
The success of the Skipton Group is down to the quality, dedication and enthusiasm of our colleagues. We therefore remain committed to fostering an engaged, diverse, valued, and well-trained workforce who are appropriately paid.

In 2023 we continued to strengthen the Society's board of directors and its executive team.

Paul Chambers has now joined us as Group Chief Financial Officer, with Bobby Ndawula leaving the Society later this year to pursue the next chapter of his career. I'd like to personally thank Bobby for the crucial role he's played over the last nine years in maintaining our high standards in treasury, accounting and finance practices.

Our future

My focus for 2024 is to ensure the Skipton Group remains strong and able to weather the inevitable economic, geopolitical and environmental challenges we will face. Most importantly, to continue to be there for our members – meeting their changing needs and supporting them to secure their financial futures. And making sure membership really does matter.



Gwyn Burr
Chair

*Rest of market as defined in CACI's Current Account and Savings Database, Stock, including fixed and variable rates. CACI is an independent company that provides financial benchmarking data from over 35 savings providers, who together hold £1.13tn of cash in savings accounts as at end December 2023.

†Revert rate mortgages means the product you are automatically moved onto when your fixed rate mortgage comes to an end, unless you choose a new option. For example our Mortgage Variable Rate or Standard Variable Rate mortgage.

In 2023 we...



Helped 46,991 to remortgage or buy a home.



Helped 14,221 young people save money into a Lifetime ISA to help them buy their first home or towards their future retirement.



Supported 19,120 first-time buyers.



Provided financial advice to 6,000 customers



On your side

Stuart Haire, Group Chief Executive, explains why he wants to do even more for members in the years ahead.

Of all the changes you've overseen in your first year leading the Skipton Group, what are you especially proud of?

It's been a transformative period for Skipton. We have established a new Group structure which is aligned to our members' needs. Along the way, we have been able to provide a range of exclusive member offers to recognise the fact we are mutually owned.

I'm proud of the way we passed on Bank of England base rate increases to savers – more than many of our competitors. And we've continued to offer attractive savings rates for our members.

In 2023, we helped more people into their first homes than ever before. I think about my own first home and the difference it made for me personally. The feeling of

having a place we could make our own, and of being part of a community, I think that's immeasurable.

The fact we helped over 19,000 people have that feeling in 2023 is what I'm most proud of. We have a duty to play our part in tackling the UK's housing crisis by enabling more first-time buyers to get their first home.

With interest rates at a 15-year high, how is Skipton Building Society looking after its borrowers?

We protected our borrowers by passing on only 0.50% of the 1.75% rise in Bank of England base rate on our Standard Variable Rates/Mortgage Variable Rates, which are some of the lowest in the market.

We were one of the first organisations to sign up to the government mortgage

“

We've had 170 great years – I want to make sure we're setting the platform for a further 170 years of service to our members.”

charter to support borrowers needing extra support with their repayments.

I'm also keen to do more to help all our homeowners, so they aren't left in situations where their houses aren't energy efficient or are unsustainable.

I want to develop new capability to help more people into home ownership and improve the processes for people buying and selling their homes.

How have savers benefited from higher interest rates?

To help our savers' money work harder, we passed on over 75% of 2023's base rate increases on the majority of our variable rate savings accounts. We launched our market leading regular saver account as well as other member exclusive accounts. And for longer-term goals, we've offered members free advice on their money and free pension health checks.

It's been a tough few years for everyone's personal finances – what's your message to members?

For me, it's times like these where membership really matters. We are very aware it hasn't been an easy time for many members, often through circumstances beyond their control.

Being a membership-orientated organisation means we should be there to support our members more than you would get from a purely commercial-based organisation. I also think it's really important our members feel confident their money is working hard for them – no matter the economic backdrop.

Looking ahead, what can members expect from us?

I want every member to know we are on their side. I want them to feel they're fairly rewarded for the trust they place in us, and that they feel there's a genuine benefit to being a member. We have many more opportunities to create member value, through first-to-market products and excellent customer service that responds to real and changing societal needs.

We need to continue to invest in our business to modernise in these fast-changing times and protect the future of the Skipton Group. Skipton Building Society has had 170 great years – I want to make sure we're setting the platform for a further 170 years of service to our members.

What is your vision for the Skipton Group and how important is it for supporting our members?

I am proud of our purpose. We're here to help get our customers' money working harder, to help people have a home, and to make membership matter. My vision is to make this even more meaningful. For members to see that we're making a real difference to their lives and feel they're being treated well.

This includes making sure we protect one of our core assets – our people. I want our wonderful colleagues to be part of a growth organisation. For them to consider it a great place to work, where they feel able to be the best version of themselves.

Have your say

Being a member of Skipton Building Society gives you an important voice in how we're run. By voting at our Annual General Meeting (AGM), you can make yourself heard and influence our future plans. And – for the first time this year – your vote will also make a vital difference to charitable causes.

How to vote

There are four ways you can vote:

- On the day of the AGM (Monday 29 April), either by attending the meeting in Skipton or joining online.
- Online – using the voting codes in the 'Vote today' section on your form (or scan the QR code).
- By post, using the voting form and freepost return envelope in this pack.
- At your nearest Skipton Building Society branch.



This year, your vote will mean even more

For each eligible member who votes at the 2024 Annual General Meeting, Skipton Building Society will donate 50p to Mental Health UK (registered charity no. 1170815) up to a maximum of £50,000.

What are you voting on?

First of all, we'd like you to vote on three ordinary resolutions that relate to the running of Skipton Building Society.

We explain what these are on the right-hand page.

Next, you can vote on the election and re-election of directors.

This year, there are two directors up for election and eight for re-election. They are only elected or re-elected if the majority of members vote in their favour.

To find out more about each director, please see pages 14-19.

Finally, we want you to choose our next charity partner.

We've made a commitment to allocate 1% of our pre-tax Group profits to charitable causes. We need your help deciding which charity the majority of this funding will support over the next three years.

We've carefully selected three very worthy charity partner options for you to vote on (see page 13). You could make a huge difference to the people your preferred charity supports.

On the back page, you'll find a full list of what you're voting on.

Our AGM

We would love you to join us in person for the AGM itself. Held at our principal office in Skipton, you'll have the chance to meet and quiz our board of directors about the things that matter to you.

If it's easier, you can watch our AGM online, where you can put questions forward as well as vote. For more information about how the live stream works, please visit skipton.co.uk/agm.

Ordinary Resolutions – what you need to know

An Ordinary Resolution is where members are asked to approve a proposal or report. To be approved, each Ordinary Resolution needs the majority of voting members to vote in favour of it.

1 To receive the Annual Report & Accounts

Our Annual Report & Accounts outlines the Skipton Group's operational and financial performance for 2023. Every year, we ask members to formally receive our latest Annual Report & Accounts.

2 To re-appoint Ernst & Young LLP as auditors

Ernst & Young LLP have been our external auditors since 2019, after a rigorous selection process. We'd like you to vote on whether to reappoint them for the year ending 31 December 2024.

3 To approve the Directors' Remuneration Report for the year ending 31 December 2023

The final Ordinary Resolution is to approve the Directors' Remuneration Report for the financial year. The report is included in the Summary Financial Statement in your pack.

The vote on resolution 3 is treated as advisory only. The directors' entitlement to remuneration isn't conditional on this resolution being passed. However, it is still an important way of measuring members' views on this topic, which the board will discuss and be influenced by.

You can read the full Directors' Remuneration Report at skipton.co.uk/financial-results. If you prefer, you can request a printed copy from: The Secretary, Skipton Building Society, The Bailey, Skipton, North Yorkshire BD23 1DN. Or you can call 0345 850 1733.



Make your vote count

Go to skipton.co.uk/agm, or vote by freepost, in branch or at the AGM event.



Putting you first

We really mean it when we say that as our member, you're our number one priority. Last year, we improved the way we do things based on your feedback – to help you enjoy an even more rewarding experience with us.

Here's what we did in 2023

Developed new ways to listen to you

Your feedback is so important.

To make sure you're heard, we conduct surveys and focus groups throughout the year. Earlier this year, we held our first digital forum – and there will be more to come.

Want to get involved? Find out more at skipton.co.uk/panel

Made sure you have less time to wait

We've employed extra, temporary colleagues in our call teams to cover busy periods and improve on wait times. We also improved our branch booking systems.

Offered you rewards

In the last 12 months, we offered a range of exclusive products and services to members.

- **Boosting your savings**

We launched several products exclusively for our members – such as the Member Regular Saver last June (and in January 2024), and the Member Bonus Saver this January.

- **Saving on energy costs**

We continue to offer free, personalised EPC Plus reports for members who own a home built more than 10 years ago.

Provided by Vibrant (owned by the Connells Group, part of the Skipton Group), this report could help you identify ways to improve the energy efficiency of your home and potentially reduce your energy bills.

- **Feeling more prepared for retirement**

We introduced our free Pension Health Check. This can help you see if you're on track for the retirement you want, and how you could strengthen your plans.

Improved the accessibility of our branches

In 2023, we refurbished three branches. And we're looking forward to unveiling our new, fully accessible Skipton branch in Spring 2024.



We also made other improvements across our branch network.

- Installed customer Wi-Fi in every branch, so that we can offer better connectivity for members using their own devices during appointments.
- Replaced our chairs with better alternatives for those who are less mobile.
- Removed protective screens to improve communication and reduce noise.

Kept your money safe

We want you to know how committed we are to protecting your money from fraudsters.

Over 2023, we continued to update the 'safe hub' on our website – providing information on scams to watch out for.

Our experts visited branches to answer your questions. We've also sent emails and social posts to build more awareness around the topic.



Rated "Excellent" December 2023

We're incredibly proud to be rated excellent on Trustpilot. Here's what some of our members have to say:

"I felt valued. I was dealt with by a knowledgeable member of staff, who answered all my questions and was able to conclude everything to my satisfaction."

– June 2023

"Skipton make you feel valued. Coming to them for our mortgage and savings needs was the best thing we did."

– November 2023



Making our members' money work harder

One of our key priorities is to help our members make more of their money.

Delivering value to our members

We've continued with our commitment to deliver value through our savings rates. During 2023 we passed on over 75% of the Bank of England's base rate increases (on the majority of our variable savings accounts).

The average savings rate we paid in the 12 months to December 2023 was 3.10% – which is 0.65% above the rest of the market average for banks and building societies*. This equals around £148m extra interest for our members.

Helping members with decisions about their future

We launched My Money Review – a new service where we look at your plans and give you recommendations to help you make more of your money.

We trialled the service in six branches. Following positive feedback from members and colleagues, we're pleased to announce we'll be rolling the service out across all our branches in the next few months.

We've also continued to offer our members financial advice – helping them to plan towards their long-term goals. We have £4.3 billion of funds under management for our customers.

Open an ISA through our app

You can now open new ISAs and carry out electronic ISA transfers using our mobile app – this is something that was requested by a lot of our members.

*Rest of market as defined in CACI's Current Account and Savings Database, Stock, including fixed and variable rates. CACI is an independent company that provides financial benchmarking data from over 35 savings providers, who together hold £1.13tn of cash in savings accounts as at end December 2023.

Helping more people have a home

The past 12 months have been tough for many homeowners – not forgetting those keen to get onto the property ladder. So, over 2023, we wanted to be a leading voice in the industry. To make sure our mortgage members get opportunities in the market.



Looking after members during rising interest rates

We protected our borrowers by passing on only 0.50% of the 1.75% rise in Bank of England base rate on our Standard Variable Rates/Mortgage Variable Rates, which are some of the lowest in the market.



Extra support with mortgage payments

In response to the cost-of-living crisis, we signed up to the government's Mortgage Charter. This shows our commitment to providing more flexible, short-term support for any of our mortgage members worried about their repayments.



Giving more people the chance to own a home

We want to play our part in tackling the UK's housing affordability crisis. We launched our Track Record Mortgage last year to help homebuyers, trapped in the renting cycle, access the property ladder.

Our future plans

- We're developing more member exclusive products and services – our website has all our latest offers.
- To create an even more seamless experience for you, we're launching our new Experience Platform – a tool which combines technology with our great service.
- We're finalising our member commitments to clearly show how we're supporting our members.
- We plan to give you more access to our financial expertise, such as offering education, tools, and access to our knowledgeable colleagues to help you with your future plans.
- As well as our EPC Plus offer, we're going to deliver further opportunities for members to understand more about making their homes more energy efficient – including how we could financially support members to reduce their carbon footprint in their home.
- We want to give you more of a voice. Whether it's getting your opinions on potential new products or how we can improve your overall experience.



Building a more sustainable future

We're proud to be working towards reaching net zero greenhouse gas emissions by 2045. And 2023 was another year of focusing on how we can use the planet's resources more responsibly.

Making homes more energy efficient

We've started working with Leeds University and Leeds Beckett University to better understand how we can improve the energy efficiency of existing homes. To do this we're using a house owned by Skipton Building Society. The house is right next to our principal office and we plan to carry out work to make it more energy efficient and reduce its carbon footprint.

We'll use the changes we make to the house to help our members understand the costs and environmental benefits of making their homes more energy efficient – and consider how we could provide more financial support for our members to do this.

Sustainability and our suppliers

We've continued working with EcoVadis, a sustainability ratings provider who helps us to understand how sustainable our suppliers are – looking at factors like the environment, ethics, and human rights.

Lower emission travel

We introduced a colleague electric vehicle and low emission vehicle salary sacrifice scheme to encourage our colleagues to travel in a more sustainable way.

Helping our colleagues to become more energy efficient

We ran several internal events to help colleagues understand more about making energy efficient changes to homes.

We're also proud to support the communities in which we're based

- In 2023 we donated £82,000 to 246 good causes voted for by our members.
- The Skipton Building Society Charitable Foundation hit the milestone of donating over £3 million since it was established in 2000.
- We've committed to donating 1% of 2023 Group profit before tax to charitable causes.
- Colleagues gave their time to a range of causes – including the Yorkshire Dales Millennium Trusts, the Salvation Army centre and Nell Bank outdoor education centre.

Who should be our next charity partner?



This year we're excited to offer our members the opportunity to vote for our next charity partner. Read on to discover more about the projects that could benefit from Skipton Building Society funding. Visit skipton.co.uk/charity-vote for more details.



Age UK provides vital information, advice, support and friendship for older people – including those living in poverty or in deprived communities.

Project: A place to call home

What will they do? 1 in 7 older households live in 'non-decent' housing and older homelessness is rising. To tackle these issues, Age UK will use the funding to provide one-to-one, tailored advice sessions across the UK. These sessions will support vulnerable older people to live in safe, secure and warm homes. For example, advising them of government allowances and discounts, discussing care support and housing options, and connecting them to friendship and emotional support.

They'll also carry out research into the impact of the cost-of-living crisis on older households. The findings will be used to challenge the government to improve the support for older people in need.



Barnardo's supports children and young people who are experiencing poverty, poor health, inequality or risk of harm.

Project: Every child deserves a place to call home

What will they do? To help families at risk of homelessness, Barnardo's will use the funding to provide direct poverty relief, health and wellbeing care, and housing and tenancy support.

Part of the funding will enable Barnardo's to provide families in poverty with home essentials - from curtains and carpets to reduce cold and damp, to beds for children sleeping on the floor.

Barnardo's will also employ two new Housing Advocacy Officers to support with specialist housing issues, so families in or at risk of homelessness have a safe and stable place to call home.



Depaul UK supports young people facing homelessness in the UK every year.

Project: A safe place to call home for young people

What will they do? Depaul UK will use the funding to improve and develop three of their services:

- Nightstop - A unique service that offers immediate emergency accommodation in local communities across the country. Volunteer hosts offer a spare room to young people at risk of sleeping rough.
- Reconnect - A mediation and support service that helps young people at risk of becoming homeless because of family breakdown.
- Housing Advice – They'll expand one-to-one support for young people experiencing a housing crisis by adding a new specialist post to support the specific needs faced in the North of England.

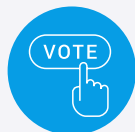
Meet your board

Your board is responsible for our governance, strategy and business performance. We're asking you to elect or re-elect the Society's directors.

- Each director has been selected for their skills and experience.
- They bring their own specialist knowledge of different organisational cultures and industries.
- Every director fully embraces what the Society stands for. They want to do the very best for members, and grow the business over the long-term.

A director is only elected or re-elected if the majority of voting members vote in their favour. None of our directors have a personal business relationship with the Society or any of the Skipton Group companies. They also have no close links to any business we work alongside.

To find out more about what it means to be a member of a mutual, our board and the AGM, visit skipton.co.uk/agm.



Make your vote count

Go to skipton.co.uk/agm, or vote by freepost, in branch or at the AGM event.

Sarah Whitney and Bobby Ndawula

Sarah stepped down from the board at the end of February and Bobby will step down from the board at the end of March. We'd like to thank them both for their commitment to Skipton and the important contribution they've made to the Society.

Directors for election



APPOINTED TO BOARD: 2024

Paul Chambers

Group Chief Financial Officer and a member of the Group Executive Committee and Non-Executive Remuneration Committee.

Paul brings over 25 years' financial services experience, across international banking, wealth management and management consulting. He has recently joined the board from Standard Chartered Group, where he held a number of senior leadership roles, the most recent being Group Financial Controller. Paul has an extensive track record of leading diverse teams through periods of change, from market entry to market exit. This includes launching new products and services, reporting and control process re-design, and core system change.

“My initial priority is to spend time with our colleagues, customers and members to better understand the different businesses that make up the Skipton Group. I am particularly keen to understand the drivers of profitability across our Group, so we can build on our objective of making membership mean more – whilst continuing to fund the transformation of our product and services.”



APPOINTED TO BOARD: 2023

Steven Davis

Chair of the Board Remuneration Committee and a member of the Board Nominations Committee.

Steven has over 35 years' experience in retail, FMCG and financial services, both in the UK and abroad. Over the past 20 years he's held senior executive roles in HR, retail operations and change management, always with a strong focus on the colleague and customer experience. His last role was with Sainsbury's Bank, where he also sat on the Sainsbury's Group HR Executive. Steven is a non-executive director of Peter Vardy Group. He brings a wealth of experience in strategy, change leadership and building strong customer and colleague propositions.

“As our Consumer Duty Board Champion, I've spent time with colleagues to make sure we're delivering good customer outcomes and meeting our regulatory requirements. This year I'm keen to understand the key frustrations for our members and to support the business in delivering its strategic plan. Throughout my career, my main motivation has always been to make a difference for both customers and colleagues. Skipton Group has amazing colleagues who are very focused on doing the right thing for our members and the Group as a whole. I see part of my role as ensuring there is both a member and colleague voice at board.”

Directors for re-election



APPOINTED TO BOARD: 2016

Andrew Bottomley

Chief Executive Officer - Money and a member of the Group Executive Committee and the Non-Executive Remuneration Committee.

Andrew has extensive experience in financial services having previously worked in Lloyds Banking Group, Halifax and Bank of Scotland. He has served in a variety of senior roles across mortgages, savings and financial advice. He is the Chief Executive Officer for our 'Money' business, which helps members make the most of their savings and investments.

"My priority has been to define a clear member focused strategy for the new 'Money' business, as well as mobilising our two-year project investing in technology to build a seamless digital experience for members. My focus is to broaden the access members have to advice on their money, along with high quality products and services. I'm most passionate about helping members achieve their financial goals, whether that's saving for their first home or planning for retirement. I want our members to be able to speak to our experts in our branches, over the phone or through our digital teams, so that they can be confident their money is working hard for them."



APPOINTED TO BOARD: 2022

Gwyn Burr

Chair of the Board, the Board Nominations Committee and the Non-Executive Remuneration Committee.

Gwyn brings wide-ranging executive experience in retail, thanks to her director-level roles at Asda and Sainsbury's. She also has significant financial services experience, having previously held non-executive director positions with Principality Building Society, Sainsbury's Bank plc and the Financial Ombudsman Service. She is currently a non-executive director at Metro AG and is on the board for Ingleby Farm.

"My role is to lead the board's focus on the development and delivery of the corporate plan. I also remain focused on making membership matter. As members' behaviour in dealing with their financial affairs continues to evolve, I'm continuing to work with the team to serve the needs of our members both now and in the future. This includes championing change to deliver increased support for our members – which can be seen in the initiatives we've launched already and those we plan to introduce in the future. I'm proud to lead a board that's tireless in its efforts to support our members and colleagues and have a positive impact on their lives."



APPOINTED TO BOARD: 2022

Iain Cummings

Chair of the Board Audit Committee and a member of the Board Nominations, Risk and Change Committees.

Iain is a Fellow of the Institute of Chartered Accountants in England and Wales with over 35 years of experience working in the financial sector. He was a partner at KPMG for over 24 years, working with banks and other major financial services firms in both audit and advisory roles, including three years leading KPMG's banking audit practice. He is a non-executive director of Rathbones Group plc (a listed wealth manager), where he is Chair of the Audit Committee.

"I was attracted to an organisation that takes a long-term view and focuses on delivering value to its members. From supporting them with their mortgages – often the largest financial commitment of their lives – to helping them save for their future. In what's been a year of change for the Society, my main priority has been maintaining the integrity of our reporting to protect the interests of the Society and its members. This year, I'll be supporting the smooth transition to our new Group Chief Financial Officer – making sure we maintain our high standards and support the future development of the Society."



APPOINTED TO BOARD: 2022

Stuart Haire

Group Chief Executive and a member of the Non-Executive Remuneration Committee and Chair of the Group Executive Committee.

Stuart has over 20 years of business leadership experience across financial services. He brings a unique blend of technical and customer facing skills and experiences which will support delivering value to our members and the modernisation of the Group. Stuart is driven by the purpose of serving members' interests both now and preparing the business, to continue to serve those interests in future. He's previously held senior executive roles at NatWest and HSBC and was CEO of Wealth and Personal Banking at HSBC UK.

"I am fully focused on creating a strong franchise now and in the future by careful stewardship of the group. This will ensure that it matters more now and in the future to our members and customers. The Skipton Group is an incredible set of businesses. It's well placed to address challenges such as access to your first home, financial education and quality impartial advice, as well as improving access to the housing market and energy efficiency in UK homes. We've made a start, but there's so much more we can and should do to support people in these crucial areas. My job is to continue this work, to make our organisation even more relevant for both existing and new members as they consider their long-term financial needs and aspirations."



APPOINTED TO BOARD: 2017

Denis Hall

Chair of the Board Risk Committee and a member of the Board Audit and Nominations Committees.

Denis has worked in senior risk roles with Citibank, Deutsche Bank and GE Capital. He brings a wide knowledge of risk management, regulation and financial services enabling him to chair the Board Risk Committee and provide support, advice and challenge to the executive team on risk management issues. Denis is a non-executive director of Germany's Aareal Bank and Moneta Bank in the Czech Republic and sits on the Audit and Risk Committees for both these organisations. He is also non-executive director and Chair of the Risk and Audit Committee for Auxmoney Holding in Ireland.

“My priority has always been on making sure the interests of our members are safeguarded. Whatever happens in the world, it's important that we service their needs effectively. I'm a big advocate of Skipton's core principle in putting members first. And it's been great to see our member-driven values and purpose grow even further over the years. As well as the Society, I also serve on the boards of other financial institutions in Europe. This keeps me informed on current issues, so I can contribute to the Society by weighing up different approaches to common challenges.”



APPOINTED TO BOARD: 2018

Heather Jackson

Chair of the Board Change Committee and a member of the Board Nominations, Remuneration and Risk Committees.

Heather brings her strong business operations, technology, strategy and change background which is vital as the Society focuses on improving our customer journeys through all channels and on our use of data to support better decision making. She has 25 years' experience in senior executive roles at Lloyds plc, Capital One, Boots the Chemist, Asda and Burton Group plc. She's a non-executive director for Ikano Bank Europe and at Rothesay (the UK's largest pensions insurance specialist) as well as a trustee director of Yorkshire Cancer Research.

“My focus is on fairness and always considering situations from a member viewpoint. I want to make sure the change initiatives we're planning make the lives of our members and customers better and easier. Having always lived in Yorkshire, I'm focused on value for money! Making sure we have a positive impact on our members is what drives me personally. I am hugely motivated by the Society's colleagues' desire to serve all members' best interests and by our strong purpose.”



APPOINTED TO BOARD: 2016

Mark Lund

Deputy Chair of the Board, Senior Independent Director and a member of the Board Audit, Nominations and Remuneration Committees. He is also an independent non-executive director of Connells.

Mark's experience at senior leadership level in financial advice and investment management enables him to provide relevant insight which is particularly important as the Society develops its financial advice business. He has more than 40 years' experience in commercial and financial services. His previous roles include CEO of St James's Place plc, CEO of Virgin Direct and Director of Henderson Investors plc. He is a non-executive director of Coutts & Co.

"I'm a huge fan of the Society's mutual business model. I'm as excited as I've ever been about the opportunities it brings – especially for our membership, which is my priority. I'm delighted the Society has now introduced our member-only benefits. I want to make sure we have a strong and resilient business – with a clear plan that continues to develop the Society for the benefit of our members."



APPOINTED TO BOARD: 2021

Philip Moore

Member of the Board Audit, Nominations and Risk Committees. He is also a non-executive director of Connells and Chair of Connells' Audit and Risk Committee.

Philip has over 40 years' experience in international financial services, spending nearly 20 years as a CFO, including of a FTSE 100 company, followed by consulting partner roles in the UK and South East Asia building his commercial, strategic and regulatory expertise. He has experience of chairing audit, risk and remuneration committees for a number of companies, including Bank of Ireland (UK) plc and Wesleyan Assurance Society. He is also a trustee of homelessness charity St Mungo's and a Governor of North Herts College.

"I want all members to feel proud they're part of the Society. And over the past year, my priority has been on making sure we deliver even more value for our members. I joined the board because of the Society's strong mutual values and clear purpose. These attributes have created a financially strong, member-focused organisation. And, by drawing on my wide financial experience, I hope to contribute to its continued success."

Notice of Annual General Meeting 2024

This year, the Annual General Meeting (AGM) of Skipton Building Society is being held at The Bailey, Skipton, North Yorkshire BD23 1AP and online at skipton.co.uk/agm on Monday 29 April 2024 at 2pm.

The meeting is for the following purposes:

Ordinary Resolutions

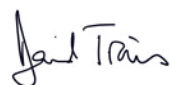
1. To receive the Annual Report & Accounts
2. To re-appoint Ernst & Young LLP as auditors
3. To approve the Directors' Remuneration Report for the year ended 31 December 2023

Election or re-election of directors

To elect or re-elect each of the following as directors of the Society:

- 4.1 To elect Paul Stuart Chambers
- 4.2 To elect Steven James Davis
- 4.3 To re-elect Andrew Paul Bottomley
- 4.4 To re-elect Gwyneth Victoria Burr
- 4.5 To re-elect Iain Alexander Cummings
- 4.6 To re-elect Stuart Arthur Haire
- 4.7 To re-elect Denis Arthur Hall
- 4.8 To re-elect Heather Louise Jackson
- 4.9 To re-elect Mark Joseph Lund
- 4.10 To re-elect Philip Wynford Moore

By order of the board



David Travis, Secretary

1 March 2024

A member entitled to attend and vote at the AGM may appoint a proxy to attend and, on a poll, vote at the meeting in the member's place. The appointing member may instruct the proxy how to vote. A proxy does not need to be a member of the Society.

Notes on voting, and details of where information on the business of the meeting can be found, are contained in the enclosed voting form.



Join us for this year's event

You'll be able to attend this year's AGM either by coming to Skipton or by joining the meeting online. To help us plan the event, if you're going to join us in Skipton, please call 0345 850 1733 to register in advance. To join us online, visit skipton.co.uk/agm. You will need the voting codes on your voting form and meeting code 30260 to join the meeting.

We can provide documents in large print, Braille or audio if you need them. Please speak to a member of our team on 0345 850 1733 to find out more.

EPC Plus is not regulated by the Financial Conduct Authority. Skipton Building Society is a member of the Building Societies Association. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, under registration number 153706, for accepting deposits, advising on and arranging mortgages and providing Restricted financial advice. Principal Office, The Bailey, Skipton, North Yorkshire BD23 1DN. Ref: 461_323820-1_01/03/2024