

Sustainability and the future

We're committed to building a sustainable Society for our members, colleagues and the communities we serve.

Last year, we focused on four of the United Nation's Sustainable Development Goals (SDGs) and created our own sustainability strategy. The SDGs are a globally recognised plan to end poverty, fight inequality and stop climate change. We chose four goals where we believed we could make the biggest difference and have set ourselves the following targets:

- being one of the best places to work.
- taking action where we have the greatest impact.
- helping more people into homes and supporting local communities.
- always being owned and being responsible to our members, not shareholders.

You can read our full sustainability report in our Annual Report and Accounts. In the meantime, the next four pages have a summary of our plans and the challenging targets we've set ourselves.



Being one of the best places to work

Our colleagues are the driving force behind creating a Society that has a tolerant and inclusive culture. We'll continue to focus on creating a Society where no one feels left out, which is as important for our colleagues as it is for our customers.

Our 2020 plans include:

- a continued focus on training colleagues to become Mental Health First Aiders, which goes hand-in-hand with our new charity partnership with Mental Health UK.
- our financial well-being 'Money Matters' sessions will continue to run for colleagues in 2020.
- where we can, we're offering flexible working patterns to give colleagues more control over their time.
- making sure our development programmes foster a healthy pipeline, and good balance, of male and female talent.
- we'll continue to engage colleagues by celebrating diversity in our Society and taking part in national events and festivals.
- we're working towards our goal to increase the number of people who gain employment after completing an apprenticeship with us by 200% in 2022.

Taking action where we have the greatest impact

Send less than 1% of waste to landfill by 2022

We're really proud that we've managed to achieve this target three years early, introducing segmented bins at head office. We want to maintain this while focusing on reducing overall waste volumes.



Eliminate single-use plastic across the Society by the end of 2020

We already use compostable food trays, have an eco shop in head office and we've decreased the use of plastic cups, with many colleagues using their own cups instead. We're going to maintain our focus and encourage the use of more sustainable products so we can reach our target.



Halve our carbon footprint by the end of 2022

We use a renewable source of electricity, we've committed to plant 15,000 trees in the Woodland Trust's Northern Forest and have two electric cars in our fleet. We'll do more over the next three years to make a difference.



Supporting local communities

Our colleagues and customers love to give back, whether it's by donating or volunteering. And it's all part of our sustainability strategy, which is aligned to the United Nation's Sustainable Development Goals.

Charity partners old and new

Saying goodbye to our partnership with Alzheimer's Society and Alzheimer Scotland doesn't mean we'll stop supporting people with dementia. We'll continue working to become a dementia-friendly organisation through improvements to branches and head office as well as our commitment to the Dementia Friends initiative.



of branches have
a Dementia Friend.

Over
£250,000

raised for Alzheimer's Society and
Alzheimer Scotland 2017-2019.

**Mental
Health
UK**

This year sees the beginning of our new charity partnership with Mental Health UK, which lasts until 2022.

The charity offers support, information and expertise to people affected by poor mental health. Our mission with our charity partner is to give more people access to good places to discuss mental health. Together, we're aiming to raise £250,000 over three years, so that Mental Health UK can create community networks to support people affected by mental health problems.



1 in 4
people in the UK
is affected by poor
mental health.

(Source: Mental Health Taskforce NE. The Five Year Forward View of Mental Health, 2016)



Community Giving

In 2019, to support our target of helping 1,000 homeless people by the end of 2022, we launched a brand new scheme called Community Giving.

We invited the mortgage intermediaries we work with (and their colleagues) to nominate local community groups that actively support housing and homelessness initiatives to receive one of 40 pots of £1,000. We received a great response and we're planning to do it all over again in 2020.

Fundraising highlights of 2019



we donated **£160,326**
to **95** charities through
the Skipton Building
Society Charitable
Foundation.

we raised **£99,807** for charities and
gave **£33,460** in matched funding.



colleagues spent **3,826**
hours volunteering.