



2020 Impact Report



Bank with us. Bank on us.

Foreword from our Chairman

Since inception in 1984, Unity has practised its dual purpose of sustainable service and contribution to the welfare of our society - in everything we do.

Unity is a commercial bank, the UK's most determinedly socially-motivated one.

2020 was exceptional: a tragic year for many people and a difficult one for most. The need for Unity's dual purpose was never more timely. We have supported organisations at the frontline of the pandemic, care homes, pharmacies, charities and many commercial firms where they share our purpose.

We do not prescribe the social or community benefits our customers should seek, only that they contribute, as we look to. We've continued to grow our impact materially in 2020 as our purpose gained greater relevance. This report gives a flavour of some of the things we helped to enable last year.

Alan Hughes



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CEO Update

Throughout the pandemic, our priority has been to ensure the safety and well-being of our people.

I am immensely proud of how we've supported each other and our customers as we all seek to navigate the impact of the pandemic.

The Bank has remained resilient, open for business and continued to deliver for customers through these most difficult of times.

The expertise of our customer facing teams and the quality of our customer base has combined to help drive growing societal benefit, while adapting to changing needs.

Customers choose to bank with Unity because of our shared values and purpose and I am delighted to share how we are delivering on that commitment through our lending, our banking customers and the volunteering efforts of our staff.

Margaret Willis



Our Impact Framework

We have continued to align all our business activities to the United Nations Sustainable Development Goals, and re-energised our Environmental, Social and Governance structure to further embed the principles throughout 2021.



Our lending in 2020 has enabled organisations to develop and improve facilities and services, with a focus on these key themes which contribute to the following Sustainable Development Goals.



Health & Wellbeing



Skills, Education & Employment



Financial Inclusion



Community Facilities



Environment



Year in Review 2020



712
jobs created or protected -
that's nearly **5000** jobs in 5 years



<16
seconds
average customer
call response



110
Big Issue Invest subscription
for all staff



£16.9m
lending to responsible
finance intermediaries a
185% increase on 2019

97%
of COVID related customer
applications approved



35%
paper reduction through
online automation



2020 Socially Responsible
Lender of the Year



1327
people provided with
housing - a **200%** increase
on 2019



£13.5k
donated to community
organisations



Music for Youth
50th anniversary
year sponsor



£13.5m
new lending
to pharmacies



£185m
lending for positive societal
and economic change



Fair Tax
7th year



22
people supported
through apprenticeships
and training



7%
new customer growth

INVESTORS IN PEOPLE
We invest in people Gold

Health & Wellbeing

Positive physical and mental health and wellbeing for all, regardless of gender, ethnicity, disability, age or religion.

We have witnessed a significant increase in demand across the Health and Wellbeing sector since early 2020.

Unity is proud to work with organisations and individuals providing critical front-line care – supporting their ongoing facilities and providing additional funding for expansion.



574

Day care spaces



722

Bed spaces created and renovated



Case Studies

Cradan Ltd (Airth Pharmacy) & Eildon Pharmacy

Two village pharmacies in Scotland have new owners thanks to a funding package from Unity Trust Bank.

John McDougall, a community pharmacist of 20 years, is the new owner of Eildon Pharmacy having worked there since 2013 and John Porter, a community pharmacist since 1988, has taken over Airth Pharmacy where he has been based for 12 years.

Retail pharmacies are engaged more than ever in providing healthcare services in local communities. As the only pharmacies in their respective villages, in addition to dispensing medicines, they are highly valued and relied upon for a range of services including minor ailments

schemes and independent prescribing so that people can access same-day treatments.

John McDougall said: "We are delighted with the support we have received from Unity Trust Bank. They are a good fit for a community pharmacy like ours due to their mission to create a better society and their commitment to positively contribute to the community."

John Porter said: "We operate in a commercially successful way, but with a social conscience, and Unity Trust Bank's ethical lending policy was most closely aligned with the way we run our pharmacy. Their support has been invaluable."

Langham Court

A specialist care home in Surrey which offers pioneering support for people living with dementia is expanding thanks to financial support from Unity Trust Bank and Triodos Bank UK.

The funding will be used to create an additional 11 rooms at Langham Court on the Huntington & Langham Estate in Hindhead – taking the total to 75 – and create and protect 170 jobs in total.

Director Charlie Hoare said: "Often people with dementia can be confined to small, sterile spaces.

Langham Court provides a blueprint for a model of care that truly supports the rights and freedom of people living with dementia."



Greensleeves Care Home

A family-run care home provider added a second property to its portfolio following funding from Unity Trust Bank.

Greensleeves Care Home in Crawley, which provides specialist dementia care, has been in the family for 28 years.

In 2020, the company bought residential care home Cornelius House in Chichester and plans to increase the number of beds from 20 to 40.

James Twocock, Business Manager said: "Our core belief is giving the best quality of life to our residents.

"We wanted a bank that would support us and help us grow, not just offer money and run.

"We really liked working with our Relationship Manager Susan Sellman: she knows what we're trying to achieve."

Skills, Education & Employment

Skills, training and education which provides greater access to inclusive, meaningful, quality employment.

The creation and protection of jobs and decent work has consistently been at the heart of Unity's core purpose.

In a year of significant disruption and a sharp fall in employment, often impacting the youngest and most vulnerable in society, we have provided funding which encourages new business start-ups, affordable commercial office space, as well as investment in traditional academic and social education programmes.



712

Jobs protected or created



22

Apprenticeships, work placements and training



Case Studies

Grace Tabernacle

A £1.1m refinance loan from Unity Trust Bank enabled South London Pentecostal church Grace Tabernacle to acquire a new home by transforming a derelict printworks.

Charis House in Croydon now offers a place of worship and a range of educational and support programmes for the local community, including anti-knife crime initiatives and monitored liaison for estranged families.

Church leader, Bishop Paul Reid, who is also one of five Convenors for the Croydon Churches Forum, said: "This was a huge financial undertaking, but Unity saw our vision. They were empathetic and liked our ethos. Many banks claim they're community-focused, but Unity really is."

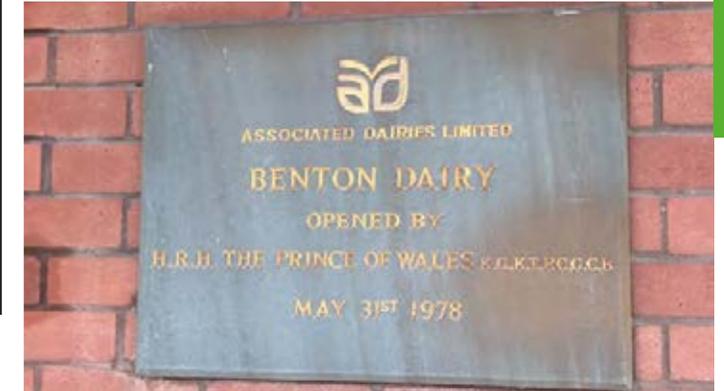
Benton House Limited

A commercial property company which turned a former Tyneside dairy into a business park offering affordable office space was able to develop three more units following a funding package from Unity Trust Bank.

Benton House Limited transformed the derelict eight-acre site on the Bellway Industrial Estate in Newcastle to provide competitive rents and flexible leases for start-up firms looking to reduce their overheads.

Phil Rodgers, Commercial Director at Benton House Limited, said: "We offer new businesses the opportunity to access premises and support without crippling them financially.

"We chose Unity because of their socially-focused mandate and pragmatic approach to sustainable business."



Financial Inclusion

Access to fair and affordable financing through Responsible Finance intermediaries.

Unity has significantly increased lending to SMEs and social enterprises through our Responsible Finance partners during 2020.

Much of this funding has been used to enable distribution of the government's Coronavirus Business Interruption Loan Scheme (CBILS), which is critical to ensure the ongoing operation of businesses in some of the most deprived communities across the UK.



250

Borrowers accessing Unity funding through Responsible Finance intermediaries



£16.9m

Total money lent to Responsible Finance intermediaries

17 PARTNERSHIPS FOR THE GOALS



Case Studies

Finance For Enterprise

A £1.4 million loan from Unity Trust Bank enabled Finance For Enterprise to support SMEs in the Yorkshire and Humber regions which were affected by the COVID-19 pandemic.

As an accredited partner of the Government's Coronavirus Business Interruption Loan Scheme (CBILS), the not-for-profit company offered a range of financial packages which helped safeguard hundreds of jobs.

Andrew Austwick, Managing Director, said: "We've always enjoyed a great relationship with Unity as our values and objectives are closely aligned.

"Against a difficult backdrop during 2020, assistance from stakeholders, including Unity, helped us to have a record year in terms of new investments, whilst also supporting our existing clients."

ART Share Limited (ART Business Loans)

Unity Trust Bank helped to support small businesses in the West Midlands which struggled during the COVID-19 pandemic by providing loans of £2 million to Birmingham-based ART Share.

ART Business Loans is a Community Development Finance Institution and accredited provider of the Government's Coronavirus Business Interruption Loan Scheme (CBILS), which offers financial help to SMEs impacted by the coronavirus outbreak.

Dr Steve Walker, chief executive, said: "We have a client base of 250 businesses and social enterprises and most have been affected by the pandemic.

"Thanks to Unity's funding we have been able to help more businesses across a wide range of sectors in under-served communities."



Community Facilities

Creating services and spaces which are accessible to all and improve overall quality of life.

Unity is committed to supporting the development and growth of inclusive and sustainable communities.

Our funding enables the provision of affordable, safe living accommodation with accessible services and essential community infrastructure.



1327

People supported with housing



74

Community facilities maintained or created



Case Studies

Lilliput Montessori Day Nurseries

Lilliput Montessori Day Nurseries in Leicestershire, only the second nursery group in the UK to become an Employee-Owned Company, praised Unity Trust Bank for its support.

Owners Paul and Sam Graveling transitioned the business as part of their future retirement plans and to enable their 100-strong workforce to benefit financially from its success.

Paul said: "Our loan repayments were quite a drain and we refinanced with Unity to free-up cash so that more could be distributed to our employees.

"Unity have been very understanding. We like their personal touch; you can speak to a named person rather than just a call centre number."

Lakeland Housing Trust

A charity in the Lake District which provides affordable homes for local people who have been priced out of the property market is adding to its portfolio following a £750,000 funding package from Unity Trust Bank. Lakeland Housing Trust is using the loan to build two three-bedroom semi detached cottages

in Grasmere, renovate a house in Sawrey and make improvements to its other properties.

Spiralling house prices have long been an issue in the Lake District and second homes account for around 80 per cent of all houses in some villages. LHT tenancies are only offered to local people who could not otherwise afford to buy or rent in the area.

Lohana Mahajan (UK) Trust

A community centre and temple in West London is undergoing improvement works to enhance vital services and facilities. The temple – known as Shree Jalaram Jyot Mandir (Sudbury) – primarily serves Hindu devotees but also the wider community and has a congregation of around 12,000.

The premises supports a wide range of community activities for this close-knit community, including daily worship and religious festivals, providing freshly-cooked meals for hundreds of elderly and disabled people every day, sports and social welfare activities and education around culture and heritage.

The Trustees of Lohana Mahajan (UK) Trust which manages the temple, said: "Our Repton Avenue temple needed finance to action its growth strategy going forward. We are excited that Unity Trust Bank has come on board and look forward to an excellent working relationship in the future."



LHT chairman Malcolm Tillyer, QPM said: "Unity Trust Bank was an obvious choice when we were seeking funding. Their ethos fits in perfectly with our own.

"It is good to know that the bank we are dealing with is genuinely keen to help us develop and continue to achieve our charitable objectives."

Environment

Protecting the natural environment and supporting a just transition to a low carbon future.

Unity has a diverse portfolio of customers who are already actively managing and reducing their impact on the environment and biodiversity.

We believe there can be significant opportunities realised through sustainable business practises and will be working throughout 2021 and beyond to support our customers to transition to a low carbon economy.



Case Studies

Enovert Community Trust

Unity Trust Bank is proud to work with customers that share our values in wanting to create a better society.

Enovert Community Trust awards grants under the Landfill Communities Fund (LCF), where landfill operators contribute money to community and environmental projects through a tax credit scheme.

The Trust recently awarded £43,000 to Riverside Stourbridge CIC to

install solar power and kitchen equipment in its community café at Riverside House, which was created out of three old shipping containers on a former brownfield site.

The project was delivered by volunteers and young people with autism.

Angela Haymonds, Trust Secretary of ECT said: "We bank with Unity because it has an empathetic approach to trusts like ours and a strong social awareness."



CAMA Group

A sustainable storage company acquired new state-of-the-art warehousing in Dagenham following a seven-figure loan from Unity Trust Bank.

CAMA Group stores, shares, repurposes and recycles furniture and equipment for businesses and sets, props and costumes for TV and film companies.

If customers' assets are no longer needed, Cama's sustainability team help redistribute them to other companies or charities or ensure that they're recycled efficiently.

Michaele Apostolides, Managing Director from CAMA, said: "I enjoyed working with Unity as they understood our ethos. It was really important to work with a bank that shares the same values as us; to invest in local communities and help customers reduce their carbon footprint."



Responsible Business

Unity works with organisations that want to make a better world.

Throughout 2021 we will be baselining our carbon footprint and documenting an action plan to reduce our direct impact on the environment. We will work closely with our suppliers to ensure Unity's values and principles are upheld, and partner with industry leading membership bodies to develop and deliver value-adding resources.

We believe we have a responsibility to promote a sustainable future which is just and fair for all in society and this weaves through our governance, partnerships and industry associations.



HM Treasury

As part of our commitment to Gender Equality (SDG5) we are a signatory of the HM Treasury Women in Finance Charter and we are committed to driving an inclusive culture through increased understanding of our gender and ethnicity pay and people processes. (SDG10 – Reduced Inequalities).



We were the first bank to achieve the Fair Tax Mark and are delighted to uphold this for our 7th year.

We've invested in our People Management systems by augmenting our existing behavioural framework and implementing a new Learning Management system which supports continued professional development of our people.



Unity provides high quality employment for our people (SDG8 – Decent Work). We were the first bank to be accredited as a Living Wage Employer, we are a Disability Confident Employer and have maintained our Investors in People Gold Standard.



In 2020 we were delighted to be named Socially Responsible Lender of the Year by the National Association of Commercial Finance Brokers (NACFB) and were Highly Commended in Business Moneyfacts Best Charity Provider category.



We participated in development of the "Financing climate action with positive social impact" report, published by UK Finance, and continue to engage in the Financing a Just Transition Alliance. We hold a Bronze Standard Carbon Literacy accreditation and continue to collect data which will help us to measure, analyse and report on Unity's carbon and environmental impact (SDG12 – Responsible Consumption and Production and SDG13 – Climate Action).

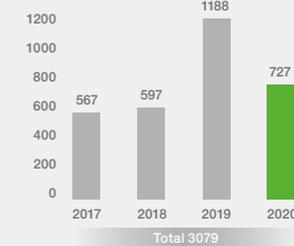
Growing impact

Unity only works with organisations that share our values and support local communities. We provide lending which enables delivery of existing services and development of new, in direct response to market demand. So while our year on year metrics may fluctuate, we are proud to distribute funding when and where it is needed most, growing our cumulative impact over the longer term.

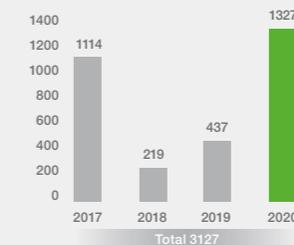
Jobs created or protected



Bed Spaces



People housed



Apprenticeships, training and internships



The wellbeing and mental health of our people is incredibly important and alongside our Time to Change pledge, we continue to support staff through line managers and Mental Health champions across the business. We were delighted to maintain strong results in our most recent Banking Standards Board colleague survey.



Our Customers

Our UK based Customer Service team, supported by Relationship Managers located across the UK, is proud to be building strong banking relationships with a diverse range of organisations who are stimulating local economies and responding to the needs of their communities.

The Elan Valley Trust charity exists with the aim of preserving natural beauty, enabling social wellbeing and ensuring sustainable, natural resource management for an upland water region within the Cambrian Mountains.

The Trust has provided access and conservation since 1989, boosting numerous conservation designations including; Sites of Special Scientific Interest, Special Areas of Conservation and Special Protection Area for habitat and wildlife.

Open College Network West Midlands supports individuals to obtain qualifications, confidence and experience which helps them secure meaningful employment or to progress into further learning. Working in partnership with employers, voluntary organisations and across

the education sector, they develop and award regulated qualifications across a wide range of sectors including building and construction, engineering, lifelong learning, animal care, health and social care, environment, IT and Service industries.

Oasis Community Housing is a national homelessness charity, which supports almost 2,000 men, women and vulnerable families experiencing homelessness every year. They address both the immediate needs and root causes of homelessness

through their 17 projects across the North East and London. Oasis Community Housing entrusts Unity with its charitable funds and has the highest confidence in its processes and procedures, valuing its extremely helpful high-quality customer service and support.

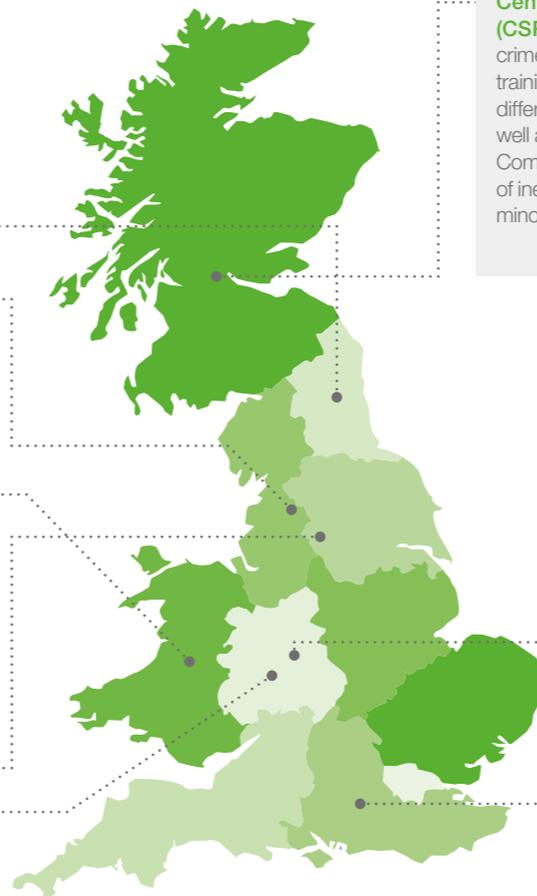
GMB Credit Union have provided fair, affordable loans to members since 1999. Established as a non-profit making organisation which is part of GMB Trade Union, they chose Unity as their banking partner in recognition of their shared values and have valued the straightforward, responsive service for over 20 years.

NAVCA is a national membership body which supports the local voluntary and community sector, providing advice, networking, support and development services. NAVCA has a network of nearly 200 members who work with at least 200,000 small local charities and voluntary organisations across England.

Central Scotland Regional Equality Council (CSREC) works to promote equality, fight hate crime and discrimination. Through bespoke training, advice and support, they work with different communities across Central Scotland, as well as leading a Government funded Equality in the Community project to reduce the negative effects of inequality, hate and marginalisation across ethnic minority communities.

SSE is a charity that equips people to start, scale and strengthen community-based organisations. Helping 1,000 people a year develop the skills, strengths and networks they need to tackle society's biggest problems, they also provide funding and mentoring across the UK, Canada and India. SSE and Unity share a strong commitment to create a better society for all.

JERICOH uses their family of social enterprises and social projects to help people become fulfilled, skilled and employed. Often the people they help just need a caring, supportive employer who will give them a chance to shine in work and in life. JERICOH switched their banking to Unity in 2013 in recognition of how the purpose and values of both organisations are firmly aligned.



Unity in the Community

Society's most vulnerable have been hit hardest by isolation and loneliness and charities have faced a huge increase in demand for their services without additional funding.

In a year when social distancing has been the norm, traditional volunteering has been more difficult. Unity commits to up to 5 days paid volunteering for each employee and we are exceptionally proud of how our colleagues have responded with fundraising, donations and volunteering.

Emma Hollins, Assistant Accountant

Emma took on the 2000 Burpees in November challenge. Through completing the task, she raised £260 and Unity contributed an additional £200 to her overall total.

Emma said: "It's important to remember many charities rely on public donations and so my fundraising will help to support Bone Cancer Research Trust continue its incredible work."



Scott Hutchinson, Relationship Manager

Chest, Heart & Stroke Scotland provides information, rehabilitation and nursing services to people and their families across Scotland with

chest, heart and stroke conditions. Following an ischaemic stroke in 2017, Scott turned to CHSS for support and started volunteering, eventually joining the Board in 2019.

Scott said: "Like many charities, CHSS was impacted as a result of Covid-19 so supporting the organisation to deliver critical services to those affected is really important."



Andy Ball, Relationship Manager

West Mercia Search & Rescue is a volunteer rescue team supporting 250,000 annual incidents of missing people or people in distress within the Hereford, Worcester and Shropshire areas.

The organisation relies solely on public donations to operate 24/7 365 days a year and works alongside the police on land and in water to cover 6,500 square miles.

Andy ran the virtual 2020 London Marathon and raised over £5,000 for WMSR. The donations will help fund a new search boat and towing equipment.

Andy dedicated the race to his friend's teenage son Tom Jones, who sadly died after falling into the river in Worcester.

Nico Chitsa, Financial Accountant

Nico dedicated his Summer to mentoring young adults within the congregation at his Church – All Nations Church. Supporting CV writing, job interview skills and goal setting enables his mentees to

make better decisions about future careers and build confidence.

Nico said: "I love to see young people achieving their goals, whether that's passing exams, moving onto higher education or securing a job."



Swaraj Dada, Credit Underwriter

Swaraj has supported his neighbourhood through weekly shopping, collecting medication

and driving neighbours to hospital appointments. His family also provided short-term refuge for 2 doctors whose house was flooded and became inhabitable.

"We felt strongly that we wanted to show our appreciation for all they were doing for our wider community."

Andrew Hingley, Financial Data Analyst

Andrew volunteers for Re-engage, a charity that provides social activities for the elderly facing loneliness. Andrew supported a group of older people by delivering weekly shopping, making regular phone calls and helping with DIY activities.

Andrew said: "As the UK's ageing population continues to grow, so does the epidemic of loneliness and social isolation amongst older people.

"Making a small difference to somebody's life makes me feel that I'm contributing towards positive change in society."



Hattie Lewis, PR & Social Media Officer

Hattie registered as a volunteer for the Stroke Association Chat and Connect service. She makes regular 30-minute telephone calls each

week to people affected by stroke and experiencing loneliness.

"The service enabled me to connect with many wonderful people, and my phone calls have hopefully made someone's day a little brighter."

The Stroke Association works to support people to rebuild their lives after a stroke, as well as funding research and campaigning for the rights of stroke survivors.

£13.5k

Donations to good causes & fundraising

148 Volunteer days completed



Bank with us. Bank on us.

Contact us today:

www.unity.co.uk 0345 140 1000



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