

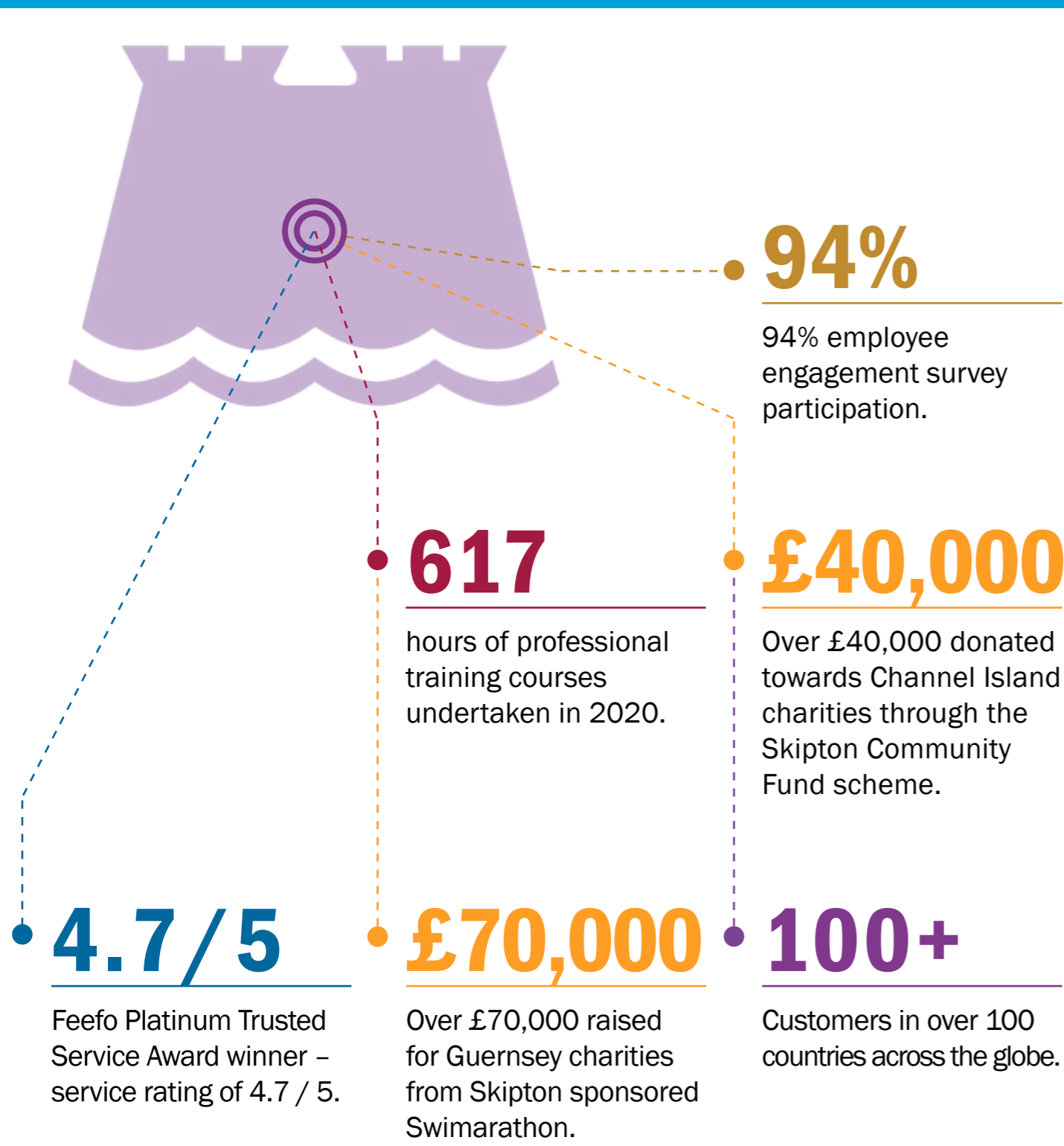
SKIPTON INTERNATIONAL SUSTAINABILITY REPORT 2020



**SKIPTON
INTERNATIONAL**



**SUSTAINABLE
DEVELOPMENT
GOALS**



Jim Coupe

Managing Director,
Skipton International



Skipton International (Skipton) has always strived to be an effective corporate citizen, doing good in the communities in which we operate, and being fair and open with our valued customers is important to us. In 2019 we formalised our approach to environmental and sustainability issues by choosing 4 priority goals of the 17 United Nations Sustainable Development Goals.

The United Nations Sustainability Goals complement Skipton's ethos of doing the right things for our customers, colleagues and communities. Skipton has made specific commitments and is targeting improvements for each of our goals. As we achieve our targeted improvements we fully expect to develop further, more demanding, targets in the future.

This is the second Sustainability Report we have published, providing a review of the activities we have undertaken plus our plans, commitments and targets for the future and of course our progress to date. 2020 was not a usual year, the impact of the pandemic and its resulting lockdowns accelerated progress against some targets. For example, home working focussed the Skipton team on stripping out paper from internal processes and lockdowns resulted in increased customer adoption of Skipton International Online, reducing the volumes of future printed (and mailed) statements and other customer communications. For other targets lockdowns and the avoidance of physical proximity frustrated progress, but Skipton is committed to seek to catch up and deliver on all commitments.

The team at Skipton is passionate about the island communities in which we are fortunate to live and are keen supporters of our Corporate Social Responsibility and Sustainable Development activities. As a team we are keen to protect and improve our world.

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A review of 2020

2020 was a busy and unprecedented year for Skipton. As outlined later our support for the Skipton Swimathon, which raised a record £70,000 and Skipton Community Fund donations of £40,000 – an increase of £10,000 on the previous year - have facilitated funding for many good causes across our communities, enriching our environment and the lives of our neighbours. The pandemic resulted in the Skipton Big Ideas art installation being replaced by Skipton Forget Me Knots, an art project that engaged 3,400 children in Jersey to consider their experiences and wellbeing during lockdown.

Our focus on providing customers a quality experience was evidenced by our second Feefo Platinum award. We continue to invest to ensure our customer facing colleagues are trained to support vulnerable customers or those with conditions such as Dementia or Autism. Of course, there is always more that we can do going forward as outlined later.

I hope you enjoy reading our second Sustainability Report. If you have any questions or would like to comment on the commitments we are making in support of the United Nations Sustainable Development Goals please email sustainability@skiptoninternational.com

In September 2015, the leaders of all 193 member states of the United Nations introduced 17 Global Goals for Sustainable Development that aim to transform our world by 2030. Governments, the private sector, civil society and individuals are mobilising their efforts on an international scale to support the goals, which include ending all forms of poverty, fighting inequality and tackling climate change. As well as looking back on some of our highlights for 2020, this report explains how Skipton will continue to contribute to this important agenda.



Support the Goals

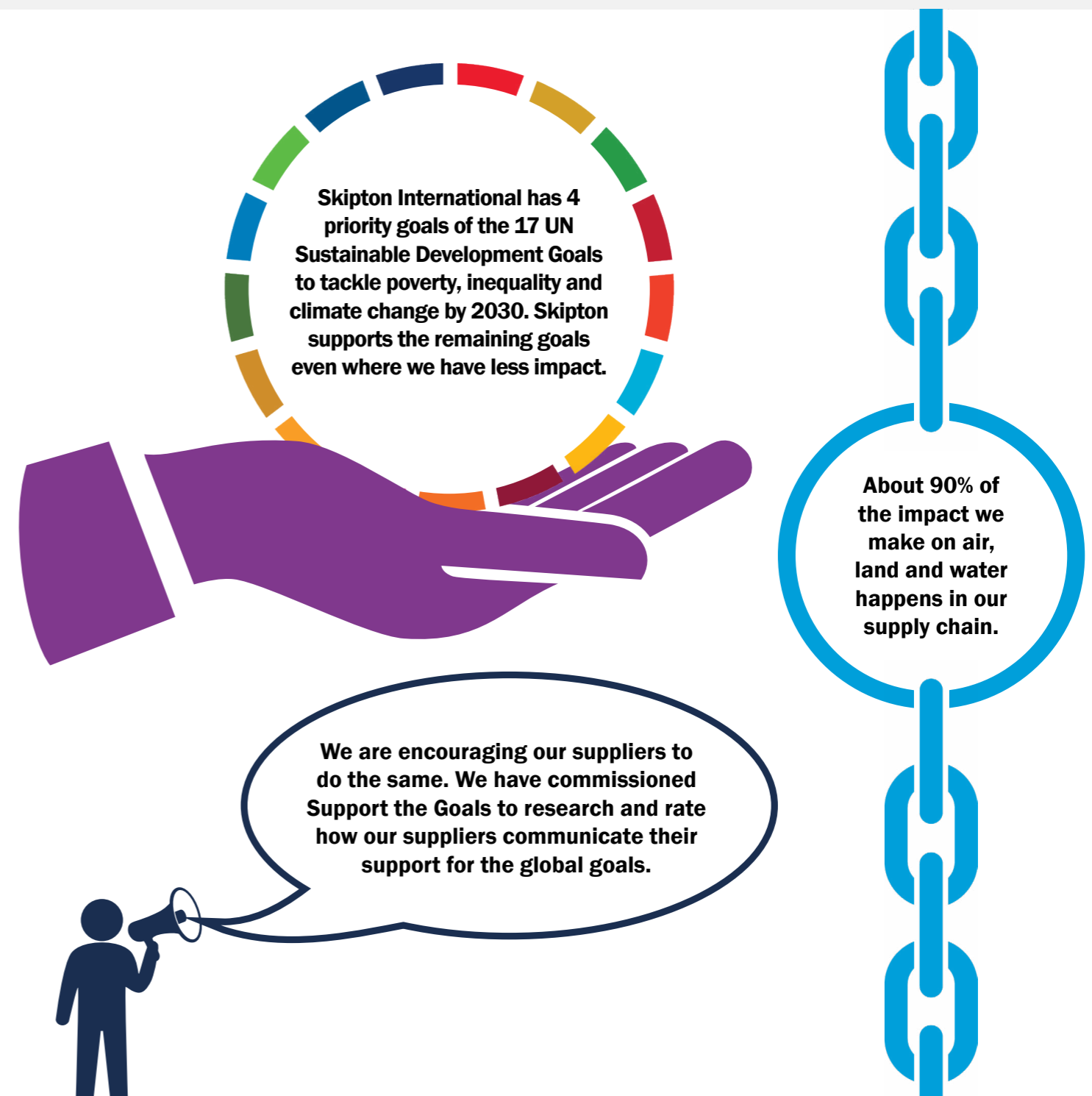
Support the Goals is an initiative to share the stories and journeys of businesses supporting the UN Sustainable Development Goals.

It aims to raise awareness of the goals in the business community, and to encourage support through positive publicity and gentle competition.

Skipton International's Support the Goals ratings is 5 stars



SUPPLIERS



Our Vision is to build a better society.
We're taking action where we have the greatest impact.

8 DECENT WORK AND ECONOMIC GROWTH



OUR COMMITMENT

We will be one of the best places to work.

OUR TARGET

Score 9.0/10 in our annual Employee Engagement Survey by 2022 for “I am satisfied with Skipton as an employer”.

66% of team members to hold at least Certificate level qualifications by 2022.

PROGRESS TO DATE

Skipton is continuing to recognise and reward all staff who have individual career aspirations, through its Talent Management Programme.

Training is undertaken regularly - at the end of 2020, 62% of staff hold at least a certificate level qualification.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



OUR COMMITMENT

We will give more to the planet than we take.

OUR TARGET

Offsetting 125% of our Carbon Footprint from 2020 – to become annually carbon negative.

Reducing paper consumption by 33% per customer by 2022.

PROGRESS TO DATE

Skipton offset 125% of its Carbon Footprint for 2019 and 250% for 2020.

Skipton has changed its communication methods with customers and suppliers’ significantly to reduce paper waste. Paper usage per customer has reduced by 26.9% between 2019 and 2020.

11 SUSTAINABLE CITIES AND COMMUNITIES



OUR COMMITMENT

We will help more people into homes and support our local communities.

OUR TARGET

Helping 200 first-time buyers into homes annually.

Increasing the time our people spend volunteering in the community by 300% by 2022.

PROGRESS TO DATE

310 first time buyers successfully purchased their first home in 2020. 84 partial ownership mortgages have been completed on shared ownership properties totalling £14.3 million with the Guernsey Housing Association since its inception. In Jersey, 112 mortgages have been completed through Andium HomeBuy since Skipton first supported the initiative in 2016.

Skipton launched a charity voluntary programme offering one full day’s paid holiday to volunteer for a charity, supporting the community with good deeds.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



OUR COMMITMENT

We will always consider the interests of all stakeholders.

OUR TARGET

Showing that we care about our customers by maintaining Feefo Platinum Trusted Service Provider status.

Commit to the Guernsey Employer’s Disability Charter in 2020.

PROGRESS TO DATE

The bank has retained its Feefo Platinum Trusted Service Provider status and proudly highlights the Feefo ‘live’ comments on its website, giving additional reassurance and transparency to all.

Skipton committed to the Guernsey Employer’s Disability Charter in 2020, providing work experience placement and training to team members.

DECENT WORK AND ECONOMIC GROWTH

We will be one of the best places to work.



Skipton Benefits

Skipton offers a broad benefits package which includes private medical insurance, pension scheme contributions and a generous annual leave allowance. In addition, Skipton provides flu vaccinations and eye tests.

I've been given numerous opportunities to develop my skills and knowledge and I love helping our customers to achieve their home owning ambitions."

Jean Whalley, Senior Mortgage Administrator and Skipton employee of 30 years.

Long serving team members

The bank also celebrates long-serving team members, who have given so much over the years, and continue to do so.

This year we celebrated with four such staff, who have combined service in excess of 100 years.



617
hours of professional
training courses were
undertaken in 2020.



7%

team growth
in 2020



10

new team
members
net growth

94% of our team completed our employee engagement survey.

Bursary Student

Abigail Galpin is Skipton's current bursary student. She is studying for an Economics degree at the University of Bath. Abigail was selected last year and receives financial support, as well as ongoing practical work experience and mentorship. Abigail is the second bursary student that Skipton has supported, as the bank looks to shape the leaders of tomorrow.



Team Development

The Skipton Talent Management Programme continues, with numerous staff members undertaking training and exams. In total, 151 professional training courses were undertaken by the bank's staff in 2020 – a massive 617 hours. Eight staff received well-deserved promotions throughout the year.



Our Target

Score 9.0/10 in our annual Employee Engagement Survey by 2022 for "I am satisfied with Skipton as an employer".

66% of team members to hold at least Certificate level qualifications by 2022.



Progress

Skipton is continuing to recognise and reward all staff who have individual career aspirations, through its Talent Management Programme.

In the annual Employee Engagement Survey Skipton scored 8.5/10 for employee satisfaction.

Training is undertaken regularly - at the end of 2020, 62% of staff held at least a certificate level qualification.

We will help more people into homes and support our local communities.

Skipton Community Fund

In 2018, Skipton International launched the Skipton Community Fund as a direct response to news of cuts to funding of many community groups. It was hoped that the Fund would be able to help those Channel Island not-for-profit organisations that do not have such a high profile, or are often overlooked for funding and public donations – proving a small amount can go a long way.



£40,000

donated from the Community Fund in 2020

Jersey's Oxygen Therapy

Skipton International's Community Fund awarded £1,500 to Jersey's Oxygen Therapy Centre, allowing them to purchase a new Oxygen Concentrator. The charity assists those with illnesses such as Multiple Sclerosis, Fibromyalgia and M.E. by supplying much-needed oxygen. The work they do within the community is much appreciated by those for whom these debilitating illnesses have struck, and anything that improves their quality of life is so worthwhile.



The National Trust, Jersey

The Skipton Community Fund was proud to support the team at The National Trust for Jersey's 16 New Street venue this Christmas, providing a traditional Georgian winter theme to the historic building, as it kicked off its Christmas tours and activities. The fund granted The National Trust for Jersey the sum of £1,500 to cover the cost of decorating the venue, including a giant Christmas tree and natural floral feature arrangements. Two of our Jersey staff volunteered to help decorate the historic house.



Skipton's birthday in the community

To celebrate the bank's birthday in Guernsey, a number of sumptuous cakes were distributed by staff to local charity workers and volunteers, by way of a thank you for all that they do.

Animal charities, care homes and mental health facilities were just some of those rewarded.

Another £40,000 has been added to the Community Fund for 2021

Wellbeing Award

Skipton was awarded the Channel Islands Leaders in Wellbeing Award 2020 for 'Giving Back Good Business'. This award recognises organisations which demonstrates outstanding leadership in all areas which contribute to being a Good Business; specifically, with regards to the way they treat their employees; their role in the local community; commitment to environmental sustainability; open, honest and proactive relationships with customers.

32

successful projects supported in 2020.



Artist Inspired donation

Local artist Peter Le Vasseur donated paintings to sell in aid of the Princess Elizabeth Hospital, Guernsey. He kindly donated one to the bank, who assisted him by funding all printing costs.



We will help more people into homes and support our local communities.

Skipton Swimathon

Skipton has been heavily involved with the Guernsey Swimathon for ten years. Through this community event, involving over 2,500 volunteer swimmers with ages ranging from 3 to 93, the bank has been privileged to see the deep impact the kind donations of the Guernsey public can make to local charities.

This year's event broke all records and raised £70,000, the main beneficiary of whom was the Guernsey Alzheimer's Association. The funding enabled ten brand new volunteers to be fully trained and provide respite care for those in need.



Over
£70,000
raised in 2020's event

Skipton Cup

During what has been a tough year for everyone due to the pandemic, the bank realised how sport can be powerfully uplifting. Guernsey was lucky enough to have an 'air bridge' with the Isle of Man, who also had strict protocols ensuring no Covid cases were prevalent. A brand-new football trophy – The Skipton Cup – was formed and the challenging teams (plus dozens of sporting fans) visited each other's islands to play two thrilling matches. The feedback from everyone involved proved just how impactful sport can be on mental health. The cup was so successful that the bank has signed up for another three years!



Skipton Art Series

Skipton has a strong involvement with the Jersey community through the sponsorship of the Skipton Forget Me Knots exhibition. The large installation combined with interactive features was produced by ArtHouse Jersey and offers visitors a quiet space to reflect on the impact of the recent pandemic and how the island's children will have been affected.



Our Target

- Helping 200 first-time buyers into homes annually.
- Increasing the time our people spend volunteering in the community by 300% by 2022.



Progress

Skipton helped 310 first time buyers in 2020. Looking ahead to 2021, Skipton will continue to work closely with social housing organisations. We have completed 84 partial ownership mortgages with the Guernsey Housing Association since the scheme's inception. In Jersey, 112 mortgages have been completed through Andium HomeBuy since Skipton first supported the initiative in 2016.

Skipton launched a charity voluntary programme offering one full day's paid holiday to volunteer for a charity, supporting the community with good deeds.

We will give more back to the planet than we take.

2019 Carbon Offsetting

Skipton offset 125% of its carbon footprint for 2019 as calculated using Carbon Footprint Limited’s tools. The tools included scope 1, scope 2 and significant scope 3 emissions. Carbon Footprint Limited was set up in 2005 and has extensive experience providing services to hundreds of organisations including the UK government. The carbon emissions were offset in a verified carbon standard reduced deforestation project in Brazil plus tree planting in the UK. Skipton International’s Carbon Footprint certificate is available on request.



Recycling Waste and Equipment

There are recycling bins in the office kitchens, which the staff members use daily.

Skipton also recycle all paper waste from shredding machines and old IT equipment.

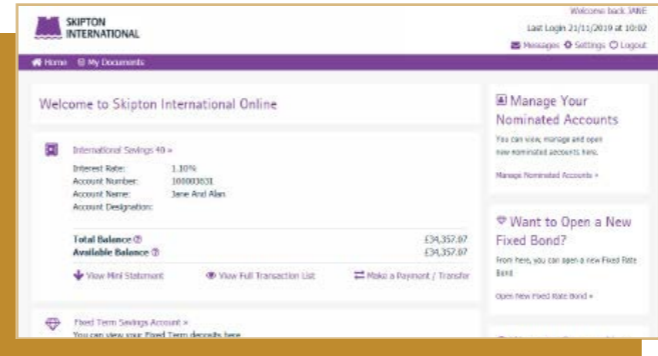
2020 Carbon Offsetting

Being based on an island air travel comprises a significant proportion of Skipton’s carbon footprint. The pandemic resulted in 80% fewer flights and associated travel in 2020 than the prior year. We expect some of this reduction to become permanent following the increase in use of video meetings with our business partners and customers. Also, Guernsey Electricity, our electricity supplier, imported more energy from French low carbon sources during 2020, reducing their carbon consumption per kilowatt hour by 20%. Overall Skipton’s carbon footprint reduced by half in 2020. In the spirit of giving more to the planet than we take, Skipton has decided to offset an equivalent amount of CO2e for 2020 as the prior year (representing 2.5 times more than we consumed) in a verified carbon standard reduced deforestation project in Brazil, plus tree planting in Kenya.



Skipton International Online

In 2019, Skipton launched an online banking platform named Skipton International Online. By signing up to this portal, customers agree to paperless statements and confirmations, meaning a reduction in print and postage.



e-mortgages

Skipton’s e-mortgage portal allows many mortgage brokers referring business to Skipton to submit a full mortgage application online without the need to supply the paper equivalent.



Our Target

Offsetting 125% of our Carbon Footprint from 2020 – to become annually carbon negative.

Reducing paper consumption by 33% per customer by 2022.

Progress

Skipton offset 125% of its Carbon Footprint for 2019 and 250% for 2020.

Skipton has changed its communication methods with customers and suppliers, allowing the bank to significantly reduce paper waste. Paper usage per customer has reduced by 26.9% between 2019 and 2020.

We will always consider the interests of all stakeholders.

Feefo Platinum Trusted Service Provider Award

In 2020, Skipton was awarded the Feefo Platinum Trusted Service award - an independent review platform that recognises businesses that deliver exceptional experiences, as rated by its customers.

The award is based on real customers' reviews and determined by the average rating provided, with winners of a gold award needing a minimum of 4.5 out of 5 across a whole year. To qualify for the Feefo Platinum Service Award, Skipton must have been awarded a Gold Trusted Service Award for the past three consecutive years.



92% of Skipton's customers' in 2020 who gave feedback rated the service as 'good' or 'excellent', giving Skipton an average rating of 4.7 / 5.

Vulnerable customers training

Dark glasses and earplugs are not usual office attire, however, as part of a training session, team members donned the accessories to help understand how older and vulnerable customers experience every day activities such as checking a mobile phone, navigating a building, or moving around furniture.

Wearing the equipment, which simulates hearing and visual impairment, makes team members more aware of the difficulties older and vulnerable customers face when visiting a bank or using services.



Guernsey Employer's Disability Charter

The bank committed to the initiative in early 2020. The ethos is for businesses in Guernsey to be fully inclusive to disabled individuals through guaranteed job interviews for disabled applicants, mock interviews and taking a proactive approach to making reasonable adjustments. During the summer, Skipton worked alongside the Guernsey Employment Trust, providing valuable work experience.

"Staff are always friendly and helpful. We have been with this company, long before it became Skipton, and the service through these many years has been first class" - Customer feedback from Feefo (December 2020)

Customer Feedback Survey and Gala Breakfast

In order to enhance the customer experience, during 2020, Skipton undertook an extensive customer feedback survey. Of the 137 respondents, 99% stated that they would recommend Skipton to their friends.

We also invited a selection of customers to a breakfast event with TV broadcaster, Alistair Stewart, as a thank you for their ongoing support.



Our Target

Showing that we care about our customers by maintaining Feefo Platinum Trusted Service Provider status.

Commit to the Guernsey Employer's Disability Charter in 2020.



Progress

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