

# Our Social Impact 2016



# Welcome

## Helping to create a better society

On 14th December 2016 Unity Trust Bank celebrated its first anniversary as an independent bank. We were established over 30 years ago, with a vision to create a bank that would serve the needs of its customers and enrich society as a whole. Our Social Impact 2016 highlights the ways we do this.



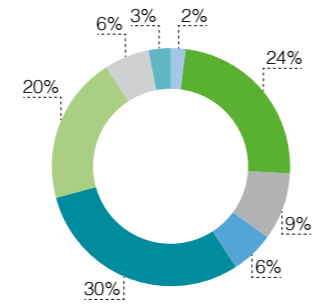
# Lending

We work with firms who share our values and philosophy and aim to have a positive impact on society through community, economic or environmental change. Our **lending** helps to create and protect jobs, and supports the development of community facilities and care provision.

Metric	2016
Loans made by number	66
Loans made by value	£76.9m
Living Wage accredited borrowers	4
Additional finance leveraged	£15.1m
Jobs created and protected	1,895
Bed spaces created and renovated	1,026
Community facilities provided	15
Borrowers accessing finance through CDFIs	835
Apprenticeships, training and internships	11

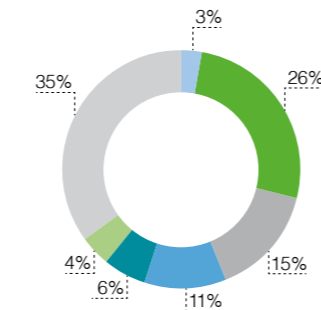
The basis of this data is loan drawdowns.

## Borrowers by sector



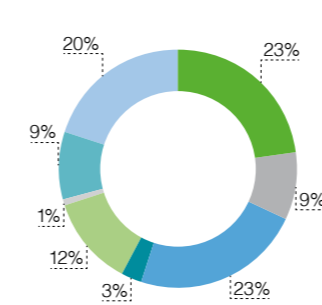
- Housing
- Industrial and Provident Society
- Human Health and Social Work
- Real Estate, Education, Wholesale and Services
- Faith
- Trade Union
- Other
- Arts, Entertainment and Recreation

## Borrowers by legal status



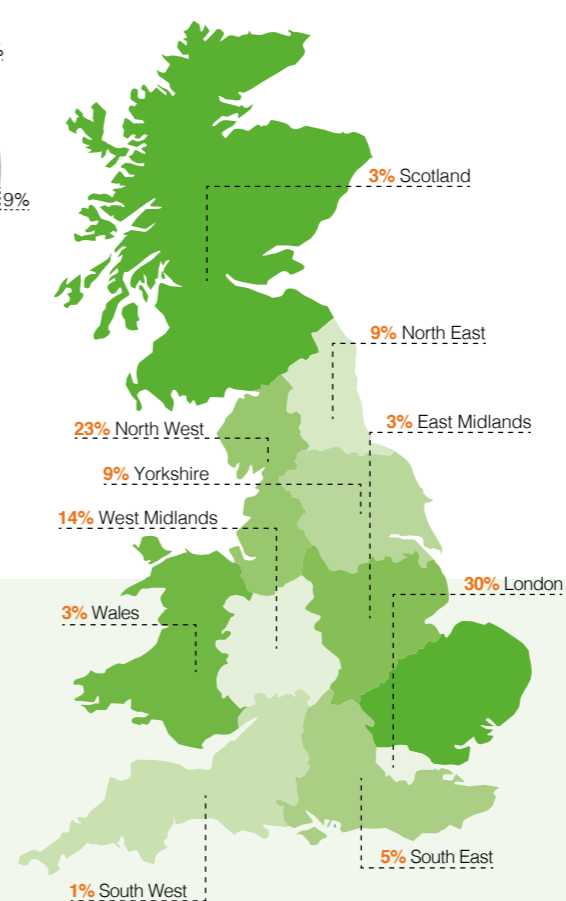
- Registered Charity
- Industrial and Provident Society
- Company Limited By Guarantee
- Trade Union
- Other
- Company Limited by Shares
- Community Interest Company

## Borrowers by loan purpose



- Housing
- Community Finance
- Community Asset
- Care Asset
- Asset
- Bridging Loan
- Office Space
- Other

## Borrowers by region



# Customer

We offer a personal service to our customers with tailored products and a UK-based Customer Service team – making it easy to do business with us. Customer satisfaction is paramount to us and we regularly engage our customers to gain feedback which is used to continually improve our service.



Customer satisfaction score



Customer advocacy score

Source: Customer Satisfaction Survey 2016



# Community

We support charities and communities through our employee-led 'Unity in the Community' (UiC) programme. Each member of the Unity team is entitled to five paid volunteer days annually and fundraising events are organised throughout the year. Good causes are nominated by our people to receive donations.

Community	2016
Volunteer days completed	106
Skills based volunteering	16%
Employees engaged in volunteering	53%
Employee fundraising total	£5,430
Value of volunteer time	£19,043
Organisations supported	15
Donations to good causes	£6,542

# Our People

Our focus on people and ethical approach sets us apart. We were one of the first Living Wage employers, have Investors in People Gold standard and are a Fair Tax Mark business.



**86** Employees



**60%** Women in the executive team



**46%** Women as senior managers



**2** New apprentices

# Want a bank with a social conscience? Bank with us.

We make a positive impact by only funding socially minded organisations who support the common good.

Believe banking can be better? **Bank on us.**

Contact us today:

utb@unity.co.uk   www.unity.co.uk   0345 140 1000    @unitytrustbank



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