



ZCashbuilder only
members edition

TrusteeNews

Welcome to your TrusteeNews

The impact of COVID-19 on your scheme is covered elsewhere in this newsletter; overall, through adapting to new ways of working, we have been able to continue to run your scheme effectively. I would like to take this opportunity to thank everyone involved in the running of your scheme for their efforts in making this happen.

There have been a number of changes to your Trustee board during the year, my colleagues on the Trustee board are shown below but I'd like to thank Simon Clifford, Tom McKenna and Graham Mearns, who all stood down during the year, for their contribution to the work of the Trustee board.

We are trying a slightly different approach to our TrusteeNews this year, as you may have noticed this edition is specifically aimed at you as a scheme member with ZCashBuilder benefits only, so all of the content is relevant to you!



I hope you enjoy reading this newsletter, don't forget to keep up to date by visiting the scheme website www.zpen.info on a regular basis.

David Sims Chair

COVID-19: The impact on your pension scheme

News about the COVID-19 pandemic has dominated the headlines over most of the year. Aside from the obvious health, social and economic issues that it has given rise to, the pandemic has also created various risks and challenges for your Trustee board.

The Trustee monitored the evolving situation with respect to investment, scheme management and administration but its controls stood up well to the challenges. The administrators and advisers implemented their business continuity plans quickly and adapted to fully remote working. Virtual Trustee and Committee meetings have also run effectively.

The Pensions Regulator has issued multiple pieces of guidance during the pandemic covering scheme administration, investments and member communications, to enable Trustee directors to navigate through the various issues and challenges that have arisen.

Your Trustee board have taken the necessary steps to manage the specific risks and challenges and continue to monitor the position, keep up to date with the Regulator's guidance, and take appropriate legal and investment advice in relation to particular issues and challenges as they arise.

Your Trustee Board

New Trustee directors in 2020 were Katja Pluto, Hilary Newton, Derryn Yong and Liz Ryan. You can find out more about your Trustee directors at the scheme website www.zpen.info. David Sims is also a Trustee director and Chair of the Trustee board.



Amy



Christian



Clive



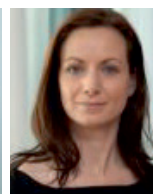
Derryn



Hilary



Katja



Liz



Neil



Tim

ZCashBuilder – some changes on the way



Your Trustee Board is currently finalising a number of changes to the investment choices available in ZCashBuilder and changes to the way the default lifestyle strategies will operate in future.

We are currently planning to contact all scheme members with ZCashBuilder funds towards the end of February 2021 with full details.

We'll give you plenty of time to consider the changes and decide on any action you want to take before the changes are implemented.

Keep an eye out for our communications in February and keep checking the scheme website www.zpen.info for updates.

Changes in your personal circumstances

In order to ensure that you receive the benefits to which you are entitled, it is extremely important that you keep us informed of any changes in your personal circumstances, such as a change of name, address or marital status. If your details change in any way, please let us know by contacting the ZCashBuilder Team as soon as possible (our contact details are shown on page 4 of this newsletter).

Death benefit

It is also important that you have completed a nomination form that gives your Trustee Board guidance about the distribution of any lump sum death benefit that may be payable when you die.

Any lump sum is paid at the discretion of the Trustee and is free from inheritance tax.

You can complete a nomination form by logging in to your account at the scheme website www.zpen.info

You can find out more about death benefits in the member guide in the library at the scheme website www.zpen.info

Responsible Investment (RI)

Responsible investing is an approach that aims to incorporate Environmental, Social and Governance (ESG) factors into investment decisions, to better manage risk and generate sustainable, long-term returns. Examples of RI might include considering the impact a company or industry has on the environment or its policies on corporate governance.

Pensions are a long term investment and the Trustee believes that including RI in its investment decisions improves long term returns relative to the amount of investment risk.

During the year the Trustee has been working on delivering its RI strategy with the highlights shown below.

- Responsible investment meetings were held with a majority of investment managers to ensure the Trustee's investment philosophy is followed in practice.
- As a majority of the available funds have an objective to replicate a benchmark, the fund manager has no discretion in the specific stocks they invest in. RI is therefore mainly focused on active ownership which includes fund managers voting at shareholder meetings and actively engaging with the companies the fund is invested in.
- An Environmental, Social and Governance (ESG) fund is available to members as a self-select option (SW L&G Ethical Global Equity Index). The fund follows a benchmark that screens companies for specific ESG criteria. Any company with a rating that has fallen below the minimum threshold is given 12 months to improve its rating before the company is removed from the index. This incentivises improvements in corporate practices.

To find out more of our responsible investment policies and how we delivered on them, please visit the Statement of Investment Principles and the Implementation Statement – available in the Library section of the scheme website www.zpen.info

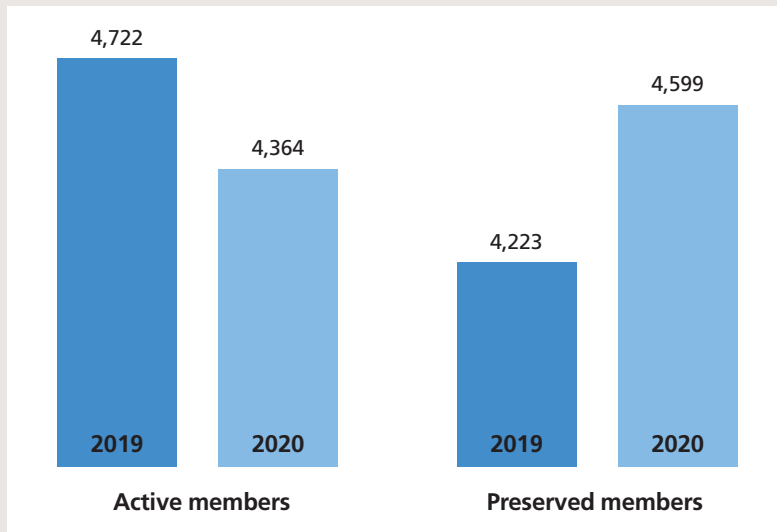


Scheme report & accounts – out now!

The scheme report and accounts is now available in the Library section of the scheme website www.zpen.info

Here are some edited highlights to whet your appetite!

Change in ZCashBuilder membership from 30 June 2019 to 30 June 2020



Where ZCashBuilder funds were invested at 30 June 2020

Fund	Value (£)
Aquila 50/50 Global Equity Index 2 ZP Fund	£16,651,870.64
Aquila Corporate Bond Over 15 Years ZP Fund	£3,041,042.73
Aquila UK Equity Index 2 ZP Fund	£5,394,473.22
Aquila World Ex UK Equity Index 2 ZP Fund	£11,002,960.12
BlackRock Sterling Liquidity 2 ZP Fund	£6,077,400.42
Property 2 ZP Fund	£3,241,228.70
Aquila Index-Linked Over 5 Year Gilt ZP Fund	£798,224.99
HSBC Islamic (was Amanah) 2 ZP Fund	£1,211,754.18
LGIM Ethical Global Equity Index 2 ZP Fund	£2,779,768.90
Managed 2 ZP Fund	£3,747,552.18
Mixed Investments 2 ZP Fund	£1,383,795.18
ZFlexibleIncomePot Fund	£27,965,184.74
ZFundBuilder Fund	£266,078,711.55
ZPensionPurchasePot Fund	£235,284.80
ZRetirementLumpSum Fund	£11,101,010.62
TOTAL	£360,710,262.97

Don't let a scammer enjoy your retirement

Find out how pension scams work, how to avoid them and what to do if you suspect a scam.

Scammers can be articulate and financially knowledgeable, with credible websites, testimonials and materials that are hard to distinguish from the real thing. Scammers design attractive offers to persuade you to transfer your pension pot to them or to release funds from it. It is then invested in unusual and high-risk investments like overseas property, renewable energy bonds, forestry, storage units, or simply stolen outright.

Scam tactics include:

- contact out of the blue
- promises of high/guaranteed returns
- free pension reviews
- access to your pension before age 55
- pressure to act quickly

If you suspect a scam, report it

- Report to the Financial Conduct Authority (FCA) by contacting their Consumer Helpline on **0800 111 6768** or using the reporting form at www.fca.org.uk
- Report to Action Fraud on **0300 123 2040** or at www.actionfraud.police.uk
- If you're in the middle of a transfer, contact your provider immediately and then get in touch with The Pensions Advisory Service (TPAS) at www.thepensionsadvisoryservice.org.uk

www.fca.org.uk/scamsmart

How are your ZCashBuilder funds performing?

- Do you know the value of your ZCashBuilder funds?
- Do you know which funds your contributions are invested in?
- Do you know how to check the performance of your funds?

It's easy! Simply log in to your ZCashBuilder account at the scheme website www.zpen.info

For the current value of your funds look under ZCashBuilder investments under your Account details tab.

Your current fund choices are shown on the same page, if you want to change them go to Change current investment holdings (also under the Account details tab). If you're a current employee and want to change where future contributions will be invested go to Change future contribution investments (under the Account details tab).

To check the performance of your funds go to the Library tab and choose ZCashBuilder Investment Choices; under Further information there is a link to the latest fund factsheets, current unit price and performance information.

Reminder: Some funds are more illiquid than others, for example, at the start of COVID-19 the Property fund was temporarily closed so it was not possible to switch in or out of it. It has now reopened.

STOP PRESS: Your scheme is currently working towards self-certification of the Pension Regulator's scam pledge to protect scheme members and follow the principles of the Pension Scams Industry Group Code of Good Practice.

Getting engaged

2020 has presented a huge challenge in terms of communicating with all scheme members, historically we've provided a lot of face to face communication for current employees but the events of the last year have made this impossible. We currently hold some sessions by webinar but we are in the process of reviewing our strategy as a whole to try and help you understand and engage with your ZPen benefits. Keep checking the scheme website www.zpen.info for further developments during 2021.



ZCashBuilder? Get your personal illustration today

Did you know that if you are already a member of the ZCashBuilder section of the scheme you are entitled to an annual illustration of the pension benefits you may get when you retire?



The good news is that you can get this illustration (known as a Statutory Money Purchase Illustration or SMPI) any time you want it because it's available 24 hours a day, 7 days a week, 365 days a year at the scheme website www.zpen.info

If you've already registered you can simply log on and click on the ZCashBuilder Planner tab to see your personal illustration.

If you haven't registered yet, it's easy. All you need is your pension reference number (call us on 0800 232 1915 (option 2) if you don't have it) and your National Insurance number. Don't delay – register today!

The security of your data is important to us

As you know there is a privacy notice in place that sets out information regarding the collection, holding, use, disclosure and transfer (collectively known as "processing") of personal information (or data) relating to you. We review the privacy notice from time to time and the latest version can always be viewed on the scheme website www.zpen.info

Did you know?

You can get the following information online at www.zpen.info

- Chair's statement on DC governance
- Statement of investment & funding principles
- Member's guide
- Annual report & accounts
- Trustee dispute procedure
- Contributions schedule
- Valuation report
- Recovery plan

The Trustee has set up a DC Committee to focus on ZCashBuilder. Each year the DC Committee prepares the annual Chair's Statement on how the Trustee meets its DC governance requirements, including reporting on the investment charges you pay in the scheme.

How to contact us

The Zurich Team
RPMI
PO Box 377
Darlington
DL3 6XY

Email: zcashbuilderteam@rpmi.co.uk
Tel: 0800 232 1915 – option 2



You should consider taking independent advice on your options in relation to your benefits under the scheme. Neither the Scheme Trustee (Zurich Financial Services UK Pension Trustee Limited) nor any member of the Zurich Group (i.e. Zurich Insurance Group Ltd (registered in Switzerland with number CH-020.3.023.086-6) and its direct subsidiaries) are able to provide you with financial advice or accept any liability for any decision you make with regard to your retirement options.