

Responsible Business Practices - Update

The Yorkshire's roots are in the local communities in which it has existed since 1864. Being a mutual not only means putting our members first, but also demonstrating our commitment to the community in which our members live and work

and managing our impact on these communities and on the environment. We use national scale and local strength to engage employees and members in supporting causes actually identified by them.

Charitable Foundation and Small Change, Big Difference Scheme™



The Society is very proud of its involvement in the community and the support and enthusiasm of our staff and members helps make such a difference.

Established as a charity in 1998, Yorkshire Building Society Charitable Foundation provides focus for the Society's charitable giving, supporting good causes across the UK.

By the end of 2009, the Foundation had donated £3.4m to more than 9,500 good causes across the UK, with over 80% of those causes being nominated by members. In addition, over £1.6m of the donations have been provided by members' pence through the Small Change, Big Difference scheme – a fantastic achievement by everyone involved! In addition to ongoing donations, the Foundation also holds two annual campaigns – Make a Difference Week and the National Appeal. Make a Difference week is held in June during which members and staff are encouraged to recommend a local charity and join the Small Change, Big Difference scheme, emphasising the Foundation's aim to support as many different good causes within local communities – most of which may otherwise be overlooked without local knowledge. Members of the public are also welcome to nominate charities at their local branch or agency. 2009 was the

most successful Make a Difference week to date with 1,212 good causes receiving a share of £68,600. The National Appeal, held during the Christmas period, has helped 10 charities since the first event in 1999, including Mencap, Marie Curie Cancer Care and the 2009 beneficiary was the British Heart Foundation - Heart to Heart Appeal. Money raised was used to provide vital funds for their Heart HelpLine, a dedicated telephone helpline through to cardiac nurses and heart health advisers who are trained to deal with a range of medical and lifestyle queries. Anyone can call to ask about heart health problems or if they just need to talk - a vital service for people whose lives have been devastated by heart disease. All money raised by member donations and staff events was matched, pound for pound, by the Charitable Foundation which resulted in a total donation of £115,000 to the British Heart Foundation. Society members are essential to the success of the Foundation which is funded from Society donations, employee fundraising and primarily, members who participate in the Small Change, Big Difference scheme. To join the scheme and ensure we can continue to help charities and good causes, or to nominate a good cause for consideration, simply go online to www.ybs.co.uk/b1m.



Community Investment Fund

Although we aim to help as many good causes as possible through the Foundation, some causes do not fall within its criteria. The Community Investment Fund was established

to fill this gap where a small grant will substantially benefit the local community and over 1,700 causes have received support since it began in 2003.

Your Involvement

You have a say in which causes are considered for support. Activities in our branches are not just about raising money, we want to involve you and local communities in these activities so you know what we are doing and why.

Annual research is conducted with the Society's Member Panel about our commitment to responsible business

practices and this is used to shape our programme of activities. The latest research endorsed the current Foundation policy of supporting lots of causes with small financial amounts, rather than fewer causes with larger amounts. Respondents also agreed that nominations should be made by members.

Staff in Action

Every member of staff is entitled to one day's paid leave per year to spend on voluntary activities. Our Actionteering programme provides opportunities throughout the year for our employees to help local projects. Actionteering not only helps develop relationships with community partners, it also confirms our place at the heart of the community.

The challenges available to our staff are varied and range from individual activities such as being a school governor, to completing team challenges focusing on making an impact on local community and environment. In 2009, our staff completed more than 2,100 volunteer hours.

Our Environmental Commitment

We take our Environmental Policy very seriously. Here are just a few of the initiatives we've launched over recent years:

- Purchasing all electricity from renewable sources
- Purchasing 100% recycled copier paper
- Introduction of Society-wide recycling facilities

We're very aware of our individual impact on the environment which is why we have an extensive recycling programme.

Moving forward, the Yorkshire Building Society will be covered by the Government's imminent Carbon Reduction Commitment (CRC), a new mandatory UK emissions trading scheme. As such, the Society is committed to improving our energy efficiency, saving money and reducing the amount of CO2 we emit. Our participation in the scheme will help the UK achieve its overall target of reducing Greenhouse Gas emissions by at least 80% by 2050.

We believe that our community involvement goes way beyond financial support and want our employees and members to be aware of the essential part they play and be as proud of their involvement as we are.

