

Annual Review 2021



SWANSEA
BUILDING SOCIETY

Established 1923

Annual Review 2021

Incorporating Summary
Financial Statement



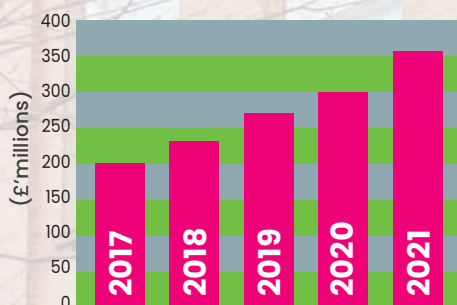
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2021 Highlights



Savings Balances



Mortgage Balances

Total
Assets

£463.5

million
(2020: £414.4)

Mortgage
Balances

£360.9

million
(2020: £302.9)

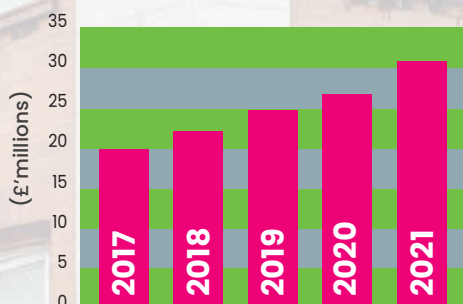
Savings
Balances

£431.3

million
(2020: £386.8)

SWANSEA
BUILDING SOCIETY

Established 1923



Capital



Profit Before Tax

Gross Mortgage
Lending

£114.7

million
(2020: £67.1)

Net Mortgage
Lending

£58.0

million
(2020: £29.8)

Liquid
Assets

£99.8

million
(2020: £109.3)

**opening
not closing
branches**

01792 739100
www.swansea-bs.co.uk

SWANSEA
BUILDING SOCIETY

Established 1853

Summary Directors' Report

I am delighted to report another record year to our Members. We have continued to provide an excellent service for our Members in sometimes difficult circumstances, whilst still growing and delivering the best financial results ever for the Society.

Members and Results

2021 has seen Covid continue to pose challenges throughout the year, with a number of different restrictions applied by Government and the arrival of a new variant at the end of the year changing regulations yet again. However, the sound operating basis we introduced in 2020 has continued to serve us well and we have been able to continue to provide our Members with an excellent service whilst protecting our staff in doing so. Our expectations at the start of the year were a gradual release from restrictions, with the first 6 months continuing from the previous busy year but then a gradual slowdown in the second half of the year when the Stamp Duty regime was reimposed. Our intent was to continue our growth, whilst closely containing our expenditure and continue to expand the reach of our services.

Pandemic Impact

The pandemic has had a significant impact on the economy since March 2020, with falling levels of GDP and rising unemployment, although from the middle of 2021 there was a significant recovery. As noted in last year's Annual Report, the impact of the pandemic potentially could have had a material impact on a number of the Society's principal risks, namely strategic, credit, market and operational. Throughout the last year these risks have not developed in any material way. Whilst there continues to be the possibility of an impact, for example due to the removal of the Government support schemes, future lockdowns/restrictions or stagflation, the

Society has undertaken rigorous stress-testing of the potential outcomes, the results of which show that it has sufficient capital resources to withstand a range of severe stress scenarios.

In 2021 the Society benefited from a net release of impairment of £165,000 (2020: charge £205,000). The Society's specific and collective provision for bad and doubtful debts at 31 December 2021 was £250,000 (2020: £415,000). This represents 0.06% of the Society's mortgage balances at 31 December 2021. This compares favourably to the 2019, pre-pandemic sector average of 0.23%.

Financial Results

Our financial results for the year are the strongest we have ever reported. Highlights of our performance, detailed later in this Report, include record pre-tax profits of £5.2m and record mortgage lending of £114.7m. During the early part of the pandemic, the Society was concerned about the potential financial impact as the housing market remained closed and many of our Members applied for mortgage payment holidays. At that stage we received some of the furlough funding provided by Government. As the year closed our performance had been very strong and we felt that these funds received were not needed, so returned the full financial support to Government.

In financial terms, our mortgage book increased to £360.9m, up by £58.0m, whilst our savings accounts rose by £44.5m to £431.3m. As a result, in 2021, our Total Assets

now amount to £463.5m, an increase of £49.1m (12%) over the last 12 months.

Community Involvement and Charitable Donations

The Society intends to continue its financial support for the community in the form of donations in order to assist the promotion of music, drama and sport as well as encouraging the development of youngsters who participate in activities organised by or via local schools and colleges. The total of the above donations amounted to £29,689 (2020: £22,640).

Staff Contribution

The Society continued with its customer surveys as usual and was pleased to see the exceptionally positive tone maintained. Significant numbers of compliments to our staff were received in terms of helpfulness, flexibility and continuing to “go the extra mile”, a well-received recognition of their efforts and dedicated service. Also, a large number of positive comments were received in respect of the new online savings service with its ease of use and benefits, especially welcomed during Covid lockdowns. The enthusiasm of our staff, their pride in the Society and commitment to providing excellent customer service has been exemplary and unwavering during such difficult times.

Your Board

There were two changes to the Board during 2021. We welcomed Catherine Griffiths to the Board as our Director of Risk & Compliance. She had already served 5 years with the Society and strengthens the Executive Team, whilst also providing new perspectives. Last

July saw Jeff Herdman step down from the Board after a number of years of committed service and we wish him well. We have appointed Malcolm Hayes, our first non-Welsh NED member on the Board with effect from 1 January 2022, and he will take over Jeff's role as Chairman of the Risk Committee once he has completed his induction and has come to grips with the Society.

Acknowledgements

The Board is grateful to all our members and professional contacts for their continued support.

The following served as Directors of the Society during the year:

- I. W. Griffiths (Chairman)
- D.S. Maddock (Deputy Chairman)
- A. Williams (Chief Executive)
- N.P.A. Griffiths (Finance Director)
- C.A. Griffiths (Director of Risk & Compliance) (Appointed 01.07.2021)
- P. M. Kathrens
- J. N. Herdman (Until 31.07.2021)
- J.C.D Union
- A.J. Morgan

Miss C.A. Griffiths was appointed Director of Risk & Compliance on 1 July 2021 and Mr M. Hayes was appointed a Director of the Society on 1 January 2022. They both offer themselves for election at the Annual General Meeting on 28 April 2022. Mr A. Williams, Dr I.W. Griffiths and Mrs P.M. Kathrens will retire at the Annual General Meeting on 28 April 2022. Being eligible for re-election Mr A. Williams, Dr I.W. Griffiths and Mrs P.M. Kathrens will seek re-election to the Board.

Summary Directors' Report

Going Concern

In accordance with best practice, the Board undertakes regular rigorous assessments of whether the Society is a going concern in the light of current economic and market conditions and all available information about future risks and uncertainties.

The future risks considered throughout 2021 included:

- the economic impact of the Covid-19 pandemic;
- the impact on the Society's profitability of potential changes to its cost of funds as a result of the repayment of the Term Funding Scheme;
- further changes to the regulatory framework;
- the impact of a potential rising interest rate environment;
- the impact of high inflation; and
- Brexit

Factors addressed when considering the Society's ability to manage future risks and uncertainties included liquidity, funding, capital resources, future profitability and risk management processes. Stress testing was used to assess the Society's ability to withstand a variety of extreme circumstances and conditions.

The Board concluded that the Society has sufficient resources to continue in operational existence for the foreseeable future and as a result that it is appropriate to prepare the financial statements on the going concern basis.

Events since the end of the financial year

The Board considers that there have been no events since 31 December 2021 that have a material effect on the financial position of the Society. We shall continue to promote savings and home ownership through a competitive interest rate structure on a variety of straightforward products combined with the highest levels of personal service to all our members. These are the strengths of a regional building society and we look forward to working with our members and professional contacts to ensure that we continue to meet these objectives.

Whilst recent geopolitical developments in eastern Europe have the potential to impact the UK economy adversely, the Board remains of the opinion that there have been no events since 31 December 2021 that have a material effect on the financial position of the Society.

Climate Change

The Society also recognises the risks and challenges posed by climate change. While the financial risks from climate change may only crystallise in full over longer time horizons, they are becoming apparent now. The Society particularly recognises two risks: physical and transitional. Physical risks relate to specific weather events such as flooding, or longer-term events such as rising sea levels. A key element of this risk is to property, both the Society's own properties and properties held as security for lending. In 2021, the Society commissioned a report to assess the risks to the mortgage portfolio from climate change. This analysis suggests that direct, physical risks may not present a significant risk to the Society's business, but

that transitional risks, especially the remediation costs of converting low energy efficiency homes to a better standard of energy efficiency may be substantial. The impact of this has been considered during 2021 as part of the Society's annual assessment of its capital position and the impact on this of various stress scenarios. This assessment has not indicated any material risk to the Society's ongoing business viability.

Brand refresh

During 2021, we took the opportunity to undertake a brand refresh in anticipation of our 100 year anniversary in 2023. We updated our vision, mission, value proposition and values to reflect why we are here and how we operate and also how we communicate with our members. We launched a new web-site which is in line with our updated branding in terms of look and feel and all our marketing material is being updated in line with our new brand guidelines. Further information is contained in this document regarding our brand refresh.

Prospects for the future

The Board believes that the Society is in a strong position, both financially and operationally. The Board will continually monitor developments regarding the Covid-19 pandemic, the impact of Brexit and climate change. The Society continues to maintain a prudent lending policy which is regularly reviewed to take account of best practice and the evolving nature of the mortgage industry. Despite the difficult market conditions in which we operate, the Board firmly believes a successful future lies ahead as an independent, mutually owned business. The

Board's strategy for the coming years will be to place more emphasis on both strong capital and liquidity positions to address the economic environment in which it operates. Providing regulation is proportionate, the Board is confident that the Society will continue to deliver exceptional service and value for its members.

Independent auditors

The Financial Reporting Council's ethical standards limits the term for which auditors can serve, as a result of this PricewaterhouseCoopers LLP were unable to continue as the Society's auditors and did not seek reappointment. A tender process was undertaken for the role of external auditors. As a result of this process, a resolution to appoint Mazars LLP as auditors of the Society was approved at the 2021 Annual General Meeting.

On behalf of the Board of Directors.



A handwritten signature in black ink, reading 'I.W. Griffiths'.

I.W. Griffiths
Chairman
9 March 2021

Summary Financial Statement for the year ended 31 December 2021

This financial statement is a summary of information in the audited annual accounts, the Directors' Report and annual business statement, all of which will be available to members and depositors free of charge on demand at every office of Swansea Building Society from 14 April 2022 or available from our website, www.swansea-bs.co.uk from that date.

The information contained in the Summary Directors' Report on pages 3 to 6 address the requirements of the Summary Directors' Report.



Financial Summary

Results for the year

	2021 £'000	2020 £'000
Net interest receivable	10,217	8,216
Other income and charges	147	93
Administrative expenses	(5,346)	(4,810)
Impairment losses on loans and advances	165	(205)
Profit for the year before taxation	5,183	3,294
Taxation	(1,041)	(649)
Profit for the year	4,142	2,645

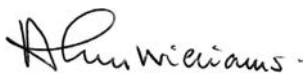
Financial position at the end of the year

Assets	2021 £'000	2020 £'000
Liquid assets	99,783	109,302
Mortgages	360,920	302,955
Fixed and other assets	2,762	2,154
Total assets	463,465	414,411
Liabilities	2021 £'000	2020 £'000
Shares	408,750	367,104
Borrowings	22,567	19,736
Other liabilities	1,414	959
Reserves – general reserves	30,734	26,592
Revaluation reserve	-	20
Total liabilities	463,465	414,411

Approved by the Board of Directors on 9 March 2022



I.W. Griffiths – Chairman



A. Williams – Chief Executive



N.P.A. Griffiths – Finance Director

Summary of Key Financial Ratios

	2021	2020
	%	%
Gross capital as a percentage of shares and borrowings	7.13	6.88
Liquid assets as a percentage of shares and borrowings	23.13	28.26
Profit for the year as a percentage of mean total assets	0.94	0.67
Management expenses as a percentage of mean total assets	1.22	1.23

Gross capital represents the aggregate of total reserves and subordinated liabilities shown in the Society's balance sheet.

The gross capital ratio measures the proportion which the Society's capital bears to the Society's liabilities to holders of shares and borrowings.

The liquid asset ratio measures the proportion of the Society's shares and borrowings which are held in the form of cash, short-term deposits and Government securities that are readily realisable.

The profit ratio measures profit after tax as a proportion of the average of total assets during the year. This is equivalent to a company's "return on assets".

The management expenses ratio measures administrative expenses and depreciation as a proportion of the average of total assets during the year.

Independent Auditors' Statement on the Summary Financial Statement

Independent Auditor's statement to the Members and Depositors of Swansea Building Society.

We have examined the Summary Financial Statement of Swansea Building Society set out on pages 7 to 9.

Respective responsibilities of directors and auditors

The directors are responsible for preparing the Summary Financial Statement Results in accordance with applicable United Kingdom law.

Our responsibility is to report to you our opinion on the consistency of the Summary Financial Statement within the annual review

with the full annual accounts, Annual Business Statement and Directors' Report and its conformity with the relevant requirements of Section 76 of the Building Societies Act 1986 and regulations made under it.

Basis of opinion

Our examination of the Summary Financial Statement consisted primarily of:

- Agreeing the amounts included in the Summary Financial Statement to the corresponding items within the full annual accounts, Annual Business Statement and Directors' Report of the Society for the year ended 31 December 2021;
- Checking that the format and content of the Summary Financial Statement is consistent with the requirements of section 76 of the Building Societies Act 1986 and regulations made under it; and
- Considering whether information has been omitted which although not specifically prescribed by section 76 of the Building Societies Act 1986 and regulations made under it, in our opinion, is necessary to ensure consistency with the full annual accounts, the Annual Business Statement and Directors' Report of the Society for the year ended 31 December 2021.

We also read the other information contained in the annual review and consider the implications for our statement if we become aware of any apparent misstatements or material inconsistencies with the summary financial statement. Our report on the Society's full annual accounts describes the basis of our opinions on those annual accounts, the Annual Business Statement and Directors' Report.

Opinion

In our opinion the Summary Financial Statement is consistent with the full annual accounts, the Annual Business Statement and Directors' Report of Swansea Building Society for the year ended 31 December 2021 and complies with the applicable requirements of Section 76 of the Building Societies Act 1986 and regulations made under it.

Use of the statement

This statement is made solely to the Society's members as a body in accordance with section 76(5) of the Building Societies Act 1986. Our audit work has been undertaken so that we might state to the Society's members and depositors those matters we are required to state to them in such a statement and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Society and the Society's members as a body for our audit work, for this statement, or for the opinions we have formed.



Mazars LLP

Statutory Auditor

Chartered Accountants and
Statutory Auditor
Tower Bridge House
St Katharine's Way
London

9 March 2022

Directors and Directors' Attendance



Board of Directors and Management Team

From left: Mr A.J. Morgan (Non-Executive Director), Mr D.S. Maddock (Non-Executive Director), Miss C.A. Griffiths (Director of Risk & Compliance), Mr A. Williams (Chief Executive), Mr N.P.A. Griffiths (Finance Director), Dr I.W. Griffiths (Chairman), Mr J.C.D. Union (Non-Executive Director), Mrs P. M. Kathrens (Non-Executive Director), Mr G.J. Stroud (Financial Controller & Company Secretary), Mr J.N. Herdman (Non-Executive Director until 31.07.2021)

Directors' Attendance Record () = number of meetings required to attend

Director	Board	Audit	Risk	Remuneration/ Nominations	Assets & Liabilities
I.W. Griffiths (Chairman)	11 (11)	5 (5)*	4 (4)*	7 (10)*	9 (11)*
D.S. Maddock (Deputy Chairman)	11 (11)	5 (5)	4 (4)	10 (10)	11 (11)
A. Williams	11 (11)	5 (5)*	4 (4)	10 (10)*	11 (11)
N.P.A. Griffiths	10 (11)	4 (5)*	4 (4)	9 (10)*	11 (11)
C.A. Griffiths (Appointed 01.07.2021)	5 (5)	2 (2)*	2 (2)	3 (4)	5 (5)
P.M. Kathrens	11 (11)	5 (5)*	4 (4)	10 (10)	11 (11)*
J.N. Herdman (Until 31.07.2021)	5 (6)	2 (3)*	2 (2)	6 (6)	6 (6)
J.C.D. Union	11 (11)	5 (5)	4 (4)	9 (10)*	11 (11)
A.J. Morgan	10 (11)	5 (5)	4 (4)*	9 (10)	10 (11)*

* Attendance by invitation

Directors' Remuneration Report

The purpose of this report is to explain the Society's policies on the remuneration of directors.

The Society believes that these policies comply with the FCA's Remuneration Code. The remuneration of the individual Directors is detailed on page 14.

The level and components of remuneration

The Society's policy is to reward Directors according to their expertise, experience and overall contribution to the successful performance of the business. The Executive Directors' benefit package is designed to motivate decision-making in the interests of the members as a whole. A performance related pay scheme operated during the year for Executive Directors, which was carefully designed to encourage achievement of targets that maintain the financial security and financial strength of the Society; and to recognise corporate and individual performance in accordance with good risk management.

Executive Directors' Emoluments

The remuneration of Executive Directors reflects their responsibilities and time commitment. This year it comprised basic salary, an annual performance related pay scheme and various benefits. Performance related payments are not pensionable.

Basic salaries

Basic salaries are reviewed annually by reference to jobs carrying similar responsibilities in comparable organisations from the building society sector and in the light of market conditions generally.

Annual Performance Related Pay Scheme

The Annual scheme is based on the Society's key financial measures of profitability, control of costs and growth in mortgages and savings balances. A maximum of 10% of salary can be earned for achievement of these targets. The Remuneration & Nomination Committee set targets and assess whether any payment should be made. Fundamental prerequisites for any performance related payments include demonstrating the appropriate conduct to meet the Society's values framework and conduct rules, to maintain ethical standards and demonstrate appropriate risk management capabilities.

Pensions

In lieu of his entitlement to pension contributions, Mr A. Williams opted to receive a cash equivalent sum at the same gross cost to the Society. Pension contributions for Mr N.P.A. Griffiths and Miss C.A. Griffiths are made to the Society-wide defined contribution pension plan.

Directors' Remuneration Report

Benefits

Executive Directors receive other benefits including a company car, a subsidised mortgage and a private health care scheme.

Contractual terms

Executive Directors each have service contracts with the Society, terminable by either party giving twelve months notice.

Non-Executive Directors

The level of fees payable to Non-Executive Directors is assessed using information from comparable organisations from the building society sector. Remuneration comprises a basic fee with a supplementary payment for the Chairman which reflects the additional responsibility of this position.

Fees for Non-Executive Directors are not pensionable and Non-Executive Directors do not participate in any incentive scheme or receive any other benefits. Non-Executive Directors have letters of appointment instead of service contracts. They are appointed for a maximum of nine years.

The procedure for determining remuneration

The Remuneration & Nominations Committee consists of three Non-Executive Directors. The Chief Executive attends by invitation only but takes no part in the discussion of his own salary. The committee reviews Directors' and Executive Management remuneration annually using data from comparable organisations.

Minutes of the committee's meetings are distributed to all board members, and the chairman of the committee reports at the board meeting following a committee meeting.

	Salary	Benefits	Annual Bonus	Pension Contributions	Total
EXECUTIVE 2021	£'000	£'000	£'000	£'000	£'000
A. Williams	175	21	15	-	211
N.P.A. Griffiths	101	5	10	14	130
C.A. Griffiths (App. 01.07.21)	45	-	5	7	57
TOTAL	321	26	30	21	398

EXECUTIVE 2020	£'000	£'000	£'000	£'000	£'000
A. Williams	169	22	15	-	206
N.P.A. Griffiths	101	1	10	15	127
TOTAL	270	23	25	15	333

NON-EXECUTIVE	Fees	
	2021 £'000	2020 £'000
I.W. Griffiths (Chairman)	41	40
D.S. Maddock (Deputy Chairman)	29	28
P.M. Kathrens	29	28
J.N. Herdman (Until 31.07.2021)	17	28
J.C.D. Union	29	28
A.J. Morgan	29	28
Sub-total	174	180
Executive remuneration total	398	333
Total directors' remuneration	572	513

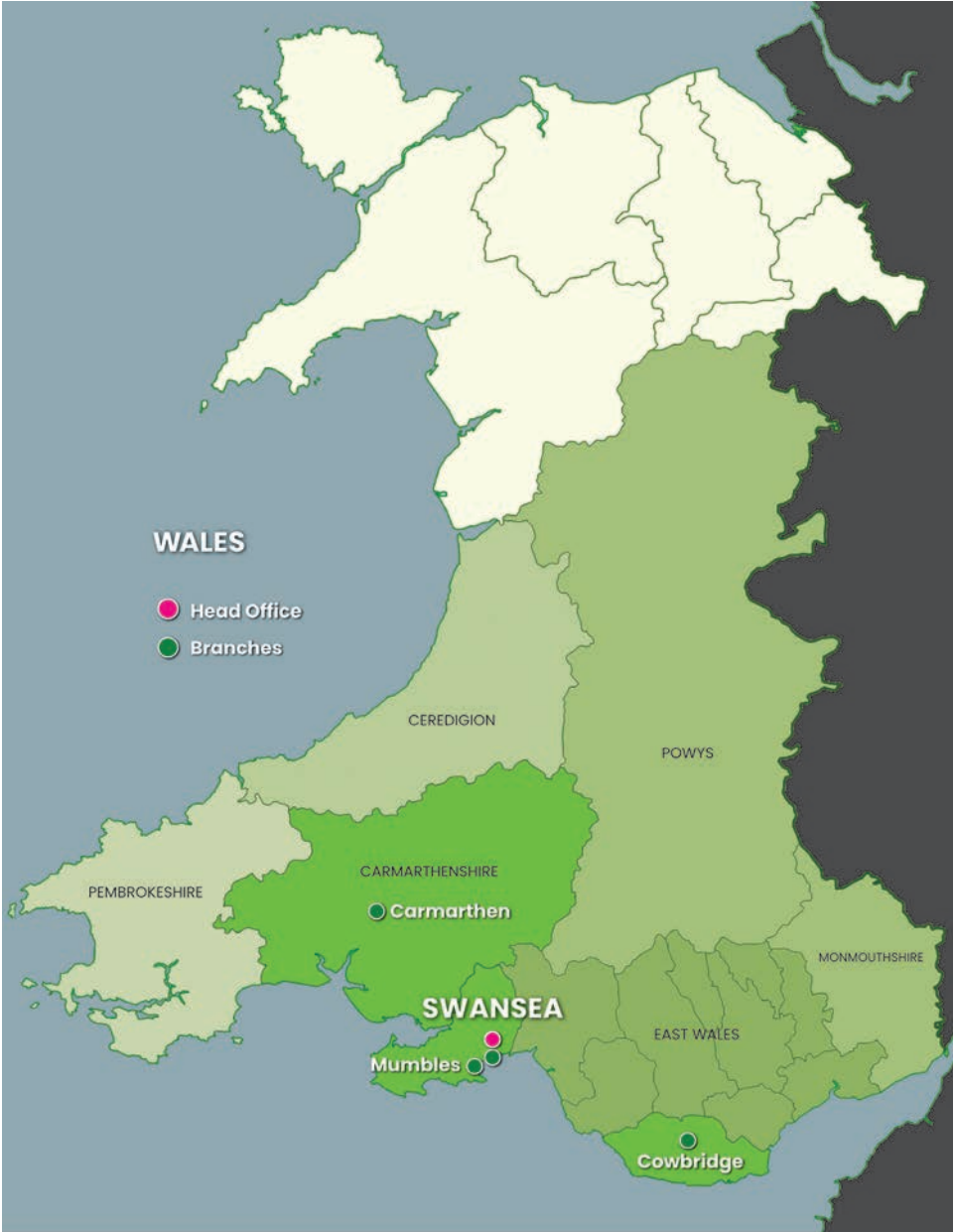


P. Kathrens

P. Kathrens

9 March 2022

Swansea Building Society



External Auditors

Mazars LLP

Tower Bridge House, St Katharine's Way, London, E1W 1DD

Internal Auditors

Deloitte LLP

4 Brindley Place, Birmingham B1 2HZ

Bankers

Bank of England

Threadneedle Street, London

Barclays Corporate Bank

Barclays Octagon House,
Gadbrook Park, Northwich,
Cheshire CW9 7RB

Tax Advisors

BDO

Bridgwater House, Finzels Reach, Counterslip, Bristol

Solicitors

Blake Morgan

One Central Square, Cardiff

JCP

Venture Court, Valley Way, Enterprise Park, Swansea

Morgan La Roche

PO Box 176, Bay House, Tawe Business Village, Phoenix Way Enterprise Park, SA7 9YT

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SWANSEA

BUILDING SOCIETY

Established 1923

The Swansea Building Society was established in 1923 to serve the local community in Swansea. Since then, we have grown into a vibrant, agile and modern building society covering predominately South and West Wales offering competitive savings and mortgage products.

As a mutual building society, we operate for the benefit of you, our members and the communities you live in. Your success is our success, so we make your goals our goals and work with you at every step of the process to deliver the outcome you need.

In anticipation of our 100-year anniversary in 2023, we undertook a review of the Society's Marketing strategy focusing on our brand. The Society has come a long way since 1923 and it was felt that the Society's vision, mission, value proposition and values were no longer being reflected in our brand.

We also focused on how we communicate to ensure the way we are perceived by our members meets what they need both now and in the future.

The first thing we looked at as part of our brand refresh was our brand vision.

Our new brand vision is:

Brand Vision

Our brand vision articulates 'where we want to go and what we want to achieve in the future'. It's the 'why' of our business represented in a short, aspirational and bold statement.

"To enable individuals and families to realise their goals of a better, more secure future based in strong communities"

We also updated our brand mission. **Our new Brand Mission is:**

Brand Mission

Our brand mission details how we'll get to where we want to go. It sets out what we're doing today, for whom, and the benefit they derive, to help them achieve their aims. It's the 'how' roadmap of our business.

"We serve our customers and their communities by providing flexible and tailored mortgage and savings products that meet individual needs and circumstances to safely and securely help all our customers achieve important life goals."

We then updated our Value Proposition. **Our new Value Proposition is:**

Value Proposition

Our value proposition describes the core benefit or solution we offer, that differentiates us from the competition. It explains how what we offer solves our customers needs by answering the question "why should I buy from you instead of your competitors?"

"As a mutual society, we operate for the benefit of our customers to build better communities. We take the time to listen and to understand you, building personal relationships and tailoring financial advice & guidance that meets your needs, however complex. To ensure we provide you with the right products and services at competitive rates to help you safely and securely achieve your goals."

Brand Refresh

Lastly, we updated our Brand Values. Brand values are a unique set of beliefs that form the core of what our business represents. They create the framework that govern our actions, behaviour, and decision-making process. Internally they provide direction and clarity, uniting and helping everyone live the brand. Externally they contribute to how our brand is positioned in the marketplace and how we should communicate.

Our new Brand Values are:

Act with: **Integrity**

How we behave and what we do says so much about who we are. We work in a principled and professional manner, conducting ourselves with honesty, transparency and respect for others in all our dealings. Valuing colleagues, customers and individuals, we hold our head up and look people in the eye to forge relationships built on trust.

Demonstrate: **Understanding & Empathy**

We work hard to understand the challenges our customers face and clearly demonstrate that in how we communicate. Through our dealings with them we demonstrate how we provide the support and solutions they need to help deliver the outcome they're looking for. Just how we'd want someone to provide support and solutions for us.

Apply: **Knowledge**

We take the time to understand the sector and our customers, ensuring we have our finger on the pulse. Our knowledge and awareness are critical to everything we do. They demonstrate the value we bring and position us as a valuable partner for our customers.

Work in: **Partnership**

For both ourselves and our customers to grow and prosper we need to work together for the greater good. Their success is our success, so we make their goals our goals and work with them at every step of the process to deliver the outcome they need.

Possess: **Drive & Commitment**

Focused on meeting the needs of our customers and working to create positive outcomes, we possess a determined will, unwavering dedication and strong belief in the way we do things, taking the lead to bring about the change we wish to deliver. This passion and desire to create better futures fires our attitude and approach.

Be: **Resourceful**

Always looking for the most effective way to do something stimulates our thinking. And with each of our customers having distinct requirements in specific situations, an adaptable approach where we deliver tailored advice and solutions means we meet their needs and help them achieve their goals.

As a mutual building society, we operate for the benefit of our customers and their communities. Our staff are a skilled, experienced and passionate team that take the time to listen and understand our customers. At the Swansea Building Society, our values guide how we behave and conduct ourselves as a business. Our brand personality is constructed in a way that reflects these values and what our brand stands for. It's our brand 'brought to life' and the way in which we communicate through our tone of voice and how we sound and how we want to sound.

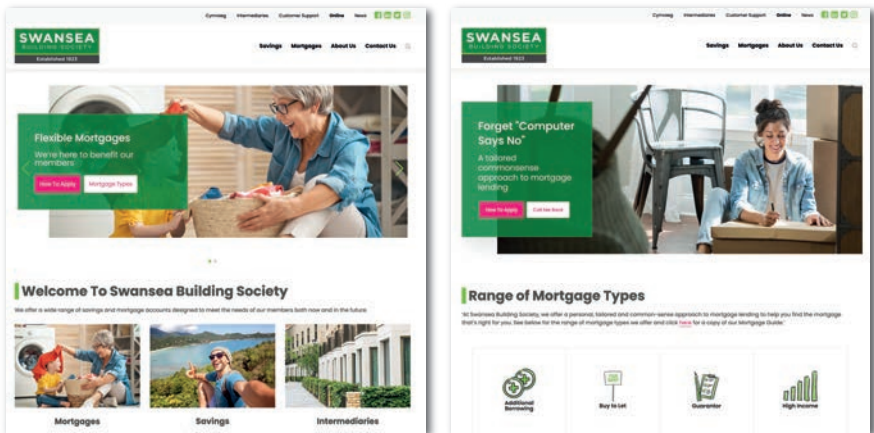
Our tone of voice is:

Warm and Friendly; Human and Conversational; Empathetic; Genuine and Honest; Passionate; Intelligent and Knowledgeable; Confident and Assured and Uncomplicated.

How we appear visually is also a reflection of our brand values.

Our Look and Feel will appear as:

Distinctive and Ownable; Welcoming; Clean and Uncluttered; Bright and Invigorating; Strong and Confident; Photographic using real everyday people in real situations (with illustrations as support).



Examples of our brand refresh are already in place. During the start of the second half of 2021, we replaced our old website with a brand-new website with improved functionality and a more modern layout with increased functionality. All our communications now reflect the revised look, tone and feel we have adopted, our marketing material has been rebranded in 2021 and as we go into 2022, we will continue to develop our brand to meet the needs of our members both now and in the future.

We are very excited with what the future holds for the Society!

Management Team



Mr G.J. Stroud
Financial Controller & Company Secretary
Age: 48
Appointed: 05/05/98



Mr S.P.P. Darshan
Head of Lending
Age: 54
Appointed: 12/05/14



Mrs S. Jones
Area Manager (West Wales)
Age: 54
Appointed: 06/07/15



Mrs J. Parker
Area Manager
(Swansea, Neath & Port Talbot)
Age: 55
Appointed: 20/01/10



Mr N. Longar
Head of IT
Age: 38
Appointed: 04/02/19



Mrs A. Jones
Mortgage Manager
Age: 58
Appointed: 05/08/13



Mrs P. John
Mortgage Advisor
Age: 52
Appointed: 04/02/19



Mr N. Morris
Mortgage Underwriter
Age: 52
Appointed: 26/02/18



Mr. R Miles
Head of Savings and Marketing and Area Manager (East Wales)
Age: 52
Appointed: 12/06/17



Mr D.A. Ellerton
Manager
Age: 69
Appointed: 11/12/06



Mr T. Rees
Branch Manager (Swansea)
Age: 57
Appointed: 21/08/17



Mr M.D. Lewis
Business Development Manager
(East Wales)
Age: 56
Appointed: 12/11/12



Mr C. Wright
IT Application Delivery Manager
Age: 37
Appointed: 05/09/16



Mr D. Osterland
Branch Manager (Cowbridge)
Age: 32
Appointed: 05/01/15



Mr D. Goulding
Business Development Manager
Age: 49
Appointed: 22/03/21



Mr M. Hughes
Mortgage Manager
Age: 54
Appointed: 01/07/19

Directors Seeking Re-election



Alun Williams (Chief Executive)

I joined the Society in 2001 as Director and Chief Executive. Prior to my appointment I had spent 20 years in retail, business and corporate banking. Since taking over responsibility for the day to day running of the Society the total assets have increased from £34m in 2000 to £463.5m in 2021. I am confident that the Society's results for 2021 provide a firm foundation for the future. I am a member of the Assets & Liabilities, Risk and Conduct Committees. I am committed to the Society remaining an independent mutual organisation run for the benefit of our members. I have lived in Swansea for 55 years and am married with two sons.



Ieuan Griffiths (Chairman)

I was appointed to the Board in May 2015 and became Chairman in 2018. I am a Chartered Accountant and a member of CIPFA. I was Director of Strategy and Finance at the DVLA for 12 years and previously Deputy Director of Finance and Performance for the NHS/DoH in England and Wales. I had worked for 20 years for major accountancy firms in audit, computer audit and consultancy for IT and business strategy before moving into my public sector roles.



Paula Kathrens (Non-Executive Director)

I was appointed to the Board in July 2013. I am a partner with law firm Blake Morgan based in their Cardiff office and specialise in employment law. I advise organisations in both the public and private sectors, including a number of financial institutions, on all aspects of contentious and non-contentious employment law. In my spare time I enjoy gardening and baking.



Catherine Griffiths (Director of Risk & Compliance)

I joined the Society in January 2017 as a financial accountant, before moving to take responsibility for Risk & Compliance in June 2019. I am a Chartered Accountant with over 25 years' experience within the South Wales area. I have worked in a variety of accountancy practices, both large and small, including spending 5 years as an external audit manager at KPMG. I subsequently spent 8 years in industry as a finance manager at Tata Steel. I am Chair of the Conduct Committee and a member of the Risk Committee.



Malcolm Hayes (Non-Executive Director)

I was appointed to the Board on 1 January 2022. Having worked in retail and commercial banking for 40 years, I began my career with NatWest, before spending over 25 years in Lloyds Banking Group, where I held senior risk and credit positions in the bank's business and commercial divisions. I retired from executive roles in 2019 after 5 years as the Chief Risk Officer of Paragon Banking Group and I am currently also a non-executive director of Reliance Bank and, until recently, Chair of Citysave Credit Union. I am a member of the Society's Audit Committee, Risk Committee and Asset & Liabilities Committee.

2022 AGM Arrangements

The Society's AGM is being held at 12pm on Thursday, 28 April 2022 at the Swansea.com stadium, Swansea. As a member we would encourage you to become involved in the operation of your Society and one way you can do this is by using your vote at the AGM. If for any reason you cannot attend the AGM in person we have enclosed a proxy voting form for you to use. The Board's recommendation is that you vote in favour of all items.

For each vote cast the Society will make a donation of £1 to Maggie's. Maggie's offers the best possible support free to anyone with cancer and their families who walk through their doors. You'll find their centres alongside NHS hospitals and they can also support you online. All donations will be made to Maggie's Swansea, Singleton Hospital, Sketty Lane, Swansea, SA2 8QL.

How to vote

In the context of the pandemic we are asking you to use the online or postal voting options.

ONLINE

Vote by 5pm on Monday 25 April 2022 at:
www.cesvotes.com/swansea22

BY POST

Use the reply-paid envelope provided to post your voting form to Civica Election Services, to arrive no later than Monday 25 April 2022.

Votes must be received by Monday 25 April 2022 in order to be counted. The voting results will be published as usual on our website.

Questions for the AGM

We are keen to ensure that members still have the opportunity to raise any questions they may have. You can submit questions to the Board of Directors in advance of the AGM by:

- Emailing them to:
sbsmembers@swansea-bs.co.uk
- Sending your questions by post addressed to: **Chief Executive**
Swansea Building Society,
11/12 Cradock Street, Swansea SA1 3EW

You must clearly show your full name and your account number when sending in your questions. Questions must be received by Monday 25 April 2022. Responses to the most commonly asked questions will be published on our website alongside the AGM voting results by the end of April 2022.

Please note that questions sent for the attention of the Society's Board of Directors should not be personal to you or relate to specific account queries. Any such queries should be sent to us separately in the usual way.

The Swansea Building Society Range of Savings Accounts – 1 March 2022

Account Name	Minimum Account Opening Balance*	Minimum Account Operating Balance**	Annual Interest	Tax Status
			GROSS/AER†	
Instant Access Saver	£1	£1	0.75%	GROSS
90 Day Notice	£5,000	£1	0.80%	GROSS
Cash ISA	£1	£1	0.80%	Tax free
Cash JISA	£1	£1	1.65%	Tax free
Young Saver	£1	£1	Gross = 1.65% AER = 1.66%	GROSS
Regular Monthly Saver	£25 – £500 per calendar month	£1	Gross = 1.40% AER = 1.41%	GROSS
First Adult Saver (Only available to customers aged 18-40)	£1	£1	0.90%	GROSS
Business Instant Access Saver	£1	£1	0.50%	GROSS
Business 90 Day Notice	£5,000	£1	0.55%	GROSS

* The minimum account opening balance is the minimum amount that must be deposited at the time of account opening.

** The minimum account operating balance is the minimum balance that must be maintained in the account for it to remain open.

† For definition of GROSS/AER please see bottom of page

Fixed/Variable Rate Bonds

The Society will from time to time offer Fixed/Variable Rate Bonds dependent upon market conditions. Full details about our Fixed/Variable Rate Bonds currently available, including interest rates can be found on our web-site or by visiting any of our branches.

Interest Rates for Savings Accounts no longer available

Account Name	Minimum Account Operating Balance	Annual Interest	Tax Status
		GROSS/AER†	
Cygnnet/Swans Junior	£1	Gross = 1.65% AER = 1.66%	GROSS

The maximum balance across all accounts held with the Society is £1m per customer.

Our Savings products are only available to existing Members/Customers or new applicants resident in Wales.

Please note the Personal Premier Account / Business Premier Account has been renamed Instant Access Saver Account / Business Instant Saver Account respectively and all existing accounts have been transferred to this account but there is no action required.

† GROSS The Gross rate is the contractual rate of interest before the deduction of income tax.

† AER Stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and added each year.

**opening
not closing
branches**

SWANSEA
BUILDING SOCIETY

Established 1923

www.swansea-bs.co.uk

Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register Number: 206066

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