ZURICH COMMUNITY TRUST (UK) LIMITED

England & Wales · Charity number 266983

Details

Status	Registered
Legal form	Charitable company
Company number	01154049
Registered	1974-03-07
Register	View on the Charity Commission register

Contact

Address	Unity Place 1 Carfax Close Swindon SN1 1AP
Phone	07875888722
Email	laurie.deans@uk.zurich.com
Website	www.zct.org.uk

Activities

Objects: (A) TO PROMOTE ANY CHARITABLE PURPOSES FOR THE BENEFIT OF THE PUBLIC AND IN PARTICULAR THE SAFEGUARDING AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, DISTRESS AND SICKNESS, THE ADVANCEMENT OF EDUCATION AND THE ADVANCEMENT OF RELIGION.(B) TO SUPPORT ANY OTHER CHARITY FOR THE BENEFIT OF THE PUBLIC WHETHER BY THE PROVISION OF FUNDS OR OTHERWISE.

Activities: We provide support to disadvantaged people to improve their quality of life. Major programmes are selected and not open to application, a regional grant programme provides smaller grants to local charities. Full details are available on www.zct.org.uk.

Classification

- **How:** Makes Grants To Organisations, Provides Human Resources
- **What:** General Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies

Downloaded from opencharities.uk/ew/266983

Geography

- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£3,403,000	£3,452,000	£3,838,000	17
2023-12-31	£3,367,000	£3,911,000	£3,825,000	16
2022-12-31	£3,261,000	£3,589,000	£4,228,000	16
2021-12-31	£3,364,000	£3,549,000	£4,793,000	16
2020-12-31	£3,683,000	£3,936,000	£5,014,000	18

Trustees

Name	Role	Appointed
Stephen Collinson	Chair	2019-04-10
Amy Dunster		2022-08-08
Ben Skelton		2025-04-10
Cadence Willis		2025-05-14
Drazen Jaksic		2025-02-28
Richard Peden		2017-09-28

Downloaded from opencharities.uk/ew/266983

ZURICH COMMUNITY TRUST (UK) LIMITED

England & Wales - Charity number 266983

Accounts

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Company Registration No. 01154049 (England and Wales)

Charity Registration No. 266983

ZURICH COMMUNITY TRUST (UK) LIMITED

(a Company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2024

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Reference and administrative details

Company status

Zurich Community Trust (UK) Limited ("ZCT") is a company limited by guarantee and does not have share capital. Each member has guaranteed £1. Zurich Community Trust is incorporated in the United Kingdom ("UK"). Zurich Community Trust is a registered charity (registration number 266983). The registered address is:

Unity Place 1
Carfax Close
Swindon
SN1 1AP

Trustees

The Trustees are also the Directors of Zurich Community Trust for Companies Act purposes. All Trustee appointments are proposed by the Board of Trustees and approved by the members.

The Trustees who served during the year and who were in office up to the date of signing the financial statements were:

Steve Collinson
Amy Dunster
Wayne Myslik
Richard Peden
Drazen Jaksic (appointed 10 March 2025)
Ben Skelton (appointed 10 April 2025)
Caroline Dunn (appointed 21 November 2024)
Cadence Willis (appointed 14 May 2025)
Tim Culling (resigned 10 April 2025)
Tim Bailey (resigned 07 March 2025)

Qualifying third party indemnity provisions (as defined in Section 234(2) of the Companies Act 2006) have been in force for the benefit of Trustees during the year and remain in force as at the date of this Trustees' Report.

Zurich Community Trust members are Zurich Financial Services (UKISA) Limited ("UKISA") and Zurich Financial Services (UKISA) Nominees Limited. The members' ultimate parent company is Zurich Insurance Group Ltd ("ZIG"), which is incorporated in Switzerland.

Related Party transactions are disclosed in Note 22.

In light of Zurich Community Trust's structure, the Trustees had no financial interest in Zurich Community Trust.

Key management personnel

The Head of Zurich Community Trust during 2024 was Laurie Deans.

Bankers, Investment manager, company secretary and independent auditor

Zurich Community Trust's bankers are:

Lloyds Bank plc
PO Box 72
Bailey Drive
Gillingham Business Park
Kent
ME8 0LS

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Reference and administrative details (continued)

Bankers, Investment manager, company secretary and independent auditor (continued)

Zurich Community Trust's investment manager is:

Threadneedle Investment Services Limited
Cannon Place
78 Cannon Street
London
EC4N 6AG

Zurich Community Trust's company secretary is:

Zurich Corporate Secretary (UK) Limited
Unity Place
1 Carfax Close
Swindon
SN1 1AP

Zurich Community Trust's independent auditor is:

Ernst & Young LLP
Statutory Auditor
25 Churchill Place
Canary Wharf
London
E14 5EY

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

REPORT OF THE TRUSTEES

The Trustees are pleased to present their annual report, together with the financial statements of Zurich Community Trust, for the year ending 31 December 2024. This report and financial statements are also prepared to meet the requirements for an annual report and financial statements for Companies Act purposes. The reference and administration details form part of the Trustees Report on pages 1 and 2.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Zurich Community Trust has not prepared a strategic report as it has taken advantage of the exemption in this respect available for small companies (as defined in Section 381 of the Companies Act 2006).

Chair's report (from the Chair of the Trustees, Steve Collinson)

2024 saw Zurich Community Trust continue to deliver significant impact in the community.

I am extremely proud that an estimated 288,000 people benefited from the support provided through our partnerships and programmes.

Through a combination of financial support, volunteering by employees of Zurich Insurance UK and our unique More than Money offering, we supported our national partners (Barnardo's, Dementia UK and Magic Breakfast) and 56 partners local to Zurich offices in 2024. We also continued to support Teach First, Insurance United Against Dementia, Age UK and the Superhero Series.

2024 at a glance:

- Zurich Community Trust provided more than £2 million of support to charities across the UK.
- Zurich UK employees spent almost 20,000 hours volunteering! They completed a massive 192 summer and 160 festive challenges, 26 Skill shares, coached 34 teachers and so much more, providing much-needed practical support and resource to our partners.
- Our More than Money offering again provided innovative support to charities – ranging from free NCVO memberships to places on our wellbeing workshops, including access to Zurich UK's online learning platform and much more.
- 2024 saw a milestone of almost £500,000 worth of apprenticeship funding donated to our charity partners, providing much-needed access to learning, development and qualifications to employees of our charity partners.

We continued to receive wonderful feedback from the organisations we work with on the difference partnering with ZCT makes. This spurs the Zurich Community Trust team and Zurich's enthusiastic and committed employee volunteers to continue our work, with the aim of enriching communities together. We invite you to read just a small selection of feedback:

"Our partnership with the Zurich Community Trust continues to go from strength to strength. With 1 in 5 children being at risk of being too hungry to learn, generous grant support has helped us tackle the devastating and widespread issue of hunger in the classroom. Zurich staff have gone the extra mile by supporting with additional fundraising. Zurich's 'more than money' approach to partnering has also provided access to a host of training and development opportunities for our staff."

Lindsey MacDonald
CEO, Magic Breakfast

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Chairs report (continued)

"On behalf of everyone at The Growing Zone Kippax, we would like to say we had an absolutely fab time with our Superhero presentations in the schools last week. We have had a couple of very emotional days, seeing the children, who were never expected to get better, be so excited and the tears of joy and happiness from their families. You guys put a lot of smiles on a lot of faces and create memories for so many. Memories which in some cases, our families have only ever dreamed of."

June Perkin BEM
The Growing Zone Group

"I just wanted to send you a quick message to say thank you! A few of my team (including me) have signed up for the DSC training, and it is so valuable to us. Two of my managers will be attending the Women in Leadership conference which they're really excited about, and the truth is that we would struggle to afford this kind of training. So, the support from ZCT (of which this is just one small element) really does make such a difference to us."

Stephanie Lawless (she/her)
Head of Fundraising, Katherine House Hospice

"A multi-year grant has empowered us to plan, test and invest in a capacity-building project, significantly enhancing our long-term impact and sustainability. We have been able to pilot volunteering roles that have long been an ambition for Winston's Wish. This volunteering programme is now extending support to grieving children and young people not just in Gloucestershire, but throughout the UK. A True Partnership: The support and regular contact with the ZCT team have been outstanding. They are always ready to provide invaluable advice and guidance, making this partnership truly exceptional."

Louisa Hancox
Winston's Wish

The skills and experience of our trustees was supplemented in 2024 with the addition of Caroline Dunn, and in 2025 we will recruit two further Trustees, ensuring both important 'corporate memory' and new thinking make up the board.

The Trustees would like to draw attention to Zurich Community Trust's 2024 Impact Report [found here] that highlights the difference that has been achieved through its charity partnerships in 2024 and through the volunteering activity the Zurich Community Trust team has brokered with the employees of Zurich UK.

Our purposes and activities

Zurich Community Trust is a public benefit entity, therefore the Trustees of ZCT consider all Charity Commission guidance on public benefit.

ZCT has been a contributor to the Fundraising Regulator, via its voluntary levy, since the regulator's inception. Fundraising from both Zurich UK employees and the wider community is undertaken by ZCT to part fund its grant making programmes. Zurich Community Trust ensures that it is aware of the latest Code of Fundraising Practice and adheres to its suggested behaviours and standards in all its fundraising.

Zurich Community Trust also has a Complaints Policy that can be found from the front page of the ZCT's website, where the complainant is also able to download a complaints form.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Our purposes and activities (continued)

Zurich Community Trust is not affiliated with any umbrella groups or part of any wider network and operates independently. ZCT's major donor is the Zurich UK business and, as such, ZCT has a very close working relationship with the employees of Zurich UK. Zurich Community Trust also has a close working relationship with the Zurich Group's charitable foundation, Z Zurich Foundation.

Zurich Community Trust fulfils its objectives through:

- charity partnerships, both at a local and national level, across the UK, encompassing a package of both financial and non-financial support; and
- an employee volunteering and fundraising programme, engaging the employees of Zurich UK.

The Board is responsible for setting the strategic direction of the charity. It delegates certain responsibilities to the Zurich Community Trust's 'Trust Executive'. In 2024, the Trust Executive worked alongside members of the ZCT team to deliver on two workstreams – Employee Engagement and Structurally Embedding Skill Share.

Zurich Community Trust manages all expenditure associated with all programmes. As well as making charitable grants, a significant amount of ZCT's staff time is committed to the community, through working in partnership with charity partners and by connecting the volunteering needs of the voluntary sector with time and skills of employees within the Zurich business.

Allocation of resources:

	2024	2023
Charitable activities	91%	91%
Raising funds	8%	8%
Other	1%	1%

Zurich Community Trust derives its income from:

- an annual donation from the Zurich UK businesses, as part of an agreed funding track
- income from Z Zurich Foundation through a matching programme, via the Benevity platform
- regular voluntary donations from Zurich UK employees
- operating a monthly fundraising lottery
- Zurich UK employee fundraising activity, such as raffles, sweepstakes; and larger scale fundraising events, such as abseils, the London Marathon and the Great South Run.

Zurich Community Trust's Audit, Finance and Risk Committee receives quarterly management information, which includes information on fundraising income and expenditure to monitor against plan.

The Trustees have a continuing focus to ensure that the ratio of resources applied to generating income is appropriate for ZCT.

Focus of charitable activity spend:

	2024	2023
Employee Involvement programmes	85%	87%
Volunteering	12%	10%
Long term Strategic Programmes	3%	3%

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Our purposes and activities (continued)

Employee Involvement Programme

In February 2024, the board agreed to extend funding for the three National and 55 Local Partners, for a further two years, as well as adding a new Local Partner and continuing to invest in non-financial support and volunteering. This amounted to a spend of £2,651,000 (2023: £3,119,000) across grants and ZCT support costs (excluding volunteer support costs).

Volunteering

Zurich UK provides three days paid leave for all employees [pro rata for part-time workers], to enable employees to volunteer in the community and become involved in organising and managing fundraising events and volunteering schemes.

The breakdown of spend on the Employee Involvement Programme:

	2024	2023
Local Grants and Partnerships	38%	40%
National Partners	21%	27%
Employee Nominated Grants	2%	2%
Volunteering Support Costs	12%	10%
Other Support Costs	27%	21%

National and Local grant programmes

The social issues supported through the Employee Involvement Programmes were:

	2024	2023
Dementia	19%	23%
Vulnerable (young)	15%	15%
Mental Health	14%	11%
Homelessness	11%	11%
Education	10%	9%
Food Poverty	7%	9%
Domestic Abuse	5%	5%
Physical Disability/Learning Difficulties	3%	5%
Older People	3%	3%
Health	3%	1%
Young People	2%	2%
End of life Care and Bereavement support	2%	2%
BAME	2%	2%
Bereavement	2%	1%
Immigration	1%	1%
Economic Disadvantage	1%	-

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Our purposes and activities (continued)

Throughout 2024, ZCT continued the partnerships that commenced in 2022 including the development and promotion of its non-financial package of support (More than Money), offering national and local charity partners access to a wide range of offerings including paid-for training courses, webinars, and memberships.

In addition to the support outlined above, the ZCT team focused on the year three payments for each of the three national partners and 56 local partners, with the process prior to the releasing of any payment conditional upon receipt of impact surveys and analysis of the charities' most recent Report and Accounts.

ZCT Partnership Forum

The Zurich Community Trust continued to listen to the needs of its charity partners throughout 2024 through the ZCT Partnership Forum, comprising 27 charity partners. Formally known as the ZCT Advisory Group, the meetings take place quarterly and, whilst continuing to focus on the evolution of ZCT's More Than Money programme, the group was expanded to gain a broader perspective and provide an opportunity for service partners, such as the DSC and NCVO, to raise awareness of the support available.

At the start of the year, the Forum agreed that the three key areas on which to focus our support remained the same as 2023: Retention & Recruitment, Training & Development and Fundraising.

Wellbeing webinars continued, with 196 individuals signing up. Many charities stated they struggled to justify spending donor money in this area, so these have remained popular.

Access to Zurich UK's Apprenticeship Levy remained popular, with 14 apprenticeships starting in 2024, with varying levels between Level 3 and Level 7.

Training courses and workshops, fully funded by ZCT, resulted in 119 people attending NCVO training days, 125 people attending in-house webinars, 25 attending bitesize sessions with the DSC and 129 attending their online conferences.

The new Zurich Community Trust Charity Partner Hub launched in May 2024 to include the 'More Than Money' support offerings.

National Partnerships

Our three National Partners, voted for by Zurich employees, officially started on 1 July 2022, each receiving £150,000 per annum for two years. In Feb 2024, the board agreed a two-year extension of funding, resulting in a further £135,000 paid to each partner in July 2024 and a final payment of £135,000 due in July 2025.

Barnardo's

Our funding directly supports the Barnardo's Education Community (BEC). Since the launch of the BEC, there has been 100,882 visits to the BEC site. During 2024, the BEC provided 1,854 training opportunities for educators, through live training, pre-recorded training, CPD accredited courses and podcasts. 829 participants attended live training delivered by or with the support of BEC and the BEC podcast series and CPD videos have been accessed by 332 listeners and viewers during this time.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Our purposes and activities (continued)

Dementia UK

Our funding has enabled Dementia UK to continue to grow their Virtual Clinics Service to help broaden their reach. In 2024, it covered the cost of 67 hours of resource per week, as well as the costs of the management of their booking system. During 2024, there were 4,435 appointments made through the virtual clinics, with Zurich Community Trust funding 83% of these.

Dementia UK have reported that through their calculations, they can confirm that ZCT's funding has supported 6096 people either living with Dementia or supporting a loved one via the virtual clinics.

Magic Breakfast

Zurich Community Trust's funding primarily goes towards the cost of providing free breakfasts, running costs and advocacy work regarding free school breakfast provision. In 2024, our funding provided an estimated 434,989 breakfasts to schools that ZCT supports, with 2,381 children directly benefitting.

The cost-of-living crisis has meant a continuing increase with food prices, which has remained a challenge for Magic Breakfast throughout the year. Our funding also supports Magic Breakfast's long-term programme, Making the Case for Change. This includes policy work, educating law makers on the issue, proposing long-term solutions and ensuring Magic Breakfast's Youth Campaigners, who have lived experience of food poverty, remain at the heart of the organisation's thinking.

The 'till donations' initiative, set up by the Zurich Facilities Team in London, Whiteley and Swindon offices, in partnership with Baxter Storey, totalled £782.76 in donations. This equated to approximately 2,796 breakfasts.

Since Zurich Community Trust introduced the Zurich Municipal Customer Experience Team to Magic Breakfast in 2023, an initiative to donate a breakfast for each customer survey completed has been going from strength to strength. Discussions are now taking place to expand this idea into other areas.

Other partnerships on a national level

Teach First

Our Youth First education programme is managed through our partnership with Teach First. 2024 saw ZCT enter the first year of our two-year partnership extension with Teach First, with an agreed annual grant of £200,000 awarded. This brings ZCT's total grant funding to £800,000 since the start of our partnership in 2021.

Between the academic years 2023/2024 and 2024/2025, employee volunteers have supported 12 schools across the UK. Through our Youth First programme, 46 Zurich volunteers delivered 29 workshops, which reached 1,310 pupils.

The Coach a Teacher programme attracted 34 Zurich employees, who were matched with teachers to provide coaching during the year. A further 50 teachers joined the Teach First training programme, because of Zurich Community Trust's funding in 2024. 83% of 24/25 Zurich coaches said their coach had been valuable to their personal and professional development.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Our purposes and activities (continued)

Feedback from Zurich Coaches

Motivation: “I was lucky to have great coach myself and knowing how much it helped me, I felt like giving back and help someone else further.”

Highlights: “The biggest highlight for me was when my coachee told me that she tried something we talked about at the session, and it worked” •

Professional development: “I have stopped giving my colleagues the answers to things and used my coaching skills to enable them to get to the right answer themselves”

Alzheimer’s Society and Insurance United Against Dementia

2024 saw ZCT and ZZF, together, making more impact to dementia research. ZZF supported IUAD’s Insurance Day for Dementia with a £100,000 matching pot, plus £5,000 to encourage advocacy.

ZCT’s funding of £25,000 in 2024 was used to directly support research into Dementia blood biomarkers. In addition, ZCT explored various More than Money support options. The IUAD community helps provide vital support to those living with dementia, plus crucial research that gives hope for future generations.

IUAD’s target is to raise £10 million and, thanks to the support, the IUAD campaign are expecting to achieve this target in Q1 2025. Following this, the campaign will move on to a second phase to increase funding and advocacy

This funding has already played a major role in recent groundbreaking research around blood biomarkers. As a result, Alzheimer's Society and Alzheimer's Research UK NIHR (National Institute for Health and Care Research) recently announced an important step forward in a better future for dementia diagnosis.

Currently, only 2% of people with dementia get the specialised tests needed to confirm if they’d be eligible for new treatments. With further research and testing, certain blood tests could be a huge game changer. This will be pivotal to the success of reducing the number of people living with dementia and preventing future generations from being impacted by this devastating disease to the same extent as today’s generations.

Superhero Series

The Superhero Series is the UK’s only disability sports series for the Everyday Superhero! Their mission is simple: to create fun, full-throttle, mass-participation sports events where people with disabilities – aka Everyday Superheroes – call the shots and don’t have to worry about cut-off times or equipment restrictions.

2024 was another successful year for in-person volunteer engagement, with 13 charities signing up to get involved. Fourteen Zurich volunteers attended the Superhero Tri summer event at Dorney Lake. ZCT provided a free return coach for volunteers and charity partners from Swindon. ZCT also provided a drink stall, where thirsty attendees could get free squash. Local charity, The Swindon BATS, also joined us to man a mobile skittle alley. Attendees were given an opportunity to try, for free, bowling for the visually impaired.

Between the summer and winter virtual steps challenges, 122 Zurich At Home volunteers took part.

At the Winter Wonderwheels event in December, we served up over 400 free hot chocolates at our drinks stall – a firm favourite with participants and their family and friends. Six Zurich volunteers attended.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Our purposes and activities (continued)

Sustainability and DEIB Initiatives

In 2024, the ZCT continued to advance its commitment to sustainability and Diversity, Equity, Inclusion, Belonging (DEIB) through the Sustainability Fund and the DEIB & Sustainability Network.

Sustainability Fund

Aligned with the 17 Sustainable Development Goals (SDGs), the ZCT Sustainability Fund, totalling £100,000 in 2024, allowed partners to apply for grants between £5,000 and £10,000. In 2024, twelve partners received support for their sustainability initiatives.

Since its inception, the fund has enabled a variety of impactful projects, including:

- Creation of a zero-waste training video for FoodCycle volunteers.
- Supporting energy-saving initiatives and dementia-friendly allotments.
- Installing efficient electric panel heaters.
- Upgrading to energy-efficient kitchen appliances.
- Providing eco-friendly products via “Green Office” and planting trees.
- Funding an independent external EDI specialist and further EDI training.
- Hosting environmental talks.
- Assisting older people living alone, with smarter purchasing to avoid waste.

DEIB & Sustainability Network

The network's membership grew to 50 members, exclusively serving ZCT’s charity partners.

Throughout the year, the network hosted several themed sessions, leveraging articles from ZCT’s Sustainability Toolkit. Highlights include:

- Sustainability and the Role of the Voluntary Sector: Featuring guest speaker, Anna Rose Bowler, from A Good Thing.
- Strategy Planning and Sustainability in the Voluntary Sector: With insights from Laura Aldridge of Statistics for Society.
- Putting People at the Heart of Your Sustainability Strategy: Partners Boomerang Cardiff and Ovacome shared their experiences using grants to advance their climate and sustainability goals. Additionally, Silverline Memories presented on succession planning and resources like the Reuse Network were highlighted.
- Supporting Organisations to Become Financially Sustainable: Guest speaker Ian McLintock, from the Charity Excellence Framework (CEF), provided valuable insights.
- Using Technology Sustainably – How Charities Can Support Digital Inclusion: Ian McLintock, from CEF, discussed AI for Charities.

ZCT hosted a workshop for Zurich UK employees - Climate Fresk - where the team explored the impacts of climate change and learned practical ways to reduce their carbon footprint both at home and at work.

In 2024, ZCT also recognized climate change as a significant risk and incorporated it into the organization's total risk profile.

This year has seen significant progress in our sustainability and DEIB efforts, reinforcing our commitment to supporting our charity partners and fostering a sustainable future.

Volunteer Centre of Excellence

In September 2024, ZCT commenced a pilot programme, funded by ZZF, to enhance volunteering, by providing resource to source, fund and manage scalable volunteering opportunities, with a view to reduce pressure on Zurich Insurance business units and make it easier for employees to get involved.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Our purposes and activities (continued)

Two graduates were recruited to support the programme, through the Eagles programme with East London Business Alliance (ELBA). This is a paid graduate development programme that connects businesses with extraordinary and ambitious talent to facilitate social mobility, by working with disadvantaged communities to find talented, hard-working and motivated graduates that go on to shine in a corporate environment.

In addition to the graduates, ZZF provided funding to cover 0.5FTE from the ZCT Volunteer Partnership Manager team, to lead the programme. Funding for this 12-month commitment would total £104,742, inclusive of all training and recruitment costs. The cost for 2024 totalled £58,800.

Achievements and performance

ZCT's grant making and volunteer programmes in the UK during 2024 helped "to improve the lives of people during times of vulnerability".

In 2020, the Trustees agreed that this Mission Statement would be delivered by "Improving lives by supporting wellbeing and inclusion initiatives" and "Building more resilient and sustainable communities" and this was very much still the focus throughout 2024. This approach improved the alignment with the sustainability framework of our main donor, Zurich UK together with the aims of the Z Zurich Foundation, whilst continuing to focus on delivering public benefit.

Zurich Community Trust undertakes an annual planning exercise with the ZCT team and the ZCT 'Trust Executive' that is signed off by the Trustees. These plans involve both numerical targets and targets relating to the impact of the programmes operated by ZCT.

As highlighted in the report from the Chair of Trustees, a considerable focus of 2024 was on the continued development of the three national and 56 local charity partners chosen by Zurich employees in 2022.

Zurich Community Trust measures the impact of its funding programmes through annual feedback from its charity partners, both locally and nationally. As a significant part of ZCT's partnership approach is focused on the non-financial support that is offered in addition to cash grants, the feedback seeks to obtain a holistic view on the whole partnership, whilst clearly allowing for specific feedback on separate elements within that. For all multi-year funding partnerships, a condition of future years funding is the receipt of a satisfactory impact/progress report.

In addition to Zurich Community Trust's grant making, a wide range of volunteering activity is brokered. This also seeks to further the aim of helping to improve the lives of people during times of vulnerability, whether this is through the donation of time or skills.

As with the grants, feedback is sought from organisations individuals have volunteered with, to understand the impact achieved and demonstrate the fulfilment of ZCT's aims and objectives.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Achievements and performance (continued)

2024 Objectives

The key focus areas for 2024 were:

- to spend £2,700,000 in respect of our planned activity, as well as the continuation of the £100,000 Sustainability Fund.
- to continue to develop the partnerships with the three national partners and 56 local partners.
- to increase the number of days/hours volunteered through ZCT brokerage from the 18,918 hours brokered in 2023.
- to facilitate more employees getting involved in Summer and Festive Challenge, through larger projects.
- to maintain the level of engagement with our education programmes, primarily through the national partnership with Teach First.
- to raise £80 per head [of Zurich UK employee base] through more geographically diverse
- fundraising events, inclusive of income received through the Benevity My Impact platform.
- to continue to develop a non-financial package of support to complement the cash grants given to the Zurich Community Trust's charitable partners.

During 2024, a total of £3,135,000 (2023: £3,575,000) was spent in grants, volunteering and support, the vast majority of which was grants supporting charity partnerships.

Overall, Zurich Community Trust brokered 19,505 hours of volunteering (2023: 18,918) throughout 2024. This was a pleasing 3% increase on 2023 and a 26% increase on 2022. More can be found in Zurich Community Trust's 2024 Impact Report [found here]

Throughout 2024, the Trustees have agreed a new impact framework for Zurich Community Trust that will measure the impact of its programmes in three areas: charity/beneficiaries, [Zurich UK] employees and sustainability, diversity, equity, inclusion and belonging. The Zurich Community Trust team will develop the processes to measure impact in these areas in 2024 with full reporting using this framework available for 2025.

Financial Review

Unrestricted funds are needed to enable the Zurich Community Trust to cover its core funding to manage its commitments and longer-term programmes should the current funding arrangement with the UK Zurich businesses change or cease.

Restricted funds can only be expended in accordance with specific restrictions, arising either by the wishes of the donor or by the nature of the appeal.

The position of reserves in relation to the agreed policy is regularly reviewed by the Head of Zurich Community Trust and the Chair of Zurich Community Trust and ZCT's Investment and Reserves Policy was reviewed by the Board of Trustees on 21 February 2024.

During the year, ZCT conducted a review of the nature and designation of its funds. As a result, £7k was reclassified from restricted to unrestricted income to accurately reflect the terms of the original donations. Funds previously treated as restricted were found not to contain binding restrictions as initially interpreted. The total funds held by ZCT were not affected by this reclassification.

At the end of 2024, the level of reserves was in line with the policy.

Designated funds include funds set aside for the support of various multi-year partnerships projects.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Financial Review (continued)

In 2023, ZCT entered a new three-year funding cycle, agreed in mid-2023, and decisions were made by at the board in February 2024, which included extending the three National and 55 Local Partners for a further 2 years of funding in 2024 and 2025. Funding was also agreed for a new local partner, taking the total to 56.

As a result of this decision, designated funds increased from £395,000 to £1,867,710.

Income from donations and legacies

In addition to donations from Zurich of £2,649,000 (2023: £2,649,000) and ZZF of £75,000 (2023: £0) and £198,000 of donated services (2023: £211,000), £93,000 (2023: £217,000) was donated via Zurich UK employees. The reduction in employee donations was primarily due to payroll giving (GAYE), being paused pending its move on to Benevity (MyImpact) in 2025.

However, ZCT did see an increase in income from Charitable Activities (employee fundraising) to £308,000 (2023: £233,000), through both enhanced mapping (moving income from donations to charitable activities), as well as increased income from Benevity platform through matching of fundraising.

Analysis of income:

Income excluding the donation from Zurich UK businesses and donated services is set out below:

	2024	2023
Regular Giving	22%	47%
Runs & Cycle Rides	11%	13%
Charity Lottery	14%	12%
Staff fundraising	44%	21%
Other	9%	7%

Investment powers, policy, and performance

Zurich Community Trust seeks to maximise the social beneficial impact of the investments it holds through investments that deliver a positive social impact and a financial return. Since 2015, Zurich Community Trust has held its unrestricted reserves in Columbia Threadneedle's "UK Social Bond Fund".

Since its launch in 2013, the Fund has been invested to address the main areas of social need where social exclusion is particularly evident. This fund is invested in the following social outcomes;

- Affordable Housing and Property.
- Community Services.
- Education, Learning and Skills.
- Employment and Training.
- Financial Inclusion.
- Health and Social Care.
- Transport and Communications Infrastructure.
- Utilities & the environment.

The Bond has delivered an annualised financial return of 3.26% (2023:7.28%) and the value of the investment increased between December 2023 and December 2024 by 3.37% (2023: 5.62%).

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Financial Review (continued)

Investment powers, policy, and performance (continued)

Throughout 2025, the Trustees will discuss whether investing its unrestricted reserves in this Fund is still the most suitable place for the Zurich Community Trust, noting its "Investments and Reserves'.

Fundraising

Zurich Community Trust does not engage professional fundraisers. ZCT raises funds from the Zurich UK business, its employees, key supplier employees and through Z Zurich Foundation matching through the Benevity platform. Fundraising from members of the public is limited and mainly occurs through sponsorship donations employees may seek when they are taking part in fundraising events, most of which flows through online giving sites.

On occasion, friends and family members of Zurich UK employees are engaged in key fundraising events, for example the London Marathon, if places are not fulfilled from Zurich UK employees alone.

Zurich Community Trust is a funded and compliant member of the Fundraising Regulator. During 2024, the charity received no complaints on its fundraising practices.

Risk management and Principal risks and uncertainties

Zurich Community Trust has a strong risk management and governance framework in place. ZCT is exposed to business and financial risk through its financial assets and financial liabilities. The specific financial risks are limited to liquidity risk and credit risk.

Business risk
The Trustees recognise, monitor, and regularly discuss the current macro-economic climate and its impacts on both the ZCT and the recipients of the ZCT's work, as well as understanding the ongoing pressures on charities brought about by the cost-of-living crisis throughout the UK. As a result, the Trustees believe that ZCT is well positioned to support the needs of the organisations it partners with from both a financial and a non-financial package of support standpoint.

Other business risks include:
- reliance on Zurich UK operations for support in IT, HR, Facilities and Finance.
- a safeguarding issue arising in connection with a charity that Zurich Community Trust has funded; or
- volunteering activity brokered by Zurich Community Trust triggering a safeguarding issue.

As a funder of other organisations, the Charity Commission have placed a responsibility on ZCT to undertake due diligence on organisations it funds to check its safeguarding policies and practices are compliant. There is a risk ZCT could be involved in financially supporting an organisation where there is a safeguarding breach with the potential consequent reputational damage.

Zurich Community Trust's Total Risk Profile also covers the potential risk relating to a safeguarding issue arising out of a volunteering activity brokered by ZCT. This could involve a Zurich UK employee being accused of a safeguarding incident or the Zurich UK volunteer could be exposed to a safeguarding incident at the organisation where they are working. First and foremost exists the risk to the person who may be harmed but also the potential consequent reputational damage. This risk is seen to be within appetite.

Liquidity risk
Liquidity risk is the risk that cash may not be available to pay obligations when due at a reasonable cost due to the potential loss of donation income and engagement from Zurich due to competing demands on employees' time and the move to home/agile working.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Financial Review (continued)

Risk management and Principal risks and uncertainties (continued)

Zurich Community Trust's finances are actively managed and monitored to ensure that sufficient funds are available to meet liabilities as they fall due. The Trustees are of the opinion that any liquidity risk that ZCT faces is mitigated, hence this risk is seen to be within appetite.

Credit risk
Credit risk is the risk that a counterparty will be unable to pay amounts in full when due.

Zurich Community Trust's cash and receivables are actively managed and monitored, hence this risk is seen to be within appetite and viewed as low by the trustees.

Pay and remuneration.

Zurich Community Trust's Remuneration Committee has delegated authority to assess and agree the annual performance salary ranges for those working in the ZCT team. This is reviewed every year using a combination of an external voluntary sector salary survey coupled with data shared with ZCT from the Zurich UK's Reward team for community investment roles. Roles are benchmarked to relevant data and to each other.

The Remuneration Committee consists of four trustees, including at least one trustee independent from Zurich. The Committee is delegated to assess and agree the annual performance of ZCT and to review the external benchmarking of salaries and performance bonus to ensure that the ZCT teams' remuneration is in line with the policy and in the best interests of ZCT.

An annual budget for salary review is agreed by the Trustees considering market data. This budget is used on an annual basis to move people competent in their roles and delivering successful performances towards the market mid-point on the relevant salary range.

Zurich Community Trust operates a performance related bonus scheme, independent from the Zurich business scheme. Each year the Trustees approve a series of delivery targets that the ZCT team is measured against. The Remuneration Committee meets in February each year to decide how well the ZCT team has delivered against these targets to determine if a performance bonus should be paid and if so, at what level. Individual performance is alsomeasured and combined with the performance of ZCT when determining any individual performance related bonuses.

All the running costs of ZCT, including salary and bonus, are funded from the annual donation from the Zurich UK business.

Going concern

The Trustees are satisfied that Zurich Community Trust can continue to use the going concern basis in preparing the financial statements. In making this assessment the Trustees have considered the projected cash flows of ZCT which show ZCT has sufficient resources for 12 months from the date of approval of these financial statements.

Independent auditor

The auditor, Ernst & Young LLP ("EY"), have indicated their willingness to continue in office.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Structure, governance and management

Recruiting and training Trustees

The current Articles support a minimum of five Trustees, of which at least two must be independent from the Zurich business. At the end of 2024, there were seven active trustees and two pending vacancies for external trustees, with Tim Culling due to step down in Q1 2025.

The Trustees who work for Zurich are selected based on their ability to be effective Trustees and to provide the required level of influence within Zurich to enable ZCT to achieve its objectives. All Trustee appointments are proposed and approved by the Board of Trustees.

The induction and training of Trustees is led by the Chair and the Head of Zurich Community Trust and based on the Charity Commission's core guidance for trustees: 'The essential trustee: what you need to know and what you need to do [CC3]'. On appointment each Trustee is required to read and sign a Code of Conduct. In addition, Trustees who are external to Zurich receive a specific induction session about the Zurich business to better understand the key stakeholder and donor population of ZCT. The Trustees receive any relevant updates and guidance on their role as Trustees of Zurich Community Trust. The effectiveness of the current ZCT Board is reviewed by the Chair in consultation withthe Trustees.

Organisational structure

Whilst Zurich Community Trust is linked to Zurich, the Board of Trustees operate independently in the best interests of ZCT. The Board of Trustees is supported, via documents of delegation which includes the Board Charter and respective Committees 'Terms of Reference' and by delegations to the Head of Zurich Community Trust and the Zurich Community Trust (UK) Limited 'Trust Executive' Committee. The former has delegated responsibilities for the day-to-day running of ZCT and the latter has key delegated responsibilities for oversight of operational matters.In all cases there are agreed guidelines for approval by Zurich Community Trust's Board of Trustees and once a year there is a joint meeting of the ZCT Board of Trustees and the ZCT 'Trust Executive' committee to agree plans and targets for the year.

There is also a separate Remuneration Committee ("RC") which consists of three Trustees with at least one Trustee independent from Zurich. The RC is chaired by Steve Collinson. Other members of the RC as at 31 December 2024 were Tim Culling and Wayne Myslik.

There is also a separate Audit, Finance and Risk Committee consisting of three Trustees including at leastone independent from Zurich. The Trustees delegate oversight of the external audit to this committee. As at the financial year end, this committee was chaired by Richard Peden and included Tim Culling and Wayne Myslik and was also joined by Richard Gaskell, a member of the Zurich Community Trust 'Trust Executive' committee.

Statement of Trustees' responsibilities

The following statement sets out the responsibilities of the Trustees (who are also Directors of Zurich Community Trust for the purposes of company law) in relation to the financial statements of Zurich Community Trust.

The Trustees are responsible for preparing the Trustees' Report and financial statements in accordance with applicable law and regulations.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Statement of Trustees' responsibilities (continued)

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of ZCT and of the incoming resources and application of resources, including the income and expenditure, of ZCT for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principals in the Charities SORP.
- make judgments and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis, where there are no material uncertainties about Zurich Community Trust's ability to continue, unless it is inappropriate to presume that ZCT will continue to operate.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain Zurich Community Trust's transactions and disclose with reasonable accuracy at any time the financial position of ZCT and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of ZCT and hence for taking reasonable steps for the prevention and detection of fraud andother irregularities.

So far as each Trustee is aware, there is no relevant audit information of which Zurich Community Trust's auditor is unaware.

Each Trustee has taken all the steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that Zurich Community Trust's auditor is aware of that information.

The Trustees consider that they have pursued the actions necessary to meet their responsibilities as set out in this statement.

On behalf of the Board of Trustees

Trustee Signed by: Steve Collinson 1F687F86C52746D... .....

Name Steve Collinson .....

Date 23/7/2025 | 11:20 PDT .....

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

INDEPENDENT AUDITORS REPORT

TO THE MEMBERS OF ZURICH COMMUNITY TRUST (UK) LIMITED

Opinion

We have audited the financial statements of Zurich Community Trust (UK) Limited (the "Charitable Company") for the year ended 31 December 2024 which comprise the Statement of Financial Activities (and summary income and expenditure account), the Balance Sheet, the Statement of cash flows and the related notes 1 to 22, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting standard applicable in the UK and Republic of Ireland".

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report below. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charitable Company's ability to continue as a going concern for a period of twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report. However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in this report, we do not express any form of assurance conclusion thereon.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of the other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustee's report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustee's report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have identified no material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the charitable company or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect irregularities, including fraud. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and management.

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the charitable company and determined that the most significant are those that relate to the reporting framework Financial Reporting Standard FRS 102 regulation in the United Kingdom and the Charities SORP.
- We understood how the charity is complying with those frameworks by making enquiries of management, those charged with governance, and those responsible for legal and compliance matters.
- We assessed the susceptibility of the charitable company's financial statements to material misstatement, including how fraud might occur by considering the controls that the Charitable Company has established to address the risks identified by the entity and to prevent or detect fraud, including in a remote-working environment, and how management monitors these controls. We considered management's incentives and opportunities for fraudulent manipulation of the financial statements, including management override of controls. We tested the appropriateness of journal entries recorded in the general ledger and evaluated the business rationale for significant and/or unusual manual transactions. We verified that the journals selected are supported, where appropriate, by appropriate source documentation.
- Based on this understanding we designed our audit procedures to identify noncompliance with such laws and regulations. Our procedures involved making enquiries of those charged with governance and management and as a result of our enquiries, management is not aware of any non-compliance with laws and regulations affecting the financial statements. Based upon our enquiries, we are not aware of any instances of non-compliance with laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:
Ernst & Young LLP
874BCD66436A452

Jonathan Bell (Senior statutory auditor)
for and on behalf of Ernst & Young LLP, Statutory Auditor
London

Date: 24/7/2025 | 14:16 BST

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (and summary income and expenditure account)

FOR THE YEAR ENDING 31 DECEMBER 2024

	Note	Unrestricted funds £'000	Restricted funds £'000	Total 2024 £'000
Income from:				
Donations and legacies	4	3,014	-	**3,014**
Charitable activities	5	161	147	**308**
Other income	6	81	-	**81**
Total		3,256	147	3,403
Expenditure on:				
Raising funds	7	(266)	-	**(266)**
Charitable activities	8	(3,114)	(21)	**(3,135)**
Other	7	(51)	-	**(51)**
Total		(3,431)	(21)	(3,452)
Net gain on investments	14	62	-	**62**
Net expenditure		(113)	126	13
Transfer between funds	18	133	(133)	-
Net movement in funds		20	(7)	13
Reconciliation of funds:				
Total funds brought forward		3,818	7	**3,825**
Total funds carried forward		3,838	-	**3,838**

All gains and losses recognised in the year are included in the Statement of Financial Activities. The prior year comparatives, for the year ended 2023, are shown on page 22.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (and summary income and expenditure account)

FOR THE YEAR ENDING 31 DECEMBER 2023

	Note	Unrestricted funds	Restricted funds	Total 2023
		£'000	£'000	£'000
Income from:				
Donations and legacies	4	3,077	-	**3,077**
Charitable activities	5	181	52	**233**
Investments	6	57	-	**57**
Total		3,315	52	**3,367**
Expenditure on:				
Raising funds	7	(289)	-	**(289)**
Charitable activities	8	(3,531)	(44)	**(3,575)**
Other	7	(47)	-	**(47)**
Total		(3,867)	(44)	**(3,911)**
Net gain on investments	14	141	-	**141**
Net expenditure		(411)	8	(403)
Transfer between funds		8	(8)	-
Net movement in funds		(403)	-	(403)
Reconciliation of funds:				
Total funds brought forward		4,221	7	**4,228**
Total funds carried forward		3,818	7	**3,825**

All gains and losses recognised in the year are included in the Statement of Financial Activities.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

BALANCE SHEET

AS AT 31 DECEMBER 2024

	Note	2024 £'000	2023 £'000
Fixed assets			
Investments	14	**1,891**	1,829
		1,891	1,829
Current assets			
Debtors	15	**77**	139
Cash at bank and in hand	16	**2,215**	2,692
		2,292	2,831
Liabilities			
Creditors: amounts falling due within one year	17	**(345)**	(835)
Net current assets		**1,947**	1,996
Net assets		**3,838**	3,825
The funds of Zurich Community Trust:			
Unrestricted income funds			
General funds	18	**1,970**	3,423
Designated funds	18	**1,868**	395
		3,838	3,818
Restricted income funds	19	**-**	7
Total funds		**3,838**	3,825

The financial statements on pages 21 to 40 were approved by the Board of Trustees on 23 July 2025 and were signed on its behalf by:

Trustee Signed by: Steve Collinson 1F687F86C527460... .....

Name Steve Collinson .....

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDING 31 DECEMBER 2024

	Note	**2024** **£'000**	2023 £'000
Cash flows from operating activities			
Net cash provided by operating activities	20	**(558)**	(463)
Cash flows from investing activities			
Dividends and interest from investments	6	**81**	57
Social Bond Divestment	14	**-**	250
Net cash provided by investing activities		**81**	307
Net decrease in cash and cash equivalents		**(477)**	(156)
Cash and cash equivalents at the beginning of the Year		**2,692**	2,848
Cash and cash equivalents at the end of the Year		**2,215**	2,692
Analysis of cash and cash equivalents:			
Cash at bank and in hand	16	**2,215**	2,692
Cash and cash equivalents	21	**2,215**	2,692

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

1. Statement of compliance

These financial statements have been prepared in compliance with United Kingdom Accounting Standards, including FRS 102 and the Companies Act 2006.

2. Accounting policy information

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented, unless otherwise stated.

2.1 Adoption of new and revised standards

There have been no changes that impact the financial statements.

2.2 Basis of preparation

The Trustees are satisfied that ZCT can continue to use the going concern basis in preparing the financial statements. In making this assessment the Trustees have considered the projected cash flows of Zurich Community Trust which show that ZCT has sufficient resources for a period of twelve months from the date of approval of these financial statements.

The financial statements have been prepared under the historical cost convention, as modified for investments held at market value in accordance with the Companies Act 2006, the Statement of Recommended Practice 'Accounting and Reporting by Charities Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland' ("SORP") and the Charities Act 2011.

2.3 Statement of Financial Activities (and summary income and expenditure account) ("SoFA")

Zurich Community Trust is a registered charity, and achievements cannot be measured by normal commercial criteria. Accordingly, the Trustees consider that it would be inappropriate to present a Profit and Loss Account in one of the formats set out in the Companies Act, and therefore, as permitted by that Act, and in order to reflect the special nature of the Company's activities and the SORP, the Trustees have presented a SoFA.

2.4 Income

Income from donations and legacies includes the amount receivable under Gift Aid from the Zurich UK employees of Zurich Employment Services Limited and Zurich UK General Services Limited, Zurich Management Services Limited, Zurich Insurance Group Ltd and ZZF Foundation.

Income from Charitable Activities represents amounts receivable as a result of a variety of fundraising events and initiatives including events organised by Zurich group staff and Capita employees (working on an outsourced Zurich contract).

Income is recognised when it is probable that the economic benefit in respect of the income will flow to Zurich Community Trust and when ZCT has the rights or other access to that economic benefit. Income from investments is also included in income.

All income relating to the reporting period to which the accounts relate is taken into account without regard to the date of payment or receipt.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

2. Accounting policy information (continued)

2.5 Expenditure

Expenditure is recognised when a liability or cost is incurred. Expenditure that relates to more than one cost category (support costs) has been apportioned across raising funds, charitable activities and other costs based on the percentage of resource utilisation on these activities. Expenditure includes recharges from other Zurich companies relating to staff costs.

Multi-year grant payments are accounted for in the year that they relate to. Additional years commitments are not included in the current year where there are conditions to be met before the future grant payment can be released.

Expenditure on charitable activities includes expenditure related to grant giving. Grants represent amounts payable and amounts authorised for payment, for which certain conditions have been met, to charities during the year. Each grant is recognised as an expense when the liability is incurred. All grants made during the year supported the objectives of Zurich Community Trust and the recipient organisations.

Zurich Community Trust also uses its financial resources to provide its charitable partners with a variety of additional resources to support their activities and overall good governance. These include training courses, memberships, and access to online funding search engines.

Other costs include those incurred in the governance of ZCT and its assets and are primarily associated with constitutional and statutory requirements.

2.6 Donated services

Donated services have been recognised at the Trustees' best estimate of their value. These are recognised as income from donations and legacies and expenditure on Charitable Activities, as required by the SORP.

2.7 Fund accounting

Unrestricted funds comprise accumulated surpluses and deficits on general funds. They are available for use at the discretion of the Trustees in furtherance of the general charitable objectives.

Designated funds are unrestricted funds earmarked by the Trustees for specific purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by ZCT for particular purposes.

2.8 Investments

Investments are valued at fair value, being the market value at the reporting date. Any fair value adjustments are recorded in the Statement of Financial Activities. Investments that have a maturity date of less than one year are recognised as current asset investments. Investments that have a maturity date of more than one year or no maturity date are recognised as fixed asset investments. Investment income is accounted for on an accruals basis.

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

2. Accounting policy information (continued)

2.10 Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

3. Accounting policies and estimates

In the application of the company's accounting policies, management are required to make judgements and use certain estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. Zurich Community Trust currently does not have any critical judgements or use estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

4. Income from donations and legacies

	2024	2023
	£'000	£'000
Unrestricted funds		
Donation from Zurich UK Businesses	**2,724**	2,649
Regular Giving	**88**	212
Donated services	**198**	211
Other voluntary income	**4**	5
	3,014	3,077
Restricted funds	**-**	-
	-	-
	3,014	3,077

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

4. Income from donations and legacies (Continued)

Gift aid forms part of the Regular Giving amount. Gift Aid is donated on the understanding that Zurich Community Trust can use that donation for any purpose to further its own objectives, with no conditions attached.

5. Income from Charitable activities

	2024 £'000	2023 £'000
Unrestricted funds:		
Runs and Cycle Rides	**44**	58
Zurich UK Employee Fundraising	**30**	48
Lottery	**55**	54
Tax recoverable on gift aided donations	**23**	10
Other voluntary income	**9**	11
	161	181
Restricted funds:		
Zurich UK Employee Fundraising	**147**	48
Other voluntary income	**-**	4
	147	52
	308	233

6. Other Income

	2024 £'000	2023 £'000
Bank interest	**81**	57
	81	57

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

7. Analysis of expenditure

Zurich Community Trust allocates its expenditure as shown in the table below and then further apportions those costs between the three charitable activities undertaken (see Note 8). Support costs are allocated on a basis consistent with the use of resources.

	Other £'000	Raising Funds £'000	Charitable Activities £'000	**Total 2024 £'000**	Total 2023 £'000
Support Costs					
Staff and related costs	38	158	926	**1,122**	969
Fundraising expenses	-	54	-	**54**	89
Travel and accommodation	-	2	14	**16**	15
Stationery	2	-	4	**6**	14
Office equipment and IT	-	-	1	**1**	3
Miscellaneous	4	18	137	**159**	175
Lottery	-	11	-	**11**	14
Governance costs	-	-	3	**3**	3
Donated services	7	23	168	**198**	211
Total support costs	51	266	1,253	**1,570**	1,493
Charitable Donations	-	-	1,882	**1,882**	2,418
Total expenditure	**51**	**266**	**3,135**	**3,452**	3,911

Staff working on behalf of Zurich Community Trust are employed by Zurich Employment Services Limited ("ZES"). Staff costs are detailed in Note 10.

Governance support costs represent the portion of the fees borne by ZCT for the audit of ZCT's financial statements. Amount in excess of £3,000 is borne by Zurich Assurance Ltd ("ZAL") and recognised as part of donated services.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

8. Charitable activities

	Charitable activities £'000	Support Costs £'000	**Total 2024 £'000**	Total 2023 £'000
Trust:				
Strategic Funding Programmes	42	58	**100**	100
National and Local Partnerships:				
National Partnerships	631	386	**1,017**	1,288
Local Partnerships	1,209	423	**1,632**	1,831
	1,840	809	**2,649**	3,119
- Volunteering	-	386	**386**	356
	1,882	1,253	**3,135**	3,575

A detailed analysis of grants made during the year can be found in Note 9. An analysis of support costs can be found in Note 7.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

9. Grants paid

	2024 £'000	**2024 £'000**	2023 £'000	2023 £'000
Strategic Funding Programmes				
Fareshare	7		8	
Call in Time Programme	15		18	
Young People's Mental Health Programme	20		20	
		42		46
National and Local Partnerships				
Long-term Community Partnerships				
National Partners:				
- Dementia UK	135		166	
- TeachFirst	200		210	
- Magic Breakfast	135		166	
- Barnardo's	135		165	
- Other	26		225	
		631		932
Local Partnerships	1,163		1,391	
Employee Nominated Grants	46		49	
		1,209		1,440
		1,882		2,418

All grants payable are institutional grants. No grant payments have been made to individuals.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

9. Grants paid (continued)

The following represents those organisations benefitting from the highest value of grant payments made during the year. 'Other' is made up of grant payments totalling less than £30,000 to a single organisation.

	2024	2023
	£'000	£'000
TeachFirst	200	210
Magic Breakfast	136	166
Dementia UK	135	166
Barnardo's	135	165
The Soup Kitchen	46	44
The Deborah Ubee Trust	46	43
Woman's Trust	36	53
Dementia Concern	36	44
Swindon Domestic Abuse Support Service	30	39
Swindon & Gloucestershire Mind	30	39
Swindon Carers Centre	30	39
The Olive Tree Cafe	30	39
Alzheimer's Society	-	133
Superhero Series	-	90
Step By Step	-	50
FoodCycle	-	42
Flourishing Families Leeds	-	35
Spotlight UK	-	35
The Moving on Project	-	33
Yellow Door	-	33
Silverline Memories	-	31
Leeds Older People's Forum	-	31
Homeless Project Scotland	-	30
Other	992	828
Total	1,882	2,418

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

10. Staff

Staff are employed under contracts of employment with Zurich Employment Services Limited. Staff costs recharged to Zurich Community Trust are included to the extent that these are separately identifiable.

	2024	2023
	No.	No.
The average number of employees working for Zurich Community Trust during the year was:		
Charitable activities	**13**	12
Other	**2**	2
Raising Funds	**2**	2
	17	16

The aggregate payroll costs of these employees were:

	2024	2023
	£'000	£'000
Wages and salaries	**845**	729
Other pension costs	**84**	78
Social security costs	**85**	78
Employee benefits	**108**	84
	1,122	969

The number of employees whose emoluments as defined for taxation purposes amounted to over £60,000 in the year was as follows:

	2024	2023
£60,000 - £69,999	**3**	2
£70,000 - £79,999	**1**	1
£80,000 - £89,999	**-**	-
£90,000 - £99,999	**-**	-
£100,000 - £109,999	**-**	-
£110,000- £119,999	**-**	1
£120,000- £129,999	**1**	-

The total emoluments paid to key management personnel during 2024 was £159,206 (2023: £110,240). There were two key management personnel during 2024 (2023: 1).

Zurich Community Trust is not the employing company for these staff and therefore no further pension disclosures or share based payment disclosures have been included in these financial statements. The costs are recharged from the employing company to ZCT and the disclosures are available in the financial statements of the employing company noted above.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

11. Taxation

Zurich Community Trust is a registered charity, and as such is entitled to certain tax exemptions on income and profits from investments, and surpluses on any trading activities carried on in furtherance ZCT's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

12. Net expenditure

Net expenditure for the year is stated after charging:

	2024	2023
	£'000	£'000
Auditor's remuneration in respect of audit services	**13**	11

Auditor's remuneration in respect of Zurich Community Trust audit was £12,666 (2023: £10,052). The amount borne by ZCT totalled £3,000 (2023: £3,000). Audit fee borne by Zurich Assurance Limited amounted to £9,066 (2023: £7,052).

13. Trustees' emoluments and expenses

Trustees claimed travel and training expenses of £262 (2023: 434).

No Trustee was paid in respect of services provided to Zurich Community Trust either by ZCT or by a related party (2023: nil).

14. Fixed asset investments

	2024	2023
	£'000	£'000
Investment in 'UK Social Bond Fund'	**1,891**	1,829

	At 1 Jan 2024 £'000	Divestment 2024 £'000	Valuation movement £'000	At 31 Dec 2024 £'000
Investment in 'UK Social Bond Fund'	1,829	-	62	1,891

	At 1 Jan 2023 £'000	Divestment 2023	Valuation movement £'000	At 31 Dec 2023 £'000
Investment in 'UK Social Bond Fund'	1,938	(250)	141	1,829

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

14. Fixed asset investments (continued)

An unrealised gain on fixed asset investments of £62,000 (2023: unrealised gain of £141,000) was recognised in the year.

15. Debtors

	2024	2023
	£'000	£'000
Prepayments and accrued income	**48**	101
Amounts due from Zurich Insurance Group Ltd undertakings	**-**	9
Sundry debtors	**29**	29
	77	139

Amounts due from Zurich Insurance Group Ltd undertakings are unsecured, interest free and have no fixed date of repayment.

16. Cash at bank and in hand

	At 1 Jan 2024	Cash flows	**At 31 Dec 2024**
	£'000	£'000	**£'000**
Cash at bank and in hand	2,692	(477)	**2,215**

	At 1 Jan 2023	Cash flows	**At 31 Dec 2023**
	£'000	£'000	**£'000**
Cash at bank and in hand	2,848	(156)	**2,692**

17. Creditors: amounts falling due within one year

	2024	2023
	£'000	£'000
Amounts due to Zurich Insurance Group Ltd undertakings	**257**	574
Accruals and deferred Income	**88**	261
	345	835

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

18. Statement of funds

	At 1 Jan 2024 £'000	Income £'000	Expenditure £'000	Investment Gain £'000	Transfers £'000	**At 31 Dec 2024 £'000**
General Funds	3,423	3,256	(3,431)	62	(1,340)	1,970
Designated Funds	395	-	-	-	1,473	1,868
Total Unrestricted Funds	3,818	3,256	(3,431)	62	133	3,838
Restricted Funds	7	147	(21)	-	(133)	-
Total Funds	3,825	3,403	(3,452)	62	-	3,838

	At 1 Jan 2023 £'000	Income £'000	Expenditure £'000	Investment Gain £'000	Transfers £'000	**At 31 Dec 2023 £'000**
General Funds	1,176	3,315	(3,867)	141	2,658	3,423
Designated Funds	3,045	-	-	-	(2,650)	395
Total Unrestricted Funds	4,221	3,315	(3,867)	141	8	3,818
Restricted Funds	7	52	(44)	-	(8)	7
Total Funds	4,228	3,367	(3,911)	141	-	3,825

The general funds represent the free funds of Zurich Community Trust which are not designated for particular purposes and therefore have no trust law restrictions. Designated funds include funds set aside for the support of various long-term projects.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

18. Statement of funds (continued)

The designated fund has increased by £1,473,000 during 2024 (2023: decreased by £2,650,000). This increase is due to Zurich Community Trust entering a new three-year funding agreement from Zurich UK Businesses. During February 2024, decisions were made by the board to extend the three National and 55 Local partnerships by a further two years as well as agree to a new local partner.

Restricted funds comprise of funds raised by employees for specified charities. Zurich Community Trust can only use these funds as specified by the donor in accordance with Trust Law. During the year, ZCT conducted a review of the nature and designation of its funds. As a result, the balance of £7,000 was reclassified from restricted to unrestricted income to accurately reflect the terms of the original donations. These funds previously treated as restricted were found not to contain binding restrictions as initially interpreted. The total funds held by ZCT were not affected by this reclassification.

The designated funds for 2024 can be broken down into the below:

	2024	2023
	£'000	£'000
The long-term project commitments and future spend, for which designated funds have been set aside, include:		
Call in Time	**15**	-
Young Peoples Mental Health Programme	**-**	20
Local Multi Year Funding Partnerships	**1,089**	-
National Partnerships	**405**	-
Teach First	**200**	200
The short-term project commitments and future spend, for which designated funds have been set aside, include:		
Short-term project commitments	**159**	150
Income designated for future years	**-**	25
Total designated funds	**1,868**	395

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

19. Analysis of net assets between funds

	Restricted funds £'000	Designated funds £'000	General funds £'000	**Total £'000**
Fund balances at 31 December 2024 are represented by:				
Fixed asset investments	-	-	1,891	**1,891**
Current assets	-	1,868	424	**2,292**
Creditors	-	-	(345)	**(345)**
Net assets	**-**	**1,868**	**1,970**	**3,838**

	Restricted funds £'000	Designated funds £'000	General funds £'000	**Total £'000**
Fund balances at 31 December 2023 are represented by:				
Fixed asset investments	-	-	1,829	**1,829**
Current assets	7	395	2,429	**2,831**
Creditors	-	-	(835)	**(835)**
Net assets	**7**	**395**	**3,423**	**3,825**

20. Reconciliation of net expenditure to net cash provided by / (used in) operating activities

	Note	**2024 £'000**	2023 £'000
Net expenditure for the reporting period		13	(403)
Adjustments for:			
Decrease / (increase) in debtors	15	**62**	(95)
Increase / (decrease) in creditors	17	**(490)**	233
Income from investments	6	**(81)**	(57)
(Gain) on investments	14	**(62)**	(141)
Net cash provided by / (used in) operating activities		**(558)**	(463)

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

21. Analysis of changes in net funds

	At 1 Jan 2024	Cash flows	**At 31 Dec 2024**
	£'000	£'000	**£'000**
Cash at bank and in hand	2,692	(477)	**2,215**
Cash and cash equivalents	2,692	(477)	**2,215**

22. Related parties

a. Controlling parties

Zurich Community Trust members are Zurich Financial Services (UKISA) Limited and Zurich Financial Services (UKISA) Nominees Limited. The principal activity of UKISA is that of an investment holding company, and its main source of income is dividends received from its subsidiaries.

The results of Zurich Community Trust are not included in the financial statements of UKISA because the Trustees are required by legislation to act independently in the best interests of ZCT.

The members' ultimate parent company and ultimate controlling party is Zurich Insurance Group Ltd, which is incorporated in Switzerland. The purpose of this company is to hold interests in companies active in the insurance services business, in particular in the areas of property and casualty and life insurance and asset management. Control can be exercised by the parent, for example through corporate trusteeship or through a power to appoint or remove the majority trustees. Copies of the consolidated financial statements of Zurich Insurance Group Ltd can be obtained from:

The Secretary
Mythenquai 2
8002 Zurich
Switzerland

Copies of the members' financial statements can be obtained from:

Unity Place 1, Carfax Close, Swindon, SN1 1AP

Zurich Community Trust's registered office address and legal form are detailed within 'Reference and administrative details' on pages 1 and 2.

Docusign Envelope ID: 221719EB-7E26-4024-9FAA-B402834CF77F

22. Related parties (continued)

b. Related party balances

Balances with Zurich Insurance Group Ltd undertakings are shown in Note 15 and 17. The balances are made up of:

Debtors:

- £nil (2023: £9,000) due from ZIP UK

Creditors:

- £247,611 (2023: £568,000) due to Zurich Employment Services Limited;
- £9,000 (2023: £6,000) due to Allied Dunbar Assurance Plc; and

All grant payments were in line with the current governance arrangements and delegated authorities for approval of grants made by Zurich Community Trust.

ZURICH COMMUNITY TRUST (UK) LIMITED

England & Wales - Charity number 266983

Accounts

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

Company Registration No. 01154049 (England and Wales)

Charity Registration No. 266983

ZURICH COMMUNITY TRUST (UK) LIMITED

(a Company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2023

THURSDAY

AD838LWX

A04 25/07/2024 #247

COMPANIES HOUSE

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

Reference and administrative details

Company status

Zurich Community Trust (UK) Limited ("ZCT") is a company limited by guarantee and does not have share capital. Each member has guaranteed £1. Zurich Community Trust is incorporated in the United Kingdom ("UK"). Zurich Community Trust is a registered charity (registration number 266983). The registered address is:

Unity Place 1
Carfax Close
Swindon
SN1 1AP

Trustees

The Trustees are also the Directors of Zurich Community Trust for Companies Act purposes. All Trustee appointments are proposed by the Board of Trustees and approved by the members.

The Trustees who served during the year and who were in office up to the date of signing the financial statements were:

Tim Bailey
Steve Collinson
Tim Culling
Amy Dunster
Wayne Myslik
Richard Peden

Qualifying third party indemnity provisions (as defined in Section 234(2) of the Companies Act 2006) have been in force for the benefit of Trustees during the year and remain in force as at the date of this Trustees' Report.

Zurich Community Trust members are Zurich Financial Services (UKISA) Limited ("UKISA") and Zurich Financial Services (UKISA) Nominees Limited. The members' ultimate parent company is Zurich Insurance Group Ltd ("ZIG"), which is incorporated in Switzerland.

Related Party transactions are disclosed in Note 22.

In light of Zurich Community Trust's structure, the Trustees had no financial interest in Zurich Community Trust.

Key management personnel

The Head of Zurich Community Trust during 2023 was Steve Grimmett.

Bankers, Investment manager and independent auditor

Zurich Community Trust's bankers are:

Lloyds Bank plc
PO Box 72
Bailey Drive
Gillingham Business Park
Kent
ME8 0LS

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

Reference and administrative details (continued)

Bankers, Investment manager and independent auditor (continued)

Zurich Community Trust's investment manager is:

Threadneedle Investment Services Limited
Cannon Place
78 Cannon Street
London
EC4N 6AG

Zurich Community Trust's independent auditor is:

Ernst & Young LLP
Statutory Auditor
25 Churchill Place
Canary Wharf
London
E14 5EY

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

REPORT OF THE TRUSTEES

The Trustees are pleased to present their annual report together with the financial statements of Zurich Community Trust for the year ending 31 December 2023. This report and financial statements are also prepared to meet the requirements for an annual report and financial statements for Companies Act purposes. The reference and administration details form part of the Trustees Report on pages 1 and 2.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Zurich Community Trust has not prepared a strategic report as it has taken advantage of the exemption in this respect available for small companies (as defined in Section 381 of the Companies Act 2006).

Chair's report (from the Chair of the Trustees, Steve Collinson)

2023 saw Zurich Community Trust celebrate its 50th anniversary. It was on 31 December 1973 that Hambro Life Charitable Trust, what is now known as Zurich Community Trust, was incepted - the idea of Lord Joel Joffe, a remarkable man who dedicated his life to the cause of justice and helping others.

Since its inception ZCT has provided £100 million of support to charities the length and breadth of the UK and overseas. The need for the services of the UK charitable sector is as great now as it has ever been throughout the past 50 years and within ZCT, we are incredibly proud to stand alongside the charities we partner with to support those in need of their services.

Zurich Community Trust provided in excess of £2.5 million of support to charities across the UK in 2023, with the majority of the spend but not exclusively so, to the three national partners and 55 local partners that were selected in 2022 as well as the partnership with Teach First.

In addition to the planned second year payment as part of initial two-year partnerships with the three national partners and 55 local partners, the Trustees decided to disinvest £250,000 from reserves to further support our partners in 2023 as they helped those they support against a backdrop of the cost of living crisis affecting the UK.

As such, the expenditure of Zurich Community Trust consciously exceeded its income in 2023 as it continued to 'spend down' £1.5 million that had been accrued by the end of 2019 for a potential new 'Strategic Funding Programme' that the Trustees decided in February 2020 not to proceed with.

In addition to the cash donations made, ZCT continued to develop its "More Than Money" package of support that is available to its aforementioned charity partners. As part of this "More Than Money" offering ZCT was able to make a range of apprenticeships available to our charity partners, courtesy of the 'apprenticeship levy' paid by Zurich UK. Feedback from our charity partners to the overall package of support made available to them has been very positive and throughout 2024 ZCT will look to develop and promote this even further.

2023 was also the year when we saw volunteering bounce back very strongly. The response from Zurich UK employees to our bi-annual 'Challenge' programme launch was very well received with in excess of 360 projects completed across the UK. The response to education-based volunteering opportunities was also very well received by Zurich UK employees, principally through ZCT's partnership with Teach First.

Chairs report (continued)

The Trustees would like to draw attention to Zurich Community Trust's 2023 Impact Report *[found here]* that highlights the difference that has been achieved through its charity partnerships in 2023 and through the volunteering activity the Zurich Community Trust team has brokered with the employees of Zurich UK.

At the beginning of 2023, the Zurich Community Trust team worked with colleagues from Zurich UK and Zurich's global foundation, Z Zurich Foundation, to make available to all Zurich UK employees the 'Benevity' platform. By the end of 2023, almost 40% of Zurich UK employees had registered an account with Benevity, from where Zurich employees are able to set up fundraising pages and also search for and record volunteering hours. Due to the matching and incentives made available by Z Zurich Foundation through the Benevity platform, ZCT was able to benefit from in excess of £80,000 from this new platform in 2023. It is anticipated that this new income stream for ZCT will grow further in 2024 and beyond.

In May 2023, Steve Grimmett informed Trustees that he would be stepping down as Head of Zurich Community Trust on 30 April 2024 after 24 years working for ZCT, with what will by then be five years leading the team. The Trustees are thankful to Steve for providing 11 months' notice of his intention to leave which enabled the Board of Trustees to undertake a thorough recruitment search leading to the appointment of Laurie Deans as Head of Zurich Community Trust with effect from 1 March 2024. The Board of Trustees would like to thank Steve Grimmett for his long service and for restructuring and refocusing ZCT since he took over leading the team.

Our purposes and activities

Zurich Community Trust is a public benefit entity therefore the Trustees of ZCT consider all Charity Commission guidance on public benefit.

ZCT has been a contributor to the Fundraising Regulator via its voluntary levy since the Regulator's inception and continues to do so. Fundraising from both Zurich UK employees and the wider community is undertaken by ZCT to part fund its grant making programmes. Zurich Community Trust ensures that it is aware of the latest Code of Fundraising Practice and adheres to its suggested behaviours and standards in all its fundraising.

Zurich Community Trust also has a Complaints Policy that can be found from the front page of the ZCT's website where the complainant is also able to download a complaints form.

The Board is responsible for setting the strategic direction of the charity. It delegates certain responsibilities to the Zurich Community Trust 'Trust Executive'. A significant focus of the "Trust Executive" throughout 2023 has been on three workstreams – "Employee Engagement", "Data" and "Diversity, Equity & Inclusion" where members of the "Trust Executive" have worked alongside members of the ZCT team on various initiatives.

Zurich UK employees are also involved in the decision making of Zurich Community Trust's charity partners both locally and nationally. Throughout 2022, the board provided a framework for deciding on the new Charity partners, which saw Zurich UK employees making the decision on the three new national charity partners and the 55 new local charity partners initially incepted for two years with year-two payments made throughout 2023.

Zurich Community Trust is not affiliated with any umbrella groups and part of any wider network and operates independently. ZCT's major donor is the Zurich UK business and as such has a very close working relationship with the employees of Zurich UK. Zurich Community Trust also has a close working relationship with the Zurich Group's charitable foundation, "Z Zurich Foundation".

Our purposes and activities (continued)

Zurich Community Trust fulfils its objective through:

- charity partnerships both at a local and national level across the UK encompassing a package of both financial and non-financial support; and
- an employee volunteering and fundraising programme engaging the employees of Zurich UK.

Zurich Community Trust manages all expenditure associated with all programmes. As well as making charitable grants, a significant amount of ZCT's staff time is committed to the community through working in partnership with charity partners and by brokering the volunteering needs of the voluntary sector with time and skills available from employees within the Zurich business.

Allocation of resources:

	2023	2022
Charitable activities	**91%**	**91%**
Raising funds	**8%**	**8%**
Other	**1%**	**1%**

Zurich Community Trust generates income from a range of activities:

- an annual donation from the Zurich UK businesses as part of an agreed funding track;
- regular voluntary donations through payroll giving from Zurich UK employees;
- operating a monthly society lottery;
- Zurich UK employee fundraising activity such as raffles, sweepstakes; and
- larger scale fundraising events such as abseils, London Marathon, Great South Run.
- income from Z Zurich Foundation through a matching programme via the Benevity 'My Impact' platform

Zurich Community Trust's Audit, Finance and Risk Committee receives quarterly management information which includes information on fundraising income and expenditure to monitor against plan.

The Trustees have a continuing focus to ensure that the ratio of resources applied to generating income is appropriate for ZCT.

Focus of charitable activity spend:

	2023	2022
Employee Involvement programmes	**87%**	**86%**
Volunteering	**10%**	**11%**
Long term Strategic Programmes	**3%**	**3%**

Employee Involvement Programme

In 2022, Zurich Community Trust selected three new national charity partners and 55 new local charity partners amongst its work as well as investing in a package of additional support available to its charity partners and in its volunteering programme. Throughout 2023, ZCT continued to develop these partnerships with year-two payments made. This amounted to a spend of £3,119,000 (2022: £2,813,000) across grants and ZCT support costs (excluding volunteer support costs and long-term strategic programmes).

Our purposes and activities (continued)

Volunteering

Zurich UK also provides three days paid leave for all employees [pro rata for part-time] to enable employees to volunteer in the community and become involved in organising and managing fundraising events and volunteering schemes.

The breakdown of spend on the Employee Involvement Programme:

	2023	2022
Local Grants and Partnerships	**40%**	**34%**
National Partners	**27%**	**26%**
Employee Nominated Grants	**2%**	**6%**
Volunteering Support Costs	**10%**	**11%**
Other Support Costs	**21%**	**23%**

In 2023 ZCT saw an increased spend on local grants and partnerships through an introduction of the Sustainability Fund (£100,000) as well as the one-off grants (£85,000) awarded to support charities during the cost-of-living crisis. Employee nominated grants dropped due to a shift from employee matching by ZCT to the additional income from "My Impact" platform through Z Zurich Foundation.

National and Local grant programmes

The social issues supported through the Employee Involvement Programmes were:

	2023	2022
Dementia	23%	22%
Vulnerable (young)	15%	-
Mental Health	11%	18%
Homelessness	11%	10%
Food Poverty	9%	12%
Education	9%	9%
Domestic Abuse	5%	5%
Physical Disability/Learning Difficulties	5%	5%
Older People	3%	5%
Young People	2%	5%
End of life Care and Bereavement support	2%	1%
BAME	2%	1%
Bereavement	1%	2%
Health	1%	2%
Immigration	1%	1%
Economic Disadvantage	-	1%
Community Development	-	1%

The main movement in the table above is due to a reclassification for 2023 grants of a number of grants from Food Poverty and Mental Health into Vulnerable (young), predominantly that of Magic Breakfast and Barnados.

Our purposes and activities (continued)

National and Local grant programmes (continued)

Throughout 2023, ZCT continued to develop the partnerships that commenced in 2022 including the development and promotion of its non-financial package of support offering national and local charity partners access to a wide range of offerings including paid-for training courses, webinars, and memberships.

In addition to the support outlined above, the ZCT team also focused on the year two payments throughout 2023 for each of the three national partners and 55 local partners with the process prior to the releasing of any payment conditional upon receipt of impact surveys and analysis of the charities' most recent Report and Accounts.

The local and national charity partners of Zurich Community Trust also benefitted from an additional 10% one off payment, made to all of them in the first quarter of 2023, to support them in the face of rising costs due to high levels of inflation and the UK cost-of-living crisis.

In addition to this payment, the Trustees also agreed an additional, one-off fund of £100,000 of which £85,000 was granted to help charity partners that were experiencing particularly high demands on their services or facing other significant challenges due to the cost-of-living crisis.

In all, 11 charity partners benefitted from this fund. The average grant was circa £7,727 with the majority of the funding going to charities dealing with food poverty, poverty, and homelessness. Three examples were:

- Cheltenham Open Door, supporting homeless people, received £7,727 to help support the growing number of visitors to their charity. The number of people needing their support grew from around 30 to 80 each day.
- Flourishing Families in Leeds received £10,000 which supported an additional 200-300 families in food poverty in one of the most disadvantaged areas in Leeds.
- Big Breakfast Plus, who support those experiencing food poverty in Swindon, received £5,000. This helped support an increase in demand due to growing number of people using their service.

2023 also saw the launch of Zurich Community Trust's first 'Sustainability Fund' for use by ZCT's charity partners. In addition to the successful launch of the new £100,000 fund, ZCT also launched the 'Diversity, Equity, Inclusion, Belonging [DEIB] & Sustainability' Network (with 38 charity partners signed up by the end of 2023), the DEIB Toolkit and DEIB Audits. The DEIB Audits offer an opportunity for ZCT partners to discuss their DEIB strategy with the ZCT team and establish whether they would benefit from some additional support, in the form of a 'Skill-share' or additional training, to help further their strategy.

Within six months of the official launch the £100,000 from the Sustainability Fund had been spent with further funding available in early 2024.

Zurich Community Trust continued to listen to the needs of its charity partners throughout 2023 through what is known as the ZCT 'Advisory Group', comprising 26 charity partners. These 'Advisory Group' meetings that took place quarterly are instrumental in the continued evolution of the package of non-financial support [often referred to as ZCT's 'More Than Money' approach].

At the start of the year, the Advisory Group completed a whiteboard exercise to consider what they saw as their top challenges. This highlighted three key areas on which to focus our support: Retention & Recruitment, Training & Development and Fundraising.

The Wellbeing webinars were also mentioned as a benefit in the previous year, as many charities stated they struggled to justify spending donor money in this area for employees and volunteers.

Our purposes and activities (continued)

New approaches to access funded apprenticeships through Zurich UK's 'Apprenticeship Levy', sector specific courses and the online learning portals were launched to provide more choice and flexibility.

The apprenticeship approach has resulted in 24 apprenticeships starting in 2023, with varying levels between Level 3 and Level 7.

A new National Council of Voluntary Organisations training course offering is being piloted until March 2024 after launching in mid-September 2023.

The new Zurich Community Trust 'Charity Partner Hub' was developed in late 2023, containing all the 'More Than Money' support offerings with a roll out to all charity partners planned for May 2024.

"I cannot underestimate how transformative the partnership has been. It goes way beyond the grant funding – access to training, impact surveys, governance reviews, apprenticeships, volunteering. Utterly transformational. I am quite evangelical about our partnership – it is certainly the most all-encompassing I have come across in the past decade. From a very grateful and humble heart – thank you".
Silverline Memories, Newcastle

National Partnerships [voted for by Zurich UK employees]

Our three National Partnerships, voted for by Zurich employees officially started on 1 July 2022, each receiving £150,000 per annum for two years. Following the first annual review in July 2023, they have received their second payment plus a one-off payment of £15,000 (10%) to provide extra support for the increasing cost of living during the year.

Barnardo's

Zurich Community Trust's funding of £150,000 per year for two years will support the continuation and development of the Barnardo's Education Community (BEC).
The Barnardo's Education Community (BEC) team continued to expand its existing portfolio of resources to support children and young people's mental health needs. Additional resources included Racial Trauma articles, Representation Matters in Positive Mental Health, Workshops, Podcasts, a Wakelet digital curation platform, Training, Spaces for Wellbeing sessions, Reflective spaces for Therapeutic Practitioners, Invisible Backpack. Some materials have also been translated into Welsh.

Networking to raise awareness of the BEC has become more of a focus and the team have presented at several educator's events.

Since the launch of the BEC, there has been 85,634 visits to the site. During 2023, the BEC provided 1531 training opportunities for educators, through live training, pre-recorded training, CPD accredited courses and podcasts.

The BEC team has delivered 25 live training sessions to 448 participants and the BEC podcast series has been accessed by 173 listeners during this period.

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

Our purposes and activities (continued)

Dementia UK

In June 2022, Zurich Community Trust was pleased to announce the continuation of our partnership with Dementia UK.

Dementia UK have continued to grow their Virtual Clinics Service, which ZCT has part funded. ZCT have funded two full time equivalent nurses (75 hours per week) for this service as well as costs towards the management of their booking system. Virtual clinic appointments have increased from 60 to 90 per week and Dementia UK took the decision to merge their Helpline and Virtual Clinic Teams in the summer to reduce vulnerability and share workloads more equally.

In 2023 there were 3,240 appointments made through the virtual clinics which were covered by the two Admiral Nurses that ZCT have funded (75 hours per week). One of Dementia UK's Admiral Nurses delivered an employee webinar for Zurich UK employees raising awareness of dementia and their service.

Following Dementia UK's interest in Mental Health First Aid Training, we arranged for a trained Mental Health First Aider in Zurich to deliver a two-day training course to 16 Dementia UK employees whilst ZCT covered the cost of materials.

Magic Breakfast

Zurich Community Trust was also pleased to continue to support Magic Breakfast In 2023 after they were added as a new National Partner in 2022.

Zurich Community Trust's funding of £150,000 per year for two years went towards the provision of breakfast in 15 primary and secondary schools across the UK. The funding also went towards running costs and advocacy work to work towards long term change regarding school breakfast provision.

In 2023, Magic Breakfast provided 469,057 breakfasts to the 15 schools that ZCT supports, with 2,381 children being directly reached.

Magic breakfast saw their costs go up by 19% throughout 2023 due to food and fuel prices increasing, whilst at the same time demand for services also increased.

To manage this, Magic Breakfast transformed their services by increasing school membership fees, reviewing, and reducing the schools they support to ensure they aligned with supporting schools with the greatest need and limited the order of some breakfast products.

Advocacy work towards the case for change continued and ZCT was pleased to broker skills support from the Zurich Actuarial Team to support Magic Breakfast with the creation of a dynamic spreadsheet to calculate accurate costings for tenders in the future.

ZCT have also been working with Zurich UK Head of Workplace Services to launch a 'Donate a Magic Breakfast' initiative in February 2023 to match donations by 50% made at the café tills in Zurich's offices in Whiteley, London, and Swindon.

Our purposes and activities (continued)

Other partnerships on a national level

Teach First

In September 2023 an extension proposal was submitted to Zurich Community Trust's Board of Trustees for ZCT's partnership with Teach First and a further two years was agreed, providing funding of £200,000 per annum.
A new volunteering target for this extension has been set at 2% of employees engaged per year. ZCT's partnership with Teach First will now end in March 2026.

During the academic year 2022/2023, a total of 50 education initiatives (against a target of 20) have taken place in 10 locations across the UK. These initiatives have resulted in 1910 pupils directly reached through these initiatives and 3500 pupils indirectly reached where 28 Zurich employees have been matched with teachers to provide coaching during the year.

Overall, Year 10 was the most common year to participate in the workshops with interview skills being the most popular. The financial literacy workshop had the highest satisfaction score with 83% saying the session was good or very good, and the CV skills workshop saw 44.6% of students being more interested in a career in insurance.

A further 50 teachers joined the Teach First training programme, because of Zurich Community Trust's funding in 2023.

Alzheimer's Society

As per the five-year strategy agreed by the Board of Trustees in March 2020, Zurich Community Trust continued to support the "Insurance Day for Dementia" in November 2023, part of the "Insurance United Against Dementia" movement from the Alzheimer's Society.

It was agreed that Zurich Community Trust's £100,000 donation in 2023 would be used as an incentive to match-fund donations to the Insurance Day for Dementia made by others across the insurance industry.

The event on 30 November 2023 was the most successful fundraising day thus far raising in excess of £200,000 with our funding leveraging engagement and donations from companies who have not taken part before.

Superhero Series

Following the decision of the Zurich Community Trust's Trustees in February 2023 to continue supporting the "Superhero Series" for a further year, ZCT were delighted that twelve charities agreed to take part in these year's Superhero Series' events.

1. Ambitious About Autism
2. Growing Zone & Oakfield SEN School (sharing 26 places)
3. Little Hiccups
4. Chailey Heritage
5. Hopewell
6. Keen London
7. Open Door
8. Swindon Downs Syndrome
9. KIDS
10. Swindon BATS (also did a demonstration of visually impaired bowling)
11. Sussex Sailability
12. Blind Aid

Our purposes and activities (continued)

While Zurich Community Trust was able to support some of our charity partners in attending the live events (either by providing a coach or reimbursing petrol costs for minibuses/cars), some charities were not able to attend due to geography and/or given the needs and disabilities of their service users. Instead, they opted to take part via the Superhero Series 'At Home' events.

Achievements and performance

ZCT's grant making and volunteer programmes in the UK during 2023 helped "to improve the lives of people during times of vulnerability".

In 2020, the Trustees agreed that this Mission Statement would be delivered by "Improving lives by supporting wellbeing and inclusion initiatives" and "Building more resilient and sustainable communities" and this was very much still the focus throughout 2023. This approach improved the alignment with the sustainability framework of our main donor, Zurich UK together with the aims of the Z Zurich Foundation, whilst continuing to focus on delivering public benefit.

Zurich Community Trust undertakes an annual planning exercise with the ZCT team and the ZCT 'Trust Executive' that is signed off by the Trustees. These plans involve both numerical targets and targets relating to the impact of the programmes operated by ZCT.

As highlighted in the report from the Chair of Trustees, a considerable focus of 2023 was on the continued development of the three national and 55 local charity partners chosen by Zurich employees in 2022.

Zurich Community Trust measures the impact of its funding programmes through annual feedback from its charity partners, both locally and nationally. As a significant part of ZCT's partnership approach is focused on the non-financial support that is offered in addition to cash grants, the feedback seeks to obtain a holistic view on the whole partnership, whilst clearly allowing for specific feedback on separate elements within that. For all multi-year funding partnerships, a condition of future years funding is the receipt of a satisfactory impact/progress report.

In addition to Zurich Community Trust's grant making, a wide range of volunteering activity is brokered. This also seeks to further the aim of helping to improve the lives of people during times of vulnerability, whether this is through the donation of time or skills.

As mentioned above with the grants, feedback is sought from the organisation who an individual has volunteered with to understand the impact achieved and demonstrate the fulfilment of ZCT's aims and objectives.

Fundraising

Zurich Community Trust does not engage professional fundraisers. ZCT raises funds from the Zurich UK business, its employees, key supplier employees and through Z Zurich Foundation matching through the Benevity 'My Impact' platform Fundraising from members of the public is limited and mainly occurs through sponsorship donations employees may seek when they are taking part in fundraising events, most of which flows through online giving sites.

On occasion external friends and family members of employees are engaged in key fundraising events, for example the London Marathon if places are not fulfilled from Zurich UK employees alone.

Zurich Community Trust is a funded and compliant member of the Fundraising Regulator. During 2023 the Charity received no complaints on its fundraising practices.

Our purposes and activities (continued)

2023 Objectives

The key focus areas for 2023 were:

- to spend £2,700,000 in respect of our 2023 planned activity, including the provision of an additional 10% granted to each of ZCT's national and local partners as well as the creation of a £100,000 'Emergency Fund' and a £100,000 'Sustainability Fund'.
- to continue to develop the partnerships with the three national partners and 55 local partners.
- to increase the number of days/hours volunteered through ZCT brokerage from the 15,257 hours brokered in 2022.
- to facilitate more employees getting involved in Summer and Festive 'Challenge' through larger projects.
- to maintain the level of engagement with our education programmes, primarily through the national partnership with Teach First.
- to raise £85 per head [of Zurich UK employee base] through more geographically diverse fundraising events, inclusive of income received through the Benevity 'My Impact' platform.
- to continue to develop a non-financial package of support to complement the cash grants given to the Zurich Community Trust's charitable partners.

During 2023, a total of £3,575,000 (2022: 3,265,000) was spent in grants, volunteering and support, the vast majority of which was grants supporting charity partnerships.

Overall Zurich Community Trust brokered 18,918 hours of volunteering (2022: 15,527 hours) throughout 2023. This was a pleasing 24% increase on 2022. More can be found in Zurich Community Trust's 2023 Impact Report *[found here]*

Throughout 2023, the Trustees have agreed a new impact framework for Zurich Community Trust that will measure the impact of its programmes in three areas: charity/beneficiaries, [Zurich UK] employees and sustainability, diversity, equity, inclusion and belonging. The Zurich Community Trust team will develop the processes to measure impact in these areas in 2024 with full reporting using this framework available for 2025.

Income from donations and legacies

In addition to the £2,649,000 donation from Zurich (2022: £2,649,000) and £211,000 of donated services (2022: £172,000), £217,000 (2022: £328,000) was donated via Zurich UK employees.

In addition ZCT saw an increase in income from Charitable Activities (Staff fundraising) to £233,000 (2022: £111,000). through both enhanced mapping (moving income from donations to charitable activities) as well as increased income from Benevity platform through matching of fundraising.

In 2023 this was achieved through regular giving and various fundraising activities as shown in the table below.

Analysis of income:

Income excluding the donation from Zurich UK businesses and donated services is set out below:

	2023	2022
Regular Giving	47%	54%
Runs & Cycle Rides	13%	13%
Charity Lottery	12%	11%
Staff fundraising	21%	2%
Other	7%	20%

Our purposes and activities (continued)

Investment powers, policy, and performance

Zurich Community Trust seeks to maximise the social beneficial impact of the social investments it holds through investments that deliver a positive social impact and a financial return. Since 2015, Zurich Community Trust has held unrestricted reserves in Columbia Threadneedle's "UK Social Bond Fund". Since its launch in 2013, the Fund has been invested to address the main areas of social need where social exclusion is particularly evident. This fund is invested in the following social outcomes;

- Affordable Housing & Property.
- Community Services.
- Education, Learning & Skills.
- Employment & Training.
- Financial Inclusion.
- Health & Social Care.
- Transport & Communications Infrastructure and
- Utilities & the environment.

In November 2022, the Trustees agreed to disinvest £250,000 from its overall holding in this Fund to provide further support to Zurich Community Trusts national and local partners throughout 2023. This disinvestment took place in November 2023 and saw the overall value of the investment decrease as a result.

The Bond has delivered an annualised financial return of 7.28% (2022: -10.9%) and the value of the investment decreased between December 2022 and December 2023 by 5.62% (2022: 12% decrease).

Throughout 2024, the Trustees will discuss whether investing its unrestricted reserves in this Fund is still the most suitable place for the Zurich Community Trust, noting its "Investments and Reserves Policy"

Financial Review

Unrestricted funds are needed to enable the Zurich Community Trust to cover its core funding to manage its commitments and longer-term programmes should the current funding arrangement with the UK Zurich businesses change or cease.

Restricted funds can only be expended in accordance with specific restrictions, arising either by the wishes of the donor or by the nature of the appeal.

The position of reserves in relation to the agreed policy is regularly reviewed by the Head of Zurich Community Trust and the Chair of Zurich Community Trust and ZCT's "Investment and Reserves Policy" was reviewed by the Board of Trustees on 21 February 2024.

At the end of 2023 the level of reserves were in line with the policy.

During the year ZCT's general funds increased from £1,176,000 to £3,423,000 as a result of the initial two-year partnerships with the 3 National and 55 Local Partners coming to an end in the second half of 2023. In 2024 ZCT enters a new three-year funding cycle, agreed in mid-2023, and decisions will be/have subsequently been made by Trustees at the board in February and May 2024 on future commitments. This includes the decision made by trustees in February 2024 to extend the 3 National and now 56 Local Partners for a further 2 years of funding in 2024 and 2025.

Restricted funds for 2023 is £7,000 (2022: £7,000).

Designated funds include funds set aside for the support of various multi-year partnerships projects.

Designated funds have decreased from £3,045,000 to £395,000 reflecting the end of the initial two-year partnerships that were incepted throughout 2022 with three national charity partners and 55 local charity partners and the continuation of Teach First partnership into 2024 and 2025 as well as a number of smaller grants.

Going concern

The Trustees are satisfied that Zurich Community Trust can continue to use the going concern basis in preparing the financial statements. In making this assessment the Trustees have considered the projected cash flows of ZCT which show ZCT has sufficient resources for 12 months from the date of approval of these financial statements.

Independent auditor

The auditor, Ernst & Young LLP ("EY"), have indicated their willingness to continue in office.

Structure, governance and management.

Recruiting and training Trustees

The current Articles support a minimum of five Trustees, of which at least two must be independent from the Zurich business. At the end of 2023 there were six active Trustees with two pending vacancies.

Structure, governance and management (continued)

The Trustees who work for Zurich are selected based on their ability to be effective Trustees and to provide the required level of influence within Zurich to enable ZCT to achieve its objectives. All Trustee appointments are proposed and approved by the Board of Trustees.

The induction and training of Trustees is led by the Chair and the Head of Zurich Community Trust and based on the Charity Commission's core guidance for trustees: 'The essential trustee: what you need to know and what you need to do [CC3]. On appointment each Trustee is required to read and sign a Code of Conduct. In addition, Trustees who are external to Zurich receive a specific induction session about the Zurich business to better understand the key stakeholder and donor population of ZCT. The Trustees receive any relevant updates and guidance on their role as Trustees of Zurich Community Trust. The effectiveness of the current ZCT Board is reviewed by the Chair in consultation withthe Trustees.

Organisational structure

Whilst Zurich Community Trust is linked to Zurich, the Board of Trustees operate independently in the best interests of ZCT. The Board of Trustees is supported, via documents of delegation which includes the Board Charter and respective Committees 'Terms of Reference' and by delegations to the Head of Zurich Community Trust and the Zurich Community Trust (UK) Limited 'Trust Executive' Committee. The former has delegated responsibilities for the day-to-day running of ZCT and the latter has key delegated responsibilities for oversight of operational matters.In all cases there are agreed guidelines for approval by Zurich Community Trust's Board of Trustees and once a year there is a joint meeting of the ZCT Board of Trustees and the ZCT 'Trust Executive' committee to agree plans and targets for the year.

There is also a separate Remuneration Committee ("RC") which consists of four Trustees withat least one Trustee independent from Zurich. The RC is chaired by Amy Dunster. Other members of the RC are Steve Collinson, Tim Culling and Wayne Myslik.

There is also a separate Audit, Finance and Risk Committee consisting of three Trustees including at leastone independent from Zurich. The Trustees delegate oversight of the external audit to this committee. Currently, this committee is chaired by Richard Peden and includes Tim Culling and Wayne Myslik and is also joined by Richard Gaskell, a member of the Zurich Community Trust 'Trust Executive' committee.

Risk management and Principal risks and uncertainties

Zurich Community Trust has a strong risk management and governance framework in place. ZCT is exposed to business and financial risk through its financial assets and financial liabilities. The specific financial risks are limited to liquidity risk and credit risk.

Business risk
The Trustees recognise, monitor, and regularly discuss the current macro-economic climate and its impacts on both the ZCT and the recipients of the ZCT's work, as well as understanding the ongoing pressures on charities brought about by the cost-of-living crisis throughout the UK. As a result, the Trustees believe that ZCT is well positioned to support the needs of the organisations it partners with from both a financial and a non-financial package of support standpoint.

Other business risks include:
- reliance on Zurich UK operations for support in IT, HR, Facilities and Finance.
- a safeguarding issue arising in connection with a charity that Zurich Community Trust has funded; or
- volunteering activity brokered by Zurich Community Trust triggering a safeguarding issue.

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

Structure, governance and management (continued)

As a funder of other organisations, the Charity Commission have placed a responsibility on ZCT to undertake due diligence on organisations it funds to check its safeguarding policies and practices are compliant. There is a risk ZCT could be involved in financially supporting an organisation where there is a safeguarding breach with the potential consequent reputational damage.

Zurich Community Trust's Total Risk Profile also covers the potential risk relating to a safeguarding issue arising out of a volunteering activity brokered by ZCT. This could involve a Zurich UK employee being accused of a safeguarding incident or the Zurich UK volunteer could be exposed to a safeguarding incident at the organisation where they are working. First and foremost exists the risk to the person who may be harmed but also the potential consequent reputational damage. This risk is seen to be within appetite.

Liquidity risk
Liquidity risk is the risk that cash may not be available to pay obligations when due at a reasonable cost due to the potential loss of donation income and engagement from Zurich due to competing demands on employees' time and the move to home/agile working.

Zurich Community Trust's finances are actively managed and monitored to ensure that sufficient funds are available to meet liabilities as they fall due. The Trustees are of the opinion that any liquidity risk that ZCT faces is mitigated, hence this risk is seen to be within appetite.

Credit risk
Credit risk is the risk that a counterparty will be unable to pay amounts in full when due.

Zurich Community Trust's cash and receivables are actively managed and monitored, hence this risk is seen to be within appetite and viewed as low by the trustees.

Pay and remuneration.

Zurich Community Trust's Remuneration Committee has delegated authority to assess and agree the annual performance salary ranges for those working in the ZCT team. This is reviewed every year using a combination of an external voluntary sector salary survey coupled with data shared with ZCT from the Zurich UK's Reward team for community investment roles. Roles are benchmarked to relevant data and to each other.

The Remuneration Committee consists of four trustees, including at least one trustee independent from Zurich. The Committee is delegated to assess and agree the annual performance of ZCT and to review the external benchmarking of salaries and performance bonus to ensure that the ZCT teams' remuneration is in line with the policy and in the best interests of ZCT.

An annual budget for salary review is agreed by the Trustees considering market data. This budget is used on an annual basis to move people competent in their roles and delivering successful performances towards the market mid-point on the relevant salary range.

Zurich Community Trust operates a performance related bonus scheme, independent from the Zurich business scheme. Each year the Trustees approve a series of delivery targets that the ZCT team is measured against. The Remuneration Committee meets in February each year to decide how well the ZCT team has delivered against these targets to determine if a performance bonus should be paid and if so, at what level. Individual performance is alsomeasured and combined with the performance of ZCT when determining any individual performance related bonuses.

All the running costs of ZCT, including salary and bonus, are funded from the annual donation from the Zurich UK business.

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

Statement of Trustees' responsibilities

The following statement sets out the responsibilities of the Trustees (who are also Directors of Zurich Community Trust for the purposes of company law) in relation to the financial statements of Zurich Community Trust.

The Trustees are responsible for preparing the Trustees' Report and financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of ZCT and of the incoming resources and application of resources, including the income and expenditure, of ZCT for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principals in the Charities SORP.
- make judgments and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis, where there are no material uncertainties about Zurich Community Trust's ability to continue, unless it is inappropriate to presume that ZCT will continue to operate.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain Zurich Community Trust's transactions and disclose with reasonable accuracy at any time the financial position of ZCT and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of ZCT and hence for taking reasonable steps for the prevention and detection of fraud andother irregularities.

So far as each Trustee is aware, there is no relevant audit information of which Zurich Community Trust's auditor is unaware.

Each Trustee has taken all the steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that Zurich Community Trust's auditor is aware of that information.

The Trustees consider that they have pursued the actions necessary to meet their responsibilities as set out in this statement.

On behalf of the Board of Trustees

DocuSigned by:

Trustee Steve Collinson
1F687F86C52746D...

Name Steve Collinson

Date 27 June 2024

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

INDEPENDENT AUDITORS REPORT

TO THE MEMBERS OF ZURICH COMMUNITY TRUST (UK) LIMITED

Opinion

We have audited the financial statements of Zurich Community Trust (UK) Limited ("Charitable Company") for the year ended 31 December 2023 which comprise Balance Sheet as at 31 December 2023; the statement of financial activities (incorporating an income and expenditure statement), the statement of cash flows for the year then ended, and the related notes 1 to 22, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

In our opinion, the financial statements:

- give a true and fair view of the Charitable Company's affairs as at 31 December 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charitable Company's ability to continue as a going concern for a period of twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report. However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in this report, we do not express any form of assurance conclusion thereon.

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of the other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustee's report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustee's report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustee's report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of directors

As explained more fully in the Trustee's responsibilities statement set out on page 17, the Trustee's (who are the directors of the Charitable Company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustee's determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustee are responsible for assessing the Charitable Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Charitable Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor' s report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect irregularities, including fraud. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and management.

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the Charitable Company and determined that the most significant are those that relate to the reporting framework Financial Reporting Standard FRS 102 regulation in the United Kingdom and the Charities SORP.
- We understood how the charity is complying with those frameworks by making enquiries of management, those charged with governance, and those responsible for legal and compliance matters.
- We assessed the susceptibility of the company's financial statements to material misstatement, including how fraud might occur by considering the controls that the Charitable Company has established to address the risks identified by the entity and to prevent or detect fraud, including in a remote-working environment, and how management monitors these controls. We considered management's incentives and opportunities for fraudulent manipulation of the financial statements, including management override of controls. We tested the appropriateness of journal entries recorded in the general ledger and evaluated the business rationale for significant and/or unusual manual transactions. We verified that the journals selected are supported, where appropriate, by appropriate source documentation.
- Based on this understanding we designed our audit procedures to identify noncompliance with such laws and regulations. Our procedures involved making enquiries of those charged with governance and management and as a result of our enquiries, management is not aware of any non-compliance with laws and regulations affecting the financial statements. Based upon our enquiries, we are not aware of any instances of non-compliance with laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charitable Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charitable Company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charitable Company and the Charitable Company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Bell (Senior statutory auditor)
for and on behalf of Ernst & Young LLP, Statutory Auditor
London
27 June 2024

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (and summary income and expenditure account)

FOR THE YEAR ENDING 31 DECEMBER 2023

	Note	Unrestricted funds £'000	Restricted funds £'000	Total 2023 £'000
Income from:				
Donations and legacies	4	3,077	0	**3,077**
Charitable activities	5	181	52	**233**
Investments	6	57	-	**57**
Total		3,315	52	**3,367**
Expenditure on:				
Raising funds	7	(289)	-	**(289)**
Charitable activities	8	(3,531)	(44)	**(3,575)**
Other	7	(47)	-	**(47)**
Total		(3,867)	(44)	**(3,911)**
Net gain on investments	14	141	-	**141**
Net expenditure		(411)	8	(403)
Transfer between funds		8	(8)	-
Net movement in funds		(403)	0	(403)
Reconciliation of funds:				
Total funds brought forward		4,221	7	**4,228**
Total funds carried forward		3,818	7	**3,825**

All gains and losses recognised in the year are included in the Statement of Financial Activities. The prior year comparatives, for the year ended 2022, are shown on page 22.

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (and summary income and expenditure account)

FOR THE YEAR ENDING 31 DECEMBER 2022

	Note	Unrestricted funds	Restricted funds	Total 2022
		£'000	£'000	£'000
Income from:				
Donations and legacies	4	3,128	21	**3,149**
Charitable activities	5	63	48	**111**
Investments	6	1	-	**1**
Total		3,192	69	**3,261**
Expenditure on:				
Raising funds	7	(278)	-	**(278)**
Charitable activities	8	(3,158)	(107)	**(3,265)**
Other	7	(46)	-	**(46)**
Total		(3,482)	(107)	**(3,589)**
Net loss on investments	14	(237)	-	**(237)**
Net expenditure		(527)	(38)	(565)
Transfer between funds		(38)	38	-
Net movement in funds		(565)	-	(565)
Reconciliation of funds:				
Total funds brought forward		4,786	7	**4,793**
Total funds carried forward		4,221	7	**4,228**

All gains and losses recognised in the year are included in the Statement of Financial Activities.

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

BALANCE SHEET

AS AT 31 DECEMBER 2023

	Note	2023 £'000	2022 £'000
Fixed assets			
Investments	14	**1,829**	1,938
		1,829	1,938
Current assets			
Debtors	15	**139**	44
Cash at bank and in hand	16	**2,692**	2,848
		2,831	2,892
Liabilities			
Creditors: amounts falling due within one year	17	**(835)**	(602)
Net current assets		**1,996**	2,290
Net assets		**3,825**	4,228
The funds of Zurich Community Trust:			
Unrestricted income funds			
General funds	18	**3,423**	1,176
Designated funds	18	**395**	3,045
		3,818	4,221
Restricted income funds	19	**7**	7
Total funds		**3,825**	4,228

The financial statements on pages 21 to 40 were approved by the Board of Trustees on 27 June 2024 and were signed on its behalf by:

Trustee DocuSigned by: Steve Collinson 1F687F88C52748D.....

Name Steve Collinson

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDING 31 DECEMBER 2023

	Note	**2023 £'000**	2022 £'000
Cash flows from operating activities			
Net cash provided by operating activities	20	**(463)**	146
Cash flows from investing activities			
Dividends and interest from investments	6	**57**	1
Social Bond Divestment	14	**250**	-
Net cash provided by investing activities		**307**	1
Net decrease in cash and cash equivalents		**(156)**	147
Cash and cash equivalents at the beginning of the Year		**2,848**	2,701
Cash and cash equivalents at the end of the Year		**2,692**	2,848
Analysis of cash and cash equivalents:			
Cash at bank and in hand	16	**2,692**	2,848
Cash and cash equivalents	21	**2,692**	2,848

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

1. Statement of compliance

These financial statements have been prepared in compliance with United Kingdom Accounting Standards, including FRS 102 and the Companies Act 2006.

2. Accounting policy information

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented, unless otherwise stated.

2.1 Adoption of new and revised standards

There have been no changes that impact FRS102.

2.2 Basis of preparation

The Trustees are satisfied that ZCT can continue to use the going concern basis in preparing the financial statements. In making this assessment the Trustees have considered the projected cash flows of Zurich Community Trust which show that ZCT has sufficient resources for a period of twelve months from the date of approval of these financial statements.

The financial statements have been prepared under the historical cost convention, as modified for investments held at market value in accordance with the Companies Act 2006, the Statement of Recommended Practice 'Accounting and Reporting by Charities Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland' ("SORP") and the Charities Act 2011.

2.3 Statement of Financial Activities (and summary income and expenditure account) ("SoFA")

Zurich Community Trust is a registered charity and achievements cannot be measured by normal commercial criteria. Accordingly, the Trustees consider that it would be inappropriate to present a Profit and Loss Account in one of the formats set out in the Companies Act, and therefore, as permitted by that Act, and in order to reflect the special nature of the Company's activities and the SORP, the Trustees have presented a SoFA.

2.4 Income

Income from donations and legacies includes the amount receivable under Gift Aid from the Zurich UK employees of Zurich Employment Services Limited and Zurich UK General Services Limited, Zurich Management Services Limited, Zurich Insurance Group Ltd and ZZF Foundation.

Income from Charitable Activities represents amounts receivable as a result of a variety of fundraising events and initiatives including events organised by Zurich group staff and Capita employees (working on an outsourced Zurich contract).

Income is recognised when it is probable that the economic benefit in respect of the income will flow to Zurich Community Trust and when ZCT has the rights or other access to that economic benefit. Income from investments is also included in income.

All income relating to the reporting period to which the accounts relate is taken into account without regard to the date of payment or receipt.

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

2. Accounting policy information (continued)

2.5 Expenditure

Expenditure is recognised when a liability or cost is incurred. Expenditure that relates to more than one cost category (support costs) has been apportioned across raising funds, charitable activities and other costs based on the percentage of resource utilisation on these activities. Expenditure includes recharges from other Zurich companies relating to staff costs.

Multi-year grant payments are accounted for in the year that they relate to. Additional years commitments are not included in the current year where there are conditions to be met before the future grant payment can be released.

Expenditure on charitable activities includes expenditure related to grant giving. Grants represent amounts payable and amounts authorised for payment, for which certain conditions have been met, to charities during the year. Each grant is recognised as an expense when the liability is incurred. All grants made during the year supported the objectives of Zurich Community Trust and the recipient organisations.

Zurich Community Trust also uses its financial resources to provide its charitable partners with a variety of additional resources to support their activities and overall good governance. These include training courses, memberships, and access to online funding search engines.

Other costs include those incurred in the governance of ZCT and its assets and are primarily associated with constitutional and statutory requirements.

2.6 Donated services

Donated services have been recognised at the Trustees' best estimate of their value. These are recognised as income from donations and legacies and expenditure on Charitable Activities, as required by the SORP.

2.7 Fund accounting

Unrestricted funds comprise accumulated surpluses and deficits on general funds. They are available for use at the discretion of the Trustees in furtherance of the general charitable objectives.

Designated funds are unrestricted funds earmarked by the Trustees for specific purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by ZCT for particular purposes.

2.8 Investments

Investments are valued at fair value, being the market value at the reporting date. Any fair value adjustments are recorded in the Statement of Financial Activities. Investments that have a maturity date of less than one year are recognised as current asset investments. Investments that have a maturity date of more than one year or no maturity date are recognised as fixed asset investments. Investment income is accounted for on an accruals basis.

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

2. Accounting policy information (continued)

2.10 Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

2.11 Discontinued operations

The registration for The Openwork Foundation as a charity was granted by the Charities Commission on 25 July 2019. There was no money received from The Openwork Foundation donors in 2023 (2022: £0).

3. Accounting policies and estimates

In the application of the company's accounting policies, management are required to make judgements and use certain estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. Zurich Community Trust currently does not have any critical judgements or use estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

4. Income from donations and legacies

	2023	2022
	£'000	£'000
Unrestricted funds		
Donation from Zurich UK Businesses	**2,649**	2,649
Regular Giving	**212**	238
Donated services	**211**	172
Other voluntary income	**5**	36
Tax recoverable on gift aided donations	**-**	33
	3,077	3,128
Restricted funds		
Donation from ZZF Foundation	**-**	-
Other voluntary income	**-**	21
	-	21
	3,077	3,149

4. Income from donations and legacies (Continued)

Gift aid forms part of the Regular Giving amount. Gift Aid is donated on the understanding that Zurich Community Trust can use that donation for any purpose to further its own objectives, with no conditions attached.

5. Income from Charitable activities

	2023 £'000	2022 £'000
Unrestricted funds:		
- Runs and Cycle Rides	**58**	56
- Zurich UK Employee Fundraising	**48**	7
- Lottery	**54**	-
- Tax recoverable on gift aided donations	**10**	-
- Other voluntary income	**11**	-
	181	63
Restricted funds:		
- Zurich UK Employee Fundraising	**48**	-
- Lottery	**-**	48
- Other voluntary income	**4**	-
	52	48
	233	111

6. Income from Investments

	2023 £'000	2022 £'000
Bank interest	**57**	1
	57	1

7. Analysis of expenditure

Zurich Community Trust allocates its expenditure as shown in the table below and then further apportions those costs between the three charitable activities undertaken (see Note 8). Support costs are allocated on a basis consistent with the use of resources.

	Other £'000	Raising Funds £'000	Charitable Activities £'000	**Total 2023 £'000**	Total 2022 £'000
Support Costs					
Staff and related costs	33	136	800	**969**	921
Fundraising expenses	-	89	-	**89**	74
Trading	-	-	-	**-**	-
Travel and accommodation	-	2	13	**15**	12
Stationery	3	-	11	**14**	1
Office equipment and IT	-	1	2	**3**	4
Miscellaneous	5	21	149	**175**	212
Lottery	-	14	-	**14**	12
Governance costs	-	-	3	**3**	3
Donated services	6	26	179	**211**	172
Total support costs	47	289	1,157	**1,493**	1,411
Charitable Donations	-	-	2,418	**2,418**	2,178
Total expenditure	**47**	**289**	**3,575**	**3,911**	3,589

Staff working on behalf of Zurich Community Trust are employed by Zurich Employment Services Limited ("ZES"). Staff costs are detailed in Note 10.

Governance support costs represent the portion of the fees borne by ZCT for the audit of ZCT's financial statements. Amount in excess of £3,000 is borne by Zurich Assurance Ltd ("ZAL") and recognised as part of donated services.

8. Charitable activities

	Charitable activities £'000	Support Costs £'000	**Total 2023 £'000**	Total 2022 £'000
Trust:				
- Strategic Funding Programmes	46	54	**100**	107
National and Local Partnerships:				
- National Partnerships	932	356	**1,288**	1,175
- Local Partnerships	1,440	391	**1,831**	1,645
	2,372	747	**3,119**	2,820
- Volunteering	-	356	**356**	338
	2,418	1,157	**3,575**	3,265

A detailed analysis of grants made during the year can be found in Note 9. An analysis of support costs can be found in Note 7.

9. Grants paid

	2023 £'000	2023 £'000	2022 £'000	2022 £'000
Strategic Funding Programmes				
Fareshare	8		-	
Call in Time Programme	18		38	
Young People's Mental Health Programme	20		20	
		46		58
National and Local Partnerships				
Long-term Community Partnerships				
National Partners:				
- Dementia UK	166		153	
- Place2Be	-		-	
- TeachFirst	210		200	
- Magic Breakfast	166		153	
- Barnardo's	165		153	
- Other	225		184	
		932		843
Local Partnerships	1,391		1,087	
Employee Nominated Grants	49		190	
		1,440		1,277
Grant Payable to Openwork Foundation		-		-
		2,418		2,178

All grants payable are institutional grants. No grant payments have been made to individuals.

9. Grants paid (continued)

The following represents those organisations benefitting from the highest value of grant payments made during the year. 'Other' is made up of grant payments totalling less than £30,000 to a single organisation.

	2023	2022
	£'000	£'000
TeachFirst	**210**	200
Dementia UK	**166**	153
Magic Breakfast	**166**	153
Barnardo's	**165**	153
Alzheimer's Society	**133**	131
Superhero Series	**90**	90
Woman's Trust	**53**	40
Step By Step	**50**	45
Dementia Concern	**44**	40
The Soup Kitchen	**44**	40
The Deborah Ubee Trust	**43**	30
FoodCycle	**42**	-
Swindon Domestic Abuse Support Service	**39**	-
Swindon & Gloucestershire Mind	**39**	35
Swindon Carers Centre	**39**	35
The Olive Tree Cafe	**39**	35
Flourishing Families Leeds	**35**	-
Spotlight UK	**35**	36
The Moving on Project	**33**	30
Yellow Door	**33**	30
Silverline Memories	**31**	-
Leeds Older People's Forum	**31**	-
Homeless Project Scotland	**30**	-
Age UK	**-**	38
The Good Gym	**-**	37
The Swindon Women's Aid	**-**	35
Other	**828**	**792**
Total	**2,418**	**2,178**

10. Staff

Staff are employed under contracts of employment with Zurich Employment Services Limited. Staff costs recharged to Zurich Community Trust are included to the extent that these are separately identifiable.

	2023 No.	2022 No.
The average number of employees working for Zurich Community Trust during the year was:		
Charitable activities	**12**	12
Other	**2**	2
Raising Funds	**2**	2
	16	16

The aggregate payroll costs of these employees were:

	2023 £'000	2022 £'000
Wages and salaries	**729**	693
Other pension costs	**78**	72
Social security costs	**78**	76
Employee benefits	**84**	80
	969	921

The number of employees whose emoluments as defined for taxation purposes amounted to over £60,000 in the year was as follows:

	2023	2022
£60,000 - £69,999	**-**	-
£70,000 - £79,999	**-**	-
£80,000 - £89,999	**1**	1

The total emoluments paid to key management personnel during 2023 was £88,192 (2022: £83,200). There was one key management personnel during 2023 (2022: 1).

Zurich Community Trust is not the employing company for these staff and therefore no further pension disclosures or share based payment disclosures have been included in these financial statements. The costs are recharged from the employing company to ZCT and the disclosures are available in the financial statements of the employing company noted above.

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

11. Taxation

Zurich Community Trust is a registered charity, and as such is entitled to certain tax exemptions on income and profits from investments, and surpluses on any trading activities carried on in furtherance ZCT's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

12. Net expenditure

Net expenditure for the year is stated after charging:

	2023 £'000	2022 £'000
Auditor's remuneration in respect of audit services	**11**	8

Auditor's remuneration in respect of Zurich Community Trust audit was £10,052 (2022: £8,096). The amount borne by ZCT totalled £3,000 (2022: £3,000). Audit fee borne by Zurich Assurance Limited amounted to £7,052 (2022: £5,096).

13. Trustees' emoluments and expenses

Trustees claimed travel and training expenses of £434 (2022: 380).

No Trustee was paid in respect of services provided to Zurich Community Trust either by ZCT or by a related party (2022: nil).

14. Fixed asset investments

	2023 £'000	2022 £'000
Investment in 'UK Social Bond Fund'	**1,829**	1,938

	At 1 Jan 2023 £'000	Divestment 2023 £'000	Valuation movement £'000	At 31 Dec 2023 £'000
Investment in 'UK Social Bond Fund'	1,938	(250)	141	1,829

	At 1 Jan 2022 £'000	Divestment 2023	Valuation movement £'000	At 31 Dec 2022 £'000
Investment in 'UK Social Bond Fund'	2,175	-	(237)	1,938

14. Fixed asset investments (continued)

There was a divestment of £250,000 of the 'UK Social Bond Fund' in the year. An unrealised gain on fixed asset investments of £141,000 (2022: unrealised loss of £237,000) was recognised in the year.

15. Debtors

	2023	2022
	£'000	£'000
Prepayments and accrued income	**101**	10
Amounts due from Zurich Insurance Group Ltd undertakings	**9**	5
Sundry debtors	**29**	29
	139	44

Amounts due from Zurich Insurance Group Ltd undertakings are unsecured, interest free and have no fixed date of repayment.

16. Cash at bank and in hand

	At 1 Jan 2023 £'000	Cash flows £'000	**At 31 Dec 2023 £'000**
Cash at bank and in hand	2,848	(156)	**2,692**

	At 1 Jan 2022 £'000	Cash flows £'000	**At 31 Dec 2022 £'000**
Cash at bank and in hand	2,701	147	**2,848**

17. Creditors: amounts falling due within one year

	2023	2022
	£'000	£'000
Amounts due to Zurich Insurance Group Ltd undertakings	**574**	537
Accruals and deferred Income	**261**	65
	835	602

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

18. Statement of funds

	At 1 Jan 2023 £'000	Income £'000	Expenditure £'000	Investment Gain £'000	Transfers £'000	**At 31 Dec 2023 £'000**
General Funds	1,176	3,315	(3,867)	141	2,658	3,423
Designated Funds	3,045	-	-	-	(2,650)	395
Total Unrestricted Funds	4,221	3,315	(3,867)	141	8	3,818
Restricted Funds	7	52	(44)	-	(8)	7
Total Funds	4,228	3,367	(3,911)	141	-	3,825

	At 1 Jan 2022 £'000	Income £'000	Expenditure £'000	Investment Loss £'000	Transfers £'000	**At 31 Dec 2022 £'000**
General Funds	3,252	3,192	(3,482)	(237)	(1,549)	1,176
Designated Funds	1,534	-	-	-	1,511	3,045
Total Unrestricted Funds	4,786	3,192	(3,482)	(237)	(38)	4,221
Restricted Funds	7	69	(107)	-	38	7
Total Funds	4,793	3,261	(3,589)	(237)	-	4,228

The general funds represent the free funds of Zurich Community Trust which are not designated for particular purposes and therefore have no trust law restrictions. Designated funds include funds set aside for the support of various long-term projects.

18. Statement of funds (continued)

The designated fund has decreased by £2,650,000 during 2023 (2022: increased by £1,511,000). This decrease is due to Zurich Community Trust entering a new three-year funding agreement from Zurich UK Businesses. Any decisions in regard to the future commitments will be made by the Trustees during 2024.

Restricted funds comprise funds raised by employees for specified charities. Zurich Community Trust can only use these funds as specified by the donor in accordance with Trust Law. The balance of £7,000 (2022: £7,000) represents the restricted funds raised which have not been expended by the end of the year.

	2023	2022
	£'000	£'000
Young Peoples Mental Health Programme	**20**	40
Local Multi Year Funding Partnerships	**-**	1,079
National Partnerships	**-**	450
Teach First	**200**	200
The short-term project commitments and future spend, for which designated funds have been set aside, include:		
Short-term project commitments	**150**	170
Income designated for future years	**25**	1,106
Total designated funds	**395**	3,045

DocuSign Envelope ID: 8ADD24C2-F81D-4401-8928-55D460A3A508

19. Analysis of net assets between funds

	Restricted funds £'000	Designated funds £'000	General funds £'000	**Total £'000**
Fund balances at 31 December 2023 are represented by:				
Fixed asset investments	-	-	1,829	**1,829**
Current assets	7	395	2,429	**2,831**
Creditors	-	-	(835)	**(835)**
Net assets	**7**	**395**	**3,423**	**3,825**

	Restricted funds £'000	Designated funds £'000	General funds £'000	**Total £'000**
Fund balances at 31 December 2022 are represented by:				
Fixed asset investments	-	-	1,938	**1,938**
Current assets	7	3,045	(160)	**2,892**
Creditors	-	-	(602)	**(602)**
Net assets	**7**	**3,045**	**1,176**	**4,228**

20. Reconciliation of net expenditure to net cash provided by / (used in) operating activities

	Note	**2023 £'000**	2022 £'000
Net expenditure for the reporting period		**(403)**	(565)
Adjustments for:			
Decrease in debtors	15	**(95)**	26
Increase in creditors	17	**233**	449
Income from investments	6	**(57)**	(1)
(Gain)/Loss on investments	14	**(141)**	237
Net cash provided by / (used in) operating activities		**(463)**	146

21. Analysis of changes in net funds

	At 1 Jan 2023	Cash flows	At 31 Dec 2023
	£'000	£'000	**£'000**
Cash at bank and in hand	2,848	(156)	**2,692**
Cash and cash equivalents	2,848	(156)	**2,692**

22. Related parties

a. Controlling parties

Zurich Community Trust members are Zurich Financial Services (UKISA) Limited ("UKISA") and Zurich Financial Services (UKISA) Nominees Limited. The principal activity of UKISA is that of an investment holding company, and its main source of income is dividends received from its subsidiaries.

The results of Zurich Community Trust are not included in the financial statements of UKISA because the Trustees are required by legislation to act independently in the best interests of ZCT.

The members' ultimate parent company and ultimate controlling party is Zurich Insurance Group Ltd, which is incorporated in Switzerland. The purpose of this company is to hold interests in companies active in the insurance services business, in particular in the areas of property and casualty and life insurance and asset management. Control can be exercised by the parent, for example through corporate trusteeship or through a power to appoint or remove the majority trustees. Copies of the consolidated financial statements of Zurich Insurance Group Ltd can be obtained from:

The Secretary
Mythenquai 2
8002 Zurich
Switzerland

Copies of the members' financial statements can be obtained from:

Unity Place 1, Carfax Close, Swindon, SN1 1AP

Zurich Community Trust's registered office address and legal form are detailed within 'Reference and administrative details' on pages 1 and 2.

22. Related parties (continued)

b. Related party balances

Balances with Zurich Insurance Group Ltd undertakings are shown in Note 15 and 17. The balances are made up of:

Debtors:

- £nil (2022: £5,000) due from ZIP UK; and
- £9,000 (2022: £nil) due from ZIP UK

Creditors:

- £568,000 (2022: £534,000) due to Zurich Employment Services Limited;
- £6,000 (2022: £3,000) due to Allied Dunbar Assurance Plc; and

All grant payments were in line with the current governance arrangements and delegated authorities for approval of grants made by Zurich Community Trust.

ZURICH COMMUNITY TRUST (UK) LIMITED

England & Wales - Charity number 266983

Accounts

Company Registration No. 01154049 (England and Wales)

Charity Registration No. 266983

ZURICH COMMUNITY TRUST (UK) LIMITED

(a Company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2022

Reference and administrative details

Company status

The Charitable Company, Zurich Community Trust (UK) Limited (the "Trust") is a company limited by guarantee and does not have share capital. Each member has guaranteed £1. The Charitable Company is incorporated in the United Kingdom ("UK"). The Charitable Company is a registered charity (registration number 266983). The registered address is:

Unity Place 1
Carfax Close
Swindon
SN1 1AP

Trustees

The Trustees are also the Directors of the Charitable Company for Companies Act purposes. All Trustee appointments are proposed by the Board of Trustees and approved by the members.

The Trustees who served during the year and who were in office up to the date of signing the financial statements were:

Tim Bailey
Amy Brettell
Steve Collinson
Tim Culling
Andrew Jepp (Resigned 8 August 2022)
Wayne Myslik
Richard Peden

Qualifying third party indemnity provisions (as defined in Section 234(2) of the Companies Act 2006) have been in force for the benefit of Trustees during the year and remain in force as at the date of this Trustees' Report.

The Charitable Company's members are Zurich Financial Services (UKISA) Limited ("UKISA") and Zurich Financial Services (UKISA) Nominees Limited. The members' ultimate parent company is Zurich Insurance Group Ltd ("ZIG"), which is incorporated in Switzerland.

Related Party transactions are disclosed in Note 22.

In light of the Charitable Company's structure, the Trustees had no financial interest in the Charitable Company.

Key management personnel

The Head of the Charitable Company during 2022 was Steve Grimmett.

Bankers, Investment manager and independent auditor

The Charitable Company's bankers are:

Lloyds Bank plc
PO Box 72
Bailey Drive
Gillingham Business Park
Kent
ME8 0LS

Reference and administrative details (continued)

Bankers, Investment manager and independent auditor (continued)

The Charitable Company’s investment manager is:

Threadneedle Investment Services Limited
Cannon Place
78 Cannon Street
London
EC4N 6AG

The Charitable Company's independent auditor is:

Ernst & Young LLP
The Paragon
Counterslip
Bristol
BS1 6BX

REPORT OF THE TRUSTEES

The Trustees are pleased to present their annual report together with the financial statements of the Charity for the year ending 31 December 2022. This report and financial statements are also prepared to meet the requirements for an annual report and financial statements for Companies Act purposes. The reference and administration details form part of the Trustees Report on pages 1 and 2.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The Charity has not prepared a strategic report as it has taken advantage of the exemption in this respect available for small companies (as defined in Section 381 of the Companies Act 2006).

Chair's report (from the Chair of the Trustees, Steve Collinson)

2022 was a significant year in the long history of Zurich Community Trust. Following the extension of our support to our previous charity partners to help them manage their way through the pandemic years of 2020 and 2021, 2022 was largely focused on the selection of three new national partners and 55 new local partners. A decision was made by the Trustees to continue with the approach adopted in 2020 and 2021 by having a managed expenditure level in excess of income during 2022 to support our charity partners as they were faced with increasing demand and costs.

Designated funds have increased from £1,534,000 to £3,045,000 reflecting the two year partnerships that were set up throughout 2022

In selecting these charity partners, our objective was to transform the application process by making it more informed by data, more objective and crucially more diverse, equitable and inclusive. To do this we engaged Oxford Consultants for Social Inclusion, Charities Aid Foundation and Action for Race Equality. We replaced our previous approach with a short video application which complemented lighter touch application forms and short supplementary questionnaires.

Keeping diversity, equity and inclusion at the forefront of our thoughts and actions led to our Board of Trustees committing to a Diversity, Equity and Inclusion Pledge, which you can read about in the following pages. The Board of Trustees also agreed our future approach to sustainability should focus on "Reducing Inequalities and Connecting Communities" and we look forward to bringing this to life through our own actions and with our new partners in 2023 and beyond.

The employees of Zurich in the UK are central to the work of Zurich Community Trust. They are the face of our work and so it was wonderful that Zurich's employees in the UK played a critical role when it came to not only choosing the themes we should support but also making those final decisions as to who we should partner with. Those same employees are now invested in these partnerships as we look to develop relationships that go way beyond the cash grants through Zurich Community Trust's "More Than Money" approach with our partners.

As we emerged from the last two pandemic years, 2022 was also a year in which we delivered new fundraising events in various locations across the UK and saw the fantastic support of Zurich employees giving over 15,000 hours of volunteering time to support charities across the UK. As part of the volunteering efforts of Zurich UK employees and funding from Zurich Community Trust we were also delighted with the progress we made throughout 2022 in supporting students and teachers through our education programme.

We feel that our activity in 2022 will serve as the perfect platform for even greater impact as Zurich Community Trust looks forward to marking its 50th year in 2023.

Our purposes and activities

The Charitable Company is a public benefit entity therefore the Trustees of the Charitable Company consider all Charity Commission guidance on public benefit.

Zurich Community Trust has been a contributor to the Fundraising Regulator via its voluntary levy since the Regulator's inception and continues to do so. Fundraising from both Zurich UK employees and the wider community is undertaken by Zurich Community Trust to part fund its grant making programmes. Zurich Community Trust ensures that it is aware of the latest Code of Fundraising Practice and adheres to its suggested behaviours and standards in all its fundraising.

Zurich Community Trust also has a Complaints Policy that can be found from the front page of the Zurich Community Trust's website where the complainant is also able to download a complaints form.

The Board is responsible for setting the strategic direction of the charity. It delegates certain responsibilities to the Zurich Community Trust 'Trust Executive'. A significant focus of the "Trust Executive" throughout 2022 has been on three workstreams – "Employee Engagement", "Data" and "Diversity, Equity & Inclusion" where members of the "Trust Executive" have worked alongside members of the Zurich Community Trust team on various initiatives

Zurich UK employees are also involved in the decision making of Zurich Community Trust's charity partners both locally and nationally. Throughout 2022, Zurich UK employees made the final decisions on the three new national charity partners and the 55 new local charity partners.

Zurich Community Trust is not affiliated with any umbrella groups and part of any wider network. Zurich Community Trust's major donor is the Zurich UK business and as such has a very close working relationship with the employees of Zurich UK. Zurich Community Trust also has a close working relationship with the Zurich Group's charitable foundation, "Z Zurich Foundation" (Zurich's Global Foundation).

The Charitable Company fulfils its objective through:

- charity partnerships both at a local and national level across the UK encompassing a package of both financial and non-financial support; and
- an employee volunteering and fundraising programme engaging the employees of Zurich UK.

The Charitable Company manages all expenditure associated with all programmes. As well as making charitable grants, a significant amount of the Charitable Company's staff time is committed to the community through working in partnership with charity partners and by brokering the volunteering needs of the voluntary sector with time and skills available from employees within the Zurich business.

Allocation of resources:

	2022	2021
Charitable activities	**91%**	**93%**
Raising funds	**8%**	**6%**
Other	**1%**	**1%**

Our purposes and activities (continued)

Charitable activities

The Charitable Company generates income from a range of activities:

- an annual donation from the Zurich UK businesses as part of an agreed funding track;
- regular voluntary donations through payroll giving from Zurich employees;
- operating a monthly society lottery;
- Zurich UK employee fundraising activity such as raffles, sweepstakes; and
- larger scale fundraising events such as abseils, London Marathon, Great South Run.

Zurich Community Trust's Audit, Finance and Risk Committee receives quarterly management information which includes information on fundraising income and expenditure to monitor against plan.

The Trustees have a continuing focus to ensure that the ratio of resources applied to generating income is appropriate for the Charitable Company.

Focus of charitable activity spend:

	2022	2021
Employee Involvement programmes	**86%**	**90%**
Volunteering	**11%**	**9%**
Long term Strategic Programmes	**3%**	**1%**

Employee Involvement Programme

During 2022, Zurich Community Trust selected three new national charity partners and 55 new local charity partners amongst its work as well as investing in a package of additional support available to its charity partners and in its volunteering programme. This amounted to a spend of £2,813,000 (2021: £2,942,000).

Volunteering

Zurich UK also provides business time to enable employees to volunteer in the community and become involved in organising and managing fundraising events and volunteering schemes.

Our purposes and activities (continued)

The breakdown of spend on the Employee Involvement Programme:

	2022	2021
Local Grants and Partnerships	**34%**	**37%**
National Partners	**26%**	**21%**
Employee Nominated Grants	**6%**	**12%**
Volunteering Support Costs	**11%**	**9%**
Other Support Costs	**23%**	**21%**

National and Local grant programmes

The social issues supported through the Employee Involvement Programmes were:

	2022	2021
Dementia	22%	-
Mental Health	18%	29%
Food Poverty	12%	-
Homelessness	10%	10%
Education	9%	10%
Physical Disability/Learning Difficulties	5%	10%
Older People	5%	8%
Young People	5%	4%
Domestic Abuse	5%	1%
Bereavement	2%	3%
Health	2%	-
Economic Disadvantage	1%	2%
Community Development	1%	2%
BAME	1%	-
End of life Care and Bereavement support	1%	-
Immigration	1%	-
Health Impairment	-	8%
Carers	-	4%
Emergency Relief	-	3%
Crime/Gangs	-	2%
Life Limiting Conditions	-	1%
Other	-	3%

The Openwork Foundation

The Openwork Foundation formally separated from Zurich Community Trust on 31 December 2019. There are residual amounts of money that flow from Zurich Community Trust to the Openwork Foundation as a consequence of a small number of historical ‘deed of covenants’ by Openwork Foundation donors not yet updated.

Our purposes and activities (continued)

National and Local grant programmes (continued)

Throughout 2022, the Zurich Community Trust undertook a significant exercise to onboard three new national partnerships and 55 new local partnerships.

The process to select the national partnerships began with a survey of Zurich UK employees in 2021 when they voted their top three themes as Mental Health, Dementia and Poverty. Over a period of three months the Zurich Community Trust team undertook a significant amount of desk-based research to compile a long-list of potential partners. There followed a refreshed application process that consisted of light-touch "Expression of Interest" forms complemented by additional questionnaires focusing on safeguarding and diversity, equity and inclusion. Stage two of the application process for a shortlist of charities from the initial long list included the submission of a seven-minute video. Following a scoring process involving 12 Zurich employees acting as volunteer assessors, two charities from each of the three themes, Mental Health, Dementia and Poverty were ultimately put to Zurich UK's employees at the Zurich UK employee roadshows in April/May 2022. As a result of the employee votes at the roadshows the following charities were chosen: Barnardo's (Mental Health) secured 1,670 employee votes, Dementia UK (Dementia) secured 1,690 employee votes and Magic Breakfast (Poverty) secured 1,686 employee votes. Each of these partners is to receive £300,000 over a two year period.

Following the national partner selection process, the Zurich Community Trust team then undertook a process to refresh the local charity partners in and around where Zurich UK has its offices across the UK. As with the national partner process the Zurich Community Trust team took the opportunity to transform the selection process for these new local partners. Reports were commissioned from the Oxford Consultants for Social Inclusion who profiled the catchment area around each of the Zurich UK offices for the prevalence of various societal issues including Mental Health, Dementia, Poverty, Homelessness and Domestic Abuse. These geographical reports were then passed to the Charities Aid Foundation who compiled a long list of organisations per location. The Zurich Community Trust team then invited those charities on the aforementioned long list to apply to become a local charity partner. As with the national partner process mentioned above, Zurich's UK employees were then instrumental in the final choice of which charities became partners. As a result of this process, 55 charities were then selected to become Zurich Community Trust's new local charity partners for the next two years.

The Zurich Community Trust team continued to develop and promote its non-financial package of support throughout 2022 with national and local charity partners able to access a wide range of offerings including paid-for training courses, webinars and memberships.

"You lot never fail to amaze us with your kindness and understanding of small charity needs." KEEN, London

National Partnerships [voted for by Zurich UK employees]

Barnardo's

Zurich Community Trust is delighted to be working in partnership with Barnardo's for the first time, supporting the Barnardo's Education Community (BEC).

The BEC team work in collaboration with children and young people (CYP), professionals and subject matter experts to co-produce resources, training, and wider supports to build the capacity of staff across education settings to support children and young people's mental health and wellbeing.

Zurich Community Trust's funding of £150,000 per year for the next two years will support the continuation and development of this service. The BEC team have been working on the website relaunch as a priority as well as a focus to expand their existing offer by creating new programmes of support for both school staff wellbeing and the children.

Our purposes and activities (continued)

Dementia UK

In June 2022, Zurich Community Trust was pleased to announce the continuation of our partnership with Dementia UK

The renewed partnership will fund two full-time Admiral Nurse posts for Dementia UK's new Virtual Clinics service as well as the cost of managing the new clinics booking system. The partnership is for two years with a grant payment of £150,000 per year.

The first of the two Admiral Nurses, Sarah Merrills was announced in July 2022 with the second nurse yet to be recruited.

The Virtual Clinics service was established in June 2021, in response to Covid-19 and has been very popular, supporting over 2,750 families in the first year. It is now operating five days a week, with 60 bookable appointments on offer every week.

Virtual clinics offer bookable telephone or video call appointments with a dementia specialist Admiral Nurse, lasting 45 minutes. The flexibility of the service negates issues around travelling, family members being dispersed, mobility, seeking alternative care provision or getting time off work.

Magic Breakfast

Zurich Community Trust is also pleased to be supporting Magic Breakfast for the first time, having partnered with them on a local grants basis in previous years.

During 2022, Magic Breakfast has been impacted by a 19% increase in food and fuel costs. As a result, they are prioritising support for schools where need is greatest and offer a sliding scale of food provision for schools that fall between 35% and 55% "Pupil Premium".

Zurich Community Trust's funding of £150,000 per year for the next two years will go towards the provision of breakfast in 15 primary and secondary schools across the UK. The funding will also go towards running costs and advocacy work to work towards long term change regarding school breakfast provision.

Other partnerships on a national level

Teach First

Zurich Community Trust continued throughout 2022 with its partnership with Teach First as the lead-partner for Zurich Community Trust's "Youth First" education programme.

A further donation of £200,000 was made in early 2022 representing the second payment of a three-year partnership agreed by Zurich Community Trust trustee's in late 2020.

The engagement of Zurich's employees is key to the partnership with Teach First and Zurich Community Trust's wider "Youth First" education programme. Highlights of the wider "Youth First" education programme include:

- education initiatives have taken place in Birmingham, Fareham, Leeds, London, Manchester, and Swindon
- In the 21/22 academic year we delivered eleven secondary school sessions and 7 primary school sessions through Teach First
- 8 sessions were delivered in Birmingham through the relationship with Envision

Our purposes and activities (continued)

- Zurich volunteers supported 13 teams (of 5 students each) through the Micro-Tyco programme with Wildhearts
- 3 workshops were delivered by Zurich volunteers through Reach Out in Manchester
- 19 Zurich volunteers signed up to “Coach A Teacher” through Teach First
- 4 volunteers delivered 31 lunchtime reading sessions at Mountford Manor School, Swindon
- 114 Zurich volunteers engaged through all the “Youth First” opportunities

Alzheimer’s Society

As per the five year strategy agreed by the Board of Trustees in March 2020, Zurich Community Trust continued to support the “Insurance Day of Giving” in December 2022, part of the “Insurance United Against Dementia” movement from the Alzheimer’s Society.

It was agreed that Zurich Community Trust’s £100,000 donation in 2022 would be used as an incentive to match-fund donations to the Insurance Day of Giving made by others across the insurance industry.

The event on 1 December 2022 was the most successful fundraising day thus far raising £170,824 with our funding leveraging engagement and donations from companies who have not taken part before.

Children and Young People’s Mental Health Coalition

Zurich Community Trust has been involved with the Children and Young People’s Mental Health Coalition (the Coalition) since 2010 when it was first set up.

Zurich Community Trust are now focussed on supporting the sustainability of the Coalition by extending the annual funding of £20,000 for a further 3 years. Our final payment is now scheduled for June 2024.

In addition, Zurich Community Trust have also funded half the cost of carrying out a strategic review alongside the Paul Hamlyn Foundation. We hope this piece of work, creating a refreshed five-year plan will support the Coalition in leveraging new long term funding. This review will see the recruitment of an external consultant and the facilitation of focus groups with the Coalition, with a plan to complete the review in the first half of 2023.

Superhero Series

Following the decision of the Zurich Community Trust’s Trustees in March 2022 to continue supporting the “Superhero Series” for a further year, Zurich Community Trust were delighted that nine charities agreed to take part in these year’s Superhero Series’ events from Birmingham, Brighton, Leeds, London, Manchester and Swindon.

1. Chailey Heritage (Brighton)
2. Keen (London)
3. Queen Alexandra College (Birmingham)
4. The Growing Zone (Leeds)
5. Little Hiccups (Leeds)
6. Better Things (Manchester)
7. The Open Door Centre (Swindon)
8. KIDS (Nationwide)
9. Swindon BATS [Swindon]

The live “Superhero Series” events (two per year – “Superhero Tri” in the summer and “Winter Wonderwheels” in the winter) took place at Dorney Lake, near Windsor.

Our purposes and activities (continued)

While Zurich Community Trust was able to support some of our charity partners in attending the live events (either by providing a coach or reimbursing petrol costs for minibuses/cars), some charities were not able to attend due to geography and/or given the needs and disabilities of their service users. Instead, they opted to take part via the Superhero Series 'At Home' events.

GoodGym

In March 2021, Zurich Community Trust applied to the Z Zurich Foundation for an extension of funding towards the continuation of working with GoodGym to support their Covid relief work supporting vulnerable people who were isolating. Zurich Community Trust matched this funding by 100%, extending our partnership until March 2022, although the last payments were made in 2021.

In early 2022, the Z Zurich Foundation discontinued their Covid relief funding. This resulted in an end in our partnership with GoodGym in March 2022, however we have continued to offer support to Good Gym through Zurich Community Trust's package of non-financial support.

A key element of Zurich Community Trust's approach with its charity partners is to ensure that the voices of its partners are heard. This is central to the development of Zurich Community Trust's package of non-financial support to its partner organisations. One of the keyways that ideas are exchanged between charity partners and the Zurich Community Trust team is through an "Advisory Group" of charity partners.

The Advisory Group continued to meet in the first half of 2022 and inform Zurich Community Trust of the challenges they have been facing. In particular members highlighted the challenge around fundraising and how it has been even more difficult than during the pandemic due to emergency funding ending and public donations reducing.

In response to this, Zurich Community Trust delivered a number of courses focusing on different areas of fundraising whilst extending the "Funds Online" subscription offer to those charities where our partnerships were ending.

Following the completion of the new local partner selection towards the end of 2022, a new group has been set up to continue these conversations and continue to inform the work of Zurich Community Trust going forward.

Achievements and performance

Zurich Community Trust's grant making and volunteer programmes in the UK during 2022 helped "to improve the lives of people during times of vulnerability"

In 2020, the Trustees agreed that this Mission Statement would be delivered by "Improving lives by supporting wellbeing and inclusion initiatives" and "Building more resilient and sustainable communities" and this was very much still the focus throughout 2022. This approach improved the alignment with the sustainability framework of our main donor, Zurich UK together with the aims of the Z Zurich Foundation, whilst continuing to focus on delivering public benefit.

Zurich Community Trust undertakes an annual planning exercise with the Zurich Community Trust team and the Zurich Community Trust 'Trust Executive' that is signed off by the Trustees. These plans involve both numerical targets and targets relating to the impact of the programmes operated by Zurich Community Trust.

As highlighted in the report from the Chair of Trustees, a considerable focus of 2022 was on developing new national and local charity partners across the UK using a new application process approach. Central to this new approach was the aim to make our application process more equitable and inclusive by moving to lighter touch application forms and the introduction of videos from applicants so as not to prejudice those for whom English is not their first language.

Our purposes and activities (continued)

Zurich Community Trust measures the impact of its funding programmes through annual feedback from its charitable partners, both locally and nationally. As a significant part of Zurich Community Trust's partnership approach is focused on the non-financial support that is offered in addition to cash grants, the feedback seeks to obtain a holistic view on the whole partnership, whilst clearly allowing for specific feedback on separate elements within that. For all multi-year funding partnerships, a condition of future years funding is the receipt of a satisfactory impact/progress report.

In addition to Zurich Community Trust's grant making, a wide range of volunteering activity is brokered. This also seeks to further the aim of helping to improve the lives of people during times of vulnerability, whether this is through the donation of time or skills. As mentioned above with the grants, feedback is sought from the organisation who an individual has volunteered with to understand the impact achieved and demonstrate the fulfilment of Zurich Community Trust's aims and objectives.

Fundraising

Zurich Community Trust does not engage professional fundraisers. Zurich Community Trust raises funds from the Zurich UK business, its employees and key supplier employees. Zurich Community Trust also receives funds from Zurich's global charitable foundation, Z Zurich Foundation. This is as a result of Zurich UK employees' use of the Benevity platform for logging volunteering and fundraising, which can result in a financial donation or matching amount to Zurich Community Trust. Fundraising from members of the public is limited and mainly occurs through sponsorship donations employees may seek when they are taking part in fundraising events, most of which flows through online giving sites.

Occasionally external friends and family members of employees are engaged in key fundraising events for example the London Marathon if places are not fulfilled from Zurich UK employees alone. Zurich Community Trust is a funded and compliant member of the Fundraising Regulator. During 2022 the Charity received no complaints on its fundraising practices.

2022 Objectives

The key focus areas for 2022 were:

- to donate £2,500,000 in respect of our 2022 planned activity
- to select three new national partnerships as well as local partners located around where Zurich UK has its offices informed by data from the Oxford Consultants for Social Inclusion and supported by the Charities Aid Foundation
- to broker 250 "Challenge" team volunteering opportunities with an increasing emphasis on a return to face-to-face volunteering
- to roll out our school's programme in conjunction with the charity, Teach First to five locations: Birmingham, Leeds, London, Swindon and Whitely as well as encouraging 20 Zurich employees to participate in Teach First's Coaching programme to support teachers
- to raise £70 per head [of Zurich UK employee base] through more geographically diverse fundraising events
- to continue to develop a non-financial package of support to complement the cash grants given to the Zurich Community Trust's charitable partners
- to develop an approach for what Sustainability means for Zurich Community Trust

During 2022, £3,265,000 (2021: 3,290,000) was spent in grants and support, the vast majority of which was grants supporting charity partnerships.

Overall Zurich Community Trust brokered 15,257 hours of volunteering (2021: 5,556 hours) throughout 2022. This was a significant increase over 2020 and 2021 as more volunteering was able to take place as the UK emerged from the lockdowns of 2020 and 2021 and more face-to-face volunteering was able to take place.

Achievements and performance (continued)

2022 Objectives (continued)

Income from donations and legacies

In addition to the £2,649,000 donation from Zurich (2021: £2,649,000) and £172,000 of donated services (2021: £602,000), £328,000 (2021: £359,000) was raised via Zurich employees. In 2022 this was achieved through regular giving and various fundraising activities as shown in the table below.

Analysis of income:

Income excluding the donation from Zurich UK businesses and donated services is set out below:

	2022	2021
Regular Giving	54%	29%
Runs & Cycle Rides	13%	4%
Charity Lottery	11%	12%
Staff fundraising	2%	19%
ZZF Foundation	-	32%
Other	20%	4%

Investment powers, policy, and performance

Zurich Community Trust seeks to maximise the social beneficial impact of the social investments it holds through investments that deliver a positive social impact and development. The trustees select social investments that are in low to medium risk portfolios with the aim of preserving the value of the investment in real terms, rather than creating excess returns or risk.

Unrestricted reserves are invested in the Threadneedle UK Social Bond Fund established in 2014.

The Bond has delivered an annualised financial return of -10.9% (2021: -1.7%) and the value of the investment decreased between December 2021 and December 2022 by -12% (2021: 1.6% decrease).

Noting the reduction in the financial value of the social investment during 2022 and notwithstanding the social beneficial impact of the social investment the trustees will discuss the current investment approach during 2023.

The bond is invested in the following outcomes

- Affordable Housing & Property;
- Community Services;
- Education, Learning & Skills;
- Employment & Training;
- Financial Inclusion;
- Health & Social Care;
- Transport & Communications Infrastructure and
- Utilities & the environment.

Charitable Partnerships

Building on the progress made in 2021, Zurich Community Trust undertook a thorough exercise throughout 2022 leading to a refresh of Zurich Community Trust's charitable partners. There are now new local and national partnerships that focus on charities supporting mental health, dementia, poverty, homelessness and loneliness and isolation.

A key element of our partnership working will be working with partners who truly support all sections of their community and who can demonstrate how their services are diverse, equitable and inclusive. Zurich Community Trust will continue to explore ways in which we can support our charitable partners to become more sustainable.

Zurich Community Trust remains committed to constantly evolving its package of non-financial support to ensure that it is adds true value to the partner organisations.

Financial Review

Unrestricted funds are needed to enable the Zurich Community Trust to cover its core funding to manage its commitments and longer-term programmes should the current funding arrangement with the UK Zurich businesses change or cease.

Restricted funds can only be expended in accordance with specific restrictions, arising either by the wishes of the donor or by the nature of the appeal.

The position of reserves in relation to the agreed policy is regularly reviewed by the Head of Zurich Community Trust and the Chair of Zurich Community Trust and Zurich Community Trust's "Investment and Reserves Policy" was reviewed by the Board of Trustees on 29 November 2022.

At the end of 2022 the level of reserves were in line with the policy.

The Trustees are satisfied that Zurich Community Trust has access to adequate resources to enable it to continue in operational existence for the foreseeable future and, accordingly, it is appropriate to continue to use the going concern basis in preparing the financial statements.

During the year Zurich Community Trust's general funds decreased from £3,252,000 to £1,176,000 as a result of three new national partnerships and 55 new local partnerships created with each incepted for two years as outlined below

Restricted funds for 2022 is £7,000 (2021: £7,000).

Designated funds include funds set aside for the support of various multi-year partnerships projects.

Designated funds have increased from £1,534,000 to £3,045,000 reflecting the two year partnerships that were incepted throughout 2022 with three national charity partners and 55 local charity partners . The purpose of these funds is detailed in Note 18 in the financial statements.

Going concern

The Trustees are satisfied that Zurich Community Trust can continue to use the going concern basis in preparing the financial statements. In making this assessment the Trustees have considered the projected cash flows of Zurich Community Trust which show that Zurich Community Trust has sufficient resources for 12 months from the date of approval of these financial statements.

Independent auditor

The auditor, Ernst & Young LLP ("EY"), have indicated their willingness to continue in office.

Structure, governance and management

Recruiting and training Trustees

The current Articles support a minimum of five Trustees, of which at least two must be independent from the Zurich business. At the end of 2022 there were six active Trustees with two pending vacancies

In 2021 the Trustees engaged with a trustee recruitment consultancy, BAME Recruitment who will work with the Chair to commence the search to fill the vacant Trustee positions. This work is still in progress, and we hope to conclude during 2023.

The Trustees who work for Zurich are selected based on their ability to be effective Trustees and to provide the required level of influence within Zurich to enable Zurich Community Trust to achieve its objectives. All Trustee appointments are proposed and approved by the Board of Trustees

The induction and training of Trustees is led by the Chair and the Head of Zurich Community Trust and based on 'The Good Trustee Guide' produced by the National Council for Voluntary Organisations (NCVO). On appointment each Trustee is required to read and sign a Code of Conduct. In addition Trustees who are external to Zurich receive a specific induction session about the Zurich business to better understand the key stakeholder and donor population of Zurich Community Trust. The Trustees receive any relevant updates and guidance on their role as Trustees of Zurich Community Trust. The effectiveness of the current Zurich Community Trust Board is reviewed by the Chair in consultation with the Trustees.

Organisational structure

Whilst Zurich Community Trust is linked to Zurich, the Board of Trustees operate independently in the best interests of Zurich Community Trust. The Board of Trustees is supported, via documents of delegation which includes the Board Charter and respective Committees 'Terms of Reference' and by delegations to the Head of Zurich Community Trust and the Zurich Community Trust (UK) Limited 'Trust Executive' Committee. The former has delegated responsibilities for the day-to-day running of Zurich Community Trust and the latter has key delegated responsibilities for oversight of operational matters. In all cases there are agreed guidelines for approval by Zurich Community Trust's Board of Trustees and once a year there is a joint meeting of the Zurich Community Trust Board of Trustees and the Zurich Community Trust 'Trust Executive' committee to agree plans and targets for the year.

There is also a separate Remuneration Committee ("Committee") which consists of four Trustees with at least one Trustee independent from Zurich. The Committee was chaired by Andrew Jepp until his resignation as a trustee on 8 August 2022 with the Committee now chaired by Amy Brettell. Other members of the Remuneration Committee are Steve Collinson, Tim Culling and Wayne Myslik.

There is also a separate Audit, Finance and Risk Committee consisting of three Trustees including at least one independent from Zurich. The Trustees delegate oversight of the external audit to this committee. Currently, this committee is chaired by Richard Peden and includes Tim Culling and Wayne Myslik and is also joined by Richard Gaskell, a member of the Zurich Community Trust 'Trust Executive' committee.

Risk management and Principal risks and uncertainties

The Charitable Company has a strong risk management and governance framework in place. The Charitable Company is exposed to business and financial risk through its financial assets and financial liabilities. The specific financial risks are limited to liquidity risk and credit risk.

Structure, governance and management (continued)

Business risk
The Trustees recognise, monitor and regularly discuss the current macro-economic climate and its impacts on both the Charitable Company and the recipients of the Charitable Company's work, as well as understanding the ongoing pressures on charities brought about by the COVID-19 pandemic. As a result, the Trustees believe the Charitable Company is well positioned to support the needs of the organisations the Charitable Company partner from both a financial and a non-financial package of support standpoint.

Other business risks include:
- reliance on Zurich UK operations for support in IT, HR, Facilities and Finance;
- a safeguarding issue arising in connection with a charity that Zurich Community Trust has funded; or
- volunteering activity brokered by Zurich Community Trust triggering a safeguarding issue or transmission of an infection.

As a funder of other organisations, the Charities Commission have imposed a responsibility on Zurich Community Trust to undertake due diligence on organisations it funds to check its safeguarding policies and practices are compliant. There is a risk Zurich Community Trust could be involved in financially supporting an organisation where there is a safeguarding breach with the potential consequent reputational damage.

Zurich Community Trust's Total Risk Profile also covers the potential risk relating to a safeguarding issue arising out of a volunteering activity brokered by Zurich Community Trust. This could involve a Zurich UK employee being accused of a safeguarding incident or the Zurich UK volunteer could be exposed to a safeguarding incident at the organisation where they are working. First and foremost exists the risk to the person who may be harmed but also the potential consequent reputational damage.

Liquidity risk
Liquidity risk is the risk that cash may not be available to pay obligations when due at a reasonable cost due to the potential loss of donation income and engagement from Zurich due to competing demands on employees' time and the move to home/agile working.

Zurich Community Trust's finances are actively managed and monitored to ensure that sufficient funds are available to meet liabilities as they fall due. The Trustees are of the opinion that any liquidity risk that Zurich Community Trust faces is mitigated.

Credit risk
Credit risk is the risk that a counterparty will be unable to pay amounts in full when due.

Zurich Community Trust's cash and receivables are actively managed and monitored to ensure credit risk remains low.

Structure, governance and management (continued)

Pay and remuneration

Zurich Community Trust's Remuneration Committee has delegated authority to assess and agree the annual performance salary ranges for those working in the Zurich Community Trust team. This is reviewed every year using a combination of an external voluntary sector salary survey coupled with data shared with Zurich Community Trust from the Zurich UK's Reward team for Community Investment roles. Roles are benchmarked to relevant data and to each other.

The Remuneration Committee consists of four trustees, including at least one Trustee independent from Zurich. The Committee is delegated to assess and agree the annual performance of Zurich Community Trust and to review the external benchmarking of salaries and performance bonus to ensure that the Zurich Community Trust teams' remuneration is in line with the policy and in the best interests of Zurich Community Trust.

An annual budget for salary review is agreed by the Trustees taking into account market data. This budget is used on an annual basis to move people competent in their roles and delivering successful performances towards the market mid-point on the relevant salary range.

Zurich Community Trust operates a performance related bonus scheme, independent from the Zurich business scheme. Each year the Trustees approve a series of delivery targets that the Zurich Community Trust team is measured against. The Remuneration Committee meets in February each year to decide how well the Zurich Community Trust team has delivered against these targets to determine if a performance bonus should be paid and if so, at what level. Individual performance is also measured and combined with the performance of Zurich Community Trust when determining any individual performance related bonuses.

All the running costs of Zurich Community Trust, including salary and bonus, are funded from the annual donation from the Zurich UK business.

Statement of Trustees' responsibilities

The following statement sets out the responsibilities of the Trustees (who are also Directors of Zurich Community Trust for the purposes of company law) in relation to the financial statements of Zurich Community Trust.

The Trustees are responsible for preparing the Trustees' Report and financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of Zurich Community Trust and of the incoming resources and application of resources, including the income and expenditure, of Zurich Community Trust for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principals in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis, where there are no material uncertainties about Zurich Community Trust's ability to continue, unless it is inappropriate to presume that Zurich Community Trust will continue to operate.

Statement of Trustees' responsibilities (continued)

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain Zurich Community Trust's transactions and disclose with reasonable accuracy at any time the financial position of Zurich Community Trust and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of Zurich Community Trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as each Trustee is aware, there is no relevant audit information of which Zurich Community Trust's auditor is unaware.

Each Trustee has taken all the steps that they ought to have taken as a Trustee in order to make themselves aware of any relevant audit information and to establish that Zurich Community Trust's auditor is aware of that information.

The Trustees consider that they have pursued the actions necessary to meet their responsibilities as set out in this statement.

On behalf of the Board of Trustees

Trustee  .....

Name Steve Collinson

Date 20 July 2023

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF ZURICH COMMUNITY TRUST (UK) LIMITED

Report on the audit of the financial statements

Opinion

We have audited the financial statements of Zurich Community Trust (UK) Limited ("Charitable Company") for the year ended 31 December 2022 which comprise the balance sheet as at 31 December 2022; the statement of financial activities (incorporating an income and expenditure statement), and the statement of cash flows for the year then ended, and the related notes 1 to 22, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting standard applicable in the UK and Republic of Ireland".

In our opinion the financial statements:

- give a true and fair view of the state of the Charitable Company's affairs as at 31 December 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report below. We are independent of the Charitable Company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charitable Company's ability to continue as a going concern for a period of twelve months from the date of approval of these financial statements.

Our responsibilities and the responsibilities of the Trustee with respect to going concern are described in the relevant sections of this report. However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the Trustee's ability to continue as a going concern

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The Trustee is responsible for the other information contained in the annual report.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in this report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of the other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit the information given in the Trustee's report, for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the Charitable Company and its environment obtained in the course of the audit, we have identified no material misstatements in the Report of the Trustee.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustee directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustee's responsibilities statement as set out on page 16 and 17 the Trustee (who are the directors of the Charitable Company for the purposes of company law) is responsible for the preparation of the financial statements and for being satisfied that give a true and fair view, and for such internal control as the Trustee determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustee is responsible for assessing the Charitable Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Charitable Company or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report

that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect irregularities, including fraud. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and management.

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the Charitable Company and determined that the most significant are those that relate to the reporting framework Financial Reporting Standard FRS 102 regulation in the United Kingdom and the Charities SORP.
- We understood how the charity is complying with those frameworks by making enquiries of management, those charged with governance, and those responsible for legal and compliance matters.
- We assessed the susceptibility of the Charitable Company's financial statements to material misstatement, including how fraud might occur by considering the controls that the Charitable company has established to address the risks identified by the entity and to prevent or detect fraud, including in a remote-working environment, and how management monitors these controls. We considered management's incentives and opportunities for fraudulent manipulation of the financial statements, including management override of controls. We tested the appropriateness of journal entries recorded in the general ledger and evaluated the business rationale for significant and/or unusual manual transactions. We verified that the journals selected are supported, where appropriate, by appropriate source documentation.
- Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Our procedures involved making enquiries of those charged with governance and management and as a result of our enquiries, management is not aware of any non-compliance with laws and regulations affecting the financial statements. Based upon our enquiries, we are not aware of any instances of non-compliance with laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charitable Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charitable Company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charitable Company and the Charitable Company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Richard Page (Senior statutory auditor)
for and on behalf of Ernst & Young LLP, Statutory Auditor
Bristol

21 July 2023

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (and summary income and expenditure account)

FOR THE YEAR ENDING 31 DECEMBER 2022

	Note	Unrestricted funds £'000	Restricted funds £'000	Total 2022 £'000
Income from:				
Donations and legacies	4	3,128	21	**3,149**
Charitable activities	5	63	48	**111**
Investments	6	1	-	**1**
Total		3,192	69	**3,261**
Expenditure on:				
Raising funds	7	(278)	-	**(278)**
Charitable activities	8	(3,158)	(107)	**(3,265)**
Other	7	(46)	-	**(46)**
Total		(3,482)	(107)	**(3,589)**
Net loss on investments	14	(237)	-	**(237)**
Net expenditure		(527)	(38)	(565)
Transfer between funds		(38)	38	-
Net movement in funds		(565)	0	(565)
Reconciliation of funds:				
Total funds brought forward		4,786	7	**4,793**
Total funds carried forward		4,221	7	**4,228**

All gains and losses recognised in the year are included in the Statement of Financial Activities. The prior year comparatives, for the year ended 2021, are shown on page 22.

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (and summary income and expenditure account)

FOR THE YEAR ENDING 31 DECEMBER 2021

	Note	Unrestricted funds	Restricted funds	Total 2021
		£'000	£'000	£'000
Income from:				
Donations and legacies	4	3,024	163	**3,187**
Charitable activities	5	41	136	**177**
Total		3,065	299	**3,364**
Expenditure on:				
Raising funds	7	(212)	-	**(212)**
Charitable activities	8	(2,912)	(378)	**(3,290)**
Other	7	(47)	-	**(47)**
Total		(3,171)	(378)	**(3,549)**
Net loss on investments	14	(36)	-	**(36)**
Net expenditure		(142)	(79)	(221)
Transfer between funds		(79)	79	-
Net movement in funds		(221)	-	(221)
Reconciliation of funds:				
Total funds brought forward		5,007	7	**5,014**
Total funds carried forward		4,786	7	**4,793**
Income from:				

All gains and losses recognised in the year are included in the Statement of Financial Activities.

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

BALANCE SHEET

AS AT 31 DECEMBER 2022

	Note	2022	2021
		£'000	£'000
Fixed assets			
Investments	14	**1,938**	2,175
		1,938	2,175
Current assets			
Debtors	15	**44**	70
Cash at bank and in hand	16	**2,848**	2,701
		2,892	2,771
Liabilities			
Creditors: amounts falling due within one year	17	**(602)**	(153)
Net current assets		**2,290**	2,618
Net assets		**4,228**	4,793
The funds of the Charitable Company:			
Unrestricted income funds			
General funds	18	**1,176**	3,252
Designated funds	18	**3,045**	1,534
		4,221	4,786
Restricted income funds	19	**7**	7
Total funds		**4,228**	4,793

The financial statements on pages 21 to 40 were approved by the Board of Trustees on 20 July 2023 and were signed on its behalf by:



Trustee .....

Name Steve Collinson

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDING 31 DECEMBER 2022

	Note	**2022** **£'000**	2021 £'000
Cash flows from operating activities			
Net cash provided by operating activities	20	**146**	49
Cash flows from investing activities			
Dividends and interest from investments	6	**1**	-
Net cash provided by investing activities		**1**	-
Net increase in cash and cash equivalents		**147**	49
Cash and cash equivalents at the beginning of the Year		**2,701**	2,652
Cash and cash equivalents at the end of the Year		**2,848**	2,701
Analysis of cash and cash equivalents:			
Cash at bank and in hand	16	**2,848**	2,701
Cash and cash equivalents	21	**2,848**	2,701

1. Statement of compliance

These financial statements have been prepared in compliance with United Kingdom Accounting Standards, including FRS 102 and the Companies Act 2006.

2. Accounting policy information

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented, unless otherwise stated.

2.1 Adoption of new and revised standards

There have been no changes that impact FRS102.

2.2 Basis of preparation

The Trustees are satisfied that the Charitable Company can continue to use the going concern basis in preparing the financial statements. In making this assessment the Trustees have considered the projected cash flows of the Charitable Company which show that the Charitable Company has sufficient resources for a period of twelve months from the date of approval of these financial statements.

The financial statements have been prepared under the historical cost convention, as modified for investments held at market value in accordance with the Companies Act 2006, the Statement of Recommended Practice 'Accounting and Reporting by Charities Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland' ("SORP") and the Charities Act 2011.

2.3 Statement of Financial Activities (and summary income and expenditure account) ("SoFA")

The Charitable Company is a registered charity and achievements cannot be measured by normal commercial criteria. Accordingly, the Trustees consider that it would be inappropriate to present a Profit and Loss Account in one of the formats set out in the Companies Act, and therefore, as permitted by that Act, and in order to reflect the special nature of the Company's activities and the SORP, the Trustees have presented a SoFA.

2.4 Income

Income from donations and legacies includes the amount receivable under Gift Aid from the Zurich UK employees of Zurich Employment Services Limited, Zurich Management Services Limited, Zurich Insurance Group Ltd and ZZF Foundation.

Income from Charitable Activities represents amounts receivable as a result of a variety of fundraising events and initiatives including events organised by Zurich group staff and Capita employees (working on an outsourced Zurich contract).

Income is recognised when it is probable that the economic benefit in respect of the income will flow to the Charity and when the Charity has the rights or other access to that economic benefit. Income from investments is also included in income.

All income relating to the reporting period to which the accounts relate is taken into account without regard to the date of payment or receipt.

2. Accounting policy information (continued)

2.5 Expenditure

Expenditure is recognised when a liability or cost is incurred. Expenditure that relates to more than one cost category (support costs) has been apportioned across raising funds, charitable activities and other costs based on the percentage of resource utilisation on these activities. Expenditure includes recharges from other Zurich companies relating to staff costs.

Multi-year grant payments are accounted for in the year that they relate to. Additional years commitments are not included in the current year where there are conditions to be met before the future grant payment can be released.

Expenditure on charitable activities includes expenditure related to grant giving. Grants represent amounts payable and amounts authorised for payment, for which certain conditions have been met, to charities during the year. Each grant is recognised as an expense when the liability is incurred. All grants made during the year supported the objectives of the Charitable Company and the recipient organisations.

The Charitable Company also uses its financial resources to provide its charitable partners with a variety of additional resources to support their activities and overall good governance. These include training courses, memberships, and access to online funding search engines.

Other costs include those incurred in the governance of the Charitable Company and its assets and are primarily associated with constitutional and statutory requirements.

2.6 Donated services

Donated services have been recognised at the Trustees' best estimate of their value. These are recognised as income from donations and legacies and expenditure on Charitable Activities, as required by the SORP.

2.7 Fund accounting

Unrestricted funds comprise accumulated surpluses and deficits on general funds. They are available for use at the discretion of the Trustees in furtherance of the general charitable objectives.

Designated funds are unrestricted funds earmarked by the Trustees for specific purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charitable Company for particular purposes.

2.8 Investments

Investments are valued at fair value, being the market value at the reporting date. Any fair value adjustments are recorded in the Statement of Financial Activities. Investments that have a maturity date of less than one year are recognised as current asset investments. Investments that have a maturity date of more than one year or no maturity date are recognised as fixed asset investments. Investment income is accounted for on an accruals basis.

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

2. Accounting policy information (continued)

2.10 Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

2.11 Discontinued operations

The registration for The Openwork Foundation as a charity was granted by the Charities Commission on 25 July 2019. There was no money received from The Openwork Foundation donors in 2022 (2021: £16,101).

3. Accounting policies and estimates

In the application of the company's accounting policies, management are required to make judgements and use certain estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The company currently does not have any critical judgements or use estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

4. Income from donations and legacies

	2022	2021
	£'000	£'000
Unrestricted funds		
Donation from Zurich UK Businesses	**2,649**	2,649
Regular Giving	**238**	150
Donated services	**172**	206
Other voluntary income	**36**	8
Tax recoverable on gift aided donations	**33**	11
	3,128	3,024
Restricted funds		
Donation from ZZF Foundation	**-**	160
Other voluntary income	**21**	3
	21	163
	3,149	3,187

4. Income from donations and legacies (Continued)

Gift aid forms part of the Regular Giving amount. Gift Aid is donated on the understanding that the Charitable Company can use that donation for any purpose to further its own objectives, with no conditions attached.

5. Income from Charitable activities

	2022	2021
	£'000	£'000
Unrestricted funds:		
- Runs and Cycle Rides	**56**	22
- Zurich UK Employee Fundraising	**7**	19
	63	41
Restricted funds:		
- Zurich UK Employee Fundraising	**-**	77
- Lottery	**48**	59
	48	136
	111	177

6. Income from Investments

	2022	2021
	£'000	£'000
Bank interest	**1**	-
	1	-

7. Analysis of expenditure

The Charitable Company allocates its expenditure as shown in the table below and then further apportions those costs between the three charitable activities undertaken (see Note 8). Support costs are allocated on a basis consistent with the use of resources.

	Other	Raising Funds	Charitable Activities	**Total 2022**	Total 2021
	£'000	£'000	£'000	**£'000**	£'000
Support Costs					
Staff and related costs	35	138	748	**921**	808
Fundraising expenses	-	74	-	**74**	19
Trading	-	-	-	**-**	6
Travel and accommodation	-	1	11	**12**	6
Stationery	-	-	1	**1**	1
Office equipment and IT	-	2	2	**4**	36
Miscellaneous	6	28	178	**212**	125
Lottery	-	12	-	**12**	11
Governance costs	-	-	3	**3**	3
Donated services	5	23	144	**172**	206
Total support costs	46	278	1,087	**1,411**	1,221
Charitable Donations	-	-	2,178	**2,178**	2,328
Total expenditure	**46**	**278**	**3,265**	**3,589**	3,549

Staff working on behalf of the Charitable Company are employed by Zurich Employment Services Limited (“ZES”). Staff costs are detailed in Note 10.

Governance support costs represent the portion of the fees borne by the Charitable Company for the audit of the Charitable Company’s financial statements. Amount in excess of £3,000 is borne by Zurich Assurance Ltd (“ZAL”) and recognised as part of donated services.

8. Charitable activities

	Charitable activities £'000	Support Costs £'000	**Total 2022 £'000**	Total 2021 £'000
Trust:				
- Strategic Funding Programmes	58	49	**107**	48
National and Local Partnerships:				
- National Partnerships	843	332	**1,175**	994
- Local Partnerships	1,277	368	**1,645**	1,948
	2,120	700	**2,820**	2,942
- Volunteering	-	338	**338**	284
Grant payable to Openwork Foundation	-	-		16
	2,178	1,087	**3,265**	3,290

A detailed analysis of grants made during the year can be found in Note 9. An analysis of support costs can be found in Note 7.

9. Grants paid

	2022 £'000	**2022 £'000**	2021 £'000	2021 £'000
Strategic Funding Programmes				
Call in Time Programme	38		-	
Young People's Mental Health Programme	20		48	
		58		48
National and Local Partnerships				
Long-term Community Partnerships				
National Partners:				
- Dementia UK	153		100	
- Place2Be	-		100	
- Teach First	200		200	
- Barnardo's	153		-	
- Magic Breakfast	153		-	
- Other	184		275	
		843		675
Local Partnerships	1,087		1,188	
Employee Nominated Grants	190		401	
		1,277		1,589
Grant Payable to Openwork Foundation		-		16
		2,178		2,328

All grants payable are institutional grants. No grant payments have been made to individuals.

9. Grants paid (continued)

The following represents those organisations benefitting from the highest value of grant payments made during the year. 'Other' is made up of grant payments totalling less than £30,000 to a single organisation.

	2022	2021
	£'000	£'000
TeachFirst	**200**	200
Dementia UK	**153**	108
Barnardo's	**153**	-
Magic Breakfast	**153**	-
Alzheimer's Society	**131**	126
Superhero Series	**90**	-
Step By Step	**45**	65
The Soup Kitchen	**40**	56
Woman's Trust	**40**	-
Dementia Concern	**40**	-
Age UK	**38**	-
The GoodGym	**37**	160
Spotlight UK	**36**	-
Swindon & Gloucestershire Mind	**35**	-
Swindon Carers Centre	**35**	-
The Olive Tree Cafe	**35**	-
The Swindon Women's Aid	**35**	-
The Deborah Ubee Trust	**30**	-
The Moving on Project	**30**	-
The Place2Be	**-**	103
Mind in Haringey	**-**	115
MISC (Payment to ZFF for India Appeal)	**-**	63
Phoenix Enterprises	**-**	49
The Centre for Mental Health	**-**	48
KIDS	**-**	45
SIFA Fireside	**-**	43
Ovacome	**-**	36
Oakleaf Enterprise	**-**	35
2 Wish Upon A Star	**-**	35
Chailey Heritage Foundation	**-**	34
The Open Door Centre	**-**	30
The Diana Award	**-**	30
Jacob Abraham Foundation	**-**	30
Wildhearts Talent Ltd	**-**	30
The Openwork Foundation	**-**	16
Other	**822**	871
Total	**2,178**	2,328

10. Staff

Staff are employed under contracts of employment with Zurich Employment Services Limited. Staff costs recharged to the Charitable Company are included to the extent that these are separately identifiable.

	2022	2021
	No.	No.
The average number of employees working for the the Charitable Company during the year was:		
Charitable activities	**12**	12
Other	**2**	2
Raising Funds	**2**	2
	16	16

The aggregate payroll costs of these employees were:

	2022	2021
	£'000	£'000
Wages and salaries	**693**	610
Other pension costs	**72**	71
Social security costs	**76**	59
Employee benefits	**80**	68
	921	808

The number of employees whose emoluments as defined for taxation purposes amounted to over £60,000 in the year was as follows:

	2022	2021
£60,000 - £69,999	**-**	-
£70,000 - £79,999	**-**	-
£80,000 - £89,999	**1**	1

The total emoluments paid to key management personnel during 2022 was £83,200 (2021: £80,749). There was one key management personnel during 2022 (2021: 1).

The Charitable Company is not the employing company for these staff and therefore no further pension disclosures or share based payment disclosures have been included in these financial statements. The costs are recharged from the employing company to the Charitable Company and the disclosures are available in the financial statements of the employing company noted above.

11. Taxation

The Charitable Company is a registered charity, and as such is entitled to certain tax exemptions on income and profits from investments, and surpluses on any trading activities carried on in furtherance of the Charitable Company's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

12. Net expenditure

Net expenditure for the year is stated after charging/(crediting):

	2022	2021
	£'000	£'000
Auditor's remuneration in respect of audit services	**8**	8

Auditor's remuneration in respect of ZCT audit was £8,096 (2021: £8,000). The amount borne by ZCT totalled £3,000 (2021: £3,000). Audit fee borne by ZAL amounted to £5,096 (2021: £5,000).

13. Trustees' emoluments and expenses

Trustees claimed travel and training expenses of £380 (2021: nil).

No Trustee was paid in respect of services provided to the Charitable Company either by the Charitable Company or by a related party (2021: nil).

14. Fixed asset investments

	2022	2021
	£'000	£'000
Investment in 'UK Social Bond Fund'	**1,938**	2,175

	At 1 Jan 2022 £'000	Valuation movement £'000	At 31 Dec 2022 £'000
Investment in 'UK Social Bond Fund'	2,175	(237)	1,938

	At 1 Jan 2021 £'000	Valuation movement £'000	At 31 Dec 2021 £'000
Investment in 'UK Social Bond Fund'	2,211	(36)	2,175

14. Fixed asset investments (continued)

There were no purchases or disposals in the investment in the 'UK Social Bond Fund' in the year. An unrealised loss on fixed asset investments of £237,000 (2021: unrealised loss of £36,000) was recognised in the year.

15. Debtors

	2022	2021
	£'000	£'000
Prepayments and accrued income	**10**	19
Amounts due from Zurich Insurance Group Ltd undertakings	**5**	22
Sundry debtors	**29**	29
	44	70

Amounts due from Zurich Insurance Group Ltd undertakings are unsecured, interest free and have no fixed date of repayment.

16. Cash at bank and in hand

	At 1 Jan 2022 £'000	Cash flows £'000	**At 31 Dec 2022 £'000**
Cash at bank and in hand	2,701	147	**2,848**

	At 1 Jan 2021 £'000	Cash flows £'000	**At 31 Dec 2021 £'000**
Cash at bank and in hand	2,652	49	**2,701**

17. Creditors: amounts falling due within one year

	2022	2021
	£'000	£'000
Grant payable to the Openwork Foundation	**-**	16
Amounts owed to Zurich Insurance Group Ltd Undertakings	**537**	121
Accruals and deferred Income	**65**	16
	602	153

18. Statement of funds

	At 1 Jan 2022 £'000	Income £'000	Expenditure £'000	Investment Loss £'000	Transfers £'000	**At 31 Dec 2022 £'000**
General Funds	3,252	3,192	(3,482)	(237)	(1,549)	1,176
Designated Funds	1,534	-	-	-	1,511	3,045
Total Unrestricted Funds	4,786	3,192	(3,482)	(237)	(38)	4,221
Restricted Funds	7	69	(107)	-	38	7
Total Funds	4,793	3,261	(3,589)	(237)	-	4,228

	At 1 Jan 2021 £'000	Income £'000	Expenditure £'000	Investment gain £'000	Transfers £'000	**At 31 Dec 2021 £'000**
General Funds	4,696	3,065	(3,171)	(36)	(1,302)	3.252
Designated Funds	311	-	-	-	1,223	1,534
Total Unrestricted Funds	5,007	3,065	(3,171)	(36)	(79)	4,786
Restricted Funds	7	299	(378)	-	79	7
Total Funds	5,014	3,364	(3,549)	(36)	-	4,793

The general funds represent the free funds of the Charitable Company which are not designated for particular purposes and therefore have no trust law restrictions. Designated funds include funds set aside for the support of various long-term projects.

18. Statement of funds (continued)

The designated fund has increased by £1,511,000 during 2022 (2021: increased by £1,223,000). This increase reflected the impact of a transfer from the general fund to the designated fund net of expenditure in the year, following an increase in the number of national and local partnerships created in 2022.

Restricted funds comprise funds raised by employees for specified charities. The Charitable Company can only use these funds as specified by the donor in accordance with Trust Law. The balance of £7,000 (2021: £7,000) represents the restricted funds raised which have not been expended by the end of the year.

	2022	2021
	£'000	£'000
Young Peoples Mental Health Programme	**40**	60
Local Multi Year Funding Partnerships	**1,079**	-
National Partnerships	**450**	-
Teach First	**200**	400
The short-term project commitments and future spend, for which designated funds have been set aside, include:		
Short-term project commitments	**170**	205
Income designated for future years	**1,106**	869
Total designated funds	**3,045**	1,534

19. Analysis of net assets between funds

	Restricted funds £'000	Designated funds £'000	General funds £'000	**Total £'000**
Fund balances at 31 December 2022 are represented by:				
Fixed asset investments	-	-	1,938	**1,938**
Current assets	7	3,045	(160)	**2,892**
Creditors	-	-	(602)	**(602)**
Net assets	**7**	**3,045**	**1,176**	**4,228**

	Restricted funds £'000	Designated funds £'000	General funds £'000	**Total £'000**
Fund balances at 31 December 2021 are represented by:				
Fixed asset investments	-	-	2,175	**2,175**
Current assets	7	1,534	1,230	**2,771**
Creditors	-	-	(153)	**(153)**
Net assets	**7**	**1,534**	**3,252**	**4,793**

20. Reconciliation of net expenditure to net cash provided by / (used in) operating activities

	Note	**2022 £'000**	2021 £'000
Net expenditure for the reporting period		**(565)**	(221)
Adjustments for:			
Decrease in debtors	15	**26**	172
Increase in creditors	17	**449**	62
Income from investments	6	**(1)**	-
Loss on investments	14	**237**	36
Net cash provided by / (used in) operating activities		**146**	49

21. Analysis of changes in net funds

	At 1 Jan 2022	Cash flows	At 31 Dec 2022
	£'000	£'000	7£'000
Cash at bank and in hand	2,701	147	**2,848**
Cash and cash equivalents	2,701	147	**2,848**

22. Related parties

a. Controlling parties

The Charitable Company's members are Zurich Financial Services (UKISA) Limited ("UKISA") and Zurich Financial Services (UKISA) Nominees Limited. The principal activity of UKISA is that of an investment holding company, and its main source of income is dividends received from its subsidiaries.

The results of the Charitable Company are not included in the financial statements of Zurich Financial Services (UKISA) Limited because the Trustees are required by legislation to act independently in the best interests of the Charitable Company.

The members' ultimate parent company and ultimate controlling party is Zurich Insurance Group Ltd, which is incorporated in Switzerland. The purpose of this company is to hold interests in companies active in the insurance services business, in particular in the areas of property and casualty and life insurance and asset management. Control can be exercised by the parent, for example through corporate trusteeship or through a power to appoint or remove the majority trustees. Copies of the consolidated financial statements of Zurich Insurance Group Ltd can be obtained from:

The Secretary
Mythenquai 2
8002 Zurich
Switzerland

Copies of the members' financial statements can be obtained from:

Unity Place 1, Carfax Close, Swindon, SN1 1AP

The Charitable Company's registered office address and legal form are detailed within 'Reference and administrative details' on pages 1 and 2.

22. Related parties (continued)

b. Related party balances

Balances with Zurich Insurance Group Ltd undertakings are shown in Note 15 and 17. The balances are made up of:

Debtors:

- £5,000 (2021: £18,000) due from ZIP UK; and
- £nil (2021: £4,000 creditor) due from Zurich Assurance Ltd.

Creditors:

- £534,000 (2021: £107,000) due to Zurich Employment Services Limited;
- £3,000 (2021: £3,000) due to Allied Dunbar Assurance Plc; and

All grant payments were in line with the current governance arrangements and delegated authorities for approval of grants made by the Charitable Company.

There were no grants paid (2021: £15,000) to the Swindon Therapy Centre for Multiple Sclerosis, a partner within the Zurich Cares programme, of which Tim Culling, a Director of the Charitable Company has been a trustee since 2014.

ZURICH COMMUNITY TRUST (UK) LIMITED

England & Wales - Charity number 266983

Accounts

Company Registration No. 01154049 (England and Wales)

Charity Registration No. 266983

ZURICH COMMUNITY TRUST (UK) LIMITED

(a Company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2021

INTERNAL USE ONLY

Reference and administrative details

Company status

The Charitable Company, Zurich Community Trust (UK) Limited (the "Trust") is a company limited by guarantee and does not have share capital. Each member has guaranteed £1. The Charitable Company is incorporated in the United Kingdom ("UK"). The Charitable Company is a registered charity (registration number 266983). The registered address is:

Unity Place 1
Carfax Close
Swindon
SN1 1AP

Trustees

The Trustees are also the Directors of the Charitable Company for Companies Act purposes. All Trustee appointments are proposed by the Board of Trustees and approved by the members.

The Trustees who served during the year and who were in office up to the date of signing the financial statements were:

Tim Bailey
Steve Collinson
Tim Culling
Andrew Jepp
Wayne Myslik
Richard Peden

Qualifying third party indemnity provisions (as defined in Section 234(2) of the Companies Act 2006) have been in force for the benefit of Trustees during the year and remain in force as at the date of this Trustees' Report.

The Charitable Company's members are Zurich Financial Services (UKISA) Limited ("UKISA") and Zurich Financial Services (UKISA) Nominees Limited. The members' ultimate parent company is Zurich Insurance Group Ltd ("ZIG"), which is incorporated in Switzerland.

Related Party transactions are disclosed in Note 22.

In light of the Charitable Company's structure, the Trustees had no financial interest in the Charitable Company.

Key management personnel

The Head of the Charitable Company during 2021 was Steve Grimmett.

Bankers and independent auditor

The Charitable Company's bankers are:

Lloyds Bank plc
PO Box 72
Bailey Drive
Gillingham Business Park
Kent
ME8 0LS

INTERNAL USE ONLY

Reference and administrative details (continued)

Bankers and independent auditor (continued)

The Charitable Company's investment manager is:

Threadneedle Investment Services Limited
Cannon Place
78 Cannon Street
London
EC4N 6AG

The Charitable Company's independent auditor is:

Ernst & Young LLP
The Paragon
Counterslip
Bristol
BS1 6BX

INTERNAL USE ONLY

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

REPORT OF THE TRUSTEES

The Trustees are pleased to present their annual report together with the financial statements of the Charity for the year ending 31 December 2021. This report and financial statements are also prepared to meet the requirements for an annual report and financial statements for Companies Act purposes. The reference and administration details form part of the Trustees Report on pages 1 and 2.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)

The Charity has not prepared a strategic report as it has taken advantage of the exemption in this respect available for small companies (as defined in Section 381 of the Companies Act 2006).

Chair's report (from the Chair of the Trustees, Steve Collinson)

The past 12 months have been dominated by considerable uncertainty in our lives, but it has also been a period during which the UK voluntary sector has once again risen magnificently to the challenge of unprecedented demand against the backdrop of a difficult fundraising environment.

Throughout 2021, Zurich Community Trust continued to support its existing charity partners across the UK. Further funding has been provided and Zurich Community Trust has continued to develop its non-financial package of support that is available to each of our partners. The Board has greatly enjoyed and benefitted from hearing from one of our charity partners at each of our Board meetings throughout the year - all part of Zurich Community Trust being a learning and listening organisation.

The Trustees, members of the 'Trust Executive' and the Zurich Community Trust staff team have continued to drive forward a programme of work designed to make Zurich Community Trust a more diverse, equitable and inclusive organisation for the future.

In the Summer, the Trustees undertook an online governance review using the Digiboard platform together with a skills audit of the current Board of Trustees. This has helped to inform the decision to recruit two new trustees, for which we have engaged an external recruitment consultancy. It is planned that this exercise will be concluded by the end of 2022.

Zurich Community Trust has also been working with Action for Race Equality (formerly known as the 'Black Training Enterprise Group') throughout the second half of the year as we reviewed our grant application process and our communications to ensure Zurich Community Trust is a trust for the whole of the UK. Building on the adoption of a new 'Diversity Equity and Inclusion' policy for Zurich Community Trust, our search for new charity partnerships began in late 2021 with a significant change to our application process from that which was used before. The aim of this work is to ensure that our process is as open and inclusive as possible with no inherent barriers. Zurich Community Trust is also working with the 'Oxford Consultants for Social Inclusion' as we look to use data to a greater degree to ensure our future charity partners are geographically targeted to where the need is greatest.

Following the Strategic Review undertaken in early 2020, the Board took the opportunity during 2021 to refresh its Articles of Association and to also develop a combined 'Investment and Reserves Policy' to help guide the work of Zurich Community Trust.

With safeguarding being such an important topic not just for our volunteers but also for those we fund through our charity partnerships, we were delighted to work with the Zurich UK business in 2021 to develop a mandatory safeguarding training module to all Zurich UK employees during the year.

INTERNAL USE ONLY

Chair's report (from the Chair of the Trustees, Steve Collinson) (continued)

The members of the 'Trust Executive' which has delegated powers from the Board of Trustees have been working closely with members of the Zurich Community Trust team on three priority areas for the future. Those being 'Diversity, Equity and Inclusion', 'Employee Engagement' and 'Data'. Earlier in this report some of the work we are undertaking to become a more diverse, equitable and inclusive organisation has been mentioned. Alongside this we are also considering how to best engage the employees of Zurich UK in a post pandemic world of work. Underpinning each of these areas is a desire to become a more data-informed organisation that will help shape and inform all the areas of Zurich Community Trust's work in the future.

The involvement of Zurich employees is at the heart of Zurich Community Trust's programmes and we were delighted to see a return to face-to-face fundraising in the summer after a gap of 616 days. Our flagship volunteering programme 'Challenge' has also been an enormous success this year both through its Summer and Festive launches. More of this programme is now delivered virtually, however we were delighted to see the number of projects benefitting charities across the UK at the same level as prior to the onset of the pandemic.

The Trustees look forward to continuing our work in 2022 when we will welcome many new charity partners, as we start to build up to celebrating Zurich Community Trust's 50th year in 2023.

Our purposes and activities

The Charitable Company is a public benefit entity therefore the Trustees of the Charitable Company consider all Charity Commission guidance on public benefit.

Zurich Community Trust has been a contributor to the Fundraising Regulator via its voluntary levy since the Regulator's inception and continues to do so. Fundraising from both Zurich UK employees and the wider community is undertaken by Zurich Community Trust to part fund its grant making programmes. Zurich Community Trust ensures that it is aware of the latest Code of Fundraising Practice and adheres to its suggested behaviours and standards in all of its fundraising.

Zurich Community Trust also has a Complaints Policy that can be found from the front page of the Zurich Community Trust's website where the complainant is also able to download a complaints form.

The Board is responsible for setting the strategic direction of the charity. It delegates certain responsibilities to the Zurich Community Trust 'Trust Executive'. Such delegated matters include an annual review of Zurich Community Trust's policies, monitoring against progress and targets, communication and advocacy and impact measurement.

Zurich UK employees are also involved in the decision making of Zurich Community Trust's charity partners both locally and nationally. Opinions were sought from employees in March 2021 with a view to new partnerships commencing throughout 2022. In April/May 2022, Zurich UK employees were given the opportunity to vote for one of two finalist charities across the three cause areas chosen by employees 12 months earlier to become Zurich Community Trust's new national partners. The three cause areas were mental health, dementia and food poverty. Almost 1800 employees cast their vote during the aforementioned roadshows with the three charities receiving most votes in each category being Barnardo's, Dementia UK and Magic Breakfast. New two year partnerships will commence with each of these with effect from 1 July 2022 with each charity receiving £300,000 over two years.

Zurich Community Trust is not affiliated with any umbrella groups or part of any wider network. Zurich Community Trust's major donor is the Zurich UK business and as such has a very close working relationship with the employees of Zurich UK. Zurich Community Trust also has a close working relationship with the Zurich Group's charitable foundation, "Z Zurich Foundation". 2021 saw Zurich Community Trust benefit from two major donations from Z Zurich Foundation to part-fund a continuation of the relationship with the charity, Good Gym and also to fund a new service with the charity, Mind in Haringey.

INTERNAL USE ONLY

Our purposes and activities (continued)

The Charitable Company fulfils its objective through:

- charity partnerships both at a local and national level across the UK encompassing a package of both financial and non-financial support; and
- an employee volunteering and fundraising programme engaging the employees of Zurich UK.

The Charitable Company manages all expenditure associated with all programmes. As well as making charitable grants, a significant amount of the Charitable Company's staff time is committed to the community through working in partnership with charity partners and by brokering the volunteering needs of the voluntary sector with time and skills available from employees within the Zurich business.

Allocation of resources:

	2021	2020
Charitable activities	**93%**	**91%**
Raising funds	**6%**	**6%**
Other	**1%**	**3%**

Charitable activities

The Charitable Company generates income from a range of activities:

- an annual donation from the Zurich UK businesses as part of an agreed funding track;
- regular voluntary donations through payroll giving from Zurich employees;
- operating a monthly society lottery;
- Zurich UK employee fundraising activity such as raffles, sweepstakes – although this has been impacted as a result of Zurich UK employees not returning to the office to pre-pandemic levels until much later in 2021; and
- larger scale fundraising events such as abseils, London Marathon, Great South Run (although it should be noted that this type of fundraising was unable to take place as hoped throughout 2021 due to the COVID-19 pandemic restrictions).

The Trustees receive fortnightly activity updates as well as other regular progress reports and financial management information which includes information on fundraising income and expenditure.

The Trustees have a continuing focus to ensure that the ratio of resources applied to generating income is appropriate for the Charitable Company.

Focus of charitable activity spend:

	2021	2020
Employee Involvement programmes	**90%**	**75%**
Volunteering	**9%**	**12%**
Long term Strategic Programmes	**1%**	**11%**
The Openwork Foundation	**-**	**2%**

Employee Involvement Programme

Zurich UK provides business time to enable employees to volunteer in the community and become involved in organising and managing fundraising events and volunteering schemes. As a result of the pandemic, the nature of employee involvement activity looked fundamentally different with the vast majority of activity being undertaken on a virtual basis.

INTERNAL USE ONLY

Our purposes and activities (continued)

Long Term Strategic Programmes

As a result of the Strategic Review conducted by Trustees and the Head of Zurich Community Trust in early 2020, the decision was made to no longer invest in what had been referred to as "Long Term Strategic Programmes". The result of this was that the final payment was made under the 'Generation Gains' programme in 2020 and this programme ceased that year. As a result of this broader strategy decision no new programmes of this nature have been created or funded.

The Openwork Foundation

The Openwork Foundation formally separated from Zurich Community Trust on 31 December 2019. There are residual amounts of money that flow from Zurich Community Trust to the Openwork Foundation as a consequence of small number of historical 'deed of covenants' by Openwork Foundation donors not yet updated.

The breakdown of spend on the Employee Involvement Programme:

	2021	2020
Local Grants and Partnerships	**37%**	**36%**
National Partners	**21%**	**14%**
Employee Nominated Grants	**12%**	**11%**
Volunteering Support Costs	**9%**	**14%**
Other Support Costs	**21%**	**25%**

National and Local grant programmes

The social issues supported through the Employee Involvement Programmes were:

	2021	2020
Mental Health	29%	21%
Physical Disability/Learning Difficulties	10%	12%
Education	10%	-
Homelessness	10%	6%
Health Impairment	8%	20%
Older People	8%	11%
Young People	4%	12%
Carers	4%	-
Bereavement	3%	3%
Emergency Relief	3%	3%
Economic Disadvantage	2%	3%
Community Development	2%	-
Crime/Gangs	2%	-
Life Limiting Conditions	1%	2%
Domestic Abuse	1%	-
Other	3%	7%

INTERNAL USE ONLY

Our purposes and activities (continued)

National and Local grant programmes (continued)

Throughout 2021, Zurich Community Trust decided to continue funding its existing local and national charity partnerships with further payments. This was a further extension of the support given in 2020 due to the ongoing pressures facing the charities caused by the COVID-19 pandemic.

As can be seen from above, Zurich Community Trust continues to support a wide range of issues with 'mental health' being the single largest cause. The above also shows that 10% of its support is now focused on education and this is reflective of a new partnership with Teach First that commenced on 1 March 2021. This new partnership is initially for three years with the option to extend to extend for a further two years.

Central to Zurich Community Trust's partnership approach is making our partners aware of a constantly evolving non-financial package of support that Zurich Community Trust was building throughout the year, including the offering of 15 places to our charity partners to join a 13 month fundraising apprenticeship, funded from the Apprenticeship Levy that Zurich UK pays. The quote below from one of our partner charities is evidence of the feedback to our 2021 approach with particular reference to Zurich Community Trust's 'Advisory Council' comprised of several of Zurich Community Trust's charity partners.

"*I need to express how refreshing it is that a funder / body supporting charities truly wants to understand what it is that charities genuinely need and how they work. I have been fundraising now for over 20 years and so often have realised that the vast majority of funders from statutory bodies, to individual donors and corporate givers are focused so heavily on what they themselves wish to give and how they want to benefit that they do not investigate what it is that the recipient charities truly need or how they operate. Having the council and this open, honest two-way communication is absolutely fantastic. Personally I also relish the chance to hear what the experience of other participants around the country and feel that participation in this group it is a wonderful learning opportunity*." Moyra Matravers, Oakleaf Enterprises

2021 saw a 12 month's extension to Zurich Community Trust's existing three-year partnerships with two national charities, Dementia UK and Place2Be. Both charities received a further donation of £100,000 in March 2021 representing the final payments of Zurich Community Trust's current partnership.

Dementia UK

In 2021 Zurich Community Trust's funding continued to cover the cost of full-time Helpline Admiral Nurse Vicky Wheeler and to support the running costs of the Admiral Nurse Dementia Helpline. It was another record year for the Helpline, with a total of 29,636 callers - 7% higher than 2020 (and 43% higher than 2019).

Although COVID-19 remained a factor, with the number of direct COVID-related enquiries peaking in January 2021, it steadily diminished throughout the year. Nevertheless, severe challenges clearly remain for those seeking a dementia diagnosis or needing to access care and this was reflected in the six most common reasons people contacted the Helpline in 2021:

- Accessing Support (10,434)
- Dementia; understanding and support (5,324)
- Behaviour (5,215)
- Getting a Diagnosis (5,163)
- Psychological emotional support (4,673)
- Care Options (4,357)

Calls came from right across the UK and 91% of callers were carers with 33% of cases being re-opened, highlighting the large number of people who contacted the Helpline more than once in 2021.

INTERNAL USE ONLY

Our purposes and activities (continued)

Place2Be

Children's mental health charity, Place2Be, works within the school setting, giving children easy access to support. Place2Be now provide an embedded mental health service in over 400 UK primary and secondary schools supporting a school community of around 225,000 children and young people.

Our funding continues to support up to 4,500 children in deprived communities across 10 schools in Birmingham, London, Leeds, Glasgow, Manchester and Cardiff.

Over the 2020-21 academic year, Place2Be delivered direct support to 30,359 children and young people and delivered 58,240 one-to-one counselling sessions, 56,728 Place2Talk sessions and 454 group counselling sessions.

From September 2021 to January 2022, Place2Be supported 21,480 children and young people, delivering 56,858 different support sessions. This included one-to-one counselling, Place2Talk (Place2Be's self-referral drop in service), group counselling, Place2Think (support service for teachers) and PIPT (a service for parents to help strengthen the relationship with their child).

Place2Be have delivered over 2,000 sessions for parents and 2,500 sessions for school staff.

GoodGym

In March 2021, Zurich Community Trust successfully applied for an additional £80,000 from Z Zurich Foundation towards the continuation of Zurich Community Trust's partnership with GoodGym to support their pandemic relief work supporting vulnerable people who were isolating. Zurich Community Trust matched this donation by 100% to make a total grant of £160,000.

This extended Zurich Community Trust's partnership until March 2022 with the donation supporting the overall running costs of GoodGym

Throughout 2021, GoodGym community completed 43,911 good deeds across the UK. Each good deed improved the wellbeing of the GoodGym volunteer who carried out the good deed as well as at least one beneficiary of the good deed, thus creating a mutually beneficial circle of happier, healthier and better-connected communities all over the UK.

GoodGym completed 4,126 missions throughout 2021 helping older people. During peak lockdown periods these "missions" provided life-saving food deliveries or prescription or medicine collections.

GoodGym members logged 3,854 coach visits. These "coach visits" are befriending sessions between a GoodGym member and an isolated older person living in their community. Ordinarily these are face to face visits but during lockdown peaks these were carried out by phone calls or letters. GoodGym also facilitated 10,186 group sessions, and although lockdowns limited their capacity, they were a vital tool to building back communities post isolation periods.

Overall, the GoodGym community cycled, walked or ran 755,302 kms.

In September 2021, Zurich Community Trust began a new application process in the search for new national partnerships. This new process has been informed through Zurich Community Trust's work with the Action for Race Equality. In April/May 2022, Zurich UK employees were given the opportunity to vote for one of two finalist charities across the three cause areas chosen by employees 12 months earlier to become Zurich Community Trust's new national partners. The three cause areas were mental health, dementia and food poverty. Almost 1800 employees cast their vote during the aforementioned roadshows with the three charities receiving most votes in each category being Barnardo's, Dementia UK and Magic Breakfast. New two year partnerships commenced with each of these with effect from 1 July 2022 with each charity receiving £300,000 over two years.

INTERNAL USE ONLY

Our purposes and activities (continued)

Children & Young People's Mental Health Coalition

Throughout 2021 Zurich Community Trust continued to support a modest investment in the Children and Young People's Mental Health Coalition which is hosted by the Centre for Mental Health. This continuation of funding builds on Zurich Community Trust being a founder funder to the Coalition and provides Zurich Community Trust with invaluable insight into infants, children's and young people's mental health.

Zurich Community Trust has been a funder of the Children and Young People's Mental Health Coalition ("the Coalition) since its inception in 2010.

Over the last couple of years Zurich Community Trust have focussed on supporting the Coalition to become more financially sustainable, with June 2021 scheduled to be the final payment. However due to the impact of the pandemic on children and young people's mental health, Zurich Community Trust decided to extend the annual funding of £20,000 for a further 3 years, with the final payment now scheduled for June 2024.

The Coalition continues to grow and now has over 246 members who come together to provide a strong unified voice speaking out on children and young people's mental health.

Zurich Community Trust also funded the Coalition to complete an economic analysis of the youth mental health sector with the view to influencing the Government's spending review. This was in partnership with the Centre for Mental Health and was completed and published in December 2021.

Achievements and performance

Zurich Community Trust's grant making and volunteer programmes in the UK during 2021 helped "to improve the lives of people during times of vulnerability".

In 2020, the Trustees agreed that this Mission Statement would be delivered by "Improving lives by supporting wellbeing and inclusion initiatives" and "Building more resilient and sustainable communities" and this was very much still the focus throughout 2021. This approach improved the alignment with the sustainability framework of our main donor, Zurich UK together with the aims of the Z Zurich Foundation (Zurich's Global Foundation), whilst continuing to focus on delivering public benefit.

Zurich Community Trust undertakes an annual planning exercise with the Zurich Community Trust team and the Zurich Community Trust 'Trust Executive' that is signed off by the Trustees. These plansinvolve both numerical targets and targets relating to the impact of the programmes operated by Zurich Community Trust.

As highlighted in the Chairs Report the members of the 'Trust Executive' which has delegated powers from the Board of Trustees have been working closely with members of the Zurich Community Trust team on three priority areas for the future. These are 'Diversity, Equity and Inclusion', 'Employee Engagement' and 'Data'.

Earlier in this report some of the work Zurich Community Trust is undertaking to become a more diverse, equitable and inclusive organisation has been mentioned. Alongside this Zurich Community Trust is also considering how to best engage the employees of Zurich UK in a post pandemic world ofwork. Underpinning each of these areas is a desire to become a more data-informed organisation thatwill help shape and inform all the areas of Zurich Community Trust's work in the future.

INTERNAL USE ONLY

Our purposes and activities (continued)

Achievements and performance (Continued)

Zurich Community Trust measures the impact of its funding programmes through annual feedback fromits charitable partners, both locally and nationally. As a significant part of Zurich Community Trust's partnership approach is focused on the non-financial support that is offered in addition to cash grants, the feedback seeks to obtain a holistic view on the whole partnership, whilst clearly allowing for specific feedback on separate elements within that. For all multi-year funding partnerships, a condition of future years funding is the receipt of a satisfactory impact/progress report.

In addition to Zurich Community Trust's grant making, a wide range of volunteering activity is brokered. This also seeks to further the aim of helping to improve the lives of people during times of vulnerability, whether this is through the donation of time or skills. As mentioned above with the grants,feedback is sought from the organisation who an individual has volunteered with to understand the impact achieved and demonstrate the fulfilment of Zurich Community Trust's aims and objectives.

Fundraising

The Charity does not engage professional fundraisers and raises funds from the Zurich UK business, its employees, key supplier employees and Zurich's global foundation, Z Zurich Foundation. Fundraising from members of the public is limited and mainly occurs through sponsorship donations employees may seek when they are taking part in fundraising events, most of which flows in through online giving sites.

Occasionally external friends and family members of employees are engaged in key fundraising events for example the London Marathon if places are not fulfilled from Zurich UK employees alone. The Charity is a funded and compliant member of the Fundraising Regulator. During 2021 the Charity received no complaints on its fundraising practices.

2021 Objectives

Following the implementation of Zurich Community Trust's 'COVID-19 Response Plan' in 2020, the Trust continued to work with the same charitable partners throughout 2021. These partnerships were due to expire in 2020, however the Trustees agreed that it was the right decision to extend each of these partnerships for a further 12 months.

The key focus areas for 2021 were:

- to continue to financially support Zurich Community Trust's existing charitable partners through alocal and national grants programme;
- to commence planning for the selection of new charitable partners in 2022;
- to launch a new education programme with the charity, Teach First;
- to review the Trust's grant making and other programmes through a Diversity, Equality and Inclusion' lens;
- to increase fundraising per head of Zurich UK employees by 30%;
- similarly, to increase participation in volunteering activity in 2021 from the suppressed levels in 2020, whilst noting activities may be restricted by the UK Government's pandemic restrictions;
- to develop a non-financial package of support to complement the cash grants given to the Trust's charitable partners, including the creation of an 'Advisory Council' comprising a number of Zurich Community Trust's charitable partners to help inform Zurich Community Trust's partnership package.

INTERNAL USE ONLY

Achievements and performance (continued)

2021 Objectives (continued)

During 2021, £2,328,000 (2020: 2,273,00) was given out in Grants, the vast majority of which was grants supporting existing partnerships.

Included within the above figure was a £160,000 grant to the charity Good Gym following on from the £200,000 grant given to GoodGym in 2020. In 2021, Zurich's global foundation "Z Zurich Foundation" contributed £80,000 towards this as part of their ongoing global COVID-19 response. In addition, Zurich Community Trust was delighted to receive a further £80,000 from Z Zurich Foundation to fund a new mental health intervention with the charity, Mind in Haringey. This complemented monies already provided to Mind in Haringey as one of Zurich Community Trust's existing partners.

During 2021, the Trust was able to launch both the Spring/Summer and Christmas launches of our flagship volunteering programme 'Challenge'. Due to ongoing COVID-19 restrictions, all of the projects delivered as part of our Spring/Summer launch were virtual, whereas for the Christmas programme, that was launched in October 2021, we were able to offer a mixture of virtual and face to face projects. To assist Zurich UK employees in undertaking these projects, Zurich Community Trust provided each team with £500 per project. The Trustees are delighted that the overall take-up between these two launches with 249 projects being completed across the UK.

Overall Zurich Community Trust brokered 5,556 hours of volunteering (2020: 5,397 hours) throughout 2021. This was less than 20% of what had been delivered in 2019, pre-pandemic and is reflective of Government COVID-19 restrictions at various stages throughout 2021. With employee fundraising, the Trustees were delighted that the Summer saw the first face to face fundraising event in 616 days with an abseil in Portsmouth. This was followed by ten fundraisers running the London Marathon in October. The hope is that Zurich Community Trust will see a return to more normal levels of fundraising events in 2022 and as such a programme of events has been prepared and advertised.

Income from donations and legacies

In addition to the £2.6m donation from Zurich UK Business (2020: £2.6m) and £0.2m of donated services (2020: £0.6m), £0.2m (2020: £0.2m) was raised via Zurich employees and £0.2m (2020: £0.2m) from Z Zurich Foundation. In 2021 this was achieved through regular giving and various fundraising activities as shown in the table below:

Analysis of income:

Income excluding the donation from Zurich UK businesses and donated services is set out below:

	2021	2020
ZZF Foundation	32%	46%
Regular Giving	29%	23%
Staff (and Advisor Fundraising)	19%	8%
Charity Lottery	12%	10%
Treks and Runs	4%	3%
Other	4%	10%

INTERNAL USE ONLY

Achievements and performance (continued)

Investment powers, policy, and performance

In August 2021, the Trustees agreed a combined 'Investment and Reserves Policy'. Zurich Community Trust seeks to maximise the social beneficial impact of the social investments through investments that deliver a positive social impact and development. These social investments should be in a low-risk portfolio with the aim of preserving the value of the investment in real terms, rather than creating excess returns or risk. Unrestricted reserves are invested in the Threadneedle UK Social Bond Fund established in 2014.

The Bond has delivered an annualised financial return of -1.7% (2020: 4.5%) and the value of the investment decreased between December 2020 and December 2021 by 1.6% (2020: 4.8% increase). As well as this financial return the Bond invested in the following eight core social outcome areas:

- Affordable Housing & Property;
- Community Services;
- Education, Learning & Skills;
- Employment & Training;
- Financial Inclusion;
- Health & Social Care
- Transport & Communications Infrastructure; and
- Utilities & the environment.

Plans for future periods

Building on the progress made in 2021, Zurich Community Trust is undertaking a thorough exercise throughout 2022 leading to a refresh of Zurich Community Trust's charitable partners. There will be both new local and national partnerships and will focus on those charities supporting mental health, dementia, poverty, homelessness and loneliness and isolation.

A key element of our future partnerships will be ensuring that we are working with partners who truly support all sections of their community. Diversity, equity and inclusion will again be centre stage in 2022 as prospective partners will be asked to outline how their services are diverse, equitable and inclusive. Zurich Community Trust will also explore ways in which we can support our future charitablepartners to become more sustainable.

As a continuation to that started in 2021, Zurich Community Trust will look to constantly evolve its package of non-financial support to ensure that it is adds true value to the partner organisations.

Financial review

Reserves policy

Unrestricted funds are needed to enable the Zurich Community Trust to cover its core funding to manage its commitments and longer-term programmes should the current funding arrangement with the UK Zurich businesses change or cease.

In August 2021, the Trustees agreed a combined 'Investment and Reserves Policy' The Trustees took this opportunity to revise its Reserves position so as to maximise the amount of monies available for its grant programmes. Zurich Community Trust's reserves policy is to hold a general reserve equating to approximately six months running costs of salaries and expenses of the Zurich Community Trust team and an additional six months funding to Zurich Community Trust's local partnerships. This will enable Zurich Community Trust to cover its core funding to manage its commitments and longer-term local partnerships should the current funding arrangement with the Zurich UK business change or cease.

INTERNAL USE ONLY

Financial review (continued)

Reserves policy (continued)

Restricted funds can only be expended in accordance with specific restrictions, arising either by the wishes of the donor or by the nature of the appeal.

The position of reserves in relation to the agreed policy is regularly reviewed by the Head of Zurich Community Trust and the Chair of Zurich Community Trust and was reviewed by the Board of Trustees on 23 February 2021.

At the end of 2021 the level of reserves were in line with the policy.

The Trustees are satisfied that Zurich Community Trust has access to adequate resources to enable it to continue in operational existence for a period of twelve months from the date of approval of these financial statements and, accordingly, it is appropriate to continue to use the going concern basis in preparing the financial statements.

During the year Zurich Community Trust's general funds decreased from £4,696,000 to £3,252,000.

Restricted funds for 2021 is £7,000 (2020: £7,000).

Designated funds include funds set aside for the support of various long-term projects and an undertaking to match fundraising income generated by Zurich UK employees where those employees have made a non-binding preference for specific charities to benefit from the fundraising activities they have undertaken.

Designated funds have increased from £311,000 to £1,534,000. The purpose of these funds is detailed in Note 18 in the financial statements.

Going concern

The Trustees are satisfied that Zurich Community Trust can continue to use the going concern basis in preparing the financial statements. In making this assessment the Trustees have considered the projected cash flows of Zurich Community Trust which show that Zurich Community Trust has sufficient resources for 12 months from the date of approval of these financial statements.

At the time of signing of these financial statements, the aggression of the Russian government on Ukraine and the resulting war along with the sanctions subsequently imposed on Russia is having no significant impact on the Charitable Company and its operations and it is not envisaged that this will do so in the 12 months from the date of approval of these financial statements.

Independent auditor

Ernst & Young LLP ("EY") was appointed as external auditor for the company on 28 April 2022, with effect for the period commencing from 1 January 2021 and have expressed their willingness to accept reappointment.

INTERNAL USE ONLY

Structure, governance and management

Recruiting and training Trustees

The current Articles support a minimum of five Trustees, of which at least two must be independent from the Zurich business. At the end of 2021 there were six active Trustees with two pending vacancies.

The Trustees are working with a trustee recruitment consultancy, BAME Recruitment who will work with the Chair to commence the search, which we anticipate concluding in the second half of 2022. The Trustees who work for Zurich are selected based on their ability to be effective Trustees and to provide the required level of influence within Zurich to enable Zurich Community Trust to achieve its objectives. All Trustee appointments are proposed and approved by the Board of Trustees.

The induction and training of Trustees is led by the Chair and the Head of Zurich Community Trust and based on 'The Good Trustee Guide' produced by the National Council for Voluntary Organisations (NCVO). On appointment each Trustee is required to read and sign a Code of Conduct. In addition Trustees who are external to Zurich receive a specific induction session about the Zurich business to better understand the key stakeholder and donor population of Zurich Community Trust. The Trustees receive any relevant updates and guidance on their role as Trustees of Zurich Community Trust. The effectiveness of the current Zurich Community Trust Board is reviewed by the Chair in consultation with the Trustees.

Organisational structure

Whilst Zurich Community Trust is linked to Zurich, the Board of Trustees operate independently in the best interests of Zurich Community Trust. The Board of Trustees is supported, via documents of delegation which includes the Board Charter and respective Committees 'Terms of Reference' and by delegations to the Head of Zurich Community Trust and the Zurich Community Trust (UK) Limited 'Trust Executive' Committee. The former has delegated responsibilities for the day-to-day running of Zurich Community Trust and the latter has key delegated responsibilities for oversight of operational matters. In all cases there are agreed guidelines for approval by Zurich Community Trust's Trust Board of Trustees and once a year there is a joint meeting of the Zurich Community Trust Board of Trustees and the Zurich Community Trust 'Trust Executive' committee to agree plans and targets for the year.

There is also a separate Remuneration Committee ("Committee") which consists of four Trustees with at least one Trustee independent from Zurich. Currently, the committee is chaired by Andrew Jepp and includes Steve Collinson, Tim Culling and Wayne Myslik.

There is also a separate Audit, Finance and Risk Committee consisting three Trustees including at least one independent from Zurich. The Trustees delegate oversight of the external audit to this committee. Currently, this committee is chaired by Richard Peden and includes Tim Culling and Wayne Myslik and is also joined by Richard Gaskell, a member of the Zurich Community Trust 'Trust Executive' committee.

Zurich Community Trust works in collaboration with a variety of charity partners to help support themin achieving their respective agreed objectives.

Risk management and Principal risks and uncertainties

The Charitable Company has a strong risk management and governance framework in place. The Charitable Company is exposed to business and financial risk through its financial assets and financial liabilities. The specific financial risks are limited to liquidity risk and credit risk.

INTERNAL USE ONLY

Structure, governance and management (continued)

Business risk
The trustees recognise, monitor and regularly discuss the current macro-economic climate and its impacts on both the Charitable Company and the recipients of the Charitable Company's work, as well as understanding the ongoing pressures on charities brought about by the COVID-19 pandemic. As a result, the Trustees believe the Charitable Company is well positioned to support the needs of the organisations the Charitable Company partner with from both a financial and a non-financial package of support standpoint.

Other business risks include:
- reliance on Zurich UK operations for support in IT, HR, Facilities and Finance;
- a safeguarding issue arising in connection with a charity that Zurich Community Trust has funded; or
- volunteering activity brokered by Zurich Community Trust triggering a safeguarding issue or transmission of an infection.

As a funder of other organisations, the Charities Commission have imposed a responsibility on Zurich Community Trust to undertake due diligence on organisations it funds to check its safeguarding policies and practices are compliant. There is a risk Zurich Community Trust could be involved in financially supporting an organisation where there is a safeguarding breach with the potential consequent reputational damage.

Zurich Community Trust's Total Risk Profile also covers the potential risk relating to a safeguarding issue arising out of a volunteering activity brokered by Zurich Community Trust. This could involve a Zurich UK employee being accused of a safeguarding incident or the Zurich UK volunteer could be exposed to a safeguarding incident at the organisation where they are working. First and foremost exists the risk to the person who may be harmed but also the potential consequent reputational damage.

During 2021, Zurich Community Trust worked with the Zurich UK business to roll out a mandatory safeguarding training module to all Zurich UK employees, including the Zurich Community Trust team.

Liquidity risk
Liquidity risk is the risk that cash may not be available to pay obligations when due at a reasonable cost due to the potential loss of donation income and engagement from Zurich due to competing demands on employees' time and the move to home/agile working.

Zurich Community Trust's finances are actively managed and monitored to ensure that sufficient funds are available to meet liabilities as they fall due. The Trustees are of the opinion that any liquidity risk that Zurich Community Trust faces is mitigated.

Credit risk
Credit risk is the risk that a counterparty will be unable to pay amounts in full when due.

INTERNAL USE ONLY

Structure, governance and management (continued)

Pay and remuneration

Zurich Community Trust's Remuneration Committee has delegated authority to assess and agree the annual performance salary ranges for those working in the Zurich Community Trust team. This is reviewed every year using a combination of an external voluntary sector salary survey coupled with data shared with Zurich Community Trust from the Zurich UK's Reward team for Community Investment roles. Roles are benchmarked to relevant data and to each other.

The Remuneration Committee consists of three Trustees, including at least one Trustee independent from Zurich. The Committee is delegated to assess and agree the annual performance of Zurich Community Trust and to review the external benchmarking of salaries and performance bonus to ensure that the Zurich Community Trust teams' remuneration is in line with the policy and in the best interests of Zurich Community Trust.

An annual budget for salary review is agreed by the Trustees taking into account market data. This budget is used on an annual basis to move people competent in their roles and delivering successful performances towards the market mid-point on the relevant salary range.

Zurich Community Trust operates a performance related bonus scheme, independent from the Zurich business scheme. Each year the Trustees approve a series of delivery targets that the Zurich Community Trust team is measured against. The Remuneration Committee meets in February each year to decide how well the Zurich Community Trust team has delivered against these targets to determine if a performance bonus should be paid and if so, at what level. Individual performance is also measured and combined with the performance of Zurich Community Trust when determining any individual performance related bonuses.

All the running costs of Zurich Community Trust, including salary and bonus, are funded from the annual donation from the Zurich UK business.

Statement of Trustees' responsibilities

The following statement sets out the responsibilities of the Trustees (who are also Directors of Zurich Community Trust for the purposes of company law) in relation to the financial statements of Zurich Community Trust.

The Trustees are responsible for preparing the Trustees' Report and financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of Zurich Community Trust and of the incoming resources and application of resources, including the income and expenditure, of Zurich Community Trust for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principals in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis, where there are no material uncertainties about Zurich Community Trust's ability to continue, unless it is inappropriate to presume that Zurich Community Trust will continue to operate.

INTERNAL USE ONLY

Statement of Trustees' responsibilities (continued)

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain Zurich Community Trust's transactions and disclose with reasonable accuracy at any time the financial position of Zurich Community Trust and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of Zurich Community Trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as each Trustee is aware, there is no relevant audit information of which Zurich Community Trust's auditor is unaware.

Each Trustee has taken all the steps that they ought to have taken as a Trustee in order to make themselves aware of any relevant audit information and to establish that Zurich Community Trust's auditor is aware of that information.

The Trustees consider that they have pursued the actions necessary to meet their responsibilities as set out in this statement.

On behalf of the Board of Trustees

Trustee .....

Name Steve Collinson .....

Date 8 August 2022 .....

INTERNAL USE ONLY

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF ZURICH COMMUNITY TRUST (UK) LIMITED

Report on the audit of the financial statements

Opinion

We have audited the financial statements of Zurich Community Trust (UK) Limited ("Charitable Company")for the year ended 31 December 2021 which comprise the balance sheet; the statement of financial activities (incorporating an income and expenditure statement), and the statement of cash flows for the year then ended, and the related notes 1 to 22, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting standard applicable in the UK and Republic of Ireland".

In our opinion the financial statements:

- give a true and fair view of the state of the Charitable Company's affairs as at 31 December 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report below. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charitable Company's ability to continue as a going concern for a period of twelve months from the date of approval of these financial statements.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report. However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the trustee's ability to continue as a going concern.

INTERNAL USE ONLY

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained in the annual report.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in this report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of the other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit the information given in the trustees' report, for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the Charitable Company and its environment obtained in the course of the audit, we have identified no material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement as set out on page 3 the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charitable Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Charitable Company or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

INTERNAL USE ONLY

Responsibilities for the financial statements and the audit (continued)

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect irregularities, including fraud. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and management.

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the Charitable Company and determined that the most significant are those that relate to the reporting framework Financial Reporting Standard FRS 102 regulation in the United Kingdom and the Charities SORP.
- We understood how the charity is complying with those frameworks by making enquiries of management, those charged with governance, and those responsible for legal and compliance matters.
- We assessed the susceptibility of the Charitable Company's financial statements to material misstatement, including how fraud might occur by considering the controls that the Charitable company has established to address the risks identified by the entity and to prevent or detect fraud, including in a remote-working environment, and how management monitors these controls. We considered management's incentives and opportunities for fraudulent manipulation of the financial statements, including management override of controls. We tested the appropriateness of journal entries recorded in the general ledger and evaluated the business rationale for significant and/or unusual manual transactions. We verified that the journals selected are supported, where appropriate, by appropriate source documentation.
- Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Our procedures involved making enquiries of those charged with governance and management and as a result of our enquiries, management is not aware of any non-compliance with laws and regulations affecting the financial statements. Based upon our enquiries, we are not aware of any instances of non-compliance with laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of this report

This report is made solely to the Charitable Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Ernst & Young LLP

Richard Page (Senior statutory auditor)
for and on behalf of Ernst & Young LLP, Statutory Auditor
Bristol
11 August 2022

INTERNAL USE ONLY

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (and summary income and expenditure account)

FOR THE YEAR ENDING 31 DECEMBER 2021

	Note	Unrestricted funds £'000	Restricted funds £'000	Total 2021 £'000
Income from:				
Donations and legacies	4	3,024	163	**3,187**
Charitable activities	5	41	136	**177**
Total		3,065	299	**3,364**
Expenditure on:				
Raising funds	7	(212)	-	**(212)**
Charitable activities	7	(2,912)	(378)	**(3,290)**
Other	7	(47)	-	**(47)**
Total		(3,171)	(378)	**(3,549)**
Net loss on investments	14	(36)	-	**(36)**
Net expenditure		(142)	(79)	(221)
Transfer between funds		(79)	79	-
Net movement in funds		(221)	-	(221)
Reconciliation of funds:				
Total funds brought forward		5,007	7	**5,014**
Total funds carried forward		4,786	7	**4,793**

All gains and losses recognised in the year are included in the Statement of Financial Activities. The prior year comparatives, for the year ended 2020, are shown on page 22.

INTERNAL USE ONLY

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (and summary income and expenditure account)

FOR THE YEAR ENDING 31 DECEMBER 2020

	Note	Unrestricted funds	Restricted funds	Total 2020
		£'000	£'000	£'000
Income from:				
Donations and legacies	4	3,363	230	**3,593**
Charitable activities	5	20	69	**89**
Investments	6	1	-	1
Total		3,384	299	**3,683**
Expenditure on:				
Raising funds	7	(243)	-	**(243)**
Charitable activities	7	(3,288)	(299)	**(3,587)**
Other	7	(106)	-	**(106)**
Total		(3,637)	(299)	**(3,936)**
Net gain on investments	14	96	-	**96**
Net expenditure		(156)	-	(156)
Transfer between funds		-	-	-
Net movement in funds		(156)	-	(156)
Reconciliation of funds:				
Total funds brought forward		5,162	7	**5,169**
Total funds carried forward		5,007	7	**5,014**

All gains and losses recognised in the year are included in the Statement of Financial Activities.

INTERNAL USE ONLY

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

BALANCE SHEET

AS AT 31 DECEMBER 2021

	Note	2021	2020
		£'000	£'000
Fixed assets			
Investments	14	**2,175**	2,211
		2,175	2,211
Current assets			
Debtors	15	**70**	242
Cash at bank and in hand	16	**2,701**	2,652
		2,771	2,894
Liabilities			
Creditors: amounts falling due within one year	17	**(153)**	(91)
Net current assets		**2,618**	2,803
Net assets		**4,793**	5,014
The funds of the Charitable Company:			
Unrestricted income funds			
General funds	19	**3,252**	4,696
Designated funds	19	**1,534**	311
		4,786	5,007
Restricted income funds	19	**7**	7
Total funds		**4,793**	5,014

The financial statements on pages 22 to 40 were approved by the Board of Trustees on 8 August 2022 and were signed on its behalf by:

Trustee .....

Name Steve Collinson.....

INTERNAL USE ONLY

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDING 31 DECEMBER 2021

	Note	**2021 £'000**	2020 £'000
Cash flows from operating activities			
Net cash provided by/(used in) operating activities	20	**49**	(956)
Cash flows from investing activities			
Dividends and interest from investments	6	**-**	1
Net cash provided by investing activities		**-**	1
Net increase/(decrease) in cash and cash equivalents		**49**	(955)
Cash and cash equivalents at the beginning of the Year		**2,652**	3,607
Cash and cash equivalents at the end of the Year		**2,701**	2,652
Analysis of cash and cash equivalents:			
Cash at bank and in hand	16	**2,701**	2,652
Cash and cash equivalents	21	**2,701**	2,652

INTERNAL USE ONLY

1. Statement of compliance

These financial statements have been prepared in compliance with United Kingdom Accounting Standards, including FRS 102 and the Companies Act 2006.

2. Accounting policy information

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented, unless otherwise stated.

2.1 Adoption of new and revised standards

There have been no changes that impact FRS102.

2.2 Basis of preparation

The Trustees are satisfied that the Charitable Company can continue to use the going concern basis in preparing the financial statements. In making this assessment the Trustees have considered the projected cash flows of the Charitable Company which show that the Charitable Company has sufficient resources for a period of twelve months from the date of approval of these financial statements.

The financial statements have been prepared under the historical cost convention, as modified for investments held at market value in accordance with the Companies Act 2006, the Statement of Recommended Practice 'Accounting and Reporting by Charities Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland' ("SORP") and the Charities Act 2011.

2.2 Statement of Financial Activities (and summary income and expenditure account) ("SoFA")

The Charitable Company is a registered charity and achievements cannot be measured by normal commercial criteria. Accordingly, the Trustees consider that it would be inappropriate to present a Profit and Loss Account in one of the formats set out in the Companies Act, and therefore, as permitted by that Act, and in order to reflect the special nature of the Company's activities and the SORP, the Trustees have presented a SoFA.

2.3 Income

Income from donations and legacies includes the amount receivable under Gift Aid from the UK staff of Zurich Employment Services Limited, Zurich Management Services Limited, Zurich Insurance Group Ltd and ZZF Foundation.

Income from Charitable Activities represents amounts receivable as a result of a variety of fundraising events and initiatives including events organised by Zurich group staff and Capita employees (working on an outsourced Zurich contract).

Income is recognised when it is probable that the economic benefit in respect of the income will flow to the Charity and when the Charity has the rights or other access to that economic benefit. Income from investments is also included in income.

All income relating to the reporting period to which the accounts relate is taken into account without regard to the date of payment or receipt.

INTERNAL USE ONLY

2. Accounting policy information (continued)

2.4 Expenditure

Expenditure is recognised when a liability or cost is incurred. Expenditure that relates to more than one cost category (support costs) has been apportioned across raising funds, charitable activities and other costs based on the percentage of resource utilisation on these activities. Expenditure includes recharges from other Zurich companies relating to staff costs.

Multi-year grant payments are accounted for in the year that they relate to. Additional years commitments are not included in the current year where there are conditions to be met before the future grant payment can be released.

Expenditure on charitable activities includes expenditure related to grant giving. Grants represent amounts payable and amounts authorised for payment, for which certain conditions have been met, to charities during the year. Each grant is recognised as an expense in when the liability is incurred. All grants made during the year supported the objectives of the Charitable Company and the recipient organisations.

Other costs include those incurred in the governance of the Charitable Company and its assets and are primarily associated with constitutional and statutory requirements.

2.5 Donated services

Donated services have been recognised at the Trustees' best estimate of their value. These are recognised as income from donations and legacies and expenditure on Charitable Activities, as required by the SORP.

2.6 Fund accounting

Unrestricted funds comprise accumulated surpluses and deficits on general funds. They are available for use at the discretion of the Trustees in furtherance of the general charitable objectives.

Designated funds are unrestricted funds earmarked by the Trustees for specific purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charitable Company for particular purposes.

2.7 Investments

Investments are valued at fair value, being the market value at the reporting date. Any fair value adjustments are recorded in the Statement of Financial Activities. Investments that have a maturity date of less than one year are recognised as current asset investments. Investments that have a maturity date of more than one year or no maturity date are recognised as fixed asset investments. Investment income is accounted for on an accruals basis.

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

INTERNAL USE ONLY

2. Accounting policy information (continued)

2.9 Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

2.10 Discontinued operations

The registration for The Openwork Foundation as a charity was granted by the Charities Commission on 25 July 2019.

The Charitable Company made a payment of £16,101 relating to monies received in 2020 from The Openwork Foundation donors, it will ensure a similar payment will take place for monies received during 2021.

3. Accounting policies and estimates

In the application of the company's accounting policies, management are required to make judgements and use certain estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The company currently does not have any critical judgements or use estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

4. Income from donations and legacies

	2021	2020
	£'000	£'000
Unrestricted funds		
Donation from Zurich UK Businesses	**2,649**	2,649
Regular Giving	**150**	99
Donated services	**206**	602
Other voluntary income	**8**	8
Tax recoverable on gift aided donations	**11**	5
	3,024	3,363
Restricted funds		
Donation from ZZF Foundation	**160**	200
Other voluntary income	**3**	30
	163	230
	3,187	3,593

INTERNAL USE ONLY

4. Income from donations and legacies (Continued)

Gift aid forms part of the Regular Giving amount. Gift Aid is donated on the understanding that the Charitable Company can use that donation for any purpose to further its own objectives, with no conditions attached.

5. Income from Charitable activities

	2021	2020
	£'000	£'000
Unrestricted funds:		
- Treks and Runs	**22**	14
- Staff and Advisor Fundraising	**19**	6
	41	20
Restricted funds:		
- Staff and Advisor Fundraising	**77**	28
- Lottery	**59**	41
	136	69
	177	89

6. Income from Investments

	2021	2020
	£'000	£'000
Bank interest	**-**	1
	-	1

INTERNAL USE ONLY

7. Analysis of expenditure

The Charitable Company allocates its expenditure as shown in the table below and then further apportions those costs between the three charitable activities undertaken (see Note 8). Support costs are allocated on a basis consistent with the use of resources.

	Other £'000	Raising Funds £'000	Charitable Activities £'000	**Total 2021 £'000**	Total 2020 £'000
Support Costs					
Staff and related costs	35	116	657	**808**	919
Fundraising expenses	-	19	-	**19**	1
Trading	-	6	-	**6**	(1)
Travel and accommodation	-	1	5	**6**	8
Stationery	-	-	1	**1**	7
Office equipment and IT	-	18	18	**36**	8
Miscellaneous	5	15	105	**125**	99
Lottery	-	11	-	**11**	11
Governance costs	-	-	3	**3**	9
Donated services	7	26	173	**206**	602
Total support costs	47	212	962	**1,221**	1,663
Charitable Donations	-	-	2,328	**2,328**	2,273
Total expenditure	47	212	3,290	**3,549**	3,936

Staff working on behalf of the Charitable Company are employed by Zurich Employment Services Limited ("ZES"). Staff costs are detailed in Note 10.

Governance support costs represent the portion of the fees borne by the Charitable Company for the audit of theCharitable Company's financial statements. Amount in excess of £3,000 is borne by Zurich Assurance Ltd ("ZAL") and recognised as part of donated services.

INTERNAL USE ONLY

8. Charitable activities

	Charitable activities £'000	Support Costs £'000	**Total 2021 £'000**	Total 2020 £'000
Trust:				
-Transformation Programmes	48	-	**48**	378
Zurich Cares:				
- Long-term Community Partnerships	675	319	**994**	744
- Local and Overseas Grant Programmes	1,589	359	**1,948**	1,951
	2,264	678	**2,942**	2,695
- Volunteering	-	284	**284**	449
Grant payable to Openwork Foundation	16	-	**16**	64
	2,328	962	**3,290**	3,587

A detailed analysis of grants made during the year can be found in Note 9. An analysis of support costs can be found in Note 7.

INTERNAL USE ONLY

9. Grants paid

	2021 £'000	**2021 £'000**	2020 £'000	2020 £'000
Transformation and Trust				
Call in Time Programme	-		38	
Generation Gains Programme	-		223	
Young People's Mental Health Programme	48		20	
		48		281
Zurich Cares				
Long-term Community Partnerships				
National Partners:				
- Dementia UK	100		175	
- Place2Be	100		150	
- Teach First	200		-	
- Other	275		127	
		675		452
Local Grants	1,188		1,136	
Employee Nominated Grants	401		340	
		1,589		1,476
Grant Payable to Openwork Foundation		16		64
		2,328		2,273

All grants payable are institutional grants. No grant payments have been made to individuals.

INTERNAL USE ONLY

9. Grants paid (continued)

The following represents those organisations benefitting from the highest value of grant payments made during the year. 'Other' is made up of grant payments totalling less than £30,000 to a single organisation.

	2021	2020
	£'000	£'000
TeachFirst	**200**	-
The GoodGym	**160**	200
Alzheimer's Society	**126**	-
Dementia UK	**108**	191
The Place2Be	**103**	166
Mind in Haringey	**115**	-
Step By Step	**65**	36
MISC (Payment to ZFF for India Appeal)	**63**	-
The Soup Kitchen	**56**	25
Phoenix Enterprises	**49**	-
The Centre for Mental Health	**48**	20
KIDS	**45**	-
SIFA Fireside	**43**	-
Ovacome	**36**	-
Oakleaf Enterprise	**35**	-
2 Wish Upon A Star	**35**	-
Chailey Heritage Foundation	**34**	-
The Open Door Centre	**30**	-
The Diana Award	**30**	40
Jacob Abraham Foundation	**30**	-
Wildhearts Talent Ltd	**30**	-
The Openwork Foundation	**16**	64
Call in Time	**-**	38
Greenwich Leisure Limited (Generation Gains Programme)	**-**	43
Aston Villa Foundation (Generation Gains Programme)	**-**	94
Saints Foundation (Generation Gains Programme)	**-**	66
University of Bath (Generation Gains Programme)	**-**	20
Age UK	**-**	75
National Emergencies Trust	**-**	37
Other	**871**	1,159
	2,328	2,273

INTERNAL USE ONLY

10. Staff

Staff are employed under contracts of employment with ZES. Staff costs recharged to the Charitable Company are included to the extent that these are separately identifiable.

	2021	2020
	No.	No.
The average number of employees working for the the Charitable Company during the year was:		
Charitable activities	**12**	14
Other	**2**	3
Raising Funds	**2**	1
	16	18

The aggregate payroll costs of these employees were:

	2021	2020
	£'000	£'000
Wages and salaries	**610**	659
Other pension costs	**71**	76
Social security costs	**59**	97
Employee benefits	**68**	87
	808	919

The number of employees whose emoluments as defined for taxation purposes amounted to over £60,000 in the year was as follows:

	2021	2020
£60,000 - £69,999	**-**	1
£70,000 - £79,999	**-**	-
£80,000 - £89,999	**1**	-
£90,000 - £99,999	**-**	1

The total emoluments paid to key management personnel during 2021 was £80,749 (2020: 93,000). There was one key management personnel during 2021 (2020: 1)

The Charitable Company is not the employing company for these staff and therefore no further pension disclosures or share based payment disclosures have been included in these financial statements. The costs are recharged from the employing company to the Charitable Company and the disclosures are available in the financial statements of the employing company noted above.

INTERNAL USE ONLY

11. Taxation

The Charitable Company is a registered charity, and as such is entitled to certain tax exemptions on income and profits from investments, and surpluses on any trading activities carried on in furtherance of the Charitable Company's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

12. Net expenditure

Net expenditure for the year is stated after charging/(crediting):

	2021	2020
	£'000	£'000
Auditor's remuneration in respect of audit services	**8**	9
Other interest receivable	**-**	(1)

Auditor's remuneration in respect of ZCT audit was £8,000 (2020: £9,000). The amount borne by ZCT totalled £3,000 (2020: £3,000). Audit fee borne by ZAL amounted to £5,000 (2020: £6,000).

13. Trustees' emoluments and expenses

No Trustees claimed travel and training expenses. (2020: nil).

No Trustee was paid in respect of services provided to the Charitable Company either by the Charitable Company or by a related party (2020: nil).

14. Fixed asset investments

	2021	2020
	£'000	£'000
Investment in 'UK Social Bond Fund'	**2,175**	2,211

	At 1 Jan 2021 £'000	Valuation movement £'000	At 31 Dec 2021 £'000
Investment in 'UK Social Bond Fund'	2,211	(36)	2,175

	At 1 Jan 2020 £'000	Valuation movement £'000	At 31 Dec 2020 £'000
Investment in 'UK Social Bond Fund'	2,115	96	2,211

INTERNAL USE ONLY

14. Fixed asset investments (continued)

There were no purchases or disposals in the investment in the 'UK Social Bond Fund' in the year. An unrealised loss on fixed asset investments of £36,000 (2020: unrealised gain of £96,000) was recognised in the year.

15. Debtors

	2021	2020
	£'000	£'000
Prepayments and accrued income	**19**	10
Amounts due from Zurich Insurance Group Ltd undertakings	**22**	207
Sundry debtors	**29**	24
	70	242

Amounts due from Zurich Insurance Group Ltd undertakings are unsecured, interest free and have no fixed date of repayment.

16. Cash at bank and in hand

	At 1 Jan 2021 £'000	Cash flows £'000	**At 31 Dec 2021 £'000**
Cash at bank and in hand	2,652	49	**2,701**

	At 1 Jan 2020 £'000	Cash flows £'000	**At 31 Dec 2020 £'000**
Cash at bank and in hand	3,607	(956)	**2,652**

17. Creditors: amounts falling due within one year

	2021	2020
	£'000	£'000
Grant payable to the Openwork Foundation	**16**	-
Amounts owed to Zurich Insurance Group Ltd Undertakings	**121**	22
Accruals and deferred Income	**16**	69
	153	91

INTERNAL USE ONLY

18. Statement of funds

	At 1 Jan 2021 £'000	Income £'000	Expenditure £'000	Investment Loss £'000	Transfers £'000	**At 31 Dec 2021 £'000**
General Funds	4,696	3,065	(3,171)	(36)	(1,302)	3,252
Designated Funds	311	-	-	-	1,223	1,534
Total Unrestricted Funds	5,007	3,065	(3,171)	(36)	(79)	4,786
Restricted Funds	7	299	(378)	-	79	7
Total Funds	5,014	3,364	(3,549)	(36)	-	4,793

	At 1 Jan 2020 £'000	Income £'000	Expenditure £'000	Investment gain £'000	Transfers £'000	**At 31 Dec 2020 £'000**
General Funds	1,362	3,384	(3,637)	(96)	3,490	4,696
Designated Funds	3,800	-	-	-	(3,490)	311
Total Unrestricted Funds	5,162	3,384	(3,637)	96	-	5,007
Restricted Funds	7	299	(299)	-	-	7
Total Funds	5,169	3,683	(3,936)	96	-	5,014

The general funds represent the free funds of the Charitable Company which are not designated for particular purposes and therefore have no trust law restrictions. Designated funds include funds set aside for the support of various long-term projects and an undertaking to match fundraising income generated by staff where those staff have made a non-binding preference for specific charities to benefit from the fundraising activities they have undertaken.

INTERNAL USE ONLY

18. Statement of funds (continued)

The designated fund has increased by £1,223,000 during 2021 (2020: decreased by £3,490,000). This increase reflected the impact of a transfer from the general fund to the designated fund net of expenditure in the year, following a change in strategic focus.

Restricted funds comprise funds raised by employees for specified charities. The Charitable Company can only use these funds as specified by the donor in accordance with Trust Law. The balance of £7,000 (2020: £7,000) represents the restricted funds raised which have not been expended by the end of the year.

	2021	2020
	£'000	£'000
Young Peoples Mental Health Programme A programme to provide support and preventative intervention to families dealing with mental health issues	**60**	-
Teach First	**400**	-
The short-term project commitments and future spend, for which designated funds have been set aside, include:		
Short-term project commitments	**205**	285
Income designated for future years	**869**	26
Total designated funds	**1,534**	311

INTERNAL USE ONLY

19. Analysis of net assets between funds

	Restricted funds £'000	Designated funds £'000	General funds £'000	**Total £'000**
Fund balances at 31 December 2021 are represented by:				
Fixed asset investments	-	-	2,175	**2,175**
Current assets	7	1,534	1,230	**2,771**
Creditors	-	-	(153)	**(153)**
Net assets	**7**	**1,534**	**3,252**	**4,793**

	Restricted funds £'000	Designated funds £'000	General funds £'000	**Total £'000**
Fund balances at 31 December 2020 are represented by:				
Fixed asset investments	-	-	2,211	**2,211**
Current assets	7	311	2,576	**2,894**
Creditors	-	-	(91)	**(91)**
Net assets	**7**	**311**	**4,696**	**5,014**

20. Reconciliation of net expenditure to net cash provided by / (used in) operating activities

	Note	**2021 £'000**	2020 £'000
Net expenditure for the reporting period		**(221)**	(156)
Adjustments for:			
Decrease / (Increase) in debtors	15	**172**	(164)
Increase / (Decrease) in creditors	17	**62**	(540)
Income from investments	6	**-**	(1)
Loss / (Gains) on investments	14	**36**	(96)
Net cash provided by / (used in) operating activities		**49**	(956)

INTERNAL USE ONLY

21. Analysis of changes in net funds

	At 1 Jan 2021	Cash flows	**At 31 Dec 2021**
	£'000	£'000	**£'000**
Cash at bank and in hand	2,652	49	**2,701**
Cash and cash equivalents	2,652	49	**2,701**

22. Related parties

a. Controlling parties

The Charitable Company's members are Zurich Financial Services (UKISA) Limited ("UKISA") and Zurich Financial Services (UKISA) Nominees Limited. The principal activity of UKISA is that of an investment holding company, and its main source of income is dividends received from its subsidiaries.

The results of the Charitable Company are not included in the financial statements of Zurich Financial Services (UKISA) Limited because the Trustees are required by legislation to act independently in the best interests of the Charitable Company.

The members' ultimate parent company and ultimate controlling party is Zurich Insurance Group Ltd, which is incorporated in Switzerland. The purpose of this company is to hold interests in companies active in the insurance services business, in particular in the areas of property and casualty and life insurance and asset management. Control can be exercised by the parent, for example through corporate trusteeship or through a power to appoint or remove the majority trustees. Copies of the consolidated financial statements of Zurich Insurance Group Ltd can be obtained from:

The Secretary
Mythenquai 2
8002 Zurich
Switzerland

Copies of the members' financial statements can be obtained from:

Unity Place 1, Carfax Close, Swindon , SN1 1AP

The Charitable Company's registered office address and legal form are detailed within 'Reference and administrative details' on pages 1 and 2.

INTERNAL USE ONLY

22. Related parties (continued)

b. Related party balances

Balances with Zurich Insurance Group Ltd undertakings are shown in Note 15 and 17. The balances are made up of:

Debtors:

- £18,000 (2020: £204,000) due from ZIP UK, and
- £4,000 (2020: £3,000 creditor) due from Zurich Assurance Ltd.

Creditors:

- £107,000 (2020: £16,000) due to: ZES
- £3,000 (2020: £6,000) due to Allied Dunbar Assurance Plc, and
- £100 (2020: £100) due to Community Trust Services Limited.

All grant payments were in line with the current governance arrangements and delegated authorities for approval of grants made by the Charitable Company.

Grants totalling £15,000 (2020: £15,000) were made to the Swindon Therapy Centre for Multiple Sclerosis, a long-term local community partner within the Zurich Cares programme, of which Tim Culling, a Director of the Charitable Company has been a trustee since 2014.

During 2021, charges were made by ZES to the Charitable Company for all staff costs for the Charitable Company's team, including key management personnel, as shown in Note 10.

INTERNAL USE ONLY

ZURICH COMMUNITY TRUST (UK) LIMITED

England & Wales - Charity number 266983

Accounts

Company Registration No. 01154049 (England and Wales)

Charity Registration No. 266983

ZURICH COMMUNITY TRUST (UK) LIMITED

(a Company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2020

Reference and administrative details

Company status

The Charitable Company, Zurich Community Trust (UK) Limited (the "Trust") is a company limited by guarantee and does not have share capital. Each member has guaranteed £1. The Charitable Company is incorporated in the United Kingdom ("UK"). The Charitable Company is a registered charity (registration number 266983). The registered address is:

The Grange
Bishops Cleeve
Cheltenham
Gloucestershire
GL52 8XX

Trustees

The Trustees are also the Directors of the Charitable Company for Companies Act purposes. All Trustee appointments are proposed by the Board of Trustees and approved by the members.

The Trustees who served during the year and who were in office up to the date of signing the financial statements were:

Tim Bailey	(appointed 01 January 2021)
Steve Collinson	
Tim Culling	
Andrew Jepp	
Wayne Myslik	
Tulsi Naidu	(resigned 31 December 2020)
Richard Peden	

Qualifying third party indemnity provisions (as defined in Section 234(2) of the Companies Act 2006) have been in force for the benefit of Trustees during the year and remain in force as at the date of this Trustees' Report.

The Charitable Company's members are Zurich Financial Services (UKISA) Limited ("UKISA") and Zurich Financial Services (UKISA) Nominees Limited. The members' ultimate parent company is Zurich Insurance Group Ltd ("ZIG"), which is incorporated in Switzerland.

Related Party transactions are disclosed in Note 23.

In light of the Charitable Company's structure, the Trustees had no interest in the Charitable Company.

Key management personnel

Steve Grimmett took over as Head of Zurich Community Trust as a permanent position from 1 January 2020, after performing the role on an interim basis during 2019.

Bankers and independent auditors

The Charitable Company's bankers are:

Lloyds Bank plc
PO Box 72
Bailey Drive
Gillingham Business Park
Kent
ME8 0LS

Reference and administrative details (continued)

Bankers and independent auditors (continued)

The Charitable Company’s investment manager is:

Threadneedle Investment Services Limited
Cannon Place
78 Cannon Street
London
EC4N 6AG

The Charitable Company's independent auditors are:

PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
2 Glass Wharf
Bristol
BS2 0FR

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

REPORT OF THE TRUSTEES

The Trustees are pleased to present their annual report together with the audited financial statements of the Charitable Company for the year ending 31 December 2020. This report and financial statements are also prepared to meet the requirements for an annual report and financial statements for Companies Act purposes. The reference and administration details on pages 1 and 2 form part of the Trustees Report.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The Charitable Company has not prepared a strategic report as it has taken advantage of the exemption in this respect available for small companies (as defined in Section 381 of the Companies Act 2006).

Chair's report (from the Chair of the Trustees, Steve Collinson)

As was the case for most UK charities, 2020 was a very challenging year due to the COVID-19 pandemic, it was a year that we can also look back on with enormous pride.

Towards the end of 2019 the Board of Trustees initiated a piece of work looking at the "Development of a Future Strategy for ZCT". This began in earnest in early January 2020 when a sub-group of Trustees and the Head of Zurich Community Trust came together to progress this. The Trustees asked for this work be completed by the end of March 2020.

This sub-group presented its findings at the March 2020 Board meeting. Whilst the Board approved the new strategy at this meeting, it was agreed that the communication and implementation of the strategy be delayed due to the pandemic and because of the implications for staff.

Instead of pressing ahead with the new strategy at that time, the Board agreed to a further proposal from the Head of Zurich Community Trust to develop a "ZCT COVID-19 Response Plan". This plan was implemented from the end of March through to the end of the year. The major element to this plan was that the Trust would focus all its energies during this time on supporting its existing charity partners both financially and through non-financial means.

The Board of Trustees is delighted with the actions that the Trust was able to take throughout this period, supporting its charity partners, with excellent feedback being received attesting to the value of the financial and non-financial support provided at such a critical time.

Whilst the full implementation of the new strategy was delayed until 1 January 2021, the Board of Trustees decided to inform the staff team of the new approach and team structure on 30 June 2020. As a result of the consultation process that took place, eight members of the team were put at risk of redundancy and, five colleagues were served notice of redundancy at the end of July. These five colleagues left the team between mid-August and December. Our thanks go to all staff for their continued focus throughout this unsettling time and we wish those we have said goodbye to our very best for their future careers. It should be noted that these structural changes to the team were as a result of the new strategy and not as a result of the challenges brought about by the pandemic.

During the second half of 2020, the Trust secured from its major donors, Zurich Assurance Ltd ("ZAL") and Zurich Management Services Limited ("ZMS") a new three-year funding agreement. This funding agreement is for a donation of £2,649,000 per year payable in December 2020, December 2021, and December 2022.

The Trust now looks forward to implementing its new Strategy which will see the Trust focusing its future grant giving solely within the UK. The new approach will see a move away from one-off grants being made to organisations to a partnership-only model, focusing funding on supporting core costs within beneficiary organisations. A renewed emphasis will also be placed on developing truly holistic partnerships that encompasses both a financial and a non-financial package of support that will be developed and informed through continual consultation with our partners. The Trust will also embark upon a new long-term education programme with a single delivery partner that will focus on raising the aspirations of young people and increasing social mobility.

Chair's report (from the Chair of the Trustees, Steve Collinson) (continued)

The main objective of the Charitable Company during 2020 was to use money, skills and time donated from the Zurich Insurance Group UK ("ZIG UK") business together with money and time donated by UK employees of Zurich and members to help support a more resilient and inclusive society.

Our purposes and activities

The Charitable Company is a public benefit entity; therefore, the Trustees of the Charitable Company consider all Charity Commission guidance on public benefit.

The Trust has been a contributor to the Fundraising Regulator via its voluntary levy since the Regulator's inception and continues to do so. Fundraising from both Zurich UK employees and the wider community is undertaken by the Trust to part fund its grant making programmes. The Trust ensures that it is aware of the latest Code of Fundraising Practice and adheres to its suggested behaviours and standards in all of its fundraising.

The Trust also has a Complaints Policy that can be found from the front page of the Trust's website [https://www.zct.org.uk/en-gb/utilities/complaints-policy] where the complainant is also able to download a complaints form.

A Board Charter exists which should be read in conjunction with the Trust's Articles of Association. This document, last revised in October 2019, sets out the Board's responsibilities, Matters Reserved, Board Composition, Board proceedings, Review of Board Effectiveness and Board authorities. The Charitable Company is in the process of updating its Articles of Association with the law firm, Wilsons, based in Salisbury, Wiltshire.

The Board is responsible for setting the strategic direction of the Charitable Company. It delegates certain responsibilities to the Zurich Community Trust ("ZCT") 'Trust Executive'. Such delegated matters include an annual review of ZCT Policies, monitoring against progress and targets, communication and advocacy and impacted measurement.

Zurich UK employees are also involved in decision making with choosing the Trust's multi-year funding partners, both locally and nationally. Opinions have been sought from employees in the past on the causes and communities they would like to see the Trust support and this exercise will be repeated throughout 2021 with new partnerships commencing in early 2022.

The Trust is not affiliated with any umbrella groups and part of any wider network. The Trust's major donor is the Zurich UK business and as such has a very close working relationship with the employees of Zurich UK. The Trust also has a close working relationship with the global "Z Zurich Foundation" and 2020 saw the first significant donation from Z Zurich Foundation to the Trust to fund a new partnership with the charity, GoodGym. This funding was part of Z Zurich Foundation's global COVID-19 response.

The Charitable Company fulfils its objective through:

- charity partnerships both at a local and national level; and
- an employee volunteering and fundraising programme engaging the employees of Zurich UK .

The Charitable Company manages all expenditure associated with all programmes. As well as making charitable grants, a significant amount of the Charitable Company's staff time is committed to the community through working in partnership with charity partners and by brokering the volunteering needs of the voluntary sector with time and skills available from employees within the Zurich business.

Our purposes and activities (continued)

Allocation of resources:

	2020	2019
Charitable activities	**91%**	**88%**
Raising funds	**6%**	**9%**
Other	**3%**	**3%**

Charitable activities

The Charitable Company generates income from a range of activities:

- an annual donation from the Zurich UK businesses as part of an agreed funding track;
- regular voluntary donations through payroll giving from employees;
- operating a monthly society lottery;
- office based fundraising activity such as raffles and charity cake bakes; and
- larger scale fundraising events such as marathons, cycle treks and charity dinners. Although it should be noted that this type of fundraising could not take place throughout 2020 due to the COVID-19 pandemic

The Trustees receive regular progress reports and financial management information which includes information on fundraising income and expenditure. The Charitable Company complies with the Code of Fundraising Practice and is registered with the Fundraising Regulator.

The Trustees have a continuing focus to ensure that the ratio of resources applied to generating income is appropriate for the Charitable Company.

Focus of charitable activity spend:

	2020	2019
Zurich Cares	**75%**	**43%**
Long term Strategic Programmes	**11%**	**24%**
Volunteering	**12%**	**16%**
The Openwork Foundation	**2%**	**17%**

The Openwork Foundation represented a separate major operation and designated fund for the Charitable Company. It was transferred out of the Charitable Company with effect from 31 December 2019, when it commenced operating in its own right.

Employee Involvement Programme

In 2020 a decision was made by the Trustees to focus all uncommitted spend for 2020 supporting existing and new partnerships, both locally and nationally. This amounted to a spend of £1,864,000.

Zurich also provides business time to enable employees to volunteer in the community and get involved in organising and managing fundraising events, volunteering schemes and local grant programmes. As a result of the pandemic, the nature of employee involvement activity looked fundamentally different with the vast majority of activity being undertaken on a virtual basis. A great deal of employee personal time is also leveraged through this programme.

Our purposes and activities (continued)

The breakdown of spend on the Employee Involvement Programme:

	2020	2019
Local Grants and Partnerships	**36%**	**33%**
Volunteering Support Costs	**14%**	**26%**
Other Support Costs	**25%**	**19%**
Employee Nominated Grants	**11%**	**9%**
National Partners	**14%**	**8%**
Overseas Grants	**-**	**5%**

Whilst all of the local partnerships should have expired towards the end of 2020 with the last payment of the agreed three year funding arrangement being made in late 2019, the Trustees agreed to support our existing local partnerships through the pandemic and as such additional funds were made available to these partners through three funding tranches, with payments of £15,000 and £10,000 being made in 2020, and £12,500 in 2021.

Local and regional grant programmes

The social issues supported through the Employee Involvement Programmes were:

	2020	2019
Mental Health	21%	21%
Health Impairment	20%	20%
Physical Disability/Learning Difficulties	12%	17%
Economic Disadvantage	3%	11%
Vulnerable Young People	12%	7%
Homelessness	6%	6%
Older People	11%	4%
Life Limiting Conditions	2%	4%
Young Carers	2%	2%
Bereavement	3%	2%
Other	8%	6%

Throughout 2020 the Trust was in regular contact with our charity partners. In part this was as a result of the Trust's decision to create three funding windows throughout 2020 that our partners could apply for. The rationale behind this decision was firstly to ensure that we did indeed keep in touch with our partners and understood their needs but also to keep monies back for later in the year as charities adapted to new ways of working and emergency funding available elsewhere, when the pandemic first struck, dried up.

Also central to our regular dialogue approach was making our partners aware of the constantly evolving non-financial package of support that the Trust was building throughout the year, including the offering of 15 places to our charity partners to join a 13 month fundraising apprenticeship, funded from the Apprenticeship Levy that Zurich UK pays. The below quote from one of our partner charities is feedback on our 2020 approach:

"Better Things are absolutely thrilled to be part of the Zurich Charity Partner Fundraising Programme with Corndel. This is an amazing opportunity for us as a charity to support our staff to gain this brilliant qualification. As a charity and an employer, being able to take advantage of the fundraising apprenticeships scheme and extend our relationship with Zurich Community Trust in such a unique way is huge. The benefit to staff personal development and to the charity through the skills gained from the qualification are massive.

We have always loved working with Zurich Community Trust and their imaginative and genuine approach to support, this is yet another example of how forward thinking they are and how they offer thoughtful support that lasts. This opportunity will also be to the benefit of our service users who we support through our community inclusion projects."

Our purposes and activities (continued)

National Charity Partners

2020 saw the continuation of our three-year partnerships with two national charities selected in 2017, Dementia UK and Place2Be. Both charities received the agreed annual donation of £75,000 each in April 2020 which would have been the final payments. However as an emergency response to the COVID-19 pandemic and the increased demand for their services, the Trust made additional payments of £75,000 to Place2Be and £100,000 to Dementia UK during the remainder of the year.

It was further agreed, due to the impact of the pandemic, to formally extend these two national partnerships by one more year with a further annual payment made to each in the first half of 2021.

Dementia UK

Our funding continued to cover the cost of employing a full-time Helpline Admiral Nurse and contribute towards the running costs of the Admiral Nurse Dementia Helpline. During 2020, the Helpline received a huge 34% increase in calls, totalling 27,624, as a result of COVID-19 compared the previous year. Over a quarter of cases (5,998) were re-opened, indicating a large number of people contacting the Helpline more than once. Almost all contacts came from within the UK (98%) with 25% of the contacts from the South East of England and 20% from the Midlands. Most contacts were by telephone (74%) with 90% of calls from a carer who is a close family relative (68% were the child of the person with dementia and 20% were the spouse or partner).

A total of 59,185 reasons for contacting the Helpline were recorded with the five most common reasons recorded being:

- Access to support;
- COVID-19;
- Behaviour;
- Psychological emotional support; and
- Getting a diagnosis

Between January and December 2020, COVID-19 was recorded as a reason for contact in 20% of all cases created. This peaked in April and May where this reason was recorded in 45% and 38% of all cases in those months.

Place2Be

Children's mental health charity, Place2Be, works in 639 schools reaching a school community of 364,080 children and young people. They work in schools with pupils, their families, and staff through a combination of services from one to one counselling, group work to supporting parents and teachers.

Our funding contributes to support up to 4,500 children in deprived communities across 10 schools in Birmingham, London, Leeds, Glasgow, Manchester, and Cardiff.

Due to the pandemic, Place2Be have had to quickly adapt their services which The Trust have fully supported by agreeing that any existing funding could be used more flexibly as well as providing additional emergency funding.

From the 23 March 2020 until schools reopened, Place2Be provided:

- Weekly support on the telephone to secondary-aged pupils in 1 to 1 counselling;
- Weekly support on the telephone to families of primary-aged pupils in 1 to 1 counselling;
- Weekly support on the telephone to parents with children of school age in 1 to 1 counselling; and
- Additional support for families and children who weren't in 1 to 1 counselling, through online resources.

Our purposes and activities (continued)

Place2Be (continued)

Consultations are available for teachers to help them manage their own mental health, addressing themes related to children's emotional wellbeing and free online training. Digital services for young people were also arranged to provide self-help and 24/7 crisis services provided by partner organisations including Shout, Kooth and Healios. Throughout the first lockdown until the end of the academic year Place2Be mental health professionals delivered nearly 35,000 sessions of support for 4,339 children and young people. Support has continued in this way through the summer holidays and to the end of 2020.

Long-term strategic programmes

The Breakdown of spend on Strategic Programmes:

	2020	2019
Generation Gains Programme	**60%**	**68%**
Support Costs	**25%**	**23%**
India Programme	**-**	**4%**
Young People's Mental Health	**5%**	**3%**
Breaking the Cycle	**-**	**1%**
Call In Time	**10%**	**1%**

These strategic programmes have historically worked in partnership with charities to deliver transformational change over a minimum five-year period. In July 2020, we saw our strategic programmes officially come to an end following the strategic review of and the end of our partnerships with our final programme, Generation Gains which ran from 2016 to 2020 inclusive.

Children and Young People's Mental Health Coalition

The Trust has been involved with the Children and Young People's Mental Health Coalition ("the Coalition) since 2010 when it was first set up and has supported its development since then and we are now in our final funding phase. The Coalition now has over 230 members who come together to provide a strong unified voice speaking out about children and young people's mental health.

Over the last couple of years we have focussed on supporting them to make the Coalition more sustainable as we move towards exit. The final payment was due in June 2021, however due to the impact of the pandemic on children and young people's mental health, the Trust decided to extend the annual funding of £20,000 for a further year.

Whilst the Coalition continued to respond to many consultations, key highlights in 2020 included:

- Sir Norman Lamb became the new chair of the Coalition, leading his first Steering Group meeting in June 2020;
- As part of the Coalition's 10th anniversary, it produced its first Annual Report on the state of children's mental health in England. This was launched at an online event in September during a week of events celebrating 10 years;
- Extensive responses to Government enquiries from the Education Select Committee, Women and Equalities Committee and Early Years Commission were submitted, centred around Covid-19 and its impact on infant, children, and young people's mental health; and
- In October 2020, the **Coalition** and **Schools' Wellbeing Partnership** held a joint meeting with their members and representatives from the **Department for Education** and **Public Health England** to develop key priorities around children's mental health and wellbeing during the ongoing COVID-19 pandemic. Following on from the emerging evidence and insights that were shared at the meeting, they have developed a joint statement on mental health in education.

Achievements and performance (continued)

Generation Gains

With the Trust's funding due to end in July 2020 with our three partners, Saints Foundation, Aston Villa Foundation and Greenwich Leisure Limited ("GLL"), we worked with an external funding consultant to pull together a collaborative bid for funding from The National Lottery's Community Fund. This was submitted in November 2019 and follow up meetings with the National Lottery over the course of the following months commenced, with indications looking promising that the bid would move to Phase 2 of the application process in February 2020.

Unfortunately, when the COVID-19 pandemic took hold in the UK, the National Lottery redirected its funding so the bid was put on hold. Our three partners were invited to apply for emergency funding as an alternative, submitting separate bids per location and as a result, our partners decided to formally go their separate ways and adapt their programmes according to the needs in their location and look for localised funding.

When the first lockdown became imminent, Generation Gains activities were suspended and a number of staff and apprentices were furloughed, with the apprentices continuing to complete coursework remotely where possible.

Support to participants was adapted by providing weekly telephone calls, home exercise videos and step-by-step exercise guides, to encourage participants to remain active and stay connected.

In September 2020, the University of Bath submitted its final evaluation report, and this was shared with our three partners to support their funding bids. To date, Saints Foundation and Aston Villa Foundation have had success from the National Lottery, the UK Community Foundations ("UKCF") and the Premier League Charitable Foundation. The University of Bath is continuing to disseminate the evaluation report through academic bodies and publications.

Achievements and performance

Our grant making and volunteer programmes in the UK and overseas during 2020 helped to support a more resilient and inclusive society.

In December 2019 the Board of Trustees agreed a new mission statement for the Trust: "Through sustainable actions we help improve the lives of people during times of vulnerability."

The Board of Trustees further agreed that this would be delivered by "Improving lives by supporting wellbeing and inclusion initiatives" and "Building more resilient and sustainable communities". This approach improved the alignment with the sustainability framework of its main donor, together with the aims of the Z Zurich Foundation, whilst continuing to focus on delivering public benefit.

The Trust undertakes an annual planning exercise with the Trust team that is signed off by the Board of Trustees. These plans involve both numerical targets and targets relating to the impact of the programmes operated by the Trust. Central to these plans are actions and activities that will further the aims of the Trust to help support a more inclusive and resilient society. The grants programmes that the Trust operates, are all focused on working with partner organisations whose own aims result in a more inclusive and resilient society for those they support and work with.

The Trust measures the impact of its funding programmes through a variety of mediums. For the larger Strategic Funding programmes, such as 'Generation Gains' impact data is obtained on a continual basis through a partnership with the University of Bath and Solent University. The Trust's involvement with the Generation Gains programme ceased as planned in July 2020. For the smaller grants, feedback is

Achievements and performance (continued)

sought via surveys.

In addition to the Trust's grant making, a wide range of volunteering activity is brokered. This also seeks to further the aim of helping to support a more inclusive and resilient society, whether this is through the donation of time or skills. Feedback is always sought from the organisation receiving a volunteered service to understand the impact achieved and assess the fulfilment of the Trust's aims and objectives.

Fundraising

The Charitable Company does not engage professional fundraisers and raises funds from the Zurich UK business, its employees, and key supplier employees. Consequently, fundraising from members of the public is very limited and mainly occurs through sponsorship donations employees may seek when they are taking part in fundraising events, most of which flows in through the online giving sites.

Occasionally external friends and family members of employees are engaged in key fundraising events such as the London Marathon if places are not fulfilled from employees alone. The Charity is a funded and compliant member of the Fundraising Regulator. During 2020 the Charity received no complaints on its fundraising practices.

2020 Objectives

In response to the COVID-19 pandemic the Charitable Company implemented a COVID-19 response plan. The plan provided a range of support as follows:

- A financial package of support;
- Removing the conditions of existing grants;
- A suite of volunteering opportunities;
- A fundraising initiative; and
- The development of a virtual package of support.

During 2020, £2,273,000 was given out in grants, the vast majority of which was supporting existing partners of the Trust as part of the Trust's aforementioned COVID-19 response plan. Included within this figure was a figure of £223,000 to conclude the Trust's involvement with the "Generation Gains" programme.

Also included within the above was a £200,000 grant to the charity GoodGym. This was wholly funded through a donation received by the Trust from Z Zurich Foundation as part of its global COVID-19 response.

In April 2020, the Trust wrote to all existing partners and beneficiaries of grants since 1 July 2019 to inform them that if they still had any monies outstanding from prior grants made to them that we were now removing any conditions attached to these grants and the recipient charity could now deploy the monies as they saw fit.

Throughout 2020, the Trust was keen to identify ways in which the employees of Zurich UK could support our existing partnerships. During the summer months, employees created and delivered a series of training webinars covering topics including "Office 365" training, an "External Media" webinar, "Risk Management" and "Digital Marketing", to name a few. Zurich UK employees were also encouraged to volunteer for our long-standing volunteering opportunity with Age UK, "Telephone Friendship" , previously called "Call in Time".

Our purposes and activities (continued)

2020 Objectives (continued)

The Trust was also able to deliver its flagship volunteering programme "Challenge" during 2020. Ordinarily the Trust would deliver a Spring/Summer programme as well as a Festive programme. For the first time in 31 years, we had to cancel the "Spring/Summer" launch due to the pandemic, however we did deliver a Festive programme with all projects capable of being delivered virtually. This was an amazing success with Zurich UK employees delivering 99 such projects.

Overall, the Trust brokered 771 days of volunteering throughout 2020, engaging approximately 15% of Zurich UK's employees. This was less than the 20% that had been delivered in 2019 and this was significantly driven by two periods of lockdown's affecting the UK in 2020 as well as social distancing measures which prevented much of the Trust's traditional volunteering activities.

The Trust remains extremely proud of the volunteering that took place and we are extremely grateful to Zurich UK employees who embraced new ways of volunteering, many of which will form part of how the Trust delivers its overall mix of volunteering in the future.

Fundraising was another area that suffered significantly during 2020. Whilst income streams, such as payroll giving and the ZCT Lottery held up well, all of our "planned events" type fundraising had to be cancelled due to lockdowns and social distancing. The Trust raised £231,000 from employees, which was significantly lower than raised in 2019. The Trust did however receive a grant of £200,000 from the Z Zurich Foundation to fund a new partnership with the charity, GoodGym.

As part of the Trust's COVID-19 response plan, the Trust encouraged Zurich UK employees to fundraise for the National Emergencies Trust and the TV event the "Big Night In". With 100% matching received from the Z Zurich Foundation, £42,000 was raised for these two causes through employee donations.

Income from donations and legacies

In addition to the £2.6m donation from Zurich (2019: £2.6m) and £0.6m of donated services (2019: £0.1m), £0.2m (2019: £0.5m) was raised via Zurich employees and £nil (2019: £0.6m) via Openwork employees and advisers. In 2020 this was achieved through regular giving and various fundraising activities as shown in the table below:

Analysis of income:

Income excluding the donation from Zurich UK businesses is set out below:

	2020	2019
Regular Giving	**13%**	**36%**
Staff and Advisor Fundraising	**4%**	**22%**
Treks and Runs	**2%**	**19%**
Charity Lottery	**5%**	**6%**
Other	**76%**	**17%**

Investment powers, policy, and performance

The Charitable Company's investment strategy is 'To maximise the return whilst investing in a low risk portfolio with the aim of preserving the value of the investment in real terms, rather than create excess returns or risk'. Unrestricted reserves are invested in the Threadneedle UK Social Bond Fund established in 2014.

The Bond has delivered an annualised financial return of 4.5% (2019: 5.6%) and the value of the investment increased between December 2019 and December 2020 by 4.8% (2019: 5.7%). As well as this financial return the Bond invested in the following eight core social outcome areas:

Our purposes and activities (continued)

Investment powers, policy, and performance (continued)

- Affordable Housing & Property;
- Community Services;
- Education, Learning & Skills;
- Employment & Training;
- Financial Inclusion;
- Health & Social Care;
- Transport & Communications Infrastructure; and
- Utilities & the Environment.

42% of the Bond investments fell into the high social performance category, 42% medium and 16% low – far exceeding the Bond objectives of having 66% of investments rated as high or medium social performance.

Plans for future periods

During 2020 the Board of Trustees concluded a piece of work looking at the “Development of a Future Strategy for ZCT”. The new strategy, which covers the next five years, is to “ensure the Trust remains sustainable, successful and relevant in delivering on its charitable purpose in the medium to long term”.

The communication and partial implementation of this new strategy commenced on 30 June 2020. The implementation of this strategy resulted in five members of the Trust team leaving the Trust in the second half of 2020 through redundancy. Full implementation of the strategy commenced on 1 January 2021.

As part of this reorganisation of the Trust team, two new roles were created – a “National Partnerships & Partnership Development Manager” position and a “Data & Monitoring & Evaluation Manager”.

Both of these roles as well as three redefined “Volunteer and Partnership Manager” roles place the Trust in a good position for the future as we look to create charity partnerships that are informed by data and impact and encompass both financial and a constantly evolving non-financial package of support.

Financial review

Reserves policy

Unrestricted funds are needed to enable the Charitable Company to cover its core funding to manage its commitments and longer-term programmes should the current funding arrangement with the UK Zurich businesses change or cease. The Trustees require that a general reserve equating to approximately twelve months running costs of salaries and expenses should be maintained to achieve this. This will enable the Charitable Company time to either source alternative funding or to manage its commitments and longer- term programmes to conclusion.

Restricted funds can only be expended in accordance with specific restrictions, arising either by the wishes of the donor or by the nature of the appeal.

The position of reserves in relation to the agreed policy is regularly reviewed by the Head of Zurich Community Trust and the Chair of the Charitable Company and was reviewed by the Board of Trustees on 23 February 2021.

At the end of 2020 the level of reserves were above the target set out in the policy.

Financial review (continued)

The Trustees are satisfied that the Charitable Company has access to adequate resources to enable it to continue in operational existence for the foreseeable future and, accordingly, it is appropriate to continue to use the going concern basis in preparing the financial statements.

During the year the Charitable Company's general funds increased from £1,362,000 to £4,696,000.

Restricted funds have remained the same as the prior year at £7,000.

Designated funds include funds set aside for the support of various long-term projects and an undertaking to match fundraising income generated by staff where those staff have made a non-binding preference for specific charities to benefit from the fundraising activities they have undertaken.

Designated funds have decreased from £3,800,000 to £311,000. The purpose of these funds is detailed in Note 19 in the financial statements.

Going concern

The Trustees are satisfied that the Charitable Company can continue to use the going concern basis in preparing the financial statements. In making this assessment the Trustees have considered the projected cash flows of the Charitable Company which show that the Charitable Company has sufficient resources for the foreseeable future.

Reappointment of auditors

PricewaterhouseCoopers LLP ("PwC") are the current auditors of the company, and in accordance with legal and regulatory requirements, will be resigning as auditors following completion of the audit for the year ended 31 December 2020. Following all appropriate processes and approvals, Ernst & Young ("EY") will be appointed as the Charitable Company's auditors for the financial year beginning on 1 January 2021.

Recruiting and training Trustees

The Memorandum and Articles support a minimum of five Trustees, of which at least two must be totally independent from Zurich. At the end of 2020 there were six active Trustees with two pending vacancies, which are the subject of planned discussions between the existing Trustees.

The recruitment of Trustees external to Zurich is managed through external advertising and a selection process. The Trustees who work for Zurich are selected based on their ability to be effective Trustees and to provide the required level of influence within Zurich to enable the Charitable Company to achieve its objectives. All Trustee appointments are proposed and approved by the Board of Trustees.

The induction and training of Trustees is led by the Chair and the Head of Zurich Community Trust's team and based on 'The Good Trustee Guide' produced by the National Council for Voluntary Organisations ("NCVO"). On appointment each Trustee is required to read and sign a Code of Conduct. In addition, Trustees who are external to Zurich receive a specific induction session about the Zurich business to better understand the key stakeholder and donor population of the Charitable Company. The Trustees receive any relevant updates and guidance on their role as Trustees of the Charitable Company. The effectiveness of the current Trust Board is reviewed by the Chair in consultation with the Trustees.

Structure, governance and management

Organisational structure

Whilst the Charitable Company is linked to Zurich, the Board of Trustees operate independently in the best interests of the Charitable Company. The Board of Trustees is supported, via documents of delegation which includes the Board Charter and respective Committees 'Terms of Reference' and by the Head of Zurich Community Trust and the Zurich Community Trust (UK) Limited Executive Committee. The former has delegated responsibilities for the day-to-day running of the Charitable Company and the latter has key delegated responsibilities. In all cases there are agreed guidelines for approval by the Trust Board and once a year there is a joint meeting of the Trust Board and the Community Trust Executive to agree plans and targets for the year.

There is also a separate Remuneration Committee which consists of four Trustees with at least one Trustee independent from Zurich. Currently, the committee is chaired by Andrew Jepp and includes Steve Collinson, Tim Culling and Wayne Myslik.

There is also a separate Audit, Finance and Risk Committee consisting three Trustees including at least one independent from Zurich. The Trustees delegate oversight of the external audit to this committee. Currently, this committee is chaired by Richard Peden and includes Tim Culling and Wayne Myslik and is also attended by Richard Gaskell, a member of the Community Trust Executive.

The Charitable Company works in collaboration with several charity partners and helps support them in achieving their respective agreed objectives. These objectives are mutually agreed at the outset of any partnership and supported by a Memorandum of Understanding backed up by regular reviews and progress reports.

Risk management and Principal risks and uncertainties

The Charitable Company has a strong risk management and governance framework in place. The Charitable Company is exposed to business and financial risk through its financial assets and financial liabilities. The specific financial risks are limited to liquidity risk and credit risk.

Business risk

The UK left the European Union ("EU") on 31 January 2020. A transitional period, during which the UK was no longer a member of the EU but was still subject to EU rules and remained a member of the Customs Union, concluded at 11pm on 31 December 2020. The EU-UK Trade and Cooperation Agreement was agreed and is provisionally applicable from 1 January 2021, causing an underlying level of ongoing uncertainty in the UK of the financial and economic impact from this agreement. The risk to the Company as a result of leaving the EU is not considered to be significant as the principal activity of the Company does not involve the import or export of goods and services to and from other EU countries.

The Trustees recognise the possible consequences arising from the ongoing COVID-19 situation and have considered the operational impact on the business. The ZIG group, of which the Charitable Company is a wholly owned subsidiary has well established business continuity plans and in 2020 implemented remote working for all staff and a full assessment of business critical processes to ensure operations could continue as normal or with suitable alternatives in place. These plans are still in place in 2021 and as such the trustees believe that the Charitable Company is well positioned to deal with the impact of any changes in circumstances as they may arise.

The above information regarding the possible impact of COVID-19 on the business relevant to the Charitable Company is accurate at the time of signing but as a result of ongoing developments, may not reflect the developed situation at the time of reading.

Structure, governance and management (continued)

Business risk (continued)

Other business risks include:
- reliance on Zurich UK operations for support in IT, the People Team, Facilities and Finance;
- a safeguarding issue arising in connection with a charity that Zurich Community Trust has funded; and
- a Zurich Community Trust brokered volunteering activity triggering a safeguarding issue.

As a funder of other organisations, the Charities Commission have imposed a responsibility on the Trust to undertake due diligence on the organisation it is funding to check its safeguarding policies and practices are compliant. There is a risk the Trust could be involved in financially supporting an organisation where there is a safeguarding breach with potential consequent reputational damage.

The Trust's Total Risk Profile includes a separate risk relating to a safeguarding issue arising out of a volunteering activity brokered by the Trust. This could involve a Zurich UK employee being accused of a safeguarding incident or the Zurich UK volunteer could be exposed to a safeguarding incident at the organisation where they are working. First and foremost, exists the risk to the person who may be harmed but also the potential consequence of reputational damage.

Liquidity risk
Liquidity risk is the risk that cash may not be available to pay obligations when due at a reasonable cost due to the potential loss of donation income and engagement from Zurich due to competing demands on employees time and the move to home/agile working.

The Charitable Company's finances are actively managed and monitored to ensure that sufficient funds are available to meet liabilities as they fall due. The Trustees are of the opinion that any liquidity risk that the Charitable Company faces is mitigated.

Credit risk
Credit risk is the risk that a counterparty will be unable to pay amounts in full when due. The Charitable Company's debtors are low and therefore the Trustees do not consider credit risk to be significant.

Pay and remuneration

The Remuneration Committee has delegated authority to assess and agree the annual performance salary ranges for those working in the Zurich Community Trust (UK) Limited team. This is reviewed every year using a combination of an external voluntary sector salary survey coupled with data shared with the Charitable Company from the Zurich Reward team, received from the Towers Watson salary data for Community Investment roles. Roles are benchmarked to relevant data and to each other.

An annual budget for salary review is agreed by the Trustees considering market data. This budget is used on an annual basis to move people competent in their roles and delivering successful performances towards the market mid-point on the relevant salary range.

The Zurich Community Trust (UK) Limited operates a performance related bonus scheme, independent from the Zurich business scheme. Each year the Trustees approve a series of delivery targets that the Charitable Company is measured against. The Committee meets once a year to decide how well the Charitable Company has delivered against these targets to determine if a performance bonus should be paid and if so, at what level. Individual performance is also measured and combined with the performance of the Charitable Company when determining any individual performance related bonuses.

The Remuneration Committee consists of three Trustees, including at least one Trustee independent from Zurich. The Committee is delegated to assess and agree the annual performance of the Charitable Company and to review the external benchmarking of salaries and performance bonus to ensure that

Structure, governance and management (continued)

Pay and remuneration (continued)

the Zurich Community Trust (UK) Limited teams' remuneration is in line with the policy and in the best interests of the Charitable Company.

All the running costs of the Charitable Company, including salary and bonus, are funded from the annual donation from the Zurich UK businesses.

Statement of Trustees' responsibilities

The following statement sets out the responsibilities of the Trustees (who are also Directors of the Charitable Company for the purposes of company law) in relation to the financial statements of the Charitable Company. The report of the auditors, shown on pages 18, 19 and 20, sets out their responsibilities in relation to the financial statements.

The Trustees are responsible for preparing the Trustees' Report and financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charitable Company and of the incoming resources and application of resources, including the income and expenditure, of the Charitable Company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principals in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis, where there are no material uncertainties about the Charitable Company's ability to continue, unless it is inappropriate to presume that the Charitable Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charitable Company's transactions and disclose with reasonable accuracy at any time the financial position of the Charitable Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charitable Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

So far as each Trustee is aware, there is no relevant audit information of which the Charitable Company's auditors are unaware.

Statement of Trustees' responsibilities (continued)

Each Trustee has taken all the steps that he or she ought to have taken as a Trustee in order to make himself or herself aware of any relevant audit information and to establish that the Charitable Company's auditors are aware of that information.

The Trustees consider that they have pursued the actions necessary to meet their responsibilities as set out in this statement.

On behalf of the Board of Trustees

Trustee  .....

Name STEVE COLLINSON.....

Date 28 June 2021

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS OF ZURICH COMMUNITY TRUST (UK) LIMITED

Report on the audit of the financial statements

Opinion

In our opinion, Zurich Community Trust (UK) Limited's financial statements (the "financial statements"):

- give a true and fair view of the state of the Charitable Company's affairs as at 31 December 2020 and of its incoming resources and application of resources, including its income and expenditure, and cash flows, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law) and
- have been prepared in accordance with the requirements of the Companies Act 2006.

We have audited the financial statements, included within the Report and Financial Statements (the "Annual Report"), which comprise: the balance sheet as at 31 December 2020; the statement of financial activities (incorporating an income and expenditure statement), and the statement of cash flows for the year then ended; and the notes to the financial statements, which include a description of significant accounting policies.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities under ISAs (UK) are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remained independent of the Charitable Company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, which includes the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions relating to going concern

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charitable Company's ability to continue as a going concern for a period of at least twelve months from the date on which the financial statements are authorised for issue.

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.
However, because not all future events or conditions can be predicted, this conclusion is not a guarantee as to the Charitable Company's ability to continue as a going concern.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Reporting on other information

The other information comprises all of the information in the Annual Report other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, accordingly, we do not express an audit opinion or, except to the extent otherwise explicitly stated in this report, any form of assurance thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify an apparent material inconsistency or material misstatement, we are required to perform procedures to conclude whether there is a material misstatement of the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report based on these responsibilities.

Based on our work undertaken in the course of the audit, the Companies Act 2006 requires us also to report certain opinions and matters as described below.

Report of the Trustees

In our opinion, based on the work undertaken in the course of the audit the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and the Report of the Trustees has been prepared in accordance with applicable legal requirements.

In addition, in light of the knowledge and understanding of the Charitable Company and its environment obtained in the course of the audit, we are required to report if we have identified any material misstatements in the Report of the Trustees. We have nothing to report in this respect.

Responsibilities for the financial statements and the audit

Responsibilities of the Trustees for the financial statements

As explained more fully in the Statement of Trustees' responsibilities, the Trustees (who are also the directors of the Charitable Company for the purposes of company law) are responsible for the preparation of the financial statements in accordance with the applicable framework and for being satisfied that they give a true and fair view. The Trustees are also responsible for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charitable Company's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Charitable Company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Responsibilities for the financial statements and the audit (continued)

Auditors' responsibilities for the audit of the financial statements (continued)
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Based on our understanding of the Charitable Company, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the financial statements such as the Companies Act 2006. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to posting inappropriate journal entries to manipulate financial results or conceal the misappropriation of assets. Audit procedures performed included:

- Discussions with management and Trustees, including consideration of any known or suspected instances of non-compliances with laws and regulations and fraud;
- Review of the Charitable Company's whistleblowing and fraud register and consideration of the results of management's investigation of any such matters;
- Reviewing relevant meeting minutes;
- Performing risk-based journal testing with a focus on unusual account combinations;
- Obtaining third-party confirmations for all of the Charitable Company's banking and financial arrangements;
- Incorporating an element of unpredictability in our testing.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

Use of this report
This report, including the opinions, has been prepared for and only for the Charitable Company's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.

Other required reporting

Companies Act 2006 exception reporting

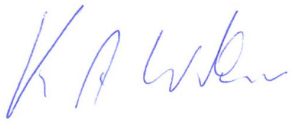
Under the Companies Act 2006 we are required to report to you if, in our opinion:

- we have not obtained all the information and explanations we require for our audit; or
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- the financial statements are not in agreement with the accounting records and returns.

We have no exceptions to report arising from this responsibility.

Entitlement to exemptions

Under the Companies Act 2006 we are required to report to you if, in our opinion, the Trustees were not entitled to take advantage of the small companies exemption from preparing a Strategic Report. We have no exceptions to report arising from this responsibility.



Kevin Williams (Senior Statutory Auditor)
for and on behalf of PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
Bristol
28 June 2021

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (including income and expenditure account)

FOR THE YEAR ENDING 31 DECEMBER 2020

	Note	Unrestricted funds £'000	Restricted funds £'000	Total 2020 £'000
Income from:				
Donations and legacies	4	3,363	230	**3,593**
Charitable activities	5	20	69	**89**
Other trading activities	6	-	-	**-**
Investments	7	1	-	**1**
		3,384	299	**3,683**
Expenditure on:				
Raising funds	8	(243)	-	**(243)**
Charitable activities	8	(3,288)	(299)	**(3,587)**
Other	8	(106)	-	**(106)**
		(3,637)	(299)	**(3,936)**
Net gain on investments	15	96	-	**96**
Net (expenditure)		(156)	-	(156)
Transfer between funds		-	-	-
Net movement in funds		(156)	-	(156)
Reconciliation of funds:				
Total funds brought forward		**5,162**	**7**	**5,169**
Total funds carried forward		**5,007**	**7**	**5,014**

All gains and losses recognised in the year are included in the Statement of Financial Activities. The prior year comparatives, for the year ended 2019, are shown on page 23.

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (including income and expenditure account)

FOR THE YEAR ENDING 31 DECEMBER 2019

	Note	Unrestricted funds		Restricted funds		Total		
		Continuing operations £'000	Discontinued operations £'000	Continuing operations £'000	Discontinued operations £'000	Continuing operations £'000	Discontinued operations £'000	**Total 2019** £'000
Income from:								
Donations and legacies	4	2,924	361	-	-	2,924	361	**3,285**
Charitable activities	5	79	300	55	16	134	316	**450**
Other trading activities	6	-	3	-	-	-	3	**3**
Investments	7	15	-	-	-	15	-	**15**
		3,018	664	55	16	3,073	680	**3,753**
Expenditure on:								
Raising funds	8	(296)	(89)	(12)	-	(308)	(89)	**(397)**
Charitable activities	8	(2,560)	(975)	(52)	(16)	(2,612)	(991)	**(3,603)**
Other	8	(114)	-	-	-	(114)	-	**(114)**
		(2,970)	(1,064)	(64)	(16)	(3,034)	(1,080)	**(4,114)**
Net gain on investments	15	114	-	-	-	114	-	**114**
Net income/ (expenditure)		162	(400)	(9)	-	153	(400)	**(247)**
Transfer between funds		1	-	-	-	1	-	1
Net movement in funds		163	(400)	(9)	-	154	(400)	**(246)**
Reconciliation of funds:								
Total funds brought forward		**4,999**	**400**	**16**	**-**	**5,015**	**400**	**5,415**
Total funds carried forward		**5,162**	**-**	**7**	**-**	**5,169**	**-**	**5,169**

All gains and losses recognised in the year are included in the Statement of Financial Activities.

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

BALANCE SHEET

AS AT 31 DECEMBER 2020

	Note	2020 £'000	2019 £'000
Fixed assets			
Investments	15	**2,211**	2,115
		2,211	2,115
Current assets			
Debtors	16	**242**	78
Cash at bank and in hand	17	**2,652**	3,607
		2,894	3,685
Liabilities			
Creditors: amounts falling due within one year	18	**(91)**	(631)
Net current assets		**2,803**	3,054
Net assets		**5,014**	5,169
The funds of the Charitable Company:			
Unrestricted income funds			
General funds	20	**4,696**	1,362
Designated funds	20	**311**	3,800
		5,007	5,162
Restricted income funds	20	**7**	7
Total funds		**5,014**	5,169

The financial statements on pages 21 to 40 were approved by the Board of Trustees on 28 June 2021 and were signed on its behalf by:

Trustee .....

Name STEVE COLLINSON

ZURICH COMMUNITY TRUST (UK) LIMITED (a Company limited by guarantee)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDING 31 DECEMBER 2020

	Note	**2020 £'000**	2019 £'000
Cash flows from operating activities			
Net cash (used in) / provided by Operating Activities	21	**(956)**	65
Cash flows from investing activities			
Dividends and interest from investments	7	**1**	15
Net cash provided by investing activities		**1**	15
Net (decrease)/increase in cash and cash equivalents		**(955)**	80
Cash and cash equivalents at the beginning of the year		**3,607**	3,527
Cash and cash equivalents at the end of the year		**2,652**	3,607
Analysis of cash and cash equivalents:			
Cash at bank and in hand	17	**2,652**	3,607
Cash and cash equivalents	23	**2,652**	3,607

1. Statement of compliance

These financial statements have been prepared in compliance with United Kingdom Accounting Standards, including FRS 102 and the Companies Act 2006.

2. Accounting policies

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented, unless otherwise stated.

2.1 Adoption of revised standards and changes in accounting policies

There have be no changes that impact FRS102.

2.2 Basis of preparation

The Trustees are satisfied that the Charitable Company can continue to use the going concern basis in preparing the financial statements. In making this assessment the Trustees have considered the projected cash flows of the Charitable Company which show that the Charitable Company has sufficient resources for the foreseeable future.

The financial statements have been prepared under the historical cost convention, as modified for investments held at market value in accordance with the Companies Act 2006, the Statement of Recommended Practice 'Accounting and Reporting by Charities Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland' ("SORP") and the Charities Act 2011.

2.3 Statement of Financial Activities ("SoFA")

The Charitable Company is a registered charity and achievements cannot be measured by normal commercial criteria. Accordingly, the Trustees consider that it would be inappropriate to present a Profit and Loss Account in one of the formats set out in the Companies Act, and therefore, as permitted by that Act, and in order to reflect the special nature of the Company's activities and the SORP, the Trustees have presented a Statement of Financial Activities.

2.4 Income

Income from donations and legacies includes the amount receivable under Gift Aid from the UK staff of Zurich Employment Services Limited, Zurich Management Services Limited, Zurich Insurance Group Ltd and ZZF Foundation.

Income from Charitable Activities represents amounts receivable as a result of a variety of fundraising events and initiatives including events organised by Zurich group staff and Capita employees (working on an outsourced Zurich contract).

Income is recognised when it is probable that the economic benefit in respect of the income will flow to the Charity and when the Charity has the rights or other access to that economic benefit. Income from investments are also included in income.

2. Accounting policies (continued)

2.5 Expenditure

Expenditure is recognised when a liability or cost is incurred. Expenditure that relates to more than one cost category (support costs) has been apportioned across raising funds, charitable activities and other costs based on the percentage of resource utilisation on these activities. Expenditure includes recharges from other Zurich companies relating to staff costs.

Multi-year grant payments are accounted for in the year that they relate to. Additional years commitments are not included in the current year where there are conditions to be met before the future grant payment can be released.

Expenditure on charitable activities includes expenditure related to grant giving. Grants represent amounts payable and amounts authorised for payment, for which certain conditions have been met, to charities during the year. Each grant is recognised as an expense in when the liability is incurred. All grants made during the year supported the objectives of the Charitable Company and the recipient organisations.

Other costs include those incurred in the governance of the Charitable Company and its assets and are primarily associated with constitutional and statutory requirements.

2.6 Donated services

Donated Services have been recognised at the Trustees' best estimate of their value. These are recognised as income from donations and legacies and expenditure on Charitable Activities, as required by the SORP.

2.7 Fund accounting

Unrestricted funds comprise accumulated surpluses and deficits on general funds. They are available for use at the discretion of the Trustees in furtherance of the general charitable objectives.

Designated funds are unrestricted funds earmarked by the Trustees for specific purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charitable Company for particular purposes.

2.8 Investments

Investments are valued at fair value, being the market value at the reporting date. Any fair value adjustments are recorded in the Statement of Financial Activities. Investments that have a maturity date of less than one year are recognised as current asset investments. Investments that have a maturity date of more than one year or no maturity date are recognised as fixed asset investments. Investment income is accounted for on an accruals basis.

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

2. Accounting policies (continued)

2.10 Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

2.11 Discontinued operations

The registration for The Openwork Foundation as a charity was granted by the Charities Commission on 25 July 2019.

The Openwork Foundation represented a separate major operation and designated fund for the Charitable Company and transferred out of the Charitable Company with effect from 31 December 2019, when it commenced operating in its own right. The Trustees agreed to pay out the financial surplus of the designated fund by means of a grant in December 2019. A payment of £413,000 was made in January 2020 and a further payment for the remaining balance was paid in December 2020.

The Charitable Company will ensure monies received in 2020 from The Openwork Foundation donors will be paid to The Openwork Foundation.

The discontinued operation is presented separately in the SOFA for the prior year.

3. Critical accounting estimates and judgements

In the application of the company's accounting policies, management are required to make judgements and use certain estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The company currently does not have any critical judgements or use estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

4. Income from donations and legacies

	2020	2019
	£'000	£'000
Unrestricted funds:		
Donation from Zurich UK Businesses	**2,649**	2,649
Regular Giving	**99**	336
Donated services	**602**	149
Other voluntary income	**8**	100
Tax recoverable on gift aided donations	**5**	51
	3,363	3,285
Restricted funds:		
Donation from ZZF Foundation	**200**	-
Other voluntary income	**30**	-
	230	-
	3,593	-

4. Income from donations and legacies

Donated services includes £357,000 redundancy costs borne by ZES.

Gift aid forms part of the Regular Giving amount. Gift Aid is donated on the understanding that the Charitable Company can use that donation for any purpose to further its own objectives, with no conditions attached.

5. Income from Charitable activities

	2020 £'000	2019 £'000
Unrestricted funds:		
- Treks and Runs	**14**	177
- Staff and Advisor Fundraising	**6**	151
- Lottery	**-**	45
	20	373
Restricted funds:		
- Staff and Advisor Fundraising	**28**	62
- Lottery	**41**	15
	69	77
	89	450

6. Income from other trading activities

	2020 £'000	2019 £'000
Trading income	**-**	3

7. Income from Investments

	2020 £'000	2019 £'000
Bank interest	**1**	15

8. Analysis of expenditure

The Charitable Company allocates its expenditure as shown in the table below and then further apportions those costs between the three charitable activities undertaken (see Note 9). Support costs are allocated on a basis consistent with the use of resources.

	Other	Raising funds	Charitable activities	**Total 2020**	Total 2019
	£'000	£'000	£'000	**£'000**	£'000
Support costs					
Staff and related costs	66	136	717	**919**	1,101
Fundraising expenses	-	1	-	**1**	123
Trading	-	(1)	-	**(1)**	18
Challenge and volunteering	-	-	-	**-**	2
Travel and accommodation	-	1	7	**8**	34
Stationery	1	-	6	**7**	31
Office equipment and IT	-	4	4	**8**	4
Miscellaneous	5	13	80	**98**	194
Lottery	-	11	-	**11**	15
Governance costs	-	-	9	**9**	3
Donated services	34	78	491	**603**	149
Total support costs	106	243	1,314	**1,663**	1,674
Charitable donations	-	-	2,273	**2,273**	2,440
Total expenditure	106	243	3,587	**3,936**	4,114

Staff working on behalf of the Charitable Company are employed by Zurich Employment Services Limited ("ZES"). Staff costs are detailed in Note 11.

Governance support costs are the fees payable to the Charitable Company's auditors for the audit of the Charitable Company's financial statements of £9,000 (2019: £18,000).

9. Charitable Activities

	Charitable activities £'000	Support costs £'000	**Total 2020 £'000**	Total 2019 £'000
Trust:				
-Transformation Programmes	281	97	**378**	753
Zurich Cares:				
- Long-term Community Partnerships	452	292	**744**	228
- Local and Overseas Grant Programmes	1,476	475	**1,951**	1,142
	1,928	767	**2,695**	1,370
- Volunteering	-	449	**449**	489
Openwork Foundation:				
- Long-term Community Partnerships	-	-	**-**	60
- Local and Overseas Grant Programmes	-	-	**-**	483
	-	-	**-**	543
Grant payable to the Openwork Foundation	64	-	64	448
	2,273	1,314	**3,587**	3,603

A detailed analysis of grants made during the year can be found in Note 10. An analysis of support costs can be found in Note 8.

10. Grants payable

	2020	**2020**	2019	2019
	£'000	**£'000**	£'000	£'000
Transformation and Trust				
India Programme	-		27	
Call in Time Programme	38		10	
Generation Gains Programme	223		511	
Breaking the Cycle (Addaction)	-		5	
Young People's Mental Health Programme	20		22	
		281		575
Zurich Cares				
Long-term Community Partnerships				
National Partners:				
- Dementia UK	175		76	
- Place2Be	150		76	
- Other	127		-	
		452		152
Local Grants	1,136		604	
Overseas Grants	-		90	
Employee Nominated Grants	340		167	
		1,476		861
		2,209		1,013
Openwork Foundation				
National Partnerships:				
- Action for Kids	-		40	
		-		40
Regional Grants	-		343	
Discretionary Grants	-		21	
		-		364
Grant payable to Openwork Foundation		**64**		448
		2,273		2,440

All grants payable are institutional grants. No grant payments have been made to individuals.

10. Grants payable (continued)

The following represents those organisations benefitting from the highest value of grant payments made during the year. 'Other' is made up of grant payments totalling less than £30,000 to a single organisation.

	2020 **£'000**	2019 £'000
GoodGym	**200**	-
Greenwich Leisure Limited (Generation Gains Programme)	**43**	160
Dementia UK (National Partner and Employee Nominated)	**191**	76
Place2Be (National Partner and Employee Nominated)	**166**	76
Action for Kids (The Openwork Foundation)	**-**	40
Mental Health Foundation (Young People's Mental Health Programme)	**20**	22
Addaction (Breaking the Cycle Programme)	**-**	5
Aston Villa Foundation (Generation Gains Programme)	**94**	203
Saints Foundation (Generation Gains Programme)	**66**	133
University of Bath (Generation Gains Programme)	**20**	15
Age UK	**75**	-
Call in Time	**38**	-
The Openwork Foundation	**64**	448
National Emergencies Trust	**37**	-
Soup Kitchen	**25**	-
The Diana Awards	**40**	-
Step by Step	**36**	-
Other	**1,159**	1,262
	2,273	2,440

11. Staff

Staff are employed under contracts of employment with ZES or Openwork Services Limited. Staff costs recharged to the Charitable Company are included to the extent that these are separately identifiable.

	2020 **Number**	2019 Number
The average number of employees working for the Charitable Company during the year was:		
Charitable activities	**14**	14
Other	**3**	4
Raising funds	**1**	1
	18	19

11. Staff (continued)

The aggregate payroll costs of these employees were:

	2020	2019
	£'000	£'000
Wages and salaries	**659**	859
Other pension costs	**76**	82
Social security costs	**97**	81
Employee benefits	**87**	79
	919	1,101

The amount paid in respect of staff redundancies during the year was £357,000 (2019: £88,000). This cost was borne by ZES and has been included in the donated services expense.

The number of employees whose emoluments as defined for taxation purposes amounted to over £60,000 in the year was as follows:

	2020	2019
	Number	Number
£60,000 - £69,999	**1**	1
£70,000 - £79,999	**-**	1
£80,000 - £89,999	**-**	-
£90,000 - £99,999	**1**	-

The total emoluments paid to key management personnel during 2020 was £93,000 (2019: 134,000). There were two key management personnel during 2019 compared to one in 2020.

The Charitable Company is not the employing company for these staff and therefore no further pension disclosures or share based payment disclosures have been included in these financial statements. The costs are recharged from the employing company to the Charitable Company and the disclosures are available in the financial statements of the employing companies listed above.

12. Taxation

The Charitable Company is a registered charity, and as such is entitled to certain tax exemptions on income and profits from investments, and surpluses on any trading activities carried on in furtherance of the Charitable Company's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

13. Net expenditure

Net expenditure for the year is stated after charging/(crediting):

	2020	2019
	£'000	£'000
Auditors' remuneration in respect of audit services	**9**	18
Other interest receivable	**(1)**	(15)

14. Trustees' emoluments and expenses

No Trustees claimed travel and training expenses. (2019: two Trustees claimed £521 in travel and training expenses).

No Trustee was paid in respect of services provided to the Charitable Company either by the Charitable Company or by a related party (2019: nil).

15. Fixed asset investments

	2020 £'000	2019 £'000
Investment in 'UK Social Bond Fund'	2,211	2,115
	2,211	2,115

	At 1 Jan 2020 £'000	Valuation movement £'000	At 31 Dec 2020 £'000
Investment in 'UK Social Bond Fund'	2,115	96	2,211

	At 1 Jan 2019 £'000	Valuation movement £'000	At 31 Dec 2019 £'000
Investment in 'UK Social Bond Fund'	2,001	114	2,115

There were no purchases or disposals in the investment in the 'UK Social Bond Fund' in the year. An unrealised gain on fixed asset investments of £96,000 (2019: unrealised gain of £114,000) was recognised in the year.

16. Debtors

	2020 £'000	2019 £'000
Prepayments and accrued income	**10**	78
Amounts due from Zurich Insurance Group Ltd Undertakings	**207**	-
Sundry Debtors	**24**	-
	242	78

Amounts due from Zurich Insurance Group Ltd undertakings are unsecured, interest free and have no fixed date of repayment.

17. Cash at bank and in hand

	At 1 Jan 2020 £'000	Transfer of interest Bearing deposit £'000	Cash flows £'000	**At 31 Dec 2020 £'000**
Cash at bank and in hand	3,607	-	(956)	**2,652**

	At 1 Jan 2019 £'000	Transfer of interest Bearing deposit £'000	Cash flows £'000	**At 31 Dec 2019 £'000**
Cash at bank and in hand	2,897	630	80	**3,607**

18. Creditors: amounts falling due within one year

	2020 £'000	2019 £'000
Grant payable to the Openwork Foundation	**-**	448
Amounts owed to Zurich Insurance Group Ltd undertakings	**22**	108
Accruals and deferred income	**69**	75
	91	631

19. Statement of funds

	At 1 January 2020 £'000	Income £'000	Expenditure £'000	Investment Gain £'000	Transfers £'000	**At 31 Dec 2020 £'000**
General Funds	1,362	3,384	(3,637)	96	3,490	**4,696**
Designated Funds	3,800	-	-	-	(3,490)	**311**
Total Unrestricted Funds	5,162	3,384	(3,637)	96	-	**5,007**
Restricted Funds	7	299	(299)	-	-	**7**
Total Funds	5,169	3,683	(3,936)	96	-	**5,014**

19. Statement of funds (continued)

	At 1 January 2019		Income		Expenditure		Investment Gains		Transfers		At 31 December 2019	
	Cont. ops	Disc. ops	Cont. ops	Disc. ops	Cont. ops	Disc. ops	Cont. ops	Disc. ops	Cont. ops	Disc. ops	Cont. ops	Disc. ops
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
General reserve	1,302	-	3,018	-	(2,970)	-	114	-	(102)	-	1,362	-
Designated funds	3,697	400	-	664	-	(1,064)	-	-	103	-	3,800	-
Total unrestricted funds	4,999	400	3,018	664	(2,970)	(1,064)	114	-	1	-	5,162	-
Restricted funds	16	-	55	16	(64)	(16)	-	-	-	-	7	-
Total funds	5,015	400	3,073	680	(3,034)	(1,080)	114	-	1	-	5,169	-

**cont. ops- continued operations, disc. ops – discontinuing operations*

The general funds represent the free funds of the Charitable Company which are not designated for particular purposes and therefore have no trust law restrictions. Designated funds include funds set aside for the support of various long-term projects and an undertaking to match fundraising income generated by staff where those staff have made a non-binding preference for specific charities to benefit from the fundraising activities they have undertaken.

The designated fund has decreased by £3,490,000 during 2020 (2019: £297,000). This decrease reflected the impact of a transfer from the designated fund to the general fund net of expenditure in the year, following a change in strategic focus.

Restricted funds comprise funds raised by employees for specified charities. The Charitable Company can only use these funds as specified by the donor in accordance with Trust Law. The balance of £7,000 (2019: £7,000) represents the restricted funds raised which have not been expended by the end of the year.

19. Statement of funds (continued)

The long-term project commitments, for which designated funds have been set aside, include

	2020 £'000	2019 £'000
Call In Time Membership fees for the Call In Time Programme	**-**	23
Young Peoples Mental Health Programme A programme to provide support and preventative intervention to families dealing with mental health issues	**-**	38
Provision to sustain existing or for new programmes	**-**	2,305

The short-term project commitments and future spend, for which designated funds have been set aside, include:

Future fund level expense and grant spend	**-**	1,097
Short-term project commitments	**285**	129
Income designated for future years	**26**	208
Total designated funds	**311**	3,800

20. Analysis of net assets between funds

	Restricted funds £'000	Designated funds £'000	General funds £'000	**Total £'000**
Fund balances at 31 December 2020 are represented by:				
Fixed asset investments	-	-	2,211	**2,211**
Current assets	7	311	2,577	**2,895**
Creditors	-	-	(92)	**(92)**
Net assets	7	311	4,696	**5,014**

	Restricted funds £'000	Designated funds £'000	General funds £'000	**Total £'000**
Fund balances at 31 December 2019 are represented by:				
Fixed asset investments	-	2,115	-	**2,115**
Current assets	7	2,133	1,545	**3,685**
Creditors	-	(448)	(183)	**(631)**
Net assets	7	3,800	1,362	**5,169**

21. Reconciliation of net expenditure to net cash (used in) / provided by operating activities

	Note	**2020 £'000**	2019 £'000
Net expenditure for the reporting period		**(156)**	(245)
Adjustments for:			
(Increase)/Decrease in debtors	16	**(164)**	49
(Decrease)/Increase in creditors	18	**(540)**	391
Income from investments	7	**(1)**	(15)
Gains on investments	15	**(96)**	(114)
Net cash (used in)/provided by operating activities		**(956)**	65

22. Analysis of changes in net funds

	At 1 Jan 2020	Cash flows	Other non-cash changes	**At 31 Dec 2020**
	£'000	£'000	£'000	**£'000**
Cash at bank and in hand	3,607	(956)	-	**2,652**
Cash and cash equivalents	**3,607**	(956)	-	**2,652**

23. Related parties

a) Ultimate Parent Company

The Charitable Company's members are Zurich Financial Services (UKISA) Limited ("UKISA") and Zurich Financial Services (UKISA) Nominees Limited. The principal activity of UKISA is that of an investment holding company, and its main source of income is dividends received from its subsidiaries.

The results of the Charitable Company are not included in the financial statements of Zurich Financial Services (UKISA) Limited because the Trustees are required by legislation to act independently in the best interests of the Charitable Company.

The members' ultimate parent company and ultimate controlling party is Zurich Insurance Group Ltd which is incorporated in Switzerland. The purpose of this company is to hold interests in companies active in the insurance services business, in particular in the areas of property and casualty and life insurance and asset management. Control can be exercised by the parent, for example through corporate trusteeship or through a power to appoint or remove the majority trustees. Copies of the consolidated financial statements of Zurich Insurance Group Ltd can be obtained from:

The Secretary
Mythenquai 2
8002 Zurich
Switzerland

Copies of the members' financial statements can be obtained from:

The Grange, Bishops Cleeve, Cheltenham, Gloucestershire, GL52 8XX

The Charitable Company's registered office address and legal form are detailed within 'Reference and administrative details' on pages 1 and 2.

b) Related party balances

Balances with Zurich Insurance Group Ltd undertakings are shown in Note 16 and 18. This balance is made up of debtors: of £204,000 (2019: £95,000 creditor) due from ZES, £3,000 (2019: £nil) due from Zurich Assurance Ltd and creditors: £16,000 (2019: £9,000) due to Zurich Insurance Plc (UK Branch), £6,000 (2019: £3,000) due to Allied Dunbar Assurance Plc and £100 (2019: £100) due to Community Trust Services Limited.

All grant payments were in line with the current governance arrangements and delegated authorities for approval of grants made by the Charitable Company.

23. Related parties (continued)

b) Related party balances (continued)

Grants totalling:-

- £15,000 (2019: £1,700) were made to the Swindon Therapy Centre for Multiple Sclerosis, a long-term local community partner within the Zurich Cares programme, of which Tim Culling, a Director of the Charitable Company has been a trustee since 2014; and
- Grants of £64,000 (2019: £448,000) were made to The Openwork Foundation in 2020. The Charitable Company shared a common Trustee with The Openwork Foundation, Ian Lovett, at the time of the approval, in December 2019, of the separation of the Openwork Foundation as a charity in its own right.

During 2020, charges were made by ZES to the Charitable Company for all staff costs for the Charitable Company's team, including key management personnel, as shown in Note 11.