

Stewart Hughes No. 2 Limited Retirement Benefits Scheme

Annual statement of Governance by the Chair of the Trustee for the year to 31 March 2022

What is this Statement for?

It's important that you can feel confident that your defined contribution (DC) savings in the Scheme ("the Scheme") are being looked after and give good value.

This Statement sets out how the Trustee has managed the Scheme in the last year and what it aims to do in the coming year.

A copy of this Statement, together with other key Statements about how the Scheme is managed are posted online at <https://www.mygepension.com/chairs-statement>.

What's in this Statement?

We've included information on the following areas in this Statement:

- 1 **How we manage your Scheme** – who the Trustee is and what guides our decision making;
- 2 **Investment options** – what the Trustee has done to review the performance, strategy and suitability of the Scheme's investment options, especially those used by members who don't want to make an investment choice (known as the "default arrangement");
- 3 **Cost and charges** – what costs and charges you have paid in the last year and how these might impact the size of a typical member's savings in the Scheme over time;
- 4 **Value for Members** - how the quality of the Scheme's services (including the investment returns on your savings) which you pay for compare to other pension schemes;
- 5 **Administration** – how well the Scheme has been administered including how promptly and accurately key transactions (such as the investment of your contributions) have been processed;
- 6 **Trustee knowledge** – what the Trustee has done to maintain its level of knowledge and obtain the professional advice it needs to look after the Scheme for you; and
- 7 **Our key actions last year and plans for the next year** – what key actions the Trustee took in the last year and what we aim to do in the coming year to continue to improve the Scheme for all our members.

What were the highlights from the last 12 months?

We can confirm to you that:

1 **How we manage your Scheme**

Over the year to 31 March 2022, James Heenan and Ian Chadwick ceased being Trustee Directors, and were replaced by Ailsa Beaton and Douglas Hill. Stuart Bage also ceased as a Trustee Director during the year, however he was reappointed to the board on 28 June 2022.

2 **Investment options**

We completed a review of the Scheme's default arrangement in February 2020. We're satisfied that the default arrangement has performed in-line with our objectives and remains suitable for most members – see

section 2 for more details. The next full review of the investment options is due to be carried out by February 2023, however the Trustee intends to secure benefits outside of the Scheme and wind it up before then.

There have been no changes to the investment options in the last year.

3 Costs and charges

You pay for the Scheme's investment, administration and communications while the Company pay for part of the Scheme's communications and all of the governance (i.e., the way in which the Scheme is run).

The Trustee monitored the costs and charges going out of members' pension pots during the last year:

The Scheme is invested through a "With-Profits" Fund. This means the investment returns, charges and costs are pooled across all policyholders. The implicit charge in the last year for the "default arrangement" was 0.894% of the amount invested (or put another way £8.94 for every £1,000 invested). As the Government charge cap of 0.75% does not include the 0.291% payment to shareholders, the adjusted implicit charge of 0.603% is below the charge cap for auto-enrolment in our Scheme required by the Government.

We have also looked at how the costs and charges taken out of a typical member's pension pot each year might affect its future size when they come to retire. For an average member with pension savings of £10,000, the current level of costs and charges for the Scheme's default arrangement could reduce the size of a pension pot by £2,700 leaving £8,900 at age 65.

4 Value for Members

Each year we look at the costs and charges you pay as well as the range and quality of the services you pay for and see how they compare with similar pension schemes.

The Trustee found that the Scheme gave good value in the last year. Over the next year the main priority to maintain value for you will be to continue to monitor your provider's performance and to try to obtain information on administration performance from your provider, Phoenix Life ("the Provider") – see section 8 for more details.

The Scheme is a "specified scheme" as described by The Occupational Pension Schemes (Administration, Investment, Charges and Governance) (Amendment) Regulations 2021 ('the 2021 Regulations') which means that the Trustee must carry out a more detailed assessment of Value for Members.

Given the nature of with-profits funds, their implicit charging structure and the lack of data provided by the Scheme's provider, it is not possible to compare costs and charges and net investment returns against other "comparator schemes". The regulations also require one of these "comparator schemes" to be one which the Scheme could transfer into, however as the majority of with-profits funds are closed, the Scheme would only be able to transfer to a unitised arrangement, giving up all with-profits feature such as guarantees and bonuses. Based on the valuable guarantees attached to the Scheme's benefits and advice from their DC governance and investment advisers, the Trustee is comfortable that consolidating the Scheme into another arrangement would not improve value for members. Furthermore, the Trustee intends to secure benefits outside of the Scheme and commence winding it up during the current scheme year.

5 Administration

The Trustee is unable to comprehensively monitor the administration of the Scheme detailed information is not available to them. The Trustee has approached Phoenix Life, to ask them to make data on performance against service levels available so that they can monitor the administration quality of the Scheme, however,

Phoenix Life have confirmed that this is not possible as there are no scheme specific service levels for this Scheme and they do not publish their performance against their general service levels.

The Trustee has again asked for detailed information on performance standards from Phoenix Life and will continue to pursue this with Phoenix Life.

6 Trustee knowledge

It's important that the Trustee Directors and Trustee board as a whole keep our knowledge of pension and investment matters up-to-date and have access to sound professional advice.

During the last year the Trustee Directors attended training sessions on subjects such as cyber security, responsible investment and climate change and checked our level of knowledge and understanding by carrying out regular assessments to confirm and identify any gaps – see section 6 for more details.

Hymans Robertson are the Scheme's DC investment adviser and Eversheds Sutherland are the Scheme's legal advisers. There have been no changes to the Trustee's advisers during the year. We regularly review our advisers and are comfortable that they continue to perform well.

Overall, the Trustee considers that the Trustee Directors have the right skills and expertise together with access to good quality professional advice so that they can run your Scheme properly.

7 Our key actions last year and plans for the next year

During the last year the Trustee:

- Asked Phoenix Life to put in place SLAs for the Scheme and report on their internal SLAs; and
- Reviewed their professional advisers to ensure they are receiving good and appropriate advice.

During the next year the Trustee aims to:

- Continue to review and consider any required action to ensure that any missing information is obtained, such as trying to get information on administration performance from the provider; and
- continue to monitor Value for Members during the next 12 months.

The remainder of this Statement goes into more detail - please read on if you want to find out more about how we have managed your Scheme in the last year.

We hope this Statement is of help to you planning for your future. If you have any questions, please contact the Scheme Secretary on ge.secretarial@aon.com.

Introduction

Governance requirements apply to DC pension arrangements like the Scheme, to help members achieve a good outcome from their pension savings. The Trustee is required to produce a yearly statement describing how these governance requirements have been met.

This Statement covers the period from 1 April 2021 to 31 March 2022.

For the record

This Annual Statement regarding governance has been prepared in accordance with:

Regulation 23 of the Occupational Pension Schemes (Scheme Administration) Regulations 1996 (SI 1996/1715) as amended by the Occupational Pension Schemes (Charges and Governance) Regulations 2015 (SI 2015/879); and

The Occupational Pension Schemes (Administration and Disclosure) (Amendment) Regulations 2018 (SI 2018/233).

DocuSigned by:

Mark Elborne

Date: Sep 20, 2022

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Signed by the Chair of Trustee of the Stewart Hughes No 2 Limited Retirement Benefits Scheme

1 How we manage your Scheme

The Trustee of the Scheme is GE Pension Trustees Limited. At 31 March 2022, the Trustee Directors of the Scheme were:

- Mark Elborne (Chair of Trustee)
- Kerrie Rowland
- Martin Bath
- Jane Snelling
- Harshal Chaudhari
- Scott Hodgson
- Ailsa Beaton
- Douglas Hill

James Heenan and Ian Chadwick ceased being Trustee Directors on from 6 April 2021 and 31 December 2021 respectively.

Following the year end, Stuart Bage ceased to be a Trustee Director from 31 December 2021, however was re-appointed to the Board on and from 28 June 2022.

2 Investment options

Default arrangement

The Scheme is designated as a qualifying workplace pension scheme for automatic enrolment purposes; therefore, it is required to have a default fund. The Scheme only offers one fund - a with-profits fund - which members are automatically invested into, which is therefore the default arrangement. This is the only

investment fund associated with the Scheme and the fund was closed to new entrants in 2011. The fund is the Scottish Mutual Traditional With-Profits Fund and the provider is Phoenix Life.

The main investment objectives for the default arrangement are to help deliver good member outcomes at retirement. The arrangement has inherent investment guarantees and aims to provide a pension (or a lump sum) for members at retirement. More information is detailed in the Statement of Investment Principles (see page 3) which is appended to this Statement.

The Trustee believes that the default arrangement is appropriate for the majority of the Scheme's members because:

- members were offered the option to move their funds to a unit linked arrangement, and have an ongoing option to move, but chose to stay invested in the with-profits arrangement;
- the fund has provided positive returns in recent years; for example, it provided a return of 2% in the year ending 31 March 2022 and 6% the year prior to that; and
- the arrangement offers valuable guaranteed annuity rates.

The Trustee formally reviews both the investment performance against the default arrangement's objectives and the suitability of the investment strategy at least every three years.

A full review of the performance, strategy and suitability of the default arrangement was conducted on 13 February 2020. The next full review is due to take place by February 2023 or immediately following any significant change in investment policy or the Scheme's member profile.

Following the February 2020 review, the Trustee is satisfied that the default arrangement performance and strategy are consistent with its objectives and that the default arrangement remains appropriate for the majority of the Scheme's members because:

- Its investment performance has been consistent with its investment objectives;
- Its design continues to meet its principal investment objectives;
- The demographic profile of the membership has not changed materially; and
- Members' needs and likely benefit choices at retirement have not changed materially.

Therefore, there were no changes to the default arrangement as a result of this review.

3 Costs and charges

The charges and costs borne by members and/or the Company for the Scheme's services are:

Service	By members	Shared	By the Company
Investment management	✓		
Investment transactions	✓		
Administration		✓	
Governance			✓
Communications		✓	

Basis for cost sharing: Members pay an annual management charge that covers the costs of investment fees; administration and communications issued by the administrator.

The presentation of the charges and costs, together with the projections of the impact of charges and costs, takes into account the statutory guidance issued by the Department for Work and Pensions.

Charges

The Scheme offers only one fund – a with-profits fund - which members are automatically invested into; the Scottish Mutual Traditional With-Profits Fund.

There are three implicit charges allowed for in the bonus calculations relevant to the fund:

- 0.426% per policy expense, which covers a fair share of the administration expenses of the fund;
- 0.177% investment expense; and
- 0.291% payment to shareholders

Given the above, the charges for the fund were 0.894% of the amount invested or put another way, £8.94 per £1,000 invested.

It should be noted that these figures are indicative only as charges in a with-profits funds are effectively averaged across all policy holders and it is not possible to determine the exact charges and costs borne by the members of our Scheme.

Transaction costs

Transaction costs for the investment option

The transaction costs for the Scottish Mutual With-Profits Fund were 0.104% on top of the other implicit charges.

The Principles and Practices of Financial Management for the Scottish Mutual With-Profits Fund managed by Phoenix Life state that, in setting the expense parameters for traditional with-profits business, the levels are chosen so that if applied across all policies they give an overall level of expenses close to the actual expenses apportioned to the fund. The With-Profits Funds average transaction costs are not disclosed.

It should be noted that the implicit costs and charges for the With-Profits Fund cover the cost of guarantees and reserving as well as investment management and administration services.

Member-borne charges

The charges above have been supplied by Phoenix Life.

Impact of costs and charges - illustration of charges and transaction costs

The Trustee has asked the Scheme's provider to illustrate the impact over time of the costs and charges borne by members.

These illustrations show projected fund values in today's money before and after costs and charges for typical members at stages from joining the Scheme at age 35 up to retirement.

The tables in Appendix 3 to this Statement show these figures for the default arrangement, together with a note of the assumptions used in calculating these illustrations.

The "before costs" figures represent the savings projection assuming an investment return with no deduction of member borne fees or transaction costs. The "after costs" figures represent the savings projection using the same assumed investment return but after deducting member borne fees and an allowance for transaction costs.

As an example, for a member who joined the default arrangement at age 35, with initial pension savings of £10,000, the level of charges and costs seen in the last year would reduce their projected pot value at retirement in today's money from £11,600 to £8,900.

Notes on illustrations

- These illustrated values are not guaranteed and may not prove to be a good indication of how your own savings might grow;
- These illustrations have also been calculated using the fund's implicit charges only as transaction costs are not currently available and so may understate the impact of costs and charges; and

- Projected pension pot values are shown in today's terms, and do not need to be reduced further for the effect of future inflation.

The assumptions used in these calculations are set out in Appendix 3.

4 Value for Members

Each year, with the help of its advisers, the Trustee reviews the charges and transaction costs for the default arrangement, which are borne in full or in part by members, and carries out an assessment of whether they represent good Value for Members. Value is not simply about low cost – the Trustee also consider the quality and scope of provision (for example the quality of administration and the communications provided) compared against similar schemes and available external benchmarks.

Approach

The Scheme is a “specified scheme” as described by The Occupational Pension Schemes (Administration, Investment, Charges and Governance) (Amendment) Regulations 2021 (‘the 2021 Regulations’) which means that the Trustee must carry out a more detailed assessment of Value for Members.

Given the nature of with-profits funds, their implicit charging structure and the lack of data provided by the Scheme’s provider, it is not possible to compare costs and charges and net investment returns against other “comparator schemes”. The regulations also require one of these “comparator schemes” to be one which the Scheme could transfer into, however as the majority of with-profits funds are closed, the Scheme would only be able to transfer to a unitised arrangement, giving up all with-profits feature such as guarantees and bonuses. Based on the valuable guarantees attached to the Scheme’s benefits and advice from their DC governance and investment advisers, the Trustee is comfortable that consolidating the Scheme into another arrangement would not improve value for members. Furthermore, the Trustee intends to secure benefits outside of the Scheme and commence winding it up during the current scheme year.

The Trustee adopted the following approach to assessing Value for Members in the year ending 31 March 2022:

- **Services** – considered the investment management, administration and communication services where members bear or share the costs;
- **Outcomes** – weighted each service according to its likely impact on outcomes for members at retirement and the value the Trustee thinks members will place on each;
- **Comparison** – the cost and quality of each service were compared against similar schemes and available external comparisons;
- **Rating** – each service was rated on the below basis.

Results for the Year ending 31 March 2022

The Trustee, in conjunction with its advisers, concluded that the Scheme gave **Good** Value for Members in the year ending 31 March 2022. The Trustee also decided that the Scheme gave **Good** Overall Value for Money (a wider rating of value including aspects paid for by the Company) in the year ending 31 March 2022.

The ratings and weightings used for the assessment were:

Rating	Definition
Excellent	The Trustee considers the Scheme offers excellent value for members, providing services within a top 20% quality/cost range compared with typical options for similar schemes.

Good	The Trustee considers the Scheme offers good value for members, providing services at better quality/cost compared with typical options for similar schemes.
Average	The Trustee considers the Scheme offers average value for members, providing similar services at similar quality/cost compared with typical options for similar schemes.
Below average	The Trustee considers the Scheme offers below average value for members, providing similar services at higher cost or more limited services for similar cost compared with typical options for similar schemes.
Poor	The Trustee considers the Scheme offers poor value for members providing services, within the bottom 20% quality/cost range compared with typical options for similar schemes.

With-Profits

The Scheme only has one investment fund associated with it. This is the Scottish Mutual traditional With-Profits Fund and the provider is Phoenix Life. Value for Members in respect of the charges and transaction costs for with-profits funds cannot be easily assessed because:

- Investment returns, charges and costs are pooled across all policyholders;
- Each member will have a different perception of the value of the guarantees; and
- There is a general lack of transparency in the way with-profits funds are run.

However, considering the operation of the fund at a general level, the Trustee believes that:

- the process for turning investment returns into bonuses may be expected to deliver modest investment returns to members over time; and
- the guarantees and smoothing of investment returns are likely to be of reasonable value to members.

The assessment of Value for Members in respect of with-profits funds will, for the time being, involve a greater degree of subjectivity than is the case for unit-linked funds.

Rating rationale

The rationale for the rating of each service was in outline:

Value for money Service and weighting (Overall value for money weightings)	Rating	Rationale
Investment 65% / (62.5%)	Good	The overall implicit charge for the arrangement is 0.894%. The elements of this charge which are covered by the charge cap total 0.603%, which fall within the 0.75% charge cap requirement. This charge is made up of a per policy expense charge of 0.426%, which covers administration expenses, an investment expense charge of 0.177%, and a 0.291% payment to shareholders. There is insufficient information available to compare the charges with other with-profits arrangements, however, the Trustee notes that this compares well to the 2020 DWP pensions survey average charge of 0.690% p.a. for a trust based non-qualifying scheme with 12-99 members.

		<p>The Trustee believes that the default arrangement is appropriate for the majority of the Scheme's members because:</p> <ul style="list-style-type: none"> members were offered the option to move their funds to a unit linked arrangement and have an ongoing option to move, but chose to stay invested in the with-profits arrangement; the fund has provided strong returns in recent years, for example it provided a return (before tax, expenses and charges) of 2% for this financial year and 6% in the year before; the arrangement offers valuable guaranteed annuity rates; and The Trustee are satisfied that the investment options are suitable for the Scheme's membership because they carried out a review of the default investment strategy in February 2020, which included analysis of membership demographics and pot sizes. <p>The Statement of Investment Principles ("SIP") was last updated in September 2020, when changes reflecting the Trustee's policy on how they incentivise investment managers to align their investment strategy with the Trustees policies were documented.</p> <p>The Scheme's investment options do not yet take responsible investment (including climate change) into account.</p>
<p>Administration 10% / (7.5%)</p>	<p>Below average</p>	<p>The Scheme administrators, Phoenix Life, work to set service standards, and over the year to 31 March 2022 Phoenix Life have set an SLA of 30 working days for scheme level request. Phoenix Life aim to process at least 85% of Pension claims requests and 87% of Pensions Servicing requests within 5 days, and they usually exceed these levels. For pensions bulk servicing (scheme level) requests, they aim to respond to 93% of requests within 6 weeks, but they try to action these as quickly as possible. Phoenix Life has confirmed that they achieved or bettered these standards, often achieving 90%+ on a monthly basis. As there is no scheme specific reporting however, it is not possible to tell if these were met for requests in relation to the Scheme. They have also confirmed that there were no member complaints for the Scheme in the year to 31 March 2022.</p> <p>The Trustee are unable to fully assess the processing of financial transactions or administration standards as reporting on service levels is not available, however:</p> <ul style="list-style-type: none"> as there is only one fund option available, there is no option for members to switch funds; contributions received by the Scheme were paid in accordance with the Payment Schedule dated 25 October 2013; Phoenix Life have general service levels as set out above, which they have met; and the Trustee has not been made aware of any complaints from members over administration standards and Phoenix Life have confirmed that there were no member complaints.

		<p>In the absence of sufficient performance reporting to allow them to compare with the wider market, the Trustee have concluded that they must rate administration services as below average.</p> <p>Fitch Ratings have assigned an insurer financial strength rating of A+ with a stable outlook, which indicates that they are financially sound.</p>
<p>Communication 25% / (22.5%)</p>	Average	<p>Members pay for communications provided by Phoenix Life, these are limited to annual benefit statements and communications at retirement and are of a similar quality to the typical communications for similar schemes, offering average value for members. There is information on their website on with profits funds and the retirement centre has information on options at retirement and tools available such as a budget planner, pension calculator and lump sum calculator. GE offers fully-funded pre-retirement seminars to all members and their spouses, and releases communications at appropriate times, such as the tax year end and the flexible benefits enrolment window, to encourage engagement and informed decision making. The Trustee has received feedback from members to say that the pre-retirement seminars are of good quality, provide value to members in their retirement decision making process and that it is helpful that they are inclusive of spouses. These seminars also cover matters outside of pension, but which can be influential in terms of determining expected expenditure in retirement, such as tax, health, and travel costs.</p>

Governance and Scheme management is not included in the Value for Members assessment as it is paid for by the Company, but it can be included in the overall value for money assessment.

Service and weighting	Rating	Rationale
<p>Governance (7.5%)</p>	Good	<p>The GE Pension Plan, which is also run by the Trustee, is subject to supervision by the Pensions Regulator, who has been satisfied with their standards of governance, including the business continuity planning and Board resilience in the face of the pandemic situation. The governance of the Scheme is carried out in conjunction with that of the GE Pension Plan, therefore the same standards of governance apply to the Scheme.</p> <p>The Trustee met four times during the last year and reviewed their own and their advisers' effectiveness during the year. The Governance & Compliance Committee of the Trustee, responsible for the Scheme's governance, including in relation to DC benefits, also met eight times during the last year.</p>

5 Administration

The Trustee appointed Phoenix Life to administer the Scheme on their behalf.

Core financial transactions

The Trustee has not been provided with comprehensive information regarding the performance of the Scheme administrators or the processing of core financial transactions. Core financial transactions include (but are not limited to):

- The receipt and investment of contributions (including inward transfers of funds); and
- Payments of benefits (including retirements and outward transfers of funds).

This section includes the steps that the Trustee has taken and will take to obtain comprehensive information.

Service levels

The Trustee does not have any scheme specific service level agreements in place with the provider, the Trustee has made (and continues to make) attempts to put service level agreements in place, but the provider is not currently able to put these in place. The provider does however have general service levels of 5 working days which cover the accuracy and timeliness of all administration work such as:

- The investment of contributions;
- Providing quotations of benefits to members who are retiring or leaving the Scheme;
- Payments of benefits;
- Producing annual benefit statements; and
- Responding to ad hoc enquiries from members.

The provider aims to complete 85% of pension claims requests and 87% of pensions servicing requests within these service levels. They have confirmed that they have achieved or bettered these standards, often achieving 90%+ on a monthly basis, however as there is no scheme specific reporting, it is not possible to tell if these were met for requests in relation to the Scheme.

The Trustee monitored core financial transactions and administration service levels during the year by:

- Checking that contributions deducted from members' earnings have been paid promptly to the Scheme by the Company; and
- Considering member feedback including any complaints.

To the extent possible (on the basis of information available to it), the Trustee also assessed the accurate and timely processing of core financial transactions (and administration service levels) relating to the Scheme and ensured (to the extent possible) that no issues arose. The assessment found that:

- as there is only one fund option available to members, there is no option for members to switch funds;
- contributions received by the Scheme were paid in accordance with the Payment Schedule dated 25 October 2013;
- Phoenix Life have set service levels of dealing with all member requests within 5 working days; and
- the Trustee has not been made aware of any complaints from members over administration standards and Phoenix Life have confirmed that there were no member complaints.

The Trustee took the below actions following the above issues (which relate to not being provided comprehensive information about the processing of core financial transactions and administration service levels during the year):

- The Trustee has repeatedly requested comprehensive information, but it was not available.
- The Trustee will continue to request this information from Phoenix Life and specifically engage with Phoenix Life in relation to the processing of core financial transactions.

The Trustee has asked its advisers to formally compare service levels against other similar providers next year as part of the formal review.

Cyber Security

The Trustee is conscious of the growing threat of cyber-attacks on pension plan information. The Trustee takes this threat seriously and ensures that their policies and standards with regard to cyber security are upheld, and has undergone a simulation of a "real life" War Game Scenario to help them understand how to respond in the event of a cyber incident on the Scheme.

The Trustee also hold the Scheme's provider to this standard, and each year the Trustee asks the Scheme's provider to confirm that their cyber security arrangements are effective and up to date. The Trustee expect that the Scheme's provider will report any security breach immediately and ensure that members are notified as soon as possible.

Security of assets

The situation regarding the security of where pension contributions are invested is complex. It can vary from scheme to scheme and from fund to fund within each scheme. To-date there have only been a few instances where members of Schemes such as ours have seen their benefits reduced as a result of a financial failure of a provider or fund manager.

The funds are provided through a policy of insurance issued to the Trustee by Phoenix Life. As a result, the value of the funds may be affected in the event of Phoenix Life getting into financial difficulties.

The Scheme's DC assets held under the policy with Phoenix Life are covered by the Financial Services Compensation Scheme ("FSCS") in the event of Phoenix Life getting into financial difficulties. However, losses would not be covered by the FSCS if the fund managers used by Phoenix Life get into financial difficulties.

The Trustee will continue to keep this under review. The Trustee takes the security of assets into account when selecting and monitoring the funds used by the Scheme.

6 Trustee knowledge

The Scheme's Trustee is required to maintain appropriate levels of knowledge and understanding to run the Scheme effectively. Sections 247 and 248 of the Pensions Act 2004 require that the Trustee Directors must:

- be conversant with the trust deed and rules of the Scheme, the Scheme's statement of investment principles and any other document recording policy for the time being adopted by the Trustee relating to the administration of the Scheme generally; and
- have, to the degree that is appropriate for the purposes of enabling the individual to exercise his or her functions properly as a Trustee Director, knowledge and understanding of the law relating to pensions and trusts and the principles relating to funding and investment of the assets of occupational pension schemes.

The Trustee has measures in place to comply with the legal and regulatory requirements regarding knowledge and understanding of relevant matters, including investment, pension, and trust law. Details of how the knowledge and understanding requirements have been met during the period covered by this Statement are set out below.

The Trustee's current practices to maintain and develop the Trustee Directors' level of knowledge and understanding of matters relating to the Scheme are:

- there is an induction process for newly appointed Trustee Directors, who are asked to complete the Pensions Regulator's "Trustee Toolkit", which is a free online learning programme aimed at trustees of occupational pension schemes and is designed to help trustees meet the minimum level of knowledge and understanding required by law. Trustee Directors appointed during the scheme year completed this and also received bespoke training from each of the Scheme's legal and investment advisers. They were also provided access to the Scheme documentation which they were encouraged to read;
- the Trustee receives training when the Scheme's governing documentation is amended or updated and refers to the Deed and Rules in relation to all decisions in relation to the Scheme;
- the Scheme's investment advisers provide training to ensure that the Trustee has a working knowledge of the Scheme's Statement of Investment Principles as well as funding and investment principles (including the investment concepts relevant to the Scheme);

- the Scheme’s legal advisers provide regular training to ensure that the Trustee has working knowledge of the law and legislation relating to pension schemes, the Trustee’s current policies and the Scheme’s governing documentation and to identify where developments may require changes to policies, processes and/or documentation;
- the Trustee is encouraged to undertake further study and qualifications which supports the work of the Trustee Directors;
- the Trustee has a plan in place for ongoing training appropriate to their duties and this includes inclusion and diversity training;
- the effectiveness of these practices and the training received are reviewed at least quarterly;
- the Trustee carries out regular assessments to confirm and identify any gaps in their knowledge and skills;
- the Trustee also receive quarterly “hot topics” from their advisers covering technical and legislative/regulatory changes affecting DC (and additional voluntary contribution) schemes in general; and
- a weekly horizon scanning document is available for Trustee Directors which lists upcoming legal and regulatory developments by sub-committee relevance.

The Trustee, with the help of its advisers, regularly considers training requirements to identify any knowledge gaps. The Trustee’s investment advisers raise any changes in governance requirements and other relevant matters as they become aware of them. The Trustee’s advisers typically deliver training on such matters at Trustee meetings if they are material.

Post year end, the Trustee received training on 15 June 2022 on climate metrics and targets and climate scenario analysis, with regard to guidance issued by the Department for Work and Pensions. Following this training, the Trustee considered and agreed a range of climate metrics and targets and will consider the impact of potential climate scenarios on the Scheme, and report on the findings as part of the first TCFD report covering the year to 31 March 2022.

All of the Trustee Directors have access to copies of and are familiar with the current governing documentation for the Scheme, including the Trust Deed & Rules (together with any amendments) and Statement of Investment Principles (“SIP”). The Trustee refers to the Trust Deed and Rules as part of deciding to make any changes to the Scheme, and the SIP is formally reviewed at least every three years and as part of making any change to the Scheme’s investments.

A training log is maintained in line with best practice and the training programme is reviewed quarterly to ensure it is up to date.

In addition to the training set out above, the Trustee Directors are encouraged to attend external training courses and a schedule of opportunities is distributed on a monthly basis. The Trustee Directors are asked to update their training logs on a quarterly basis and are asked to complete a Knowledge and Understanding questionnaire on an annual basis in order to identify gaps of knowledge within the Trustee Board.

During the period covered by this Statement, the Trustee received training on the following topics:

Date	Topic	Aim/benefit	Trainer
26 April 2021	Responsible Investing / ESG / Climate Change	The Trustee was provided with an Educational, Philosophical and Strategic session with regards to climate change and responsible investing.	Aon Eversheds Sutherland Penfida

22 September 2021	Taskforce for Climate Related Financial Disclosures (TCFD)	The Trustee was kept up to date on the TCFD requirements which are set to come into effect for the year ending 31 March 2022.	Aon
22 September 2021	Cyber Incident Response Scheme	The Aon Cyber Team provided the Trustee with a simulation of a "real life" War Game Scenario, which helps the Trustee understand how to respond in the event of a cyber-attack on the Scheme.	Aon Cyber Team Willis Towers Watson
19 October 2021	TPRs Single Code and other TPR News	The Trustee was kept up to date on tPR's Single Code of Practice which will replace 10 of the 15 current codes.	Eversheds Sutherland Aon
19 October 2021	DC Proposal - the future of the DC benefits	In light of increasingly onerous regulations, the Trustee engaged in training and discussion regarding the direction of the Scheme in the near future.	Hymans Robertson Eversheds Sutherland
Ongoing	RI and climate change	The Scheme's DC advisers provide the Trustee with regular updates on developments in Responsible Investments, including updates on government policy, the adviser's Quarterly RI news and views update and ad hoc publications such as their Climate Change guide. This increases the Trustee's understanding of how Scheme's pension investments impact climate change action.	Hymans Robertson
Quarterly	Legal training	The Scheme's legal advisers provide training and updates to the Trustee at each Board meeting, which increases the Trustee's understanding of legal matters concerning the Scheme including a working knowledge of the Scheme's Trust Deed and Rules. Training and updates are also provided regularly to committees of the Trustee.	Eversheds Sutherland
Quarterly	DC update	The Scheme's DC advisers provide updates to the Trustee at each Board meeting on developments in the DC market and regulatory and legislative changes, which increases the Trustee's understanding of DC pensions and requirements and helps them to effectively manage the Scheme's DC benefits.	Hymans Robertson

The Trustee is also the Trustee of the GE Pension Plan and they govern the two schemes together. The Trustee also receives training specific to the GE Pension Plan, which is subject to one-to-one supervision by the Pensions Regulator, on topics such as investment strategy. Therefore, while this does not directly relate to the Stewart Hughes Scheme, it increases the Trustee's knowledge and can help in its management of the Scheme.

The Trustee has appointed suitably qualified and experienced actuaries, legal advisers, investment consultants and DC consultants to provide advice on the operation of the Scheme in accordance with its Trust Deed and Rules, legislation, and regulatory guidance.

The Trustee review the effectiveness of its advisers annually and provides feedback to the advisers, and periodically reviews the appointment of its advisers. The Trustee undertook the following reviews during the last year:

Date	Review of
Q2 2021	Administrator (3-year review)
Q3-Q4 2021	Fiduciary manager (5-year and CMA review)
Q4 2021	Strategic investment adviser (5-year review)
Q4 2021	Auditor (6-year review)
Q4 2021	Covenant (3-year review)
Q1 2022	Legal advisers (informal review)

The Trustee is satisfied that during the last year they have:

- a) Taken effective steps to maintain and develop their knowledge and understanding; and
- b) Ensured they received suitable advice.

The Trustee is satisfied that the combination of their knowledge and understanding together with access to suitable advice enabled them to properly exercise their duties during the period covered by this Statement.

7 Our key actions last year and plans for the next year

During the last year the Trustee undertook the following (over and above “business as usual”):

- Improved Value for Members by repeatedly asking the provider to put in place SLAs for the Scheme or report on their internal SLAs
- Arranged for the publication of this Statement, together with the Statement of Investment Principles in a publicly searchable location on the internet with a note of this location in the annual benefit statements; and
- Updated the Statement of Investment Principles to reflect the September 2019 Regulations on Responsible Investment which came into force on 1 October 2020.

In the coming year (which will be covered by the next Statement), the Trustee intend to carry out the following:

- Improve Value for Members by:
 - continuing to monitor Value for Members during the next 12 months; and
 - continuing to seek the relevant missing information from providers by making multiple requests before the next year end.

The Trustee believes that this work will help you get the best out of our Scheme.

Missing information and limitations

The Trustee has been unable to obtain information on:

- Exact details of charges and transaction costs specific to the Scheme;
- Details of the underlying funds, including their International Securities Identification Numbers (ISINs), in which the provider’s with-profits fund are invested;
- Reports on how well the provider has met its administration service levels; and

- Reports from the provider on the processing of core financial transactions.

This means that some information is missing for the period covered by this Statement.

The following steps are being taken to obtain the missing information for the future:

- The Trustee has repeatedly requested regular reporting on service levels and processing of financial transactions from Phoenix Life but have been informed that they do not put in place scheme specific service levels and they do not publish performance against their general service levels. The Trustee will continue to pursue this with Phoenix Life

The missing information listed above means that the Trustee has not been able to:

- Fully assess the accuracy and timeliness of core financial transactions; and
- Fully compare the quality of the administration against other schemes.

The Trustee also notes the following limitations:

- At this time, limited data is available on industry-wide comparisons of pension schemes and has relied heavily on the market knowledge of its advisers; and
- There is limited transaction costs data available to provide industry-wide comparisons.
- Value for Members in respect of the charges and transaction costs for with-profits funds cannot be easily assessed because:
 - Investment returns, charges and costs are pooled across all policyholders;
 - Each member will have a different perception of the value of the guarantees; and
 - There is a general lack of transparency in the way with-profits funds are run.
- The assessment of Value for Members in respect of with-profits funds will, for the time being, involve a greater degree of subjectivity than is the case for unit-linked funds.
- Due to the collective nature of with-profits funds in general, it is not possible for the Trustee to take steps to improve the value of the with-profits funds in relation to costs and charges compared to expected returns. The Trustee must rely on the With-Profits Committee for the with-profits fund's consideration of matters affecting the interests of policyholders including fair pay-outs.
- The only area where the Trustee may be able to improve Value for Members is in respect of the administrative services members can access. However, as many with-profits funds are now closed to new business and administered on legacy administration platforms, the scope for improving these services is often limited.

The Trustee understands that these issues currently affect many pension schemes and pension providers. The amount of comparative information available should improve over the next few years.

Appendix 1

Statement of Investment Principles

[Insert Statement of Investment Principles covering the default arrangement]

Appendix 2

Table of funds and charges

With-Profits fund

Please note that the charges in the table below do take into account the 0.426% charge for administration services, which are also borne by members.

The funds' charges (as "Total Expense Ratios") and transaction costs in the last year used in the default arrangement were:

Fund	ISIN *	Charges **		Transaction costs	
		% p.a. of the amount invested	£ p.a. per £1,000 invested	% p.a. of the amount invested	£ p.a. per £1,000 invested
Scottish Mutual Traditional With-Profits	Not available	0.894%	£8.94	0.104%	£1.04

Source: Phoenix Life

Appendix 3

Tables illustrating the impact of charges and costs

The following tables show the potential impact of the costs and charges borne by typical members on projected values in today's money at several times up to retirement:

Scottish Mutual Traditional With-Profits Fund

Years to retirement	Age 35 with an initial pot of £10,000		Age 55 with an initial pot of £50,000	
	Before costs and charges	After costs and charges are taken	Before costs and charges £	After costs and charges are taken £
20	£10,500	£9,600	n/a	n/a
10	£11,000	£9,200	£50,000	£50,000
5	£11,300	£9,100	£51,200	£49,000
At retirement	£11,600	£8,900	£52,500	£48,100

Source: Phoenix Life

Please note that these illustrated values:

- Assume that members are no longer paying contributions into the Scheme;
- The fund growth rate was 3.00%;
- Are estimates using assumed rates of future investment returns and inflation which may not be borne out in practice;
- The assumptions used may differ in the future to reflect changes in regulatory requirements or investment conditions;
- Will be affected by future, and as yet unknown, changes to the Scheme's investment options;
- Are not guaranteed;
- May not prove to be a good indication of how your own savings might grow; and
- The Trustee has had regard to the statutory guidance in preparing.

Appendix 4

Investment performance

The return on the investments in the traditional with-profits pension policies was **2%** for 2021.

These returns are before tax, expenses and charges.

The recent history of the with-profits fund investment returns is shown in the table below.

Year	Traditional pensions policy
2021	2%
2020	6%
2019	10%
2018	-1%
2017	6%