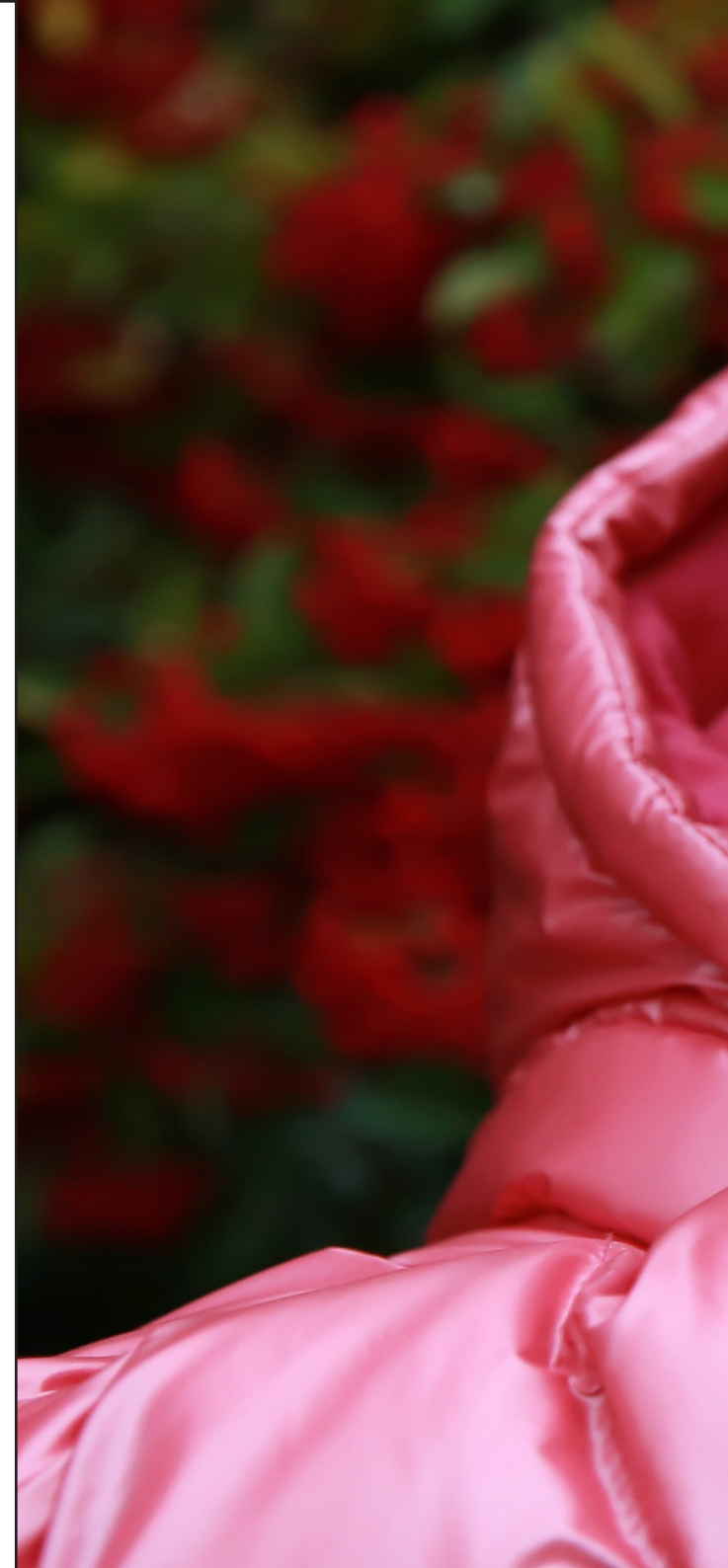




www.zct.org.uk





ZURICH[®]

Community Trust

Our impact

Making your world
more resilient

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Zurich Community Trust (ZCT), Zurich's charitable arm in the UK, is passionate about helping to make our communities more inclusive and its people more resilient.

Welcome to the world of ZCT and the impact we're making together...

As ZCT's Chair of Trustees, I'm really proud to introduce this Impact Report.

We work with so many wonderful organisations and we can never hope to showcase all of them. However, what we can do is give you a flavour of some of those we work with.

By focusing on four main areas - how many people we support through our work, how much we have donated to date, how many organisations we work with and through the number of volunteering days donated by our employees, we tell the stories of a number of amazing charities we're delighted to support.

I hope you find this an informative and inspiring read, do let us know what you think by posting to our social media channels. If you'd like to know more please visit www.zct.org.uk or take a look at our YouTube channel.

STEVE COLLINSON
CHAIR OF ZURICH COMMUNITY TRUST



There are two words in particular that stand out for me when reading through the pages that follow, **Commitment** and **Innovation**. I read these words with a great amount of pride as I'm sure these were instrumental in inspiring our founder, Joel Joffe's vision when setting up the original charity foundation back in 1973.

Since 1973 we've had a long history of working in collaboration with many organisations over many years. It is through this **commitment** that we have been able to build effective two-way partnerships involving the investment of time and skills as well as our financial support.

We are also prepared to take risks and explore new **innovative** approaches. Looking back over the years we're incredibly proud of the part we have played in developing new ideas that have subsequently flourished and grown.

With those **words** in mind, please enjoy reading about the impact we've made on our journey so far and aspire to continue.

STEVE GRIMMETT
HEAD OF ZURICH COMMUNITY TRUST



Commitment

In times of vulnerability you want nothing more than for someone to take hold of your hand with a reassuringly tight grip and help steer you into a more stable direction. You also want the peace of mind that this hand won't loosen its grip until you've found the strength and means to balance on your own. We, ZCT, are that hand, we are that grip, and we will always be fully committed to being there for any of our charity partners, projects and programmes.



Innovation



We're all drawn to our comfort zone – it's human nature. But only when we allow ourselves to step outside of this, do we open our eyes to many other possibilities. And through ZCT we do just this. We realise there are so many other areas of need beyond those deemed familiar. Areas that have remained hidden in the shadows, left unaddressed, but are in urgent need of exploration and support.

We're not afraid to step outside of our comfort zone, to explore the unknown or take risks - we're proud to support the areas of need we feel passionately about, no matter what the subject.



Our journey so far has been one of **commitment** and **innovation**, which our timeline illustrates.

Time doesn't stand still and neither do we. The figures to follow give us good reason to feel extremely proud of the difference we're making, and will continue to make, through our many programmes...

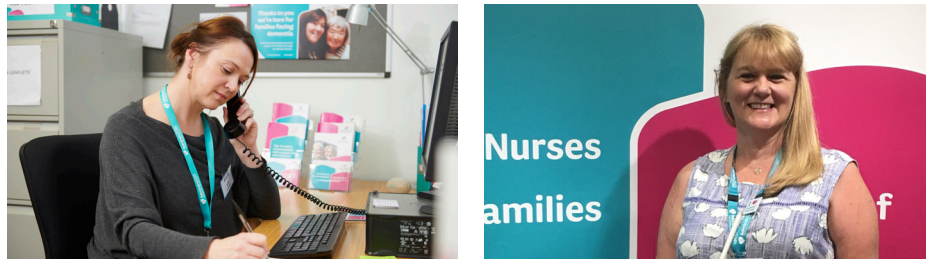
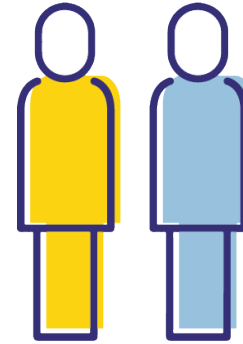


"I was now in the depths of despair. I had begun to plan how we could die. Someone suggested I ring the Admiral Nurse Helpline. I did, and I swear that nurse saved my life."

Sheila, carer



EACH YEAR WE HELP IMPROVE THE LIVES OF OVER 100,000 PEOPLE.



To us, they're more than just 'people', they're individuals with important roles to play in the lives of those who care about them – grandparents, parents, sons, daughters, brothers, sisters, aunts, uncles and friends.

To help them fulfil those roles for as long as possible, we do our best to make life that little bit easier for them when they need it most. Being able to offer this support is at the very heart of all of our programmes, whether through grant giving, volunteering or our strategic funding programmes.

Dementia UK, is one of two charities we have a national partnership with. Our shared passion for supporting those either living with or caring for someone who has dementia, is just one example of how we're able to make a difference to so many lives.

We've awarded Dementia UK £225,000 over three years, to fund their pioneering 'Admiral Nurse Helpline'. Our funding has paid for the recruitment of a new nurse, Vicky Wheeler, and supports 60% of the helpline's running costs. During our partnership we've helped Dementia UK reach over 3,500 families to offer them the support and guidance they most desperately need. As our partnership continues, we hope to reach many more.



For more information on this project, please visit

<https://www.zct.org.uk/en-gb/grant-programmes/zurich-cares-grant-programmes>

WE SUPPORT OVER 500 CHARITIES EACH YEAR.



What June Perkin, Chair of The Growing Zone, had to say in response to the team's efforts;

"Michael's team worked like mad for us. They worked long and hard and they prepared the ground for our future plans. What a team! Not only was their work splendid, they got fully involved with our celebration engagement party. We hope they return.

Zurich's Challenge programme helps so many people in the community and it has helped GZ so much over the years. Michael—you and your team have really made a positive difference to our charity, well done and thank you to you all."

We're passionate about helping causes that touch the lives of people from all walks of life. By supporting over 500 charities each year we're reaching those who need it most, regardless of age, sexual orientation, gender, culture or ethnic background.

One of the charities we've supported for many years, both financially and through our volunteering programmes, is **The Growing Zone**. One of our local charity partners in Leeds, they offer a safe haven for young people to come together, with or without disabilities, visual impairment or learning needs. The Growing Zone helps these young people to develop and grow and encourage their personalities to blossom, just like their garden!

June Perkin, Chair of The Growing Zone, is the lady who makes all of this possible, and she eagerly shares how she feels about our support below...

"It's very difficult for me to put into words just what our friendship with Zurich Cares means to all at GZ. So, I am going to tell you a little story of what happened a few weeks ago.

One afternoon I took the GZ youngsters to the Mothers Union to do a presentation on their achievements whilst working at GZ— It went splendidly"

At the end of the presentation one lady stood up and asked the youngsters ***"what do you like the most about going to the Growing Zone?"*** Without hesitation one young man

stood up and said ***"Working with our friends from Zurich"***.

Then another young man, presenting for the first time with a speech impediment who never speaks to anyone, also stood up, blushed and stuttered "me too". His response made me gulp, I was so proud at that moment, as usual when I flounder or get taken aback with something, I make a joke. I shouted out "hey up, never mind Zurich what about me", which set off a round of giggles and the whole room burst into laughter. These few comments really hit home and have stayed with me ever since.

"You guys do so much for us, it's hard to know where to start thanking you, and it's obvious to all just how much our youngsters think of you. Your grants help keep us open, so we can improve young lives. Your constant work days help us so much and we have tons of fun. The funds your lovely staff themselves raise for us, to buy us stuff we cannot afford are so valuable. But the kid's comments highlighted to me that the most important thing you guys provide are lasting memories.

These memories can never be taken from us. No matter what the future brings or whatever happens on their journey through life and for that on behalf of every single one of us at GZ I send you our deepest and most heartfelt thanks."

And many employees have also enjoyed the



benefits of our long standing relationship over the years, with a huge number of volunteering opportunities completed.

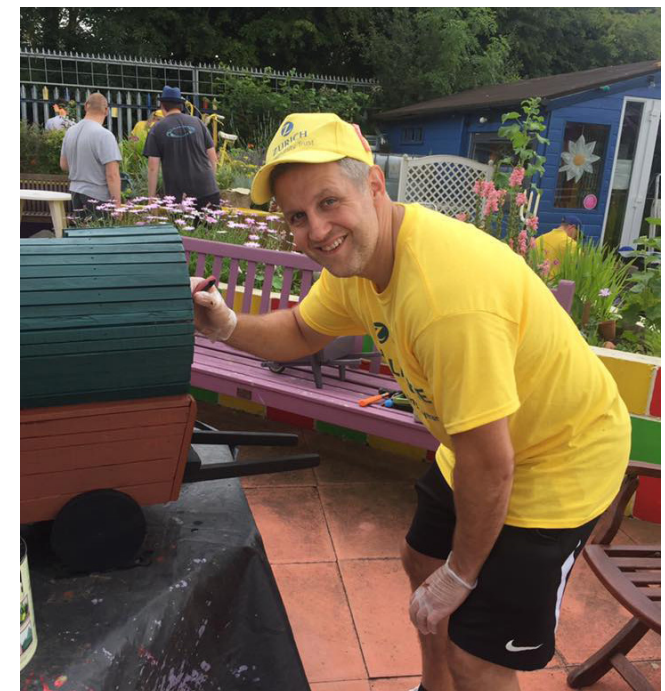
As part of ZCT's Challenge volunteering programme, Robert Foggitt and the Zurich UK's Risk Engineering team volunteered to help The Growing Zone with one of their challenge projects. Over to Robert to share their experience...

"We dug and concreted the footings for a new wall, cleared a flower bed of some very prickly and deep rooted bushes, cleared another bed in preparation for laying of paving and laid some paving slabs next to a shed. June said that it would have taken months to do the work we did if they had to do it themselves.

We were privileged to be able to celebrate the engagement of two of the volunteers at lunchtime.

June was thrilled with the work we did and said she had never seen the kids work so hard or be so animated. Comments like this make our efforts even more worthwhile. Thanks to everyone who took part, including the volunteers from The Growing Zone".

It was a brilliant day and the last word from June, when I asked her about the day was - the kids - when I'm shattered at the end of the day, a hug from one of the kids makes it all worthwhile."



***Rob Kuchinski, Head of Commercial, recently joined the Zurich UK business, and volunteering for the Soup Kitchen was top of his agenda!
Let's hear how he got on...***

"I was very proud and humbled to volunteer at The Soup Kitchen in London, one of the core local charities we support. This amazing charitable organisation serves over 25,000 free meals every year, with only two full-time and four part-time staff. So they count on companies like ours to not only help fund the incredibly important work they do, but also volunteer our time to serve their clients, and simply interact with them. It is a really warm feeling to be able to put a smile on someone's face, and make their day just a little bit brighter....***I can promise you, they definitely made my day brighter!***"

Alex Brown, Director of The Soup Kitchen, tells us what ZCT means to them:

"As a small charity, feeding over 600 homeless, vulnerable and elderly people each week in London, we're so genuinely grateful for our partnership with the Zurich Community Trust. Not only does ZCT support us financially each year, they send us their fantastic employees who volunteer to help cook, serve and interact with our homeless friends. This past June, we opened Europe's first ever mental health drop-in centre, located within our soup kitchen, to try to address some of the core issues of homelessness. None of the work we do would be possible without the support and dedication of organisations like Zurich Community Trust.
Thank you!"



ZURICH UK EMPLOYEES GIVE OVER **4,000 DAYS** **OF VOLUNTEERING** **EACH YEAR.**



Zurich really means business when it comes to encouraging employees to volunteer in the community. So much so that UK employees can now take up to three 'business' days a year to volunteer to help others. All of which is music to our (ZCT) ears!

Through our well-established volunteering programme, we create and broker volunteering opportunities between our Zurich colleagues and our charity partners right across the country.

Every day we're proud to witness the difference made through the sharing of skills, time and commitment, with colleagues choosing to use their three days to volunteer in their local community through our programmes.

And in a world where we're all increasingly time poor, the fact that each year around 35% of Zurich UK employees volunteer more than 4,000 days is definitely something to celebrate!

The Soup Kitchen, one of our multi year funding partners in London, is so popular with our employee volunteers, we actually have a waiting list! The Soup Kitchen provide nourishment and emotional support to homeless people in the surrounding area.

We believe everyone has something to offer. Employee volunteers can add real value to the charities we support by sharing business and life skills. It's also increasingly valued by colleagues as an effective and enjoyable way to develop themselves—both professionally and personally.



Watch our video on The Soup Kitchen

<https://youtu.be/KNqyD-s29uo>



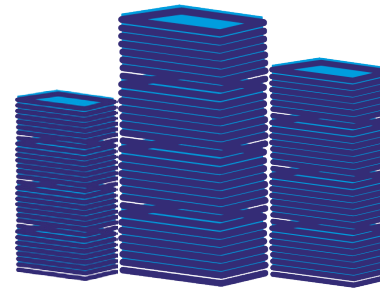
K N Gopinath,
Former Executive Director of
Operations, Association of People
with Disability (APD, Bengaluru)

"Zurich's input has been crucial
in helping us build the dream."



"As a development programme,
this delivers a million times more
than any other I've ever been on
both to the individual and
the organisation."

WE'VE GIVEN OVER £90 MILLION IN GRANTS SINCE 1973.



£90 million is a number we're very happy to shout about... but more importantly, it's the impactful footprints our funding has left along the way, that leave us with an overwhelming sense of pride.

All our programmes have an important role to play but our Strategic Funding programmes give us the opportunity for even greater depth in our partnership offerings, for both our charities and employees. Our level of commitment to the causes and areas where we're championing change, matches our desire to keep driving progress forward. We push to support programmes above and beyond the barriers of a timeline, to remain committed until we've fully delivered on our promises.

A perfect reflection of our level of commitment is the India programme, our longest ever running programme of which we're immensely proud. Our partnership journey in southern India began way back in 1994 as an additional overseas funding option to complement our overseas grant programme, providing meaningful volunteering opportunities for Zurich UK employees.

Throughout the programme we worked with partner organisations on the ground in

southern India—supporting people trying to cope with disabilities and issues around mental health, livelihood, education, health care and poverty – and helping them to improve their organisational efficiency.

What set this programme apart from others, was the truly 'holistic' nature of our partnerships. ZCT not only provided core funding to help develop the *NGOs' organisational capacity but we also offered 105 Zurich employees the opportunity to share their management skills on month long assignments to help develop practical systems and processes. These proved to be truly unique development experiences and often 'life-changers' both professionally and personally for the assignees!

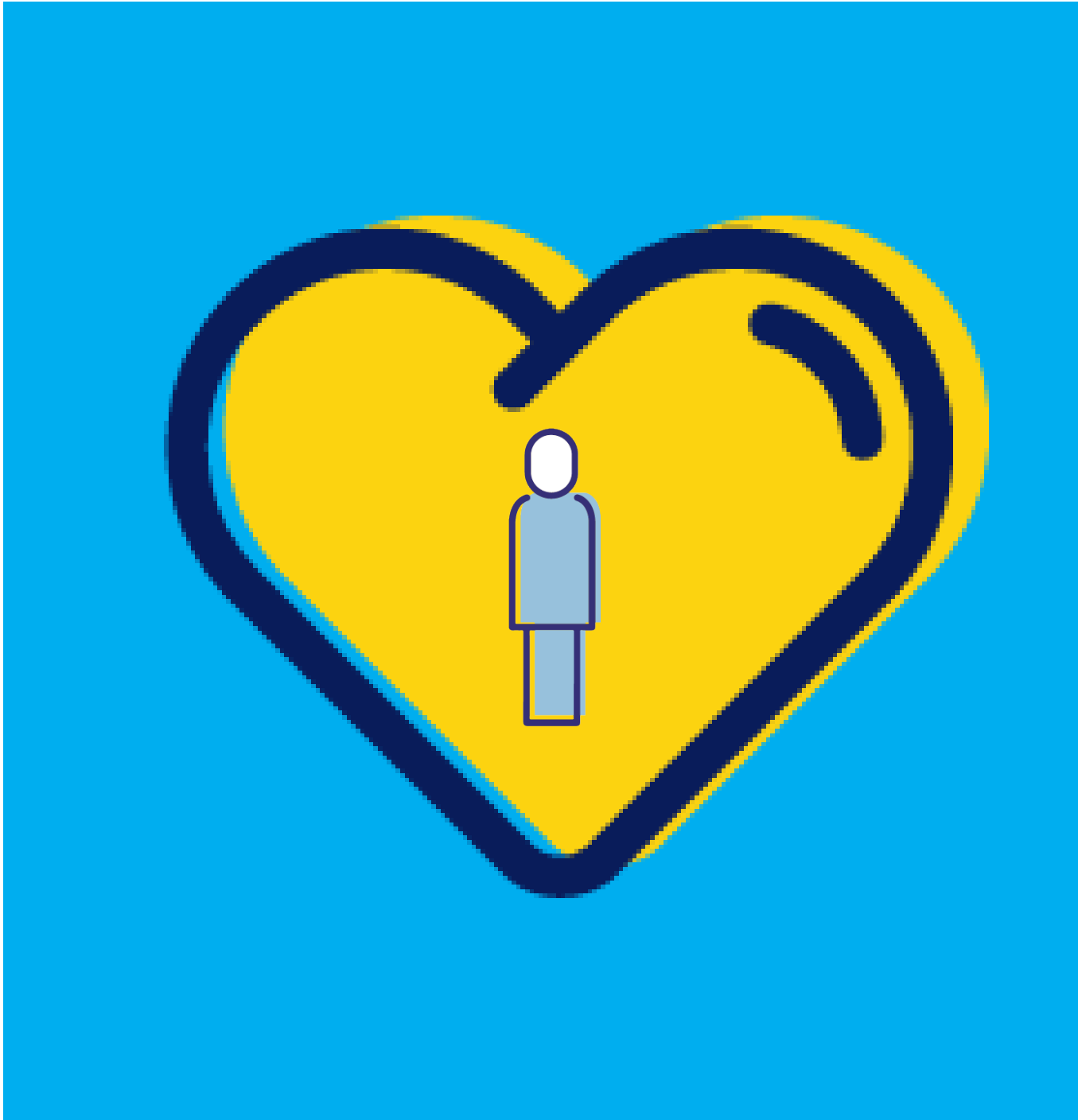
Over 24 years we supported 12 NGOs with grants totalling £1,720,400 and 105 Zurich employees shared their skills.

**Non-governmental organisations*



To find out more about our India programme and other strategic funding programmes, please visit

<https://www.zct.org.uk/en-gb/grant-programmes/strategic-funding-programmes>



LOOKING TO THE FUTURE

Anything is possible when you stand united in your purpose.

Zurich is committed to being a responsible organisation who is truly passionate about its role in society.

How ZCT support this

We continue to work with partners and charities within our communities across the UK and overseas to help build a more sustainable, inclusive and resilient society.

#LoveZCT #LifeatZurich

UK Learn more about us at
www.zct.org.uk

THE GLOBE Learn more about Zurich's global community investment strategy at
www.zurich/zfoundation

“ *In the same way that the Z Zurich Foundation empowers Zurich employees to help create a more sustainable and inclusive society across the globe, the Zurich Community Trust has for nearly half a century worked with local communities across the UK to help increase choice and independence for the vulnerable and excluded in our societies.* ”

Gary Shaughnessy, Chair of the Z Zurich Foundation