NFU Mutual
RETIREMENT BENEFIT SCHEME

ANNUAL REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 DECEMBER 2020

Registration Number: 10006102

NFU Mutual Retirement Benefit Scheme

Year Ended 31 December 2020

TABLE OF CONTENTS

NFU Mutual Retirement Benefit Scheme

Year Ended 31 December 2020

TRUSTEE AND ADVISERS

Principal Employer

The National Farmers Union Mutual Insurance Society Limited ("**NFU Mutual**")

Tiddington Road, Stratford-upon-Avon, Warwickshire CV37 7BJ

Participating Employer
NFU Mutual (Service Company) Limited

Trustee
NFUM Pension Trustee Company Limited

Employer nominated: Mr B Duffin (Chairman)
Mr K Graves
Mr J Priestley

Member nominated: Mr A Spriggs
Mr K Davies

Secretary to the Scheme
Mrs J Baker

Scheme Actuary
Mr M Faulkner FIA (appointed with effect from 21 January 2020)
Mr S Ellis FIA (resigned 21 January 2020)
of Towers Watson Limited

Independent Auditors
PricewaterhouseCoopers LLP

Scheme Administrators
Mercer Limited (until 30 June 2021)
Trafalgar House (from 1 July 2021)

DC Consultants
Hymans Robertson LLP

Bankers
Barclays Bank plc
Royal Bank of Scotland Plc

Investment and AVC Managers
NFU Mutual Investment Services Limited
The National Farmers Union Mutual Insurance Society Limited
Legal & General Assurance (Pensions Management) Limited

Custodians
NFU Mutual Insurance Pension Fund Trust Company Limited
JP Morgan Chase Bank

Investment Consultant
Towers Watson Limited

Solicitors
Gowling WLG LLP

Address for Enquiries
Mrs J Baker
NFU Mutual Retirement Benefit Scheme
Tiddington Road
Stratford-upon-Avon
Warwickshire
CV37 7BJ

Email: rbs@nfumutual.co.uk

TRUSTEE'S REPORT

Introduction

The Trustee of The Retirement Benefit Scheme of the National Farmers Union Mutual Insurance Society Limited (commonly known as NFU Mutual Retirement Benefit Scheme) ("**the Scheme**") presents the Annual Report together with the Actuarial Certificate, Summary of Contributions, Members' Information and Financial Statements for the year ended 31 December 2020.

The financial statements have been prepared and audited in compliance with regulations made under section 41(1) and (6) of the Pensions Act 1995.

Constitution of the Scheme

The Scheme was set up on 12 April 1928 and is constituted by means of a trust, the current provisions of which are contained in a deed dated 1 May 2013 along with subsequent deeds of amendment. The Scheme and its assets are entirely separate from the Principal Employer. It is a registered pension scheme under the Finance Act 2004 registered in the United Kingdom. It is contracted-in to the State Second Pension (S2P).

The Scheme has both defined benefit (**DB**) and defined contribution (**DC**) sections. The Scheme closed to new DB entrants with effect from 30 June 2002 and closed to future accrual for existing members on 31 December 2016. All active members of the DB section were automatically entered into the DC section as at 1 January 2017.

Employees of the principal and participating employers who join after 1 July 2002 and who meet the entry requirements of the Scheme are entitled to DC benefits. The DC section is used as an auto-enrolment scheme by the Employer.

Trustee

The Trustee is responsible for the administration and investment policy of the Scheme.

The Scheme Rules set out the provision for appointment of the Trustee(s). The Articles of Association set out the provisions for appointment and removal of Trustee Directors.

Three of the Trustee Directors are appointed and may be removed by the Principal Employer. Two of the Trustee Directors are appointed following an election process among active, deferred and pensioner members of the Scheme.

Member-nominated Trustee Directors are appointed for a fixed term of six years and may be removed before the end of their term only by agreement of all the remaining Trustee Directors. The name of the Trustee Directors that served during the year and subsequently to the date of signing is disclosed on page 1 of this Report.

There were 8 Trustee meetings during the year.

Financial Development of the Scheme

The Fund Account on page 42 shows that the net withdrawals arising from dealings with members for the year were £18,286,000 (2019: £15,626,000). The net return on the Scheme's investments for the year was an increase of £50,174,000 (2019: £168,782,000). The total net movement in the Scheme's assets for the year was an increase of £31,888,000 (2019: £153,156,000), giving net assets of the Scheme at the year end of £1,352,256,000 (2019: £1,320,368,000). Further details of the financial developments of the Scheme may be found in the audited financial statements on pages 42 to 57.

Pension Increases

Under the Scheme Rules, the Trustee must review pensions in payment in October each year and has a statutory requirement to increase these pensions as follows:

- For pension built up in respect of service between 6 April 1997 and 5 April 2006 by the annual increase in RPI up to a maximum of 5% p.a. The increase granted in October 2020 was 1.1%.
- For pension built up in respect of service after 6 April 2006 by the annual increase in RPI up to a maximum of 2.5% p.a. The increase granted in October 2020 was 1.1%.

TRUSTEE'S REPORT (CONTINUED)

Pension Increases (continued)

Any increase granted in respect of any earlier period of pensionable service, any AVC pension or otherwise is awarded at the discretion of the Trustee but requires the consent of the Employer.

A discretionary increase of 1% was granted in October 2020 for pension built up in respect of service before 6 April 1997 and AVC pension.

Deferred pensions

The Trustee has not awarded any discretionary increases in the year.

Actuarial Review

The financial statements set out on pages 42 to 57 do not take into account the liabilities to provide pension benefits which fall due after the year end. In respect of the Scheme, these liabilities are considered by the Scheme Actuary who carries out an actuarial valuation of such liabilities every three years. This valuation considers the funding position of the Scheme and the level of contributions payable.

The formal actuarial certificate required by statute to be included in this Annual Report from the Scheme Actuary appears on page 58. In addition, as required by FRS 102, the Trustee has included a report on Actuarial Liabilities below.

Actuarial Liabilities

As required by Financial Reporting Standard 102, "The Financial Reporting Standard applicable in the United Kingdom and the Republic of Ireland" (FRS 102), the financial statements do not include liabilities in respect of promised retirement benefits.

Under section 222 of the Pensions Act 2004, every scheme is subject to the Statutory Funding Objective, which is to have sufficient and appropriate assets to cover its technical provisions, which represent the present value of benefits to which members are entitled based on pensionable service to the valuation date. This is assessed at least every 3 years using assumptions agreed between the Trustee and the employer and set out in the Statement of Funding Principles, a copy of which is available to Scheme members on request.

The most recent triennial actuarial valuation of the Scheme was carried out as at 31 December 2017 and update valuations were performed as at 31 December 2018 and 31 December 2019. The results of which can be summarised as follows:

	2017	**2018**	**2019**
	£m	£m	£m
Value of assets available to meet technical provisions	1,238.7	1,167.2	1,319.4
Value of liabilities in respect of technical provisions	(1,210.4)	(1,204.5)	(1,310.4)
Funding level	102%	97%	101%

The latest full actuarial valuation revealed that the surplus had fallen from £36.7m at 31 December 2014 to £28.3m at 31 December 2017 which was largely due to the change in market conditions over the period. The figures shown include the value of assets in relation to defined contribution members and additional voluntary contributions (AVCs). Monies in relation to these funds are classed as both assets and liabilities of the Scheme, and so have no impact on the net overall position shown.

TRUSTEE'S REPORT (CONTINUED)

Actuarial Liabilities (continued)

The funding level of the Scheme at the valuation date was 102%. As the assets covered the liabilities the Scheme was in surplus on an on-going basis.

Although there are no current plans to discontinue the Scheme and buy out liabilities with an insurance company, the Trustee also considers the level of funding relative to the estimated costs of such a buy-out (known as "solvency liabilities") and equivalent information on this basis is provided below:

	2017
	£m
Value of assets available to meet solvency liabilities	1,097.4
Value of liabilities in respect of solvency liabilities	(1,288.4)
Funding level	85%

The value of technical provisions is based on Pensionable Service to the valuation date and assumptions about various factors that will influence the Scheme in the future, such as the levels of investment returns and pay increases, when members will retire and how long members will live. The actuarial method used in the calculation of the technical provisions is the Projected Unit Credit Method and the significant actuarial assumptions adopted for the 31 December 2017 valuation were as follows:

Key assumptions adopted	**31 December 2017 (% pa)**
Discount rate	Gilt curve + 100 bps moving to gilt curve + 70 bps in 10 steps over 10 years
RPI price Inflation	Break even inflation curve
CPI price Inflation	RPI curve -1%
Salary increases	RPI curve +1.5%
Deferred pension revaluation	
- Revaluation (CPI)	CPI curve with relevant cap and floor applied
- Revaluation (Avon Harvest)	RPI Curve +1.75%
Pension increases in payment:	
- Discretionary / RPI (0,2.5)	RPI curve with relevant cap and floor applied
- RPI (0,5)	RPI curve with relevant cap and floor applied
Mortality base tables:	
- Male pensioners	95% of SAPS S2 'light' normal pensioners with CMI 2017 projections to 2017
- Female pensioners	85% of SAPS S2 normal pensioners with CMI 2017 projections to 2017
Future improvements in longevity	CMI 2017 with a long term trend of 1.5% pa
Proportion of pension exchanged for a lump sum at retirement	15% on current terms
Expenses	1.5% of past service reserve

Employer Covenant

As part of the Trustee's governance of the Scheme, it regularly reviews the strength of the Employer's covenant. The covenant is an assessment of the Society's willingness and ability to fund the Scheme and of the financial strength of the Society. The Society actively supports the Scheme and the Trustee is satisfied that the covenant remains very strong.

Next actuarial valuation

The next triennial valuation of the Scheme is due as at 31 December 2020 and is currently in progress.

TRUSTEE'S REPORT (CONTINUED)

Membership

Active Members	DB		DC	
At 1 January 2020		-		3,999
Adjustments		-		(33)
Plus:				
New members	-		360	
		-		360
Less:				
Deferred pensioners	-		(253)	
Refunds	-		(19)	
Opt-Out	-		(1)	
Retirements	-		(8)	
Full Commutation	-		(2)	
Death in service	-		(4)	
Transfer Out	-		(2)	
Redundant and Benefits Preserved	-		(43)	
		-		(332)
At 31 December 2020		**-**		**3,994**
Deferred Members	**DB**		**DC**	
At 1 January 2020		1,406		2,131
Adjustments		(6)		94
Plus:				
New deferred pensioners			253	
				253
Less:				
Transfers out	(12)		(88)	
Retirements	(72)		(15)	
Full Commutation	-		(12)	
Refunds	-		(1)	
Redundant and Benefits Preserved	-		43	
		(84)		(73)
At 31 December 2020		**1,316**		**2,405**
Pensioners	**DB**		**DC**	
At 1 January 2020		1,624		n/a*
Adjustments		5		
Plus:				
Member Retirements	72			
Spouses' pensions becoming payable	12			
		84		
Less:				
Full Commutation	(4)			
Deaths	(43)			
Cessation of dependant pensioners	(1)			
		(48)		
At 31 December 2020		**1,665**		**n/a***
Pensioners breakdown:				
Pensioners	1,472			
Beneficiaries	193			

* The Scheme's liability for DC members is extinguished on retirement through the purchase of an annuity in the member's name, an uncrystallised funds pension lump sum or a transfer to a drawdown arrangement depending on the option selected by the member.

The active members refers to the total number of members as at the year-end, including any members who may still be in their auto enrolment opt out period.

TRUSTEE'S REPORT (CONTINUED)

Scheme Documentation Changes

A deed of amendment was signed by the Trustee and Society on 1 October 2020 relating to an amendment to the DC rules in respect of family-related leave, the definition of Spouse and serious ill-health lump sums.

Investment Strategy / Management of the Investments

The Trustee has delegated the investment management of the Scheme's assets (except those mentioned below) to NFU Mutual Investment Services Limited on the basis of an annual fee related to the value of funds under management. The Trustee has appointed JP Morgan Chase Bank to provide custodial services for all Scheme assets other than cash deposits and real estate. As at 31 December 2020 deposits across the DB and DC funds were held with authorised counterparties Barclays, HSBC, Lloyds, NatWest, JP Morgan, Santander, Coventry Building Society and Close Brothers. In addition, some of the cash is now held in Money Market Funds, with Goldman Sachs and BNP Paribas being utilised at year end. The portfolio of property is held within Oaks Property Trust (the Scheme has a 20% investment and the remainder is held by NFU Mutual). The purpose of Oaks Property Trust is to enable participation in better-performing, larger property investments.

The Trustee has considered the nature, disposition and marketability, security and valuation of the Scheme's investments and considers them to be appropriate relative to the reasons for holding each class of investment. In accordance with s35 of Pensions Act 1995, a Statement of Investment Principles has been prepared by the Trustee which incorporates the investment strategy. A copy of the Statement is available from the Secretary to the Trustee.

At the end of the year the DB fund's main overweight positions relative to the benchmark portfolio continued to be in international equities and cash, with the main underweight positions in index-linked bonds and UK equities. The largest exposures were to international equities (27.6%), corporate bonds (25.8%) and UK equities (16.9%), with the balance in government and corporate index-linked, commercial property and cash. A notable change has seen a change in the benchmark mix for equities away from the UK to international equities, with a further shift at the start of 2021.

The Trustee has also produced a separate Statement of Investment Principles for the DC Section of the Scheme which is appended to this document which is in Appendix 4.

The Trustee continues to regularly review the investment strategy with the Scheme's investment consultants.

Investment Performance – DB Section

	Last Twelve Months		Last Three Years (p.a.)		Last Five Years (p.a.)	
	Fund %	Benchmark %	Fund %	Benchmark %	Fund %	Benchmark %
Fund Performance	4.3%	6.3%	4.4%	5.5%	8.0%	8.9%

Performance was measured by the independent performance measurement specialist, the WM Company up to March 2016 and since then by a combination of internally generated numbers and our external provider FactSet. Fund performance is shown above compared against the fund's specific benchmark return.

After a positive start to the year for asset markets, 2020 saw a dramatic change when the deadly spread of COVID-19 led to economic lockdowns and a significant global recession. Initially equity markets saw falls of around 30% alongside declines in corporate bond and commercial property values, with only government bonds and cash proving resilient. However, despite continued waves of the virus and further containment measures throughout the year, equities and corporate bonds recovered strongly due to optimism over an eventual recovery aided by vaccines, and exceptional levels of fiscal and monetary policy support being provided by governments and central banks. The announcement of effective vaccines in November proved especially helpful to equities and the final quarter also benefited from well-received US election results and the last-minute avoidance of a 'no deal' Brexit. Double-digit returns from international equities and fixed income assets helped deliver a 4.3% return for the fund and 5-year annualised returns of 8.0%. Asset allocation had a neutral impact on performance compared to the benchmark in 2020, but underperformance from the equity, fixed income and property portfolios weighed on relative returns.

TRUSTEE'S REPORT (CONTINUED)

Investment Performance – DC Section

	Last Twelve Months		Last Three Years (p.a.)		Last Five Years (p.a.)		Benchmark Index
	Fund %	Index %	Fund %	Index %	Fund %	Index %	
International Fund	12.4	14.3	7.3	10.7	13.9	15.0	FTSE All World ex-UK
Property Fund	-16.7	-16.3	0.6	-2.1	1.9	-0.8	FTSE EPRA NAREIT
Index-linked Fund	11.0	11.0	5.8	5.6	7.9	8.4	FTSE UK IL All Stocks
Fixed Interest Fund	6.1	8.0	4.2	5.1	4.9	5.7	Fixed interest Gilts = FTSE Gilts All Stock Corporate Bonds = IBOXX Non-Gilts
Deposit Fund	0.4	0.2	0.5	0.5	0.3	0.4	SONIA

The Mixed Portfolio Funds do not have appropriate market index benchmarks, therefore, we set out below a comparable average of similar Morningstar Mixed Investment sector funds:

Percentage Growth						
	Last Twelve Months		Last Three Years (p.a.)		Last Five Years (p.a.)	
	Fund %	Sector Average %	Fund %	Sector Average %	Fund %	Sector Average %
Mixed Portfolio 40-85% Shares Fund	2.5	4.3	4.2	4.0	8.5	7.1
Mixed Portfolio 20-60% Shares Fund	0.1	1.7	2.3	2.3	6.0	4.6

Despite a significant improvement in returns after a difficult first quarter, the various DC funds saw a mixed performance in 2020, with a variety of quartile rankings amongst peers. The highlight amongst the single asset class funds in 2020 was the UK Equity Fund which despite seeing modest losses continued its strong run of outperformance. Over the 3 and 5-year periods, most funds continued to perform above peer group averages. Both mixed portfolio funds lagged peers in 2020 but remained well placed over longer periods.

The performance figures shown above have been calculated on a bid-to-bid basis. Past performance is not a guide to future investment returns. The value of your investment can go down as well as up.

Legal & General Assurance (Pensions Management) Limited

The time-weighted investment returns (after charges) on the Scheme's assets were as follows:

	Last Twelve Months		Last Three Years (p.a.)		Last Five Years p.a.	
Investment Funds	Fund %	Index %	Fund %	Index %	Fund %	Index %
Global Equity 50:50 Index (chgs)	1.09	1.15	3.92	4.03	9.27	9.34
UK Equity Index (chgs)	(9.83)	(9.82)	(0.94)	(0.91)	5.18	5.14
Over 15y Gilts Index (chgs)	13.74	13.88	8.45	8.56	9.29	9.39

Employer Related Investments

The Trustee is required to consider the level of direct and/or indirect investment in securities issued by the sponsoring employer or its related group companies which may be held directly and/or indirectly through investments in certain pooled investment vehicles. The Trustee has inquired with its investment advisors and managers and ascertained there were no employer related investments held by the Scheme as at the year end (2019: £nil).

There were no employer related investments held by the Scheme during the year or as at the year end (2019: £nil).

TRUSTEE'S REPORT (CONTINUED)

Corporate Governance and Social, Environmental and Ethical Considerations

The Trustee has delegated responsibility for the selection, retention and realisation of investments to NFU Mutual Investment Services Limited, within guidelines given by the Trustee. The Trustee considers that the long-term investment return is best achieved by investing in responsible companies which have good corporate governance and believe that a portfolio of securities predominantly in quoted companies with their explicit reporting requirements is likely to achieve strong investment returns coupled with social, environmental and ethical responsibility.

Rights Attaching to Shares

The Trustee's policy is to delegate responsibility for the exercising of rights (including voting rights) attaching to directly held shares to NFU Mutual Investment Services Limited. At least once a year, NFU Mutual Investment Services Limited will provide the Trustee with a report detailing voting activity in respect of such assets. The Trustee has no control over the exercise of rights in respect of shares held in pooled funds.

Statement of Trustee's Responsibilities

Trustee's responsibilities in respect of the financial statements

The financial statements, which are prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including the Financial Reporting Standard applicable in the UK and Republic of Ireland ("FRS 102"), are the responsibility of the Trustee. Pension scheme regulations require, and the Trustee is responsible for ensuring, that those financial statements:

- show a true and fair view of the financial transactions of the scheme during the scheme year and of the amount and disposition at the end of the scheme year of its assets and liabilities, other than liabilities to pay pensions and benefits after the end of the scheme year; and
- contain the information specified in Regulation 3A of the Occupational Pension Schemes (Requirement to obtain Audited Accounts and a Statement from the Auditor) Regulations 1996, including making a statement whether the financial statements have been prepared in accordance with the relevant financial reporting framework applicable to occupational pension schemes.

In discharging these responsibilities, the Trustee is responsible for selecting suitable accounting policies, to be applied consistently, making any estimates and judgements on a prudent and reasonable basis, and for ensuring that the financial statements are prepared on a going concern basis unless it is inappropriate to presume that the scheme will continue as a going concern.

The Trustee is also responsible for making available certain other information about the scheme in the form of an annual report.

The Trustee has a general responsibility for ensuring that accounting records are kept and for taking such steps as are reasonably open to it to safeguard the assets of the scheme and to prevent and detect fraud and other irregularities, including the maintenance of an appropriate system of internal control.

Trustee's responsibilities in respect of contributions

The Trustee is responsible under pensions legislation for preparing, and from time to time reviewing and if necessary revising, a schedule of contributions showing the rates of contributions payable to the scheme by or on behalf of employers and the active members of the scheme and the dates on or before which such contributions are to be paid.

The Trustee is also responsible for keeping records in respect of contributions received in respect of any active member of the scheme and for adopting risk-based processes to monitor whether contributions that fall due to be paid are paid into the scheme in accordance with the schedule of contributions.

Where breaches of the schedule occur, the Trustee is required by the Pensions Acts 1995 and 2004 to consider making reports to the Pensions Regulator and to members.

TRUSTEE'S REPORT (CONTINUED)

Impact of Covid-19 Pandemic

Since the Scheme year end, COVID-19 has continued to cause extensive disruptions to businesses and economic activities globally. However, progress on the rollout of vaccines and extensive fiscal and monetary policy support from governments and central banks have boosted economic growth forecasts and given investors optimism that an end to the COVID-19 crisis is in sight and a strong economic recovery is expected once restrictions are lifted. Other than a modest decline in fixed income assets as yields have increased from the exceptionally low levels at the start of the year, other asset markets have seen a relatively quiet start to 2021, and all continue to show good market liquidity.

COVID-19 has had a material impact upon the commercial property market. In particular the retail and leisure sectors have been hit hard as tenants have been unable to trade and significant numbers of businesses and well known brand names have failed. This has contributed to significant valuation falls .

The OPT Property Manager has been working closely with all of its tenants to successfully maintain strong rental receipts and low voids but the Trustee is aware that the portfolio experienced capital value falls and negative total returns for the year driven by its exposure to a number of retail assets.

As COVID lockdown unwinds, forecast returns for UK property are positive with the industrial and distribution sectors benefitting from the growth of ecommerce, and the Trustee understands that the Manager is strengthening portfolio diversification through sales and acquisitions to maintain portfolio quality and enhance returns.

During 2020 the Trustee received updates from the sponsoring employer regarding the potential impacts of the COVID-19 pandemic and remains satisfied about the continuing strength of the NFU Mutual Insurance Society Limited and its ability to support the Scheme. The Trustee has also considered, and remains satisfied in relation to, the ability of the Scheme investments to meet ongoing benefit payments for at least the next 12 months.

The Scheme's administrator, Mercer, has a business continuity plan that is tested at regular intervals and updated periodically.

The Trustee continues to monitor the operational impact of the current situation and has no significant concerns regarding the Scheme's ongoing ability to fulfil its operational, cashflow or benefit payment requirements. All the Scheme's suppliers have enabled its staff to work from home where appropriate during the pandemic and this has not had a material impact on normal service or the continued robust operation of key controls. In the event of a disruption of service caused by the pandemic, the Trustee has in place contingency plans which will ensure that priority is given to the paying of pensions, settlement of retirement benefits and the management of the Scheme's financial requirements. Should these priorities themselves be impacted then the Trustee and the Administrator will inform the Pensions Regulator at the earliest opportunity.

The Trustee continues to monitor the situation to allow it to consider how best to respond to the emerging issues.

Administration

The administration of the Scheme is carried out by Mercer Limited. Enquiries about the Scheme generally or about an individual's entitlement to benefits should be addressed to the Secretary to the Scheme at the address on page 1.

The Trustee has appointed Trafalgar House as the Scheme's administrator with effect from 1 July 2021.

TRUSTEE'S REPORT (CONTINUED)

Transfer Values

With effect from 1 October 2008, transfer values are calculated by reference to assumptions determined by the Trustee, having taken the advice of the Scheme Actuary. Cash equivalents paid during the year with respect to transfers have been calculated and verified in the manner prescribed by the Pension Schemes Act 1993. The Trustee has decided that some allowance for discretionary increases to pensions is included in the calculation of transfer values.

Internal Dispute Resolution Procedure (IDRP)

The Trustee has adopted a dispute resolution procedure, a copy of which can be provided on request by the Secretary to the Scheme.

Any member with a complaint against the Scheme or a query about their pension entitlement which they consider has not been satisfactorily addressed can use the IDRP or, alternatively, they can contact The Pension Ombudsman (**TPO**). Contact details for TPO can be found on page 59.

Further Information

Members are entitled to inspect copies of documents giving information about the Scheme. In some circumstances copies of documents can be provided, but a charge may be made for copies of the trust documents (Deed and Rules) and of the Scheme Actuary's report.

The Scheme's Trustee can be contacted at the address on page 1 (address for enquiries).

Approval of Trustee's Report

This report, including the Members' Information, was approved by the Trustee on 22 June 2021 and signed by order of the Trustee by the Secretary to the Scheme:

Jackie Baker

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Mrs J Baker

Secretary to the Scheme

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE FOR THE YEAR TO 31 DECEMBER 2020

The Retirement Benefit Scheme of the National Farmers Union Mutual Insurance Society Limited ("the Scheme") offers both Defined Benefit ("DB") and Defined Contribution ("DC") benefits. This assessment covers the DC section of the Scheme and the DB additional voluntary contributions ("AVCs"), as per the regulations in force.

What is this Statement for?

It's important that you can feel confident that your savings in the Scheme are being looked after and give good value.

This Statement sets out how the Trustee has managed the Scheme in the last Scheme 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 on-line at https://www.nfumstaffpensions.co.uk/.

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 are and what guides our decision making;
2. Investment options – what we have done to check the performance 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 needed to look after the Scheme for you; and
7. Completed actions and our plans for the next year – what key actions the Trustee took in the last year and what it aims to do in the coming year to continue to improve the Scheme for all its members.

What were the highlights from the last 12 months?

We can confirm to you the following.

1. How we manage your Scheme

There have been no changes to the Trustee Board in the last Scheme Year.

The Statement of Investment Principles, which sets out the Trustee's policies on how your contributions should be invested, was updated on 23 September 2020 to reflect new regulatory requirements on Responsible Investment. The first implementation report describing how the Trustee has followed its policies set out in the Statement of Investment Principles is being published at the same time as this Statement.

At 31 December 2020 the Scheme had 6,399 members and has total net investments of approximately £206 million.

2. Investment options

The Trustee undertook an investment review on 24 March 2020 and some changes to the default arrangement were agreed in principle by the Trustee, with a view to improve member outcomes, however a final decision was deferred due to the transition of the Scheme Administrator from Mercer to Trafalgar House. The changes are due to be implemented during 2021 following a revisit of the proposed changes to ensure the Trustee remains in agreement with its decision in March 2020. Please see Section 2 for more details. The next full review of the investment options will be carried out in 2023.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

There have been no changes to the investment options in the last Scheme Year, and the implementation of the changes following the strategic review are due to be implemented during 2021 following a revisit of the proposed changes to ensure the Trustee remains in agreement with its decision in March 2020.

3. Cost and charges

You pay for the Scheme's investment and transaction costs while the Society pays for the Scheme's administration, communications and governance services.

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

The charges in the last year for the default arrangement, the Drawdown Lifestyle Strategy, were in a range from 0.30% p.a. to 0.31% p.a. of the amount invested, or put another way, £2.95 to £3.10 for every £1,000 invested – which is well within the "charge cap" for auto-enrolment in our Scheme required by the Government.

Over the Scheme Year the Trustee has changed the reference from "lifecycle strategy" to "lifestyle strategy" as the latter term is more commonly used across pensions communications.

We have also looked at how the costs and charges taken out of a typical member's pension pot each year (assumed to be £1,000 at the start of the retirement journey) might affect its future size when they come to retire. Over a 40 year period, the current level of costs and charges for the Scheme's default arrangement could reduce the size of a pension pot by £6,900 leaving £96,100 at age 60.

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.

We found that the Scheme gave **Good** value for members in the last Scheme Year. Over the next year our main priority to improve value for you will be the change in Scheme Administrator – see section 4 for more details.

5. Administration

We check that the administration of the Scheme is going smoothly at our quarterly meetings and found that:

- All the key financial transactions were not processed promptly, accurately and efficiently by the Scheme Administrator; and
- The wider administration of the Scheme was not completed within the service standards we agreed with the Scheme Administrator.

The Trustee has reviewed the Scheme Administrator and decided that Trafalgar House will take over from Mercer. More details about this change and the review process can be found in Section 5 on Administration.

The coronavirus pandemic inevitably affected administration of the Scheme between March and May 2020 while Mercer arranged for most of its staff to work from home and dealt with increases in staff absences.

6. Trustee knowledge

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

All of the Trustee Directors attended training sessions during the year on subjects such as default reviews, trustee protection and insurances, climate change risk, covenant, valuations and pension scams, and we checked our level of knowledge and understanding by carrying out an assessment to confirm and identify any gaps in the Trustee's knowledge – see Section 6 for more details.

The Trustee has reviewed the Scheme Administrator and decided to appoint Trafalgar House to take over from Mercer. There have been no changes to the Trustee's other advisers during the year.

Overall, the Trustee believes that it has the right skills and expertise together with access to good quality professional advice so that it can run your Scheme properly.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

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

During the Scheme Year the Trustee undertook the following (over and above "business as usual"):

- Improved Value for Members by:
  - Reviewing the Scheme communications, updating the investment and Scheme guide and taking steps towards electronic communications;
  - Completing a strategic review of the default arrangement; and
  - Undertaking a rigorous process to review the Scheme Administrator and deciding that Trafalgar House will take over from Mercer effective from 1 July 2021.
- Arranged for the publication of this Statement, together with the SIP in a publicly searchable location on the internet with a note of this location in the annual benefit statements: https://www.nfumstaffpensions.co.uk/ ; and
- Updated the SIP to reflect the new regulatory requirements on Responsible Investment, due by 1 October 2020. This included a requirement to explain how it incentivises investment managers to align their investment strategy with the Trustee's policies.

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

- Improve Value for Members by:
  - Re-visiting the proposed changes to the default strategy and, if still in agreement with its decision in March 2020 implement the changes;
  - Continuing to monitor the performance of the funds underlying the default arrangement as well as the other self-select funds;
  - Considering additional Responsible Investment funds to improve member choice;
  - Completing the transition of the Scheme Administrator from Mercer to Trafalgar House, effective from 1 July 2021;
  - Completing the updates to the external website to include more member education on their options; and
  - Considering the requirements of the draft Single Code of Practice which is expected to come into force towards the end of 2021.
- Work with the fund managers (NFU Mutual and Legal & General) to widen their reporting on Responsible Investment and how they vote at shareholder meetings;
- Receive training on security of assets and review the security provided by existing fund structures;
- Seek additional feedback from members; and
- Complete the first Implementation Statement describing how the Trustee has followed the policies in the Scheme's SIP.

We were unable to obtain some information on the Scheme – this is set out at the end of section 7.

The rest 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 Scheme Year. We hope this Statement is of help to you planning for your future.

Please note that the Scheme Administrator is changing from Mercer to Trafalgar House.

Until 30 June 2021, if you have any questions, please contact the Scheme Administrator, Mercer: NFU Mutual Retirement Benefit Scheme, Mercer, Post Handling Centre, St James's Tower, 7 Charlotte Street, Manchester, M1 4DZ. T: 0345 450 6954. E-mail@: nfumpensions@mercer.com.

On or from 1 July 2021 onwards, you should contact Trafalgar House. Trafalgar House will send a welcome booklet to all pension scheme members in late June 2021, which will include their contact details.

You can still contact the Pensions Team at NFU Mutual at RBS@nfumutual.co.uk.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

Introduction

Governance requirements apply to defined contribution ("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 January 2020 to 31 December 2020 ("the Scheme Year").

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).

Brian Duffin

_____ **Date:** 22 June 2021

Signed by Brian Duffin, the Chair of the Trustee of the Retirement Benefit Scheme of the National Farmers Union Mutual Insurance Society Limited.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

1 How we manage your Scheme

At 31 December 2020, the Trustee Directors of the Scheme were:

- Mr Brian Duffin (Chairman)
- Mr Kenneth Graves
- Mr Jonathan Priestley
- Mr Andrew Spriggs
- Mr Kevin Davies

The Trust Deed and Rules, which govern the Scheme, were amended on 1 October 2020. A Deed of Amendment was agreed as an amendment to the DC Rules, in relation to family-related leave, the definition of Spouse and serious ill health lump sums. You can request a copy of the Trust Deed and Rules, including this Deed of Amendment from the Pensions Team at NFU Mutual at RBS@nfumutual.co.uk.

The Statement of Investment Principles sets out the Trustee's investment policies which the Trustee, with the help of its advisers, reviews at least every three years. The last review was carried out in 2020 and the Statement was changed on 23 September 2020 to reflect new regulatory requirements on Responsible Investment.

An implementation statement setting out how the Trustee complied with the Statement of Investment Principles during the Scheme Year to 31 December 2020 will be published by October 2021 and will be published on-line at https://www.nfumstaffpensions.co.uk/.

Over the year to 31 December 2020, the number of members grew from 6,130 to 6,399, while the total value of members' pension pots grew from approximately £180 million to approximately £206 million.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

2 Investment options

Default arrangement

The Scheme's default arrangement, the Drawdown Lifestyle Strategy, is designed for members who join the Scheme and do not choose an investment option. The Trustee is responsible for the governance of the default arrangement which includes setting and monitoring its investment strategy.

The Trustee decided that the default arrangement should be a lifestyle strategy, which means that members' contributions are automatically moved between different funds as they approach their selected retirement date.

The main investment objectives for the default arrangement are in outline:

- To provide good member outcomes at retirement while subject to a level of investment risk which is appropriate to the majority of members who do not make active investment choices;
- To manage the principal investment risks faced by an average member during their membership of the DC Section of the Scheme;
- To target the majority of members who are expected to use Flexible Access Income Drawdown ("FAD") during their retirement;
- To invest in funds which are expected over the long-term to deliver strong returns relative to inflation for members up to 3 years from retirement; and
- During the last 3 years before retirement, to increasingly invest in cash to a target allocation of 25%, recognising the 25% tax free cash allowance available to members at retirement, whilst also helping to mitigate fluctuations in fund values.

The Statement of Investment Principles (SIP) for the default arrangement is appended to this Statement. Please note that the SIP covers all the Scheme's investments – the principles guiding the design of the default arrangement are set out on pages 3 to 4.

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

- It is believed that a proportion of the membership are either unengaged in or unable to decide where their DC pot should be invested;
- A significant portion of the membership are expected to have broadly similar investment needs;
- The Scheme is a qualifying scheme for auto-enrolment purposes and is required by regulations to have a default arrangement; and
- The Trustee believes that the presence of an effective default arrangement will help deliver good outcomes for members at and into retirement.

In choosing what is felt to be an appropriate default, the Trustee has taken into account a number of factors including: members' projected pot sizes at retirement, contribution levels, and the likely return on investment after the deduction of charges payable on the funds used by the default arrangement.

Analysis was conducted by the Trustee in 2018 to determine the approximate pot size for members at retirement. In terms of the active members, around 87% of all members retiring after 2019 are expected to have a pot size more than £50,000 and around 52% will have a pot size greater than £100,000. In terms of the deferred members, the median pot size is £31,000 (70% of members are expected to have pots less than £50,000 and 48% under £30,000).

The Trustee recognises that members may also have accrued benefits elsewhere.

Based on this analysis, the Trustee believes most members will want to take their retirement benefits flexibly (e.g. through income drawdown) during retirement. Therefore, the Drawdown Lifestyle Strategy has been set as the Scheme's default arrangement and this remains consistent with the aims and objectives of the default arrangement as described in the SIP.

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

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

2 Investment options (continued)

Default arrangement (continued)

A strategic of the performance and suitability of the default arrangement was conducted on 24 March 2020. The review was undertaken by the Scheme's investment advisor Hymans Robertson, and it adopted an outcomes-based approach to review the default arrangement from a strategic perspective. The review tested the appropriateness of different aspects of the default arrangement including the growth phase and pre-retirement phase. The Trustee's objectives and beliefs were considered throughout the review of the current default arrangement and the proposed alternative default arrangement.

It is intended that the next full review will take place by 24 March 2023 or immediately following any significant change in investment policy or the Scheme's member profile.

The Trustee undertook an investment review on 24 March 2020 and some changes to the default arrangement were agreed in principle by the Trustee, with a view to improve member outcomes, however a final decision was deferred due to the transition of the Scheme Administrator from Mercer to Trafalgar House. The changes are due to be implemented during 2021 following a revisit of the proposed changes to ensure the Trustee remains in agreement with its decision in March 2020

- The allocation of equity within the growth phase to be increased from c.80% to up to 100%;
- Exposure to equities for members approaching retirement to be reduced to c.50%; and
- Adopting a 7 year phasing period, meaning that at 7 years before retirement the default arrangement would reduce the equity exposure gradually until the point of retirement. This is different to the current default arrangement where the phasing period begins at 3 years before retirement.

These changes were suggested because:

- An increased allocation to equity within the growth phase would improve member outcomes for those members who are far away from retirement. The extent of improvement would depend on the equity fund chosen and will be considered as part of the implementation process;
- A reduced allocation exposure to equities for members approaching retirement would help better preserve the value of savings build up by members over their lifetime by protecting against material losses due to adverse market movements in equities;
- A 7 year phasing period would help preserve the value of savings even further, by protecting against extreme market movements earlier in a member's journey to retirement; and
- The proposed default arrangement should meet the objectives set by the Trustee more effectively than the current one.

The Trustee carefully manages any changes to the Scheme to ensure they are carried out in an effective and sustainable manner and aiming to reduce the risk of any errors occurring.

Other investment options

The Trustee recognises that the default arrangement will not be suitable for the needs of every member and so the Scheme also offers members a choice of other investment options including alternative lifestyle strategies and self-select funds.

The alternative lifestyle strategies are the Annuity Lifestyle Strategy which targets buying an annuity at retirement, and the Cash Lifestyle Strategy which targets cash at retirement. The main objectives of the lifestyle strategies are:

- To give good member outcomes;
- To manage the principal investment risks that members face during their membership of the Scheme;
- To maximise investment returns relative to inflation while taking an appropriate level of risk during membership of the Scheme for members who do not otherwise make investment choices; and
- To give further choice for members who feel that the default arrangement is not appropriate to their needs, but do not otherwise want to be involved in deciding where their contributions are invested.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

2 Investment options (continued)

Other investment options (continued)

The Trustee offers members a choice of 11 self-select funds. The main objectives of the self-select funds are:

- Provide a choice of individual funds for members who want to be more closely involved in choosing where their pension funds are invested;
- Complement the objectives of the default arrangement and alternative lifestyle strategies;
- Provider a broader choice of levels of investment risk and return and investment approaches, including responsible investing funds;
- Help members more closely tailor how their pension funds are invested to their personal needs, attitude to risk, and to reflect the benefits they intend to take at retirement.

The Trustee carries out an in-depth review of the performance and suitability of these other investment options at least every 3 years. The last full review was completed on 25 July 2018. A further review of the self-select investment offering in relation to Responsible Investment was carried out on 22 May 2019. An equity portfolio analysis was carried out on 22 July 2020.

In keeping with the Pensions Regulator's guidance, the Trustee also carries out an annual high-level review of the performance and suitability of these other investment options. There were no issues with these investment options last year.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

3 Costs and charges

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

Service	By members	Shared	By NFUM
Investment management	Yes		
Investment transactions	Yes		
Administration			Yes
Governance			Yes
Communications			Yes

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.

The Trustee has followed the statutory guidance in all areas.

Charges

The charges quoted in this Statement are the funds' Total Expense Ratios ("TERs"). The TER consists of a fund's Annual Management Charge ("AMC") and Operating Costs and Expenses ("OCE"). OCEs include, for example, the fund's custodian costs. While the AMC is usually fixed, the OCE, and hence the TER, can vary slightly from day to day.

Transaction costs

The funds' transaction costs are in addition to the funds' TERs and can arise when:

- The fund manager buys or sells part of a fund's portfolio of assets; or
- The platform provider or fund manager buys or sells units in an underlying fund.

Transaction costs vary from day to day depending on where each fund is invested and stock market conditions at the time. Transaction costs can include: custodian fees on trades, stockbroker commissions and stamp duty (or other withholding taxes).

Transaction costs are deducted before the funds' unit prices are calculated. This means that transaction costs are not readily visible, but these costs will be reflected in a fund's investment performance.

The Financial Conduct Authority ("FCA") requires fund managers and providers to calculate transaction costs using the "slippage method", which compares the value of assets immediately before and after a transaction has taken place. This can give rise to negative transaction costs where favourable stock market movements during a transaction offset the rest of the trading costs (such as stockbroker commission).

Member-borne charges and transaction costs

The charges and transaction costs have been supplied by the Scheme's investment managers.

Default arrangements

The default arrangement is a "lifestyle strategy" which invests contributions in funds according to how far each member is from retirement. This means that the level of charges and transaction costs borne by members can vary from year to year depending on how close members are to their selected retirement age and in which fund they are invested at that time.

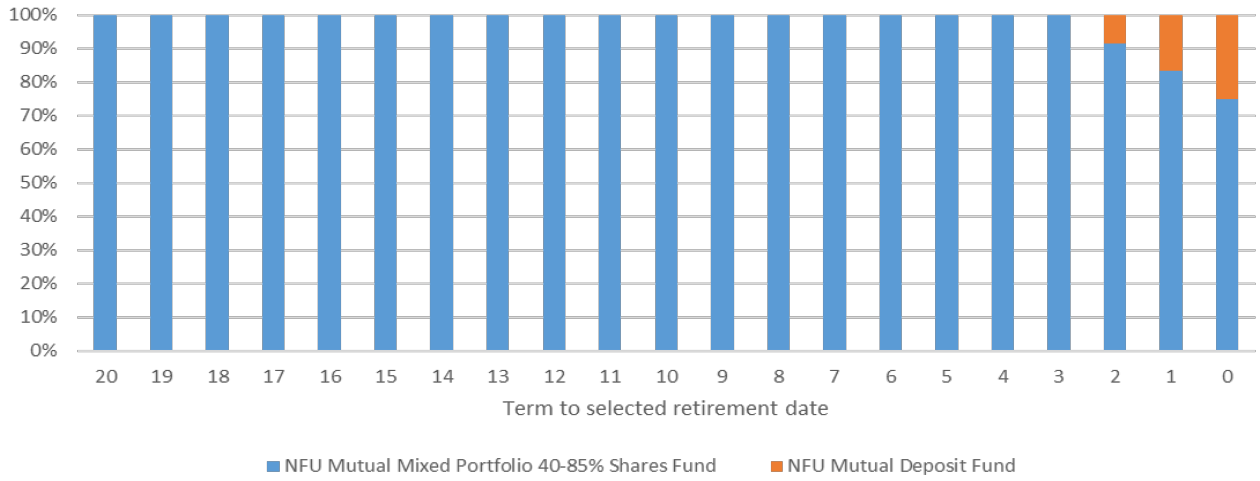
Over the Scheme Year the Trustee has changed the reference from "lifecycle strategy" to "lifestyle strategy" as the latter term is more commonly used across pensions communications.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

3 Costs and charges (continued)

Default arrangement charges and transaction costs

Drawdown Lifestyle Strategy



During the year covered by this Statement the member-borne charges for the default arrangement, the Drawdown Lifestyle Strategy, were in a range from 0.30% to 0.31% p.a. of the amount invested or, put another way, in a range from £2.95 to £3.10 per £1,000 invested.

The transaction costs borne by members in the default arrangement, the Drawdown Lifestyle Strategy, during the year were in a range from 0.03% to 0.04% of the amount invested or, put another way, in a range from £0.30 to £0.40 per £1,000 invested.

For the period covered by this Statement, the annualised charges and transaction costs are:

Period to retirement	Charge		Transaction costs	
	% p.a.	£ per £1,000	% p.a.	£ per £1,000
3 years or greater	0.31%	£3.10	0.04%	£0.40
2 years	0.31%	£3.05	0.04%	£0.37
1 year	0.30%	£3.00	0.03%	£0.33
At retirement	0.30%	£2.95	0.03%	£0.30

Source: NFUM Investments Team.

The average charge over a 40-year period for the default arrangement, the Drawdown Lifestyle Strategy, was 0.31%.

The table in Appendix 2a gives the charges and transaction costs for each fund used by the default arrangement.

The Scheme is a qualifying scheme for auto-enrolment purposes and the member borne charges for the default arrangement complied with the charge cap during the Scheme Year covered by this Statement.

Charges and transaction costs for the investment options outside the default arrangement

In addition to the default lifestyle, members also have the option to invest in other lifestyles and self-select funds.

Lifestyle options

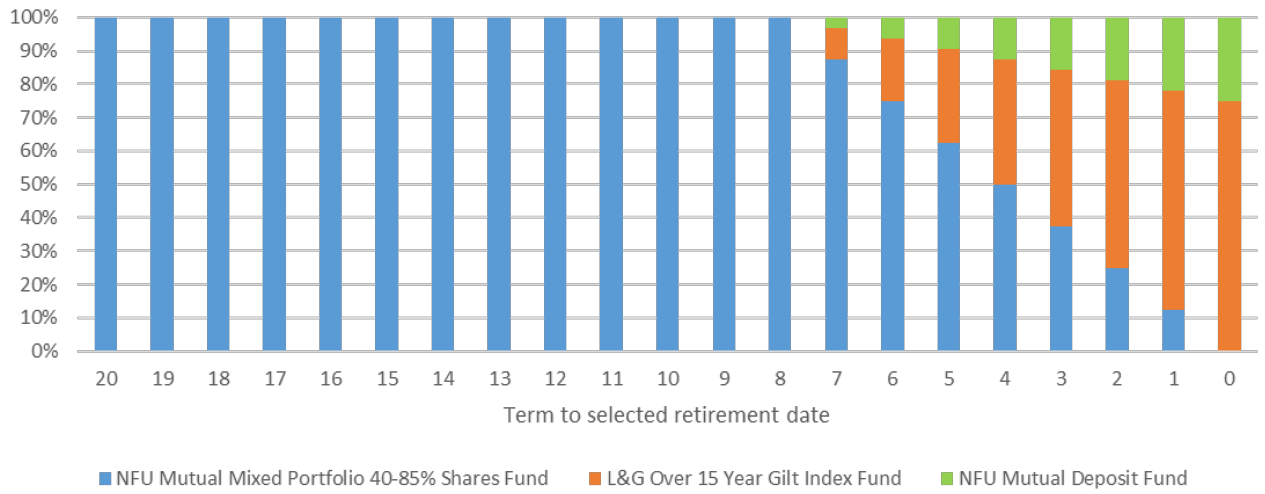
The lifestyle options outside the default arrangement also invest contributions in different funds according to how far each member is from retirement. The charges borne by each member can also vary from one year to the next.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

3 Costs and charges (continued)

Default arrangement charges and transaction costs (continued)

Annuity Purchase Lifestyle Strategy



During the year covered by this Statement the member-borne charges for the Annuity Purchase Lifestyle Strategy were in a range from 0.15% to 0.31% p.a. of the amount invested or, put another way, in a range from £1.49 to £3.10 per £1,000 invested.

The transaction costs borne by members in the Annuity Purchase Lifestyle Strategy during the year were in a range from 0.03% to 0.04% of the amount invested or, put another way, in a range from £0.29 to £0.40 per £1,000 invested.

The annual charges for the Annuity Purchase Lifestyle Strategy during the period covered by this Statement are:

Period to retirement	Charge		Transaction costs	
	% p.a.	£ per £1,000	% p.a.	£ per £1,000
8 years or greater	0.31%	£3.10	0.04%	£0.40
7 years	0.29%	£2.90	0.04%	£0.39
6 years	0.27%	£2.70	0.04%	£0.37
5 years	0.25%	£2.50	0.04%	£0.36
4 years	0.23%	£2.30	0.03%	£0.34
3 years	0.21%	£2.10	0.03%	£0.33
2 years	0.19%	£1.89	0.03%	£0.31
1 year	0.17%	£1.69	0.03%	£0.30
At retirement	0.15%	£1.49	0.03%	£0.29

Source: NFUM Investments Team & LGIM.

The average charge over a 40-year period for the Annuity Lifestyle Strategy was 0.29%.

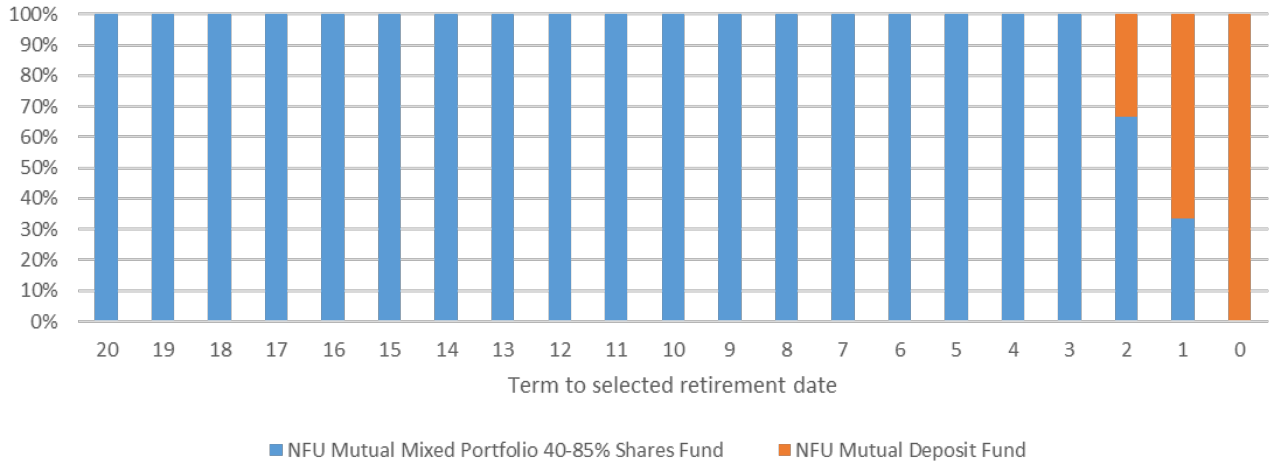
The table in Appendix 2b gives the charges and transaction costs for each fund used by the Annuity Lifestyle Strategy.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

3 Costs and charges (continued)

Default arrangement charges and transaction costs (continued)

Cash Lifestyle Strategy



During the year covered by this Statement the member-borne charges for the Cash Lifestyle Strategy were in a range from 0.25% to 0.31% p.a. of the amount invested or, put another way, in a range from £2.50 to £3.10 per £1,000 invested.

The transaction costs borne by members in the Cash Lifestyle Strategy during the year were in a range from 0.00% to 0.04% of the amount invested or, put another way, in a range from £0.00 to £0.40 per £1,000 invested.

The annual charges for the Cash Lifestyle Strategy during the period covered by this Statement are:

Period to retirement	Charge		Transaction costs	
	% p.a.	£ per £1,000	% p.a.	£ per £1,000
3 years or greater	0.31%	£3.10	0.04%	£0.40
2 years	0.29%	£2.90	0.03%	£0.27
1 year	0.27%	£2.70	0.01%	£0.13
At retirement	0.25%	£2.50	0.00%	£0.00

Source: NFUM Investments Team

The average charge over a 40-year period for the Cash Lifestyle Strategy was 0.31%.

The table in Appendix 2b gives the charges and transaction costs for each fund used by the Cash Lifestyle Strategy.

Self-select funds

During the year the charges for the self-select funds were in a range from 0.12% to 0.43% of the amount invested or, put another way, in a range from £1.16 to £4.30 per £1,000 invested.

The transaction costs borne by members in the self-select funds during the Scheme Year were in a range from a saving of 0.03% to a cost of 0.06% of the amount invested or, put another way, in a range from a saving of £0.34 to a cost of £0.60 per £1,000 invested.

The table in Appendix 2c gives the charges and transaction costs for each self-select fund, including those used in the default arrangement, over the period covered by this Statement.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

3 Costs and charges (continued)

Additional Voluntary Contributions ("AVCs")

There are 3 AVC Sections within the Scheme:

- **DB Group AVC**: Members of the DB Scheme choosing to invest their AVCs in the funds available within the Group AVC policy. Members also have the option of investing in the With Profits Fund. This includes members who have transferred in their AVCs from another scheme.
- **DB Deposit AVC**: Members of the DB Scheme choosing to invest in a cash fund that provides interest in line with the Bank of England rates.
- **DB DC AVC**: Members of the DB Scheme that elected to pay contributions to the DC Section of the Scheme, which ceased accepting contributions on the closure of the DB section on 31 December 2016.

The Scheme offers members in the defined benefit section a choice of the DB DC AVC which includes 11 self-select funds and 3 lifestyle strategies. The DB Deposit AVC and the DB Group AVC where members can choose from 7 self-select funds as well as a With Profits Fund.

Charges for Unit-Linked AVCs

During the Scheme Year the charges for the unit-linked AVC funds available within the DC section were in a range from 0.12% to 0.43% of the amount invested or, put another way, in a range from £1.16 to £4.30 per £1,000 invested.

The transaction costs borne by members in the unit-linked AVC funds available within the DC section during the Scheme Year were in a range from a saving of 0.03% to a cost of 0.06% of the amount invested or, put another way, in a range from a saving of £0.34 to a cost of £0.60 per £1,000 invested.

There are no charges or transaction costs for the NFUM Cash Fund, which invests members' contributions in the Trustee bank account.

The charges on the AVC funds differ depending on whether they are AVCs for the DC Section of the Scheme or for the DB Group AVC Section of the Scheme. During the Scheme Year the charges for the DB Group AVC Section were in a range from 0.63% to 0.81% p.a. of the amount invested, or put another way, £6.30 to £8.10 per £1,000 invested. The transaction costs borne by members in the DB Group AVC Section during the Scheme Year were in a range of 0.00% to 0.06% or, put another way, in a range of £0.00 to £0.60 per £1,000 invested.

The table in Appendix 2d gives the charges for the AVCs within the DC Section of the Scheme, whereas Appendix 2e gives the charges for the DB Group AVC Section of the Scheme.

AVCs invested in With Profits

Some members' AVCs are invested in the NFUM With Profits Series 2 Personal Pension Fund.

The charges and transaction costs for With Profits Funds are deducted from the overall fund before bonus rates are set for all policyholders. As a result, the charges and transaction costs are effectively averaged across all policyholders and it is not possible to determine the exact charges and costs borne by the members of our Scheme.

The Principles and Practices of Financial Management for the Series 2 With Profits Fund states that currently there is an implicit annual charge of 1% applied to asset shares. Although there are no explicit fund management charges, any bonuses will reflect an implicit charge to cover expenses. The With Profits Fund's 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.

The NFUM With Profits Series 2 Fund was reviewed in November 2018. As value for members cannot be assessed as easily as unit-linked funds, the review considered the Fund's financial strength, its investment strategy as well as bonuses and governance with respect to other comparable providers and derivatives. The assessment concluded that the With Profits Fund gives fair value for members.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

3 Costs and charges (continued)

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

The Trustee has asked NFU Mutual 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 2 typical members at stages from joining the Scheme at age 20 up to retirement.

The tables in Appendix 3 to this Statement show these figures for the default arrangement (the Drawdown Lifestyle Strategy) and the most popular self-select funds (which include a high-risk and a low-risk fund respectively) together with a note of the assumptions used in 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, we looked at a member who joined the default arrangement at age 20, with a starting pot size of £1,000, a starting salary of £24,105 and total employer and employee contribution rate of 8% per annum. If we were to deduct the level of charges and costs seen in the last year, every year until the member gets to retirement, this would reduce the final projected pot values at retirement in today's money from £103,000 to £96,100.

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;
- The transaction cost figures used in the illustration are those provided by the managers over the reporting period;
- Projected pension pot values are shown in today's terms, and do not need to be reduced further for the effect of future inflation.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

4 Value for Members

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

Approach

The Trustee adopted the following approach to assessing Value for Members for the last year:

- Services – considered the investment, administration, communication services where members bear or share the costs;
- Outcomes – weighted each service according to its likely impact on outcomes for members at retirement;
- 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 December 2020

The Trustee has concluded that the Scheme gave **Good** Value for Members in the year ending 31 December 2020, and particularly the member borne charges and transaction costs provided **Good** Value for Members

The Scheme gave **Good** overall value for money in the year ending 31 December 2020.

The ratings and weightings used for the Value for Members assessment was:

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.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

4 Value for Members (continued)

The rationale for the rating of each service within the Value for Members assessment was in outline:

Service and weighting	Rating (out of 5)	Rationale
Investment **100%**	**Good (4.4)**	The Scheme's investments are held with NFU Mutual and Legal and General Investment Management ("LGIM"). Charges were on the lower end when assessing against comparable schemes. The default arrangement is under the 0.75% p.a. charge cap requirement. The charges for the default arrangement, the Drawdown Lifestyle Strategy are in a range from 0.30% p.a. to 0.31% p.a. Over a 40-year saving period the average charge for the default arrangement is 0.31% p.a. This is slightly higher than the average charge of 0.28% p.a. in the DWP's 2020 survey for bundled schemes with over 1,000 members. The charges for the alternative lifestyle strategies range between 0.15% p.a. and 0.31% p.a. and the charges for the self-select funds range between 0.12% p.a. and 0.43% p.a. The transaction costs are comparable with those for similar funds used by other schemes. The transaction costs for the default fund range from 0.03% p.a. to 0.04% p.a. The transaction costs for the self-select funds range from a saving of 0.03% p.a. to a cost of 0.06% p.a. The Trustee is satisfied that the investment options are suitable for the Scheme's membership. The Trustee undertook an investment review on 24 March 2020 and some changes to the default arrangement were agreed in principle by the Trustee, with a view to improve member outcomes, however a final decision was deferred due to the transition of the Scheme Administrator from Mercer to Trafalgar House. The changes are due to be implemented during 2021 following a revisit of the proposed changes to ensure the Trustee remains in agreement with its decision in March 2020. Investment performance was not in line with the funds' objectives over shorter time periods, particularly due to the market turmoil caused by the coronavirus pandemic. However, longer-term performance is ahead of peers and ahead of passive funds with similar exposure to markets. Equity markets largely recovered in the second half of 2020, and the Trustee will closely monitor the funds' performance over 2021. The Statement of Investment Principles (SIP) was last reviewed on 23 September 2020, when changes reflecting new regulatory requirements on Responsible Investment were documented. An Implementation Statement showing how the Trustee has followed the policies in the SIP will be prepared and published on-line by 1 October 2020.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

4. Value for Members (continued)

The Trustee also considers the broader overall value for money definition that considers all services where the member and/or the Society bear the costs. The Scheme was assessed as having given **Good** overall value for money in the year ending 31 December 2020.

Service and weighting	Rating (out of 5)	Rationale
Investment 70%	**Good (4.4)**	As above.
Administration 10%	**Below Average (2.5)**	The Scheme's administration was largely carried out within the agreed service standards with an overall 93.71% performance over the year. However, there were dips in service levels during January and February, with 85.9% within service levels. The Scheme Administrator is accredited to the ISO 9001:2000 standard and with PASA. Over the reporting period various administration issues occurred including late investment of contributions, issues with new joiners' investments, member complaints, a data breach and a near miss, incorrect unit pricing. The Trustee has undertaken a detailed review of the Scheme Administrator and decided to move to Trafalgar House after a rigorous tendering process. Trafalgar House are expected to take over administration responsibility on 1 July 2021.
Communications 10%	**Good (4.0)**	Members are provided with a range of communications both from the Scheme Administrator and the Pensions Team. Members have on-line access to Benpal which allows members to access and model their pension details. Over the reporting period, the annual benefit statements were sent in an online format as a move towards paperless communications. The investment and Scheme guides were reviewed and redesigned. The external website is being updated to add more educational materials for members.
Scheme management / Governance 10%	**Excellent (4.8)**	The Trustee has provided effective, independent oversight and management of the Scheme to ensure regulatory compliance, assess and enhance value, manage risks and ensure that members' interests are considered. The Trustee met 8 times during the year. The Chairman of the Trustee is a professional Trustee. The Trustee has reviewed its effectiveness, as well as its advisers' effectiveness during the year.

The Trustee has agreed an action plan for the following year to improve value where necessary and obtain any missing information. This action plan is detailed in section 7 of this Chair's Statement. Details of the missing information and value assessment limitations are detailed in the "Missing information" at the end of section 7.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

5 Administration

The Trustee appointed Mercer to administer the Scheme on its behalf. JLT, previously known as the Scheme Administrators, were acquired by Mercer on 1 April 2019.

The Trustee monitored core financial transactions during the year including:

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

The Trustee has a service level agreement in place with the Scheme Administrator covering:

- New joiner processing within 10 working days, regular contributions files within 3 working days and the allocation of contributions are processed within 5 working days;
- Provision of retirement pack and quotation of benefits within 10 working days;
- Provision of transfer value quotation within 10 working days;
- Payment of transfer value payments within 5 working days;
- Provision of leaver option pack within 10 working days;
- Processing individuals transferring in to the Scheme within 3 working days;
- Response to members enquiries within 10 working days; and
- Processing of investment switches within 3 working days.

Mercer confirmed that the service level agreements have not changed since the last reporting period ending 31 December 2019.

The Scheme's administrator, Mercer, aim to ensure that 95% of all these processes are completed within these service levels; the target is 95% for 'critical tasks' and 90% for other tasks. 'Critical tasks' include tasks related to retirements, transfers or material payroll requests, whereas other tasks include tasks such as general queries, updates to member data and payment of invoices.

The Trustee understands that the Scheme Administrator monitors its performance against these service levels by:

- Maintaining compliance with ISO 9001:2000 Certificate;
- Maintaining accreditation with the Pensions Administration Standards Association ("PASA");
- Monitoring daily transactions;
- Monitoring daily workflow items;
- Regular internal audits of administration procedures; and
- Reviewing the level, causes and resolution of complaints.

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 NFU Mutual;
- Receiving bi-monthly reports from the administrator on the processing of financial transactions and other administration processes against the agreed service levels;
- Considering the reasons for and resolution of any breaches of service standards;
- Receiving reports from the Scheme's Auditor, who independently tests sample transactions for accuracy and timeliness; and
- Considering member feedback including any complaints and member surveys.

Data quality

Each year the Trustee asks the Scheme's administrator to confirm that they have undertaken an audit of the Scheme's common data (which is the key data needed by the Scheme to calculate members' benefits such as dates of birth), to ensure that the records for all members are accurate and up to date.

The last data quality audit was undertaken in August 2020. This showed that the combined (DB and DC) common data was present for 96% of membership data as at 19 August 2020 – compared to 98% last year so it has slightly deteriorated. The data quality audit also showed that DC conditional data was present for 93.3% of membership data as at 19 August 2020 – compared to 92.6% last year so it has slightly improved.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

5 Administration (continued)

Data quality (continued)

Over the next year the Trustee will look to improve the quality of the Scheme's common and conditional data.

Cyber security

The Trustee is conscious of the growing threat of cyber-attacks on pension scheme information.

The Trustee requires the Scheme's administrator to have effective and up to date cyber security protocols in place and this is independently verified in the administrator's annual AAF report. The Trustee expects that the Scheme's administrator will report any security breach immediately and ensure that members are notified as soon as possible. The Trustee undertook training on cyber security at the Trustee meeting on 27 January 2021 (which was outside of this Statement's reporting period).

The Scheme Administrators, Mercer, have confirmed to the Trustee that there are adequate internal controls to ensure that core financial transactions relating to the Scheme are processed promptly and accurately, with the exceptions outlined below.

The Trustee identified the following issues with the processing of financial transactions / administration service levels during the year:

- Service level agreements were 85.9% in January and February 2020 which were below agreed levels;
- It was identified on 17 November 2020 that incorrect unit prices had been added to Benpal. This was an error of input and promptly corrected;
- Issues were identified with November 2019 and January 2020 new joiners investments along with a further eight members between June 2019 and March 2020;
- Following Mercer's DC centralisation project, it had been identified that April, May and July 2020 contributions had been invested late. A PwC audit for the Scheme identified that more months than originally thought could have been affected;
- A number of members raised questions surrounding the time it took for there to be a switch of investment, sale of units or transfer out;
- A number of members raised questions about an underpayment from Mercer resulting from errors within the calculation of benefits;
- Some members experienced delays in accessing Mercer via the payroll helpline number;
- A data protection breach occurred whereby three members' annual benefit statements had been sent to other members – these included the name and address of the affected members. The breach was reported to the Secretary to the Trustee, was recorded on the breach register and did not need to be reported to the ICO; and
- A near-miss data protection breach occurred whereby a letter had been sent to a member's previous address. The residents of the previous address confirmed that the letter had not been opened, and it was determined that a breach had not occurred.

The Trustee has taken the following steps to remedy the situation:

- The Secretary to the Trustee worked closely with Mercer on the new joiners' investments issues;
- The Trustee queried the fall in SLAs and noted that there had been some changes in the senior administration team at Mercer;
- Where communications had been wrongly sent to deceased members, apology letters were later issued;
- Administration issues were discussed at each Trustee meeting and corrective actions were agreed;
- Mercer had produced a paper recommending a number a changes that could be implemented in order to improve their service, which the Secretary to the Trustee considered;

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

5 Administration (continued)

Cyber security (continued)

- An action plan was undertaken in 2020 with Mercer to work on failures identified during 2019 common and conditional data test. This included address verification exercises and follow up chaser emails to confirm the correct address was held; and
- The Trustee has undertaken a formal review of Mercer and decided to appoint Trafalgar House to take over the Scheme administration.
  - Trafalgar House is an industry-leading provider focused on delivering exceptional service standards and member care, and the Trustee believes they are best placed going forwards to provide the level of service that members of the Scheme require.
  - The change of Administrator is due to occur on 1 July 2021. Members of the Scheme were written to, to confirm the change.
  - PwC were appointed to assist with the selection process. A rigorous selection process was undertaken, with Requests for Proposals issued to potential providers and a Working Party formed to lead the selection exercise. The Working Party scored the providers based on their responses and three providers proceeded to the final stage. Within this process, virtual site visits were carried out with the three short-listed providers.
  - The Working Party assessed the three providers and made a recommendation to the Trustee Board to appoint Trafalgar House.

The coronavirus pandemic inevitably affected administration of the Scheme over 2020 while Mercer arranged for most of its staff to work from home and dealt with increases in staff absences.

As a result, the processing of core financial transactions was delayed, and it was not possible to meet the usual service levels during this period for reasons outside Mercer's control. The service level agreements were suspended between March and May 2020, and were resumed in June 2020.

The Trustee was not satisfied that the service standards were competitive due to the administration issues and errors outlined above.

Overall, the Trustee is not satisfied that during the Scheme Year core financial transactions were processed accurately, promptly and efficiently due to the administration issues and errors outlined above. The Trustee has appointed Trafalgar House to take over from Mercer as Scheme Administrators.

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 Trustee has reviewed the structure of the funds used within the default arrangement and other investment options. The Trustee believes that the current structures are appropriate for members when compared to other possible structures.

The Trustee takes the security of assets into account when selecting and monitoring the funds used by the Scheme. The Trustee is due to receive training on the security of members' assets in 2021 and will continue to keep this under review.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

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 each Trustee Director must:

- Be conversant with the Trust Deed and Rules of the Scheme, the Scheme's Statement of Investment Principles (SIP) 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 properly to exercise his or her functions as a Trustee Director, knowledge and understanding of the law relating to pensions and trusts and the principles relating to 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 its 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" within 6 months of becoming a Trustee Director;
- Training is provided to ensure that Trustee Directors maintain a working knowledge of the Scheme's Trust Deed and Rules, the Scheme's SIP as well as the investment concepts and principles relevant to the Scheme, contract documents in relation to administration of the Scheme and the law and legislation relating to pension schemes and trusts;
- Trustee Directors are encouraged to undertake further study and qualifications which support their work as Trustee Directors;
- The Trustee Directors have a plan in place for ongoing training appropriate to their duties;
- The effectiveness of these practices and the training received are reviewed annually;
- The Trustee Directors carry out regular assessments to confirm and identify any gaps in their knowledge and skills; and
- The Trustee Directors also receive quarterly "hot topics" from their advisers covering technical and legislative / regulatory changes affecting defined contribution (and additional voluntary contribution) schemes in general.

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.

All 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 the 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 either at least every three years or as part of making any change to the Scheme's investments or to comply with new legislative or regulatory requirements. The SIP was last reviewed in 2020 and it was changed on 23 September 2020, to reflect new regulatory requirements on Responsible Investment.

All the Trustee Directors have completed the Pensions Regulator's Trustee Toolkit (the Trustee Toolkit is a free online learning programme from The Pensions Regulator aimed at trustees of occupational pension schemes and designed to help trustees meet the minimum level of knowledge and understanding required by law). A training log is maintained in line with best practice and the training programme is reviewed annually to ensure it is up to date. The Scheme has a structured induction process for new Trustee Directors.

There is a professional Trustee on the Board. Advisers attend all Trustee meetings. The professional Trustee and the advisers provide input and explanations or training on matters as they are discussed. This ensures that the Trustee receives "on the job" training.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

6 Trustee knowledge (continued)

A survey was used to get the Trustee Directors' views on the training received. The results were presented at a Strategy Day in January 2020. The Trustee indicated it was happy with the level of training received and that the Directors were able to enrol in any training to assist them in their role as Trustee Directors. The Trustee agreed in January 2020 that it did not wish to carry out a detailed questionnaire to identify training needs, but a flexible training plan was created to help agree a bespoke training plan based on specific needs.

The Trustee also carries out an annual evaluation of the performance and effectiveness of the Trustee Board as a whole, measured against the objectives in the Scheme's business plan. The Trustee carried out an effectiveness review in January 2020.

The Trustee tests its familiarity with the Scheme's documentation, pensions Law/Regulation and the Pensions Regulator's DC Code of Practice 13 and supporting guides by completing an annual assessment against the DC Code. The Trustee has a working knowledge of all documents setting out the Trustee's current policies. The Trustee has an Annual Business Plan in place which sets out a timeline for an ongoing review of these documents. The Trustee regularly updates these documents when they are due according to the Plan, or earlier, if required.

Further, to ensure that the Trustee is compliant with its duties it reviews the DC performance on a quarterly basis with its legal and investment advisers as part of its Trustee meetings.

The Trustee also has a Trustee training policy, which is updated and reviewed annually. It is also legally reviewed. The policy is to ensure the Trustee meets the Trustee Knowledge and Understanding requirements that are required of them, in particular those set out under the provisions of the Pensions Act 2004 and the Pension Regulator's Code of Practice on Trustee Knowledge and Understanding. The policy was last reviewed in July 2020.

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

Date	Topic	Aim/benefit	Trainer
21/01/2020	Default Review Training	Review of default fund / self-select funds, whether the current approach reflects the Trustee's Investment Beliefs, how to improve outcomes for members, self-select suggestions & market developments. This benefits members by ensuring the Trustee has up-to-date knowledge on investment matters.	Hymans Robertson
21/01/2020	Trustee Protection & Insurances	This training aimed to increase Trustee knowledge relating to the Trust Deed/ personal indemnity, trustee liability insurance, Director & office insurance and cyber Insurance. Members benefit by the Trustee being aware of its protections.	Gowlings & NFUM DISC* Team
11/03/2020	Embedding Climate Change Risk	The Trustee received training that encouraged them to consider the impacts that climate change will have on members' returns within pension funds. Members benefit from the Trustee being aware of climate risk and how it can impact members.	Institute of Actuaries
22/07/2020	Updates to SIP and Implementation Statement	This training session updated the Trustee on the new requirements for changes within the SIP, as well as the production of the first Implementation Statement as at 31 December 2020. Members benefit by ensuring the Trustee is aware of the latest regulatory requirements.	Hymans Robertson

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

6 Trustee knowledge (continued)

12/11/2020	Covenant Training	Aimed to provide an overview of requirements, background, guidance, structure, metrics & considerations of covenant assessments. Members benefit from the Trustee being informed about the Society's strength of covenant.	Willis Towers Watson
25/11/2020	Valuation Training	Provided the Trustee with an overview of the legislative and regulatory requirements in preparation for the actuarial valuation of the Scheme as at 31 December 2020. Members benefit from the Trustee having up-to-date information.	Willis Towers Watson
26/11/2020	Pension Scams	Conducted training via the Trustee Toolkit to help identify the most common warning signs of a pension scam, expectations around communicating regular scams warnings, questions to ask members to help protect them from scammers and what constitutes appropriate due diligence on scheme transfers. Members benefit from the Trustee having knowledge on this matter as pension scams are becoming increasingly common.	The Pensions Regulator

*Data Protection, Information Security, Business Continuity and Group Insurances (DISC) Team.

The Trustee notes some of the training sessions in the table above relate more to the Defined Benefit (DB) section of the Scheme rather than the Defined Contribution (DC) section. In addition, two Trustee Directors also took the opportunity to attend seminars and conferences over the reporting period that covered a variety of pension topics such as governance, DC decumulation options, DB transfers, how to offer support to members during difficult times and the consultation on the new DB code of practice.

The Trustee has appointed suitably qualified and experienced actuaries, legal advisers, investment consultants and benefit 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 periodically reviews the appointment of its advisers. Over the Scheme Year the Trustee has reviewed the Scheme Administrator and decided to appoint Trafalgar House to take over from Mercer. More details about this change are outlined in Section 5 of this Statement on Administration.

The Trustee undertook the following reviews during the last year:

Date	**Review of**
21 January 2020	Training needs and requirements (see above for more details)
21 January 2020	Trustee Effectiveness (see above for more details)
24 March 2020	Default arrangement (see Section 2: Investment options for more details)
Throughout 2020	Scheme Administrator (see Section 5: Administration for more details)
25 November 2020	Reviewed its investment advisers against objectives set in line with the Competition and Markets Authority

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

6 Trustee knowledge (continued)

As a result of these reviews, the Trustee is satisfied that during the Scheme Year it has:

- Taken effective steps to maintain and develop its knowledge and understanding; and
- Ensured it received suitable advice.

The Trustee is satisfied that the combination of its knowledge and understanding, including knowledge and understanding of the relevant principles relating to the funding and investment of occupational schemes, together with access to suitable advice enabled it to properly exercise its duties during the period covered by this Statement.

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

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

During the Scheme Year the Trustee undertook the following (over and above "business as usual"):

- Improved Value for Members by:
  - Reviewing the Scheme communications, updating the investment and Scheme guide and taking steps towards electronic communications;
  - Completing a strategic review of the default arrangement; and
  - Undertaking a rigorous process to review the Scheme Administrator and deciding that Trafalgar House will take over from Mercer effective from 1 July 2021.
- Arranged for the publication of this Statement, together with the SIP in a publicly searchable location on the internet with a note of this location in the annual benefit statements: https://www.nfumstaffpensions.co.uk/ ; and
- Updated the SIP to reflect the new regulatory requirements on Responsible Investment, due by 1 October 2020. This included a requirement to explain how it incentivises investment managers to align their investment strategy with the Trustee's policies.

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

- Improve Value for Members by:
  - Re-visit the proposed changes to the default strategy and, if still in agreement with its decision in March 2020 implement the changes.
  - Continuing to monitor the performance of the funds underlying the default arrangement as well as the other self-select funds;
  - Considering adding funds within the Responsible Investment space to improve member choice;
  - Completing the transition of the Scheme Administrator from Mercer to Trafalgar House, effective from 1 July 2021;
  - Completing the updates to the external website to include more member education on their options; and
  - Considering the requirements of the draft Single Code of Practice which is expected to come into force towards the end of 2021.
- Work with the fund managers (NFU Mutual and Legal & General) to widen their reporting on Responsible Investment and how they vote at shareholder meetings;
- Receive training on security of assets and review the security provided by existing fund structures;
- Seek feedback from members on the Scheme Administrator changes, as well as wider feedback; and
- Complete the first Implementation Statement describing how the Trustee has followed the policies in the Scheme's SIP.

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

ANNUAL STATEMENT BY THE CHAIR OF THE TRUSTEE (CONTINUED)

Missing information and limitations

The Trustee is satisfied that it has obtained full information on charges and transaction costs.

The Trustee notes the following limitations:

- The charges and transaction costs for With Profits Funds are deducted from the overall fund before bonus rates are set for all policy holders. As a result, it is not possible to determine the exact charges and costs borne by members;
- The Trustee acknowledges that, at this point, limited data is available on industry-wide comparisons and has relies heavily on the market knowledge of its advisers; and
- There is limited transaction costs data available to provide industry-wide comparisons.

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

SUMMARY OF CONTRIBUTIONS

Trustee's Summary of Contributions in respect of the Scheme year ended 31 December 2020

This Summary of Contributions has been prepared by, or on behalf of, and is the responsibility of the Trustee. It sets out the contributions required the Schedule of Contributions certified by the Scheme Actuary on 19 December 2018.

	Defined Benefit Members	Defined Contribution Members		
Required by the Schedule of Contributions	**Employer £000**	**Employee £000**	**Employer* £000**	**Total £000**
Normal contributions	-	18	11,581	**11,599**
Other contributions payable				
Normal contributions	-	15	11,935	**11,950**
Additional contributions for DC expenses	635	-	-	**635**
AVCs	-	178	1,489	**1,667**
Total (as per Fund Account)	**635**	**211**	**25,005**	**25,851**

* This includes contributions paid by the Employer on behalf of the Employee in respect of the SMART Pension Benefit.

Approved by the Trustee on 22 June 2021 and signed on its behalf by

Jackie Baker

Mrs J Baker

Secretary to the Scheme

INDEPENDENT AUDITORS' STATEMENT ABOUT CONTRIBUTIONS TO THE TRUSTEE OF THE RETIREMENT BENEFIT SCHEME OF THE NATIONAL FARMERS UNION MUTUAL INSURANCE SOCIETY LIMITED

Statement about contributions

Opinion

In our opinion, the contributions required by the schedule of contributions for the scheme year ended 31 December 2020 as reported in The Retirement Benefit Scheme of the National Farmers Union Mutual Insurance Society Limited's summary of contributions have, in all material respects, been paid in accordance with the schedule of contributions certified by the scheme actuary on 19 December 2018.

We have examined The Retirement Benefit Scheme of the National Farmers Union Mutual Insurance Society Limited's summary of contributions for the scheme year ended 31 December 2020 which is set out on the previous page.

Basis for opinion

Our examination involves obtaining evidence sufficient to give reasonable assurance that contributions reported in the summary of contributions have, in all material respects, been paid in accordance with the relevant requirements. This includes an examination, on a test basis, of evidence relevant to the amounts of contributions payable to the scheme under the schedule of contributions, and the timing of those payments.

Responsibilities for the statement about contributions

Responsibilities of the Trustee in respect of contributions

As explained more fully in the statement of Trustee's responsibilities, the scheme's Trustee is responsible for preparing, and from time to time reviewing and if necessary revising, a schedule of contributions and for monitoring whether contributions are made to the scheme by employers in accordance with relevant requirements.

Auditors' responsibilities in respect of the statement about contributions

It is our responsibility to provide a statement about contributions and to report our opinion to you.

Use of this report

This report, including the opinion, has been prepared for and only for the Trustee as a body in accordance with section 41 of the Pensions Act 1995 and for no other purpose. We do not, in giving this opinion, 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.

PricewaterhouseCoopers LLP

PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
Birmingham
Date

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEE OF THE RETIREMENT BENEFIT SCHEME OF THE NATIONAL FARMERS UNION MUTUAL INSURANCE SOCIETY LIMITED

Report on the audit of the financial statements

Opinion

In our opinion, The Retirement Benefit Scheme of the National Farmers Union Mutual Insurance Society Limited's financial statements:

- show a true and fair view of the financial transactions of the scheme during the year ended 31 December 2020, and of the amount and disposition at that date of its assets and liabilities, other than liabilities to pay pensions and benefits after the end of the year;
- 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
- contain the information specified in Regulation 3A of the Occupational Pension Schemes (Requirement to obtain Audited Accounts and a Statement from the Auditor) Regulations 1996.

We have audited the financial statements, included in the Annual Report and Financial Statements, which comprise: the Statement of Net Assets (Available for Benefits) as at 31 December 2020; the Fund Account for the year then ended; and the notes to the financial statements, which include a description of the 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 scheme 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 scheme's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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.

However, because not all future events or conditions can be predicted, this conclusion is not a guarantee as to the scheme's ability to continue as a going concern.

Our responsibilities and the responsibilities of the Trustee with respect to going concern are described in the relevant sections of this report.

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEE OF THE RETIREMENT BENEFIT SCHEME OF THE NATIONAL FARMERS UNION MUTUAL INSURANCE SOCIETY LIMITED (CONTINUED)

Reporting on other information

The other information comprises all the information in the Annual Report and Financial Statements other than the financial statements, our auditors' report thereon and our auditors' statement about contributions. The Trustee is 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 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.

Responsibilities for the financial statements and the audit

Responsibilities of the Trustee for the financial statements

As explained more fully in the statement of Trustee's responsibilities, the Trustee is responsible for ensuring that the financial statements are prepared in accordance with the applicable framework and for being satisfied that they show a true and fair view. The Trustee is also responsible for such internal control as it determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In the preparation of the financial statements, the Trustee is responsible for assessing the scheme'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 Trustee either intends to wind up the scheme, or has 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.

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 scheme and its environment, we identified that the principal risks of non-compliance with laws and regulations related to the administration of the scheme in accordance with the Pensions Acts 1995 and 2004 and regulations made under them, and codes of practice issued by the Pensions Regulator; and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered the direct impact of these laws and regulations on the financial statements. We evaluated incentives and opportunities for fraudulent manipulation of the financial statements, including the risk of override of controls, by the Trustee and those responsible for, or involved in, the preparation of the underlying accounting records and financial statements, and determined that the principal risks were related to posting inappropriate journals to conceal misappropriation of assets and inappropriate adjustments of asset valuations. Audit procedures performed included:

- Testing of journals where we identified particular risk criteria.
- Obtaining independent confirmations of material investment valuations and cash balances at the year end.

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEE OF THE RETIREMENT BENEFIT SCHEME OF THE NATIONAL FARMERS UNION MUTUAL INSURANCE SOCIETY LIMITED (CONTINUED)

Responsibilities for the financial statements and the audit (continued)

Auditors' responsibilities for the audit of the financial statements (continued)

- Reviewing estimates and judgements made in the preparation of the financial statements.
- Reviewing meeting minutes, any correspondence with the Pensions Regulator, contracts and agreements, and holding discussions with the Trustee to identify significant or unusual transactions and known or suspected instances of fraud or non-compliance with laws and regulations.

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 the 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 opinion, has been prepared for and only for the Trustee as a body in accordance with section 41 of the Pensions Act 1995 and for no other purpose. We do not, in giving this opinion, 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.

PricewaterhouseCoopers LLP

PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
Birmingham
Date

FUND ACCOUNT FOR THE YEAR ENDED 31 DECEMBER

	Note	2020 DB £000	2020 DC £000	2020 Total £000	2019 DB £000	2019 DC £000	2019 Total £000
Contributions and benefits							
Employer contributions	5	**635**	**25,005**	**25,640**	1,336	22,572	23,908
Employee contributions	5	**-**	**211**	**211**	-	164	164
Transfers in	6	**-**	**795**	**795**	-	842	842
Other income		**380**	**60**	**440**	77	46	123
		1,015	**26,071**	**27,086**	1,413	23,624	25,037
Benefits paid or payable	7	**(28,897)**	**(945)**	**(29,842)**	(28,460)	(395)	(28,855)
Payments to and on account of leavers	8	**(9,416)**	**(4,436)**	**(13,852)**	(3,650)	(6,872)	(10,522)
Administrative expenses	9	**(1,659)**	**-**	**(1,659)**	(1,268)	-	(1,268)
Other payments	10	**(19)**	**-**	**(19)**	-	(18)	(18)
		(39,991)	**(5,381)**	**(45,372)**	(33,378)	(7,285)	(40,663)
Net additions / (withdrawals) from dealings with members		**(38,976)**	**20,690**	**(18,286)**	(31,965)	16,339	(15,626)
NET INVESTMENT RETURNS							
Investment income	11	**20,859**	**-**	**20,859**	30,654	-	30,654
Investment management expenses	12	**(532)**	**-**	**(532)**	(611)	-	(611)
Change in market value of investments	13.1	**24,795**	**5,052**	**29,847**	110,958	27,781	138,739
Net returns on investments		**45,122**	**5,052**	**50,174**	141,001	27,781	168,782
Net increase in the fund		**6,146**	**25,742**	**31,888**	109,036	44,120	153,156
Opening Net Assets		**1,137,445**	**182,923**	**1,320,368**	1,028,389	138,823	1,167,212
Transfers between sections	16	**(271)**	**271**	**-**	20	(20)	-
Closing Net Assets		**1,143,320**	**208,936**	**1,352,256**	1,137,445	182,923	1,320,368

The notes on pages 44 to 57 form an integral part of these financial statements.

STATEMENT OF NET ASSETS (AVAILABLE FOR BENEFITS) AT 31 DECEMBER

	Note	2020 DB £000	2020 DC £000	2020 Total £000	2019 DB £000	2019 DC £000	2019 Total £000
INVESTMENT ASSETS	13						
Bonds		**509,803**	**-**	**509,803**	461,041	-	461,041
Equities		**336,975**	**-**	**336,975**	380,698	-	380,698
Pooled investment vehicles		**270,849**	**206,238**	**477,087**	249,337	180,851	430,188
AVC investments		**5,229**	**-**	**5,229**	6,254	-	6,254
Cash		**7,731**	**1**	**7,732**	32,380	32	32,412
Other investment assets		**6,945**	**-**	**6,945**	6,973	-	6,973
Total investments		**1,137,532**	**206,239**	**1,343,771**	1,136,683	180,883	1,317,566
Current assets	14	**6,312**	**2,852**	**9,164**	1,123	2,183	3,306
Current liabilities	15	**(524)**	**(155)**	**(679)**	(361)	(143)	(504)
Total Net Assets available for benefits		**1,143,320**	**208,936**	**1,352,256**	1,137,445	182,923	1,320,368

The financial statements summarise the transactions of the Scheme and deal with the net assets at the disposal of the Trustee. They do not take account of obligations to pay pensions and benefits which fall due after the end of the Scheme year. The actuarial position of the Scheme, which takes into account such obligations for the defined benefit section, is dealt with in the report on Actuarial Liabilities included on pages 3 and 4 of the Annual Report and these financial statements should be read in conjunction with this report.

The notes on pages 44 to 57 form an integral part of these financial statements.

These financial statements were approved by the Trustee on 22 June 2021 and were signed on its behalf by:

B.J. Duffin .....

Name: B.J. Duffin

A.W. Spriggs .....

Name: A.W. Spriggs

NOTES TO THE FINANCIAL STATEMENTS

1 GENERAL INFORMATION

The Scheme is an occupational pension scheme established under trust and was established to provide retirement benefits to certain groups of employees with the NFU Mutual Insurance Society Group. The address of the Scheme's principal office is: Tiddington Road, Stratford Upon Avon, Warwickshire, CV37 7BJ. The Scheme is registered in the United Kingdom.

The Scheme has a defined contribution (**DC**) section which is open to new members and a closed defined benefit (**DB**) section.

The Scheme is a registered pension scheme under Chapter 2, Part 4 of the Finance Act 2004. This means that contributions by employers and employees are normally eligible for tax relief and income and capital gains earned by the Scheme receive preferential tax treatment.

The Scheme is established as a trust under English Law. The address for enquiries to the Scheme is included on page 1.

2 BASIS OF PREPARATION

The individual financial statements of The Retirement Benefit Scheme of the National Farmers Union Mutual Insurance Society Limited have been prepared in accordance with the Occupational Pension Schemes (Requirement to obtain Audited Accounts and a Statement from the Auditor) Regulations 1996, Financial Reporting Standard (FRS) 102 - The Financial Reporting Standard applicable in the UK and Republic of Ireland issued by the Financial Reporting Council ("FRS 102") and the guidance set out in the Statement of Recommended Practice "Financial Reports of Pension Schemes" (revised June 2018) ("the SORP").

3 IDENTIFICATION OF THE FINANCIAL STATEMENTS

The Scheme is established as a trust under English law. The address for enquiries to the scheme is included in the Trustee's Report.

4 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The following principal accounting policies have been adopted in the preparation of the financial statements.

4.1 Accruals concept

The financial statements have been prepared on an accruals basis, that is, income and expenditure is recognised as it is earned or incurred, not as it is received or paid, except where stated below.

4.2 Currency

The Scheme's functional and presentational currency is pound sterling.

Investments, other assets and liabilities denominated in foreign currencies are translated into their sterling equivalents at the rates ruling at the year end.

Foreign currency transactions have been translated into sterling at the rate ruling at the date of transactions. Any balances at the year end are translated at the rate ruling at 31 December 2020. Gains and losses arising on conversion or translation are dealt with as part of the change in market value of investments.

4.3 Contributions

Normal and additional voluntary contributions, both from members and employers, are generally accounted for on an accruals basis in the payroll period to which they relate. In the case of member contributions this is when deducted from pay.

However, contributions in respect of members in the first 30 days following auto-enrolment are accounted for when their right to opt-out has expired, unless remitted to the Scheme earlier. All contributions payable under salary sacrifice arrangements are classified as employer contributions.

4.4 Benefits and payments to and on account of leavers

Pensions in payment are accounted for in the period to which they relate.

Where members can choose whether to take their benefits as a full pension or as a lump sum with reduced pension, retirement benefits are accounted for on an accruals basis on the later of the date of retirement and the date the option is exercised.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

4.4 Benefits and payments to and on account of leavers (continued)

DC members can use the value of their personal account upon retirement in a number of ways; they can purchase an annuity with an annuity provider of their choice, they can transfer their Personal Account to an alternative registered pension arrangement or they can take the full value of their personal account as a lump sum. By exercising these options the Trustee's liability is fully extinguished towards such members.

Transfers to and from other pension arrangements are accounted for when the transfer has been agreed between the transferring and receiving scheme and the amount can be determined with reasonable certainty, which is normally when funds are transferred.

Other benefits are accounted for on an accruals basis on the date of retirement or death as appropriate. Refunds and opt-outs are accounted for when the Trustee is notified of the member's decision to leave the Scheme.

Where the Trustee agrees or is required to settle tax liabilities on behalf of a member (such as where lifetime or annual allowances are exceeded) with a consequent reduction in that member's benefits receivable from the Scheme, any taxation due is accounted for on the same basis as the event giving rise to the tax liability and shown separately within Benefits.

4.5 Expenses

Administrative expenses, insurance premiums and investment expenses are accounted for on an accruals basis.

4.6 Investment income and expenditure

Income from equities and any pooled investment vehicles which distribute income, is accounted for on an accruals basis on the date stocks are quoted ex-dividend, or in the case of unquoted instruments, when the dividend is declared. Income from bonds is accounted for on an accruals basis and includes income bought and sold on purchases and sales of bonds. Other interest on cash and short-term deposits and income from other investments are accounted for on an accruals basis. Rental income is accounted for as earned under the terms of the lease.

The change in market value of investments during the year comprises all increases and decreases in the market value of investments held at any time during the year, including profits and losses realised on sales of investments and unrealised changes in market value. In the case of pooled investment vehicles which are accumulation funds, where income is reinvested within the fund without issue of further units, change in market value also includes such income.

Transaction costs are included in the cost of purchases and sale proceeds. Transaction costs include costs charged directly to the Scheme such as fees, commissions, stamp duty and other fees. Other investment management expenses are accounted for on an accruals basis and shown separately within investment returns.

4.7 Valuation of investments

Investment assets and liabilities are included in the financial statements at fair value. Where separate bid and offer prices are available, the bid price is used for investment assets and the offer price for investment liabilities. Otherwise, the closing single price, single dealing price or most recent transaction price is used. Where quoted or other unit prices are not available, the Trustee adopts valuation techniques appropriate to the class of investment. Details of the valuation techniques and principal assumptions are given in the notes to the financial statements where used.

The methods of determining fair value for the principal classes of investments are:

i. Listed securities traded through the Stock Exchange Electronic Trading Service are valued on the basis of the latest trade price at the balance sheet date.

ii. Bonds (including British Government and index-linked stocks) are valued at open market value less the value of interest accruing from the previous interest payment date to the valuation date.

iii. Unlisted securities are valued having due regard to latest dealings, professional valuation, asset values and other appropriate financial information.

iv. Investments held in foreign currencies have been valued on the relevant basis and translated into sterling at the rate ruling at the balance sheet date.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

4.7 Valuation of investments (continued)

v. Freehold property is included in the valuation of the Oaks Property Trust on the basis of open market value at amounts certified by external qualified professional Chartered Surveyors, (DTZ Cushman and Wakefield, Grosvenor and Lendlease). There is no leasehold property.

vi. The Scheme undertakes stock lending and continues to recognise and value the securities that are delivered out as collateral, and includes them in the financial statements. Collateral received in respect of stock lending arrangements is disclosed but not recognised as a Scheme asset.

vii. AVC investments, excluding Deposit AVCs, are valued at bid value ruling at the balance sheet date. Deposit AVCs are revalued twice a year by applying interest at the rates determined by the Trustee.

viii. DC investments invested with NFU Mutual Insurance Society Limited have been valued at the closing bid price at the balance sheet date as advised by the investment manager.

4.8 Critical accounting judgements and estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

• Critical judgements in applying the accounting policies

Control of Oaks Property Trust

The Oaks Property Trust is a separate trust arrangement, whereby the Trustees and joint legal owners are NFU Mutual Insurance Society Ltd (80%) and NFU Mutual Insurance Pension Fund Trust Company Ltd ("PENCO") 20%. PENCO holds the assets on behalf of the beneficial owner, NFUM Pension Trustee Company Limited.

The agreement does not permit the NFUM Pension Trustee Company Limited to set the annual budget and financial plan, appoint and remove senior executives or set operating procedures and responsibilities. As such, the Oaks Property Trust has been included in these financial statements as a financial asset and has not been consolidated.

• Key accounting estimates and assumptions

The Trustee makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. For the Scheme, the Trustee believes the only 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 are related to the valuation of the Scheme investments and, in particular, those classified in Level 3 of the fair-value hierarchy. Explanation of the key assumptions underpinning the valuation of investments are included within note 3.7 above and within notes 12.9 and 12.10.

5 CONTRIBUTIONS

	2020 DB £000	**2020 DC £000**	**2020 Total £000**	2019 DB £000	2019 DC £000	2019 Total £000
From Employers						
Normal Contributions	**-**	**23,516**	**23,516**	-	21,283	21,283
Additional Contributions: DC Expenses	**635**	**-**	**635**	1,336	-	1,336
Additional Voluntary Contributions: Money Purchase	**-**	**1,489**	**1,489**	-	1,289	1,289
	635	**25,005**	**25,640**	1,336	22,572	23,908
From Employees						
Normal Contributions	**-**	**33**	**33**	-	36	36
Additional Voluntary Contributions: Money Purchase	**-**	**178**	**178**	-	128	128
	-	**211**	**211**	-	164	164
	635	**25,216**	**25,851**	1,336	22,736	24,072

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

6 TRANSFERS IN

	2020 DB £000	2020 DC £000	2020 Total £000	2019 DB £000	2019 DC £000	2019 Total £000
Individual transfers in from other schemes	**-**	**795**	**795**	-	842	842

7 BENEFITS PAID OR PAYABLE

	2020 DB £000	2020 DC £000	2020 Total £000	2019 DB £000	2019 DC £000	2019 Total £000
Pension payments	**24,095**	**-**	**24,095**	22,843	-	22,843
Commutations and lump sum retirement benefits	**4,694**	**494**	**5,188**	5,082	234	5,316
Tax on annual / lifetime allowance	**-**	**25**	**25**	13	14	27
Purchase of annuities	**-**	**30**	**30**	-	145	145
Lump sums on death	**108**	**396**	**504**	522	2	524
	28,897	**945**	**29,842**	28,460	395	28,855

8 PAYMENTS TO AND ON ACCOUNT OF LEAVERS

	2020 DB £000	2020 DC £000	2020 Total £000	2019 DB £000	2019 DC £000	2019 Total £000
Refund to members leaving service in relation to:						
non-vested leavers	**-**	**-**	**-**	-	10	10
opt-outs	**-**	**12**	**12**	-	2	2
Individual transfers out to other schemes	**9,416**	**4,424**	**13,840**	3,650	6,860	10,510
	9,416	**4,436**	**13,852**	3,650	6,872	10,522

Opt-out refunds relate to contributions returned to the Employer in respect of employees that have subsequently opted out of the Scheme.

9 ADMINISTRATIVE EXPENSES

	2020 DB £000	2020 DC £000	2020 Total £000	2019 DB £000	2019 DC £000	2019 Total £000
Administration and processing	**724**	**-**	**724**	558	-	558
Actuarial fees	**295**	**-**	**295**	244	-	244
Audit fees	**40**	**-**	**40**	40	-	40
Legal fees	**285**	**-**	**285**	287	-	287
Other adviser fees	**136**	**-**	**136**	59	-	59
Other expenses	**50**	**-**	**50**	7	-	7
Statutory levies	**129**	**-**	**129**	73	-	73
	1,659	**-**	**1,659**	1,268	-	1,268

All other costs of administration are directly borne by NFU Mutual.

10 OTHER PAYMENTS

	2020 DB £000	2020 DC £000	2020 Total £000	2019 DB £000	2019 DC £000	2019 Total £000
Other payments	**19**	**-**	**19**	-	18	18

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

11 INVESTMENT INCOME

	2020 DB £000	**2020 DC £000**	**2020 Total £000**	2019 DB £000	2019 DC £000	2019 Total £000
Income from bonds	**11,891**	**-**	**11,891**	12,009	-	12,009
Dividends on equities	**8,843**	**-**	**8,843**	18,357	-	18,357
Stock lending income	**56**	**-**	**56**	84	-	84
Interest on cash deposits	**69**	**-**	**69**	204	-	204
	20,859	**-**	**20,859**	30,654	-	30,654

12 INVESTMENT MANAGEMENT EXPENSES

	2020 DB £000	**2020 DC £000**	**2020 Total £000**	2019 DB £000	2019 DC £000	2019 Total £000
Administration and management	**475**	**-**	**475**	507	-	507
Custody fees	**57**	**-**	**57**	104	-	104
	532	**-**	**532**	611	-	611

13 INVESTMENTS

13.1 RECONCILIATION OF INVESTMENTS

Reconciliation of investments held at beginning and end of year:

	Value at 01.01.2020 £000	**Purchases at cost £000**	**Sales proceeds £000**	**Change in market value £000**	**Value at 31.12.2020 £000**
DB Section					
Bonds	461,041	26,710	(24,721)	46,773	**509,803**
Equities	380,698	43,533	(55,729)	(31,527)	**336,975**
Pooled investment vehicles	249,337	22,900	(10,150)	8,762	**270,849**
Separately invested AVCs	6,254	-	(1,113)	88	**5,229**
	1,097,330	**93,143**	**(91,713)**	**24,096**	**1,122,856**
Cash deposits	32,380			699	**7,731**
Other investment balances	6,973				**6,945**
	1,136,683			**24,795**	**1,137,532**
DC Section					
Pooled investment vehicles	180,851	**32,185**	**(11,850)**	**5,052**	**206,238**
Cash in transit	32				1
	180,883				**206,239**

All DC investment assets are allocated to members.

13.2 TRANSACTION COSTS

Transaction costs are included in the costs of purchases and sales proceeds. Transaction costs include costs directly to the Scheme such as fees, commissions, stamp duty and other fees. Transaction costs incurred in the year amounted to £37,587 (2019: £55,036). In addition to the transaction costs disclosed above, indirect costs are incurred through the bid-offer spread on investments within pooled investment vehicles. The amount of indirect costs is not separately provided to the Scheme.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

13.3 CONCENTRATION OF INVESTMENTS

The following investments account for more than 5% of the Scheme's net assets at 31 December 2020:

	2020 £000	%	2019 £000	%
NFU Mutual Mixed Portfolio 40-85% Shares Fund	159,717	11.8	139,553	10.6
Oaks Property Trust	102,162	7.6	110,345	8.4
Mercer Alpha Y1 RBS	78,690	5.8	62,238	4.7

13.4 POOLED INVESTMENT VEHICLES

	2020 DB £000	2020 DC £000	2020 Total £000	2019 DB £000	2019 DC £000	2019 Total £000
Equities	**165,787**	**31,908**	**197,695**	135,960	28,004	163,964
Property	**102,162**	**-**	**102,162**	110,345	-	110,345
Property Shares	**-**	**5,264**	**5,264**	-	6,061	6,061
Money Market	**2,900**	**-**	**2,900**	3,032	-	3,032
Bonds	**-**	**5,554**	**5,554**	-	3,752	3,752
Diversified Growth	**-**	**159,717**	**159,717**	-	139,553	139,553
Cash	**-**	**3,795**	**3,795**	-	3,481	3,481
	270,849	**206,238**	**477,087**	249,337	180,851	430,188

13.5 OTHER INVESTMENT BALANCES

	2020 DB £000	2020 DC £000	2020 Total £000	2019 DB £000	2019 DC £000	2019 Total £000
Investment debtors	**1,292**	**-**	**1,292**	517	-	517
Investment creditors	**(365)**	**-**	**(365)**	-	-	-
Accrued income	**5,464**	**-**	**5,464**	5,569	-	5,569
Withholding tax	**554**	**-**	**554**	887	-	887
	6,945	**-**	**6,945**	6,973	-	6,973

13.6 AVC INVESTMENTS

The Trustee holds assets securing additional benefits for those members who elected to pay additional voluntary contributions. Members participating in this arrangement each receive annual statements confirming the amounts held in their accounts and the movement in the year.

Group AVC

The Group AVC is provided by The National Farmers Union Mutual Insurance Society Limited. The Group AVC closed to future contributions with effect from 31 December 2016. The Group AVC includes a with-profits fund as well as seven investment linked funds.

Deposit AVC

The Deposit AVC closed to future contributions with effect from 31 December 2016. The Deposit AVC is an interest bearing deposit account. Investments held in the Deposit AVC are invested directly in the Scheme and earn interest at a rate declared by the Trustee.

DC AVC

The Scheme offers active members the option to pay AVCs through the DC section. There are three lifestyle funds and eleven self-select funds available to members. Three of the self-select funds are provided by Legal and General, the remainder are provided by NFU Mutual Insurance Society Limited.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

13.6 AVC INVESTMENTS (continued)

The aggregate amounts of AVCs invested as at the year end are as follows:

	2020 DB £000	**2020 DC £000**	**2020 Total £000**	2019 DB £000	2019 DC £000	2019 Total £000
Separately invested AVCs:						
Unit-Linked investments	**4,495**	**-**	**4,495**	5,481	-	5,481
With-profits investments	**734**	**-**	**734**	773	-	773
	5,229	**-**	**5,229**	6,254	-	6,254
Deposit AVCs	**244**	**-**	**244**	273	-	273
	5,473	**-**	**5,473**	6,527	-	6,527

13.7 STOCK LENDING

	2020 DB £000	**2020 DC £000**	**2020 Total £000**	2019 DB £000	2019 DC £000	2019 Total £000
On Loan						
UK Equities quoted	**23,788**	**-**	**23,788**	11,839	-	11,839
Eurobonds & International Equities	**36,261**	**-**	**36,261**	17,317	-	17,317
	60,049	**-**	**60,049**	29,156	-	29,156

13.8 COLLATERAL

	2020 DB £000	**2020 DC £000**	**2020 Total £000**	2019 DB £000	2019 DC £000	2019 Total £000
UK Equities quoted	**24,383**	**-**	**24,383**	12,568	-	12,568
Eurobonds & International Equities	**38,170**	**-**	**38,170**	18,064	-	18,064
	62,553	**-**	**62,553**	30,632	-	30,632

13.9 FAIR VALUE HIERARCHY

The fair value of financial instruments has been determined using the following fair value hierarchy:

Level 1 The unadjusted quoted price in an active market for identical assets or liabilities that the entity can access at the measurement date.

Level 2 Inputs other than the quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly

Level 3 Inputs are unobservable for the asset or liability

Pooled investment vehicles which are traded regularly are generally included in level 2. The Oaks Property Trust includes freehold property of £96,871,000 (2019: £107,317,000) that is valued on the basis of open market value at amounts certified by external qualified professional Chartered Surveyors, (DTZ Cushman and Wakefield, Grosvenor and Lendlease), and so is included in level 3.

The Scheme's Property portfolio is held in the Oaks Property Trust. The Oaks Property Trust (OPT) is a separate trust arrangement, whereby the Trustees and joint legal owners are NFU Mutual Insurance Society Ltd (the "Mutual") 80% and NFU Mutual Insurance Pension Fund Trust Company Ltd ("PENCO") 20%. PENCO holds the assets on behalf of the beneficial owner RBS Trustee. COVID 19 has had a material impact upon the commercial property market. In particular the retail and leisure sectors have been hit hard as tenants have been unable to trade and significant numbers of businesses and well known brand names have failed. This has contributed to significant valuation falls.

The OPT Property Manager has been working closely with all of its tenants to successfully maintain strong rental receipts and low voids but the Trustee is aware that the portfolio experienced capital value falls and negative total returns for the year driven by its exposure to a number of retail assets.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

13.9 FAIR VALUE HIERARCHY (continued)

As COVID lockdown unwinds, forecast returns for UK property are positive with the industrial and distribution sectors benefitting from the growth of ecommerce, and the Trustee understands that the Manger is strengthening portfolio diversification through sales and acquisitions to maintain portfolio quality and enhance returns.

The Scheme's investment assets and liabilities have been fair valued using the above hierarchy categories as follows:

At 31.12.2020	Level 1	Level 2	Level 3	Total
	£000	£000	£000	£000
DB Section				
Bonds	126,594	383,023	186	509,803
Equities	336,266	709	-	336,975
Pooled investment vehicles	2,900	165,787	102,162	270,849
AVC investments	-	4,495	734	5,229
Cash	7,731	-	-	7,731
Other investment balances	6,945	-	-	6,945
	480,436	554,014	103,082	1,137,532
DC Section				
Pooled investment vehicles	-	206,238	-	206,238
Cash in transit	1	-	-	1
	1	206,238	-	206,239

At 31.12.2019	Level 1	Level 2	Level 3	Total
	£000	£000	£000	£000
DB Section				
Bonds	113,020	347,835	186	461,041
Equities	379,279	1,419	-	380,698
Pooled investment vehicles	3,032	135,960	110,345	249,337
AVC investments	-	5,481	773	6,254
Cash	32,380	-	-	32,380
Other investment balances	6,973	-	-	6,973
	534,684	490,695	111,304	1,136,683
DC Section				
Pooled investment vehicles	-	180,851	-	180,851
Cash in transit	32	-	-	32
	32	180,851	-	180,883

13.10 INVESTMENT RISKS

FRS 102 requires the disclosure of information in relation to certain investment risks. These risks are set out by FRS 102 as follows:

Credit risk: this is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation.

Market risk: this comprises currency risk, interest rate risk and other price risk.

- Currency risk: this is the risk that the fair value or future cash flows of a financial asset will fluctuate because of changes in foreign exchange rates.
- Interest rate risk: this is the risk that the fair value or future cash flows of a financial asset will fluctuate because of changes in market interest rates.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

13.10 INVESTMENT RISKS (continued)

- Other price risk: this is the risk that the fair value or future cash flows of a financial asset will fluctuate because of changes in market prices (other than those arising from interest rate risk or currency risk), whether those changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market.

The SORP recommends these risk disclosures are made for all investments.

The Scheme has exposure to these risks because of the investments it makes following the investment strategy set out below. The Trustee manages investment risks, including credit risk and market risk, within agreed risk limits which are set taking into account the Scheme's strategic investment objectives. These investment objectives and risk limits are implemented through the investment management agreements in place with the Scheme's investment managers and monitored by the Trustee at regular reviews of the investment portfolio.

The following table summarises the extent to which the various classes of investments are affected by financial risks:

	Credit Risk	**Market Risk**			**2020**	2019
		Currency	**Interest Rate**	**Other**	**£000**	£000
Defined Benefit Section						
Bonds	◐	○	●	◐	**509,803**	461,041
Equities	○	◐	○	●	**336,975**	380,698
Pooled investment vehicles*						
- Property	●	○	◐	◐	**102,162**	110,345
- Other	○	●	○	●	**168,687**	138,992
Separately invested AVCs*	◐	◐	◐	◐	**5,229**	6,254
Cash deposits	◐	○	◐	○	**7,731**	32,380
Defined Contribution Section						
NFU Mutual*	◐	◐	◐	◐	**194,918**	171,615
Legal and General	◐	◐	◐	◐	**11,320**	9,236
Cash in transit	◐	○	◐	○	**1**	32

In the above table, the risk noted affects the asset class [●] significantly, [◐] partially or [○] hardly / not at all.

* Credit risk in the pooled investment vehicles and the assets in the DC section is mitigated by the assets being separately ring fenced from the assets of the fund management company.

In addition to directly impacting Oaks Property Trust, since March 2020, Covid-19 has had a profound effect on domestic and global economies, with disruption and volatility in the financial markets.

The Trustees, in conjunction with their advisers, monitor the situation closely and review any actions that are deemed to be necessary. This includes monitoring the employer covenant, the operational impact on the Scheme and the Scheme's investment portfolio.

The extent of the impact on the Scheme's investment portfolio, including financial performance, will depend on future developments in financial markets and the overall economy, all of which are uncertain and cannot be predicted.

Further information on the Trustee's approach to risk management, credit and market risk is set out below.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

13.10 INVESTMENT RISKS (continued)

Defined Benefit Section

Investment Strategy

Objectives

The acquisition of suitable assets of appropriate liquidity which will generate income and capital growth to meet, together with future contributions from members and the Employer, the cost of current and future benefits which the Scheme provides, as set out in its trust deed and rules.

To limit the risk of the assets failing to meet the liabilities over the long term, in particular in relation to the Scheme Specific Funding Requirement.

To minimise the long-term costs of the Scheme by maximising the return on the assets whilst having regard to the objectives stated above.

Policy

The Trustee's policy is to seek to achieve the objectives through investing in a suitable mixture of return seeking and liability matching assets.

They recognise that the return on return seeking assets, while expected to be greater over the long-term than that on liability matching assets, their inclusion is likely to lead to a more volatile funding level. A mixture of asset classes should nevertheless provide the level of returns required by the Scheme to meet its liabilities at an acceptable level of risk for the Trustee and an acceptable level of cost to the Employer. The Trustee considers that a suitable long-term asset allocation benchmark (as at end 2020) in respect of the Defined Benefit liabilities of the Scheme is:

43% Equities (17% UK, 26% overseas)
26% Fixed Interest Corporate Bonds (investment grade)
12% Index Linked Gilts
9% Index Linked Corporate Bonds (investment grade)
9% Property
1% Cash

The Trustee allows short-term variations in pursuit of enhanced performance above that of the benchmark. The benchmark asset allocation and the acceptable ranges around this benchmark will be dynamic and will therefore change over time.

The Investment Policy is set out in its Statement of Investment Principles (SIP).

Credit Risk

The Scheme is subject to credit risk as it directly invests in bonds, has cash balances and undertakes stock lending. Credit risk on stock lending is mitigated through collateral arrangements as disclosed in note 13.8.

Credit risk arising on bonds held directly is mitigated by investing in government index-linked bonds where the credit risk is minimal (UK Treasury), or corporate bonds which are at least investment grade. Should a bond fall below investment grade, the Scheme is allowed to hold. Credit risk arising on other investments is mitigated by mandates requiring all counterparties to be at least investment grade credit rated.

The Trustee considers financial instruments or counterparties to be investment grade if they are rated at BBB- or higher (Bloomberg composite).

Cash is held with financial institutions which are at least investment grade credit rated.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

13.10 INVESTMENT RISKS (continued)

Defined Benefit Section (continued)

Credit Risk (continued)

The Trustee manages the credit risk arising from stock lending activities through the following restrictions:

Global Limits:

Overall and Fund Limit	-	not more than 15% of total relevant amount*

Securities Limits:

UK Equities	-	not more than 7.5% of total relevant amount*
UK Gilts	-	not more than 7.5% of total relevant amount*
Overseas Equities and Corporate Bonds	-	not more than 7.5% of total relevant amount*

Borrower Limits:

Each borrower	-	not more than 3% of total relevant amount*

(* relevant amount = net asset value of assets under management excluding cash and property)

The maximum limit applicable to stock on loan or subject to gilt repo transactions, aggregated together, is 20% of the fund at any one time.

A summary of pooled investment vehicles by type of arrangement at the year end is as follows:

	2020	2019
	£000	£000
Common contractual funds	**165,787**	135,960
Shares of limited liability partnerships	**102,162**	110,345
Money market funds	**2,900**	3,032
	270,849	249,337

Currency Risk

The Scheme is subject to currency risk because some of its investments are held directly in overseas markets with the benchmark allocation being 26% of the total portfolio value (see investment policy above). Currency risk is mitigated by having a diverse overseas portfolio across various markets.

Interest Rate Risk

The Scheme is subject to Interest Rate Risk because some of its investment is held in cash with a number of authorised financial institutions whose credit rating is at least investment grade. Should counterparty's rating fall below the minimum investment grade, all funds are returned as soon as possible and the counterparty is removed from the authorised list with immediate effect.

Investment in Fixed Interest and Index-linked securities also exposes the Scheme to Interest Rate Risk as increases in rates generally lead to a decline in asset values. Asset liability matching reduces the Scheme's exposure to interest rate risk.

Other Price Risk

Other price risk arises principally in relation to the Scheme's return seeking portfolio which includes directly held equities and investment properties. The Scheme manages this exposure to overall price movements by constructing a diverse portfolio of investments across various markets.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

13.10 INVESTMENT RISKS (continued)

Defined Contribution Section

Investment Strategy

Objectives

The Trustee's objective is to enable Defined Contribution members to obtain benefits in retirement by investing their contributions and the corresponding credits from the employer in one or more of the funds made available to them by the Trustee. The range of funds recognises that members' investment needs may change throughout their working lives and also that some members may not feel able or willing to select funds for themselves.

The following individual funds have been selected by the Trustee. Unless otherwise indicated, the funds are managed by NFU Mutual Insurance Society Limited:

Equity Funds
NFU Mutual UK Equity Fund
Legal and General Equity Index Fund
Legal and General Equity 50:50 Index Fund
NFU Mutual International Fund

Diversified Funds
NFU Mutual Mixed Portfolio 40-85% Shares Fund
NFU Mutual Mixed Portfolio 20-60% Shares Fund

Property Shares Fund
NFU Mutual Property Fund

Bond Funds
NFU Mutual Index-Linked Fund
Legal and General Over 15 Year Gilt Index Fund
NFU Mutual Fixed Interest Fund

Cash Funds
NFU Mutual Deposit Fund

The Trustee monitors underlying risks by quarterly investment reviews.

The risks disclosed here relate to the Defined Contribution Section's investments as a whole. Members are able to choose their own investments from the range of funds offered by the Trustee and therefore may face different profiles of risk from their individual choices compared with the Scheme as a whole.

Credit Risk

The Defined Contribution Section is subject to credit risk in relation to NFUM Insurance Society and Legal & General Assurance (Pensions Management) Limited through its holding in its unit linked insurance funds.

A summary of pooled investment vehicles by type of arrangement is as follows:

	2020	2019
	£000	£000
Unit linked insurance contracts	**206,238**	180,851

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

14 CURRENT ASSETS

	2020 DB £000	**2020 DC £000**	**2020 Total £000**	2019 DB £000	2019 DC £000	2019 Total £000
Cash at bank	**5,900**	**2,852**	**8,752**	976	2,183	3,159
Due from DC section	**138**	**-**	**138**	137	-	137
Due from Employer	**267**	**-**	**267**	-	-	-
Other debtors	**7**	**-**	**7**	10	-	10
	6,312	**2,852**	**9,164**	1,123	2,183	3,306

15 CURRENT LIABILITIES

	2020 DB £000	**2020 DC £000**	**2020 Total £000**	2019 DB £000	2019 DC £000	2019 Total £000
Unpaid benefits	**5**	**17**	**22**	6	6	12
Due to DB section	**-**	**138**	**138**	-	137	137
Due to employer	**195**	**-**	**195**	178	-	178
Other creditors	**324**	**-**	**324**	177	-	177
	524	**155**	**679**	361	143	504

16 TRANSFERS BETWEEN SECTIONS

	2020 DB £000	**2020 DC £000**	**2020 Total £000**	2019 DB £000	2019 DC £000	2019 Total £000
Transactions relating to DC members	**(271)**	**271**	**-**	20	(20)	-

17 RELATED PARTY TRANSACTIONS

Key Management Personnel

Three Trustee Directors (Mr Graves, Mr Davies and Mr Priestley) are active members of the Scheme and thus they are potential beneficiaries of the Scheme and accrued benefits in accordance with the Trust Deed and Rules. One Trustee Director (Mr Spriggs) is currently in receipt of a pension from the Scheme. There were no related party transactions other than accrued pension benefits for these individuals. The Chair of the Trustee received remuneration of £15,000 from the Society for their role (2019: £15,000). None of the Trustee Directors received any remuneration in connection with their services as Trustee Directors (2019: £nil).

Employer and other related parties

The DB investments are managed by NFU Mutual Investment Services Limited (regulated by the FCA). The Scheme pays for these services on the basis of a percentage of the value of funds under management. The gross charge for the year was £531,389 (2019: £609,139).

The Scheme holds a 20% investment in The Oaks Property Trust; the remainder is held by NFU Mutual. The principal activity of the Oaks Property Trust is pooled property investment.

NFU Mutual, the Principal Employer, provided administration of Separately Invested AVCs and other services to the Scheme during the year under review. Included within administration and processing fees in Note 10 is a charge of £195,294 for these services (2019: £170,000). As at 31 December 2020 an amount of £195,294 was due to the Employer in this respect (2019: £170,000).

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

17 RELATED PARTY TRANSACTIONS (CONTINUED)

Employer and other related parties (continued)

During the year, NFU Mutual paid additional contributions to the DB Section of the Scheme to offset costs incurred in respect of the DC section. As at 31 December 2020 an amount of £266,696 was due from the Employer in respect of these contributions that had been underpaid as at that date (2019: due to the Employer £8,084).

Other than those disclosed elsewhere in the financial statements, there were no other related party transactions.

18 CONTINGENT LIABILITIES OR COMMITMENTS

In the opinion of the Trustee, the Scheme had no contingent liabilities and no contractual commitments at 31 December 2020, other than long term liabilities which are not dealt with in these financial statements (2019: £Nil).

19 EMPLOYER RELATED INVESTMENTS

There were no employer-related investments held at any time during the year or at the year end (2019: nil).

20 SUBSEQUENT EVENTS

In the opinion of the Trustee there were no other subsequent events requiring disclosure in the financial statements.

Actuary's certification of schedule of contributions

Name of Scheme: **The Retirement Benefit Scheme of the National Farmers Union Mutual Insurance Society Limited**

Adequacy rate of contributions

1 I certify that, in my opinion, the rates of contribution shown in this schedule of contributions are such that the statutory funding objective could have been expected on 31 December 2017 to continue to be met for the period for which the schedule is to be in force.

Adherence to statement of funding principles

2 I hereby certify that, in my opinion, this schedule of contributions is consistent with the Statement of Funding Principles dated 19 December 2018.

The certification of the adequacy of the rates of contributions for the purpose of securing that the statutory funding objective can be expected to be met is not a certification of their adequacy for the purpose of securing the scheme's liabilities by the purchase of annuities, if the scheme were to be wound up.

Stephen Ellis
Fellow of the Institute and Faculty of Actuaries
Towers Watson Limited, a Willis Towers Watson company

19 December 2018

Willis Towers Watson
The Colmore Building
20 Colmore Circus Queensway
Birmingham
B4 6AT

MEMBERS' INFORMATION

(i) The Trustee is required to provide certain information about the Scheme to the Registrar of Pension Schemes. This has been forwarded to:

Pension Tracing Service		www.gov.uk/find-pension-contact-details
The Pension Service 9		0800 731 0193
Mail Handling Site A		
Wolverhampton		
WV981LU		

(ii) The Pensions Ombudsman (**TPO**) deals with complaints and disputes which concern the administration and/or management of occupational and personal pension schemes. Members have the right to refer a complaint to TPO free of charge.

Contact with TPO about a complaint needs to be made within three years of when the event(s) being complained about happened – or, if later, within three years of when a member first knew about it (or ought to have known about it). There is discretion for those time limits to be extended.

TPO now operates an Early Resolution Service (**ERS**) in addition to its normal Adjudication Service that aims to provide a quick, informal and streamlined process. Any member that elects to use the ERS does not need to follow the Trustee's Internal Dispute Resolution Procedure (**IDRP**). However should any complaint that has gone through the ERS remain unresolved, TPO expects the IDRP to be followed prior to complaint being passed to its Adjudication Service.

TPO can be contacted at:

The Pensions Ombudsman		enquiries@pensions-ombudsman.org.uk
10 South Colonnade		0800 917 4487
Canary Wharf		www.pensions-ombudsman.org.uk
E14 4PU		

(iii) The Money & Pensions Service ("MAPS") previously known as the Single Financial Guidance Body is committed to ensuring that people throughout the UK have guidance and access to the information that they need to make effective financial decisions over their lifetime. MAPS brings together three respected providers of financial guidance; Pensions Wise, the Money Advice Service and the Pensions Advisory Service. Further information can be found at www.moneyandpensionsservice.org.uk.:

Money and Pensions Service		0300 123 1047
11 Belgrave Road		https://www.pensionsadvisoryservice.org.uk
London		
SW1V 1RB		

(iv) The statutory body that regulates occupational pension schemes is The Pensions Regulator (**TPR**). TPR works with pension scheme trustees, scheme managers and employers to help protect workplace pensions but does not deal with queries about individuals' pension benefits.

MEMBERS' INFORMATION (CONTINUED)

(v) The Pension Protection Fund (**PPF**) was introduced to protect members' interests in certain circumstances, i.e. to provide compensation where an employer has become insolvent and the scheme assets have been reduced due to fraud, theft, or misappropriation. It does not cover losses resulting from adverse investment returns.

The PPF is funded by a levy on occupational pension schemes.

(vi) The Trust Deed and Rules, the Scheme details, and a copy of the Statement of Investment Principles are available for inspection free of charge by contacting the Secretary to the Scheme at the address on page 1. Any information relating to the members' own pension position, including estimates of transfer values, should be requested from the Scheme Administrators at the following address:

NFU Mutual Retirement Benefit Scheme
c/o Post Handling Centre
Mercer
St James's Tower
7 Charlotte Street
Manchester
M1 4DZ ☏ 0345 450 6954 (9.00am - 5.00pm, Monday to Friday)

NFU Mutual Retirement Benefit Scheme

Appendix 1: DC Statement of Investment Principles

Statement of Investment Principles

For the Retirement Benefit Scheme of the NFU Mutual Insurance Society Limited

September 2020

Statement of Investment Principles

For the Retirement Benefit Scheme of the NFU Mutual Insurance Society Limited

1 Introduction

1.1 Background

This Statement of Investment Principles sets out the principles governing investment decisions for the Retirement Benefit Scheme of the NFU Mutual Insurance Society Limited (the "Scheme").

The Scheme offers both defined benefit (DB) and defined contribution (DC) benefits. This Statement cover the DC section of the Scheme and the DB AVCs. It is a qualifying scheme for auto-enrolment purposes.

1.2 Statutory Information

This Statement has been prepared in accordance with the requirements of sections 35, 36 and 56 of the Pensions Acts 1995 and 2004. The Trustee of the Scheme has considered written advice from the Trustee's DC section investment consultants and has consulted with the Principal Employer in producing this Statement.

This document is a compendium of the DC Statements of Investment Principles for the Scheme. These Statements must cover a number of technical points to comply with legislation as well as meet the expectations of the Pensions Regulator and needs of the Scheme's Auditors.

The Trustee will publish the Statements of Investment Principles from 1 October 2019 and a statement each year from 1 October 2020 describing how these Statements have been followed in the last year.

1.3 Statements of Investment Principles

The Trustee's Statements of Investment Principles for the DC Section of the Scheme contained in this document include the:

1 Statement of the aims and objectives for the default arrangement*;

2 Statement of the aims and objectives for investment options outside the default arrangement*; and

3 Statement of investment beliefs, risks and policies**.

The Statement of Investment Principles for the DC Section of the Scheme ** comprises items 1, 2 and 3.

The Statement of Investment Principles for the Scheme's default arrangement *** comprises items 1 and 3.

Appendices

1. Summary of Responsibilities
2. Summary of the Scheme's service provider
3. Investment implementation for the default arrangement and the investment options outside the default arrangement

4. Fees and Charges

For the record

* In accordance with Regulation 2A(1) of the Occupational Pension Schemes (Investment) Regulations 2005.

** In accordance with Regulation 2 of the Occupational Pension Schemes (Investment) Regulations 2005 as modified by subsequent Regulations and section 35 of the 1995 Act.

*** As required by the Occupational Pension Schemes (Charges and Governance) Regulations 2015

The Trustee has taken proper written advice and consulted the Employer in the preparation of these Statements of investment Principles.

These Statements will be reviewed at least every three years or more frequently as required by the Regulations.

2 Statement of the aims and objectives for the default arrangement

The Trustee's overall objective is to invest contributions in the best interests of members and their beneficiaries.

The Trustee believes that understanding the demographics and likely attitudes to risk/reward of the members is essential to developing and maintaining an appropriate investment strategy. It is also believed that members typically seek to optimise the value of their retirement benefits from a given level of contributions, while aiming to protect the value of those benefits in the years approaching retirement against market falls and fluctuations in the costs of turning fund values into retirement benefits / retirement income streams.

2.1 Default Option

Reasons for Default Option

The Scheme has a Default Option because:

- It should be easy to become a member of the DC section of the Scheme and start building retirement benefits without the need to make any investment decisions.
- It is believed that a proportion of the membership are either unengaged in or unable to decide where their DC pot should be invested;
- A significant proportion of the membership are expected to have broadly similar investment needs;
- The Scheme is a qualifying scheme for auto-enrolment purposes and is required by Regulations to have a Default Option;
- The Trustee believes that the presence of an effective Default Option will help deliver good outcomes for members at and into retirement; and

Choosing the Default Option

In choosing what is felt to be an appropriate default, the Trustee has taken into account a number of factors including: members' projected pot sizes at retirement, contribution levels, and the likely return on investment after the deduction of charges payable on the funds used by the Default Option.

This analysis (which was carried out in 2015) showed that the majority of members are expected to have sizeable pots at the point of their retirement (i.e. £30,000 or above).

In terms of the active members, around 87% of all members retiring after 2019 are expected to have a pot size more than £50,000 and around 52% will have a pot size greater than £100,000. In terms of the deferred members, the median pot size is £31,000 (70% of members are expected to have pots less than £50,000 and 48% under £30,000).

The Trustee recognises that members may also have accrued benefits elsewhere.

Based on this analysis, the Trustee believes most members will want to take their retirement benefits as income drawdown during retirement. Therefore, the Drawdown Lifecycle Strategy has been set as the Scheme's Default Option (full details are provided in Appendix 3).

The Default Option was last reviewed in 2015 and will be reviewed on a formal basis at least every three years. A high-level review was carried out in 2017 following the closure of the DB section. The

former DB members moved to the DC Section and the Trustee decided that the strategy remained broadly appropriate. In 2018, a review was carried out and the Trustee decided that the strategy remained broadly suitable. A full strategic review is due to be undertaken in 2020 including the strategy and performance of the Default Option. However, in the meantime, the Trustee will monitor what members do at the point of retirement to ensure that the current Default Option remains appropriate.

Objectives of the Default Option

The main objective of the Default Option is to provide good member outcomes at retirement while subject to a level of investment risk which is appropriate to the majority of members who do not make active investment choices.

The Trustee believes that a lifecycle strategy is an appropriate default option. The principal objectives of the Default Option are:

- To manage the principal investment risks faced by an average member during their membership of the DC section of the Scheme;
- To target the majority of members who are expected to use Flexible Access Income Drawdown ("FAD") during their retirement;
- To invest in funds which are expected over the long-term to deliver strong returns relative to inflation for members up to 3 years from retirement;
- During the last 3 years before retirement, to increasingly invest in cash to a target allocation of 25%, recognising the 25% tax free cash allowance available to members at retirement, whilst also helping to mitigate fluctuations in fund values.

The Default Option (the Drawdown Lifecycle Strategy) invests in the NFU Mutual Mixed Portfolio 40-85% Shares Fund in order to aim to grow members' assets in real terms until 3 years before retirement. Three years from a member's selected retirement date, the strategy gradually de-risks into 25% cash.

The expected levels of investment returns and risks for the funds used are consistent with the Trustee's objectives for the Default Option. The expected investment returns and approach to managing investment risks including financially material considerations such as climate change are described in section 4.

Full details of the Default Option are provided in Appendix 3.

Temporary Default Arrangements

In some instances, it may be necessary for the Trustee to direct contributions towards a fund or strategy that differs from members' original selection. The Trustee will ensure that an alternative fund or strategy selected in this manner is consistent with the charge cap for default arrangements.

For example, in the event of a suspension of trading in a fund selected by members, the Trustee may deem that it is in members' best interests to redirect contributions to a cash fund. This approach provides security to members through the legal protections provided by Trust-based arrangements such as the Scheme, as well as a likelihood of preserving the value of contributions paid by members. In such instances once an issue such as suspension of trading in a fund, is resolved, the Trustee will arrange with the Investment Manager for the re-investment of contributions into the fund or strategy originally selected by members.

In all instances of this nature, the Trustee will notify members of the issue and steps being taken to address this.

3 Statement of the aims and objectives for investment options outside the default arrangement

3.1 Alternative Lifecycle Strategies

In addition to the Default Option, the Trustee offers alternative Lifecycle Strategies to members. Full details of these strategies are provided in Appendix 3.

3.2 Self-select funds

The self-select fund range is provided for members who want to take an active part in choosing where their DC Pot is invested and complements the Default Option and the alternative Lifecycle Strategies.

3.3 Reasons for the investment options

In addition to the Default Option, the Scheme offers members a choice of investment options because:

- While the Default Option is intended to meet the needs of a majority of the Scheme's members, it may not meet the needs of a wider cross-section of members;
- Attitudes to investment risks and the need for investment returns will vary from member to member and will also vary for each member over time and, in particular, as they approach retirement;
- Members have differing investment needs and these needs change during their working lives; and
- Some members will want to be more closely involved in choosing where their contributions are invested.

3.4 Objectives

The Lifecycle Strategies

The main objective of the alternative Lifecycle Strategies is to give good member outcomes.

The Trustee believes that it is in the best interests of members in the alternative Lifecycle Strategies to:

- Manage the principal investment risks members face during their membership of the Scheme;
- Maximise investment returns relative to inflation while taking an appropriate level of risk during membership of the Scheme for members who do not otherwise make investment choices; and
- Give further choice for members who feel that the Scheme's Default Option is not appropriate to their needs, but do not otherwise want to be involved in deciding where their contributions are invested.

The alternative Lifecycle Strategies give members a choice compared to the Default Option of:

- Targeting cash at retirement or buying an annuity at retirement.

The Self-Select Options

The objectives of the self-select fund range is to:

- Provide a choice of individual funds for members who want to be more closely involved in choosing where their pension funds are invested;
- Complement the objectives of the Default Option and the alternative Lifecycle Strategies;
- Provide a broader choice of levels of investment risk and return;
- Provide a broader choice of investment approaches, including responsible investing funds;
- Help members more closely tailor how their pension funds are invested to their personal needs and attitude to risk; and
- Help members more closely tailor how their pension funds are invested to reflect the benefits they intend to take at retirement.

Nevertheless, the self-select fund range cannot be expected to cover all the investment needs of all members. Full details of the investment options are provided in Appendix 3.

4 Statement of investment beliefs, risks and policies

4.1 Introduction

This Statement sets out the investment beliefs and policies which guide the Trustee's decision making.

For the record

This Statement of investment beliefs, risks and policies should be read in conjunction with the Statements of the aims and objectives for both the default arrangement and the investment options outside the default arrangement. Collectively, these respectively form the Statements of Investment Principles for the Scheme and the default arrangement.

This Statement of investment beliefs has been prepared in accordance with the Occupational Pension Scheme (Investment) Regulations 2005 as amended by the Pension Protection Fund (Pensionable Service) and Occupational Pension Schemes (Investment and Disclosure) (Amendment and Modification) Regulations 2018 and the Occupational Pension Schemes (Investment and Disclosure) Regulations 2019.

4.2 Investment beliefs

The Trustee's investment decisions are made in the context of its investment beliefs:

Policy and objectives

1. The Trustee believes that investment in assets expected to exceed price inflation and salary growth are most appropriate for longer-term investing.
2. The Trustee believes that members' attitudes to risk and circumstances should be considered when developing and maintaining an appropriate investment strategy.
3. Longer-term generally means 5 to 10 years but depends on the specific investment markets in which the Scheme participates.
4. The Trustee believes that environmental, social and corporate governance ('ESG') issues can, along with other factors, have a material impact on the long-term performance from the Scheme's investments. For example, companies that demonstrate better Environmental, Social and Governance ("ESG") characteristics are expected to outperform other companies, over the longer-term.
5. Engagement on specific ESG risks (such as climate change and executive pay) can be an effective way of supporting shareholder value. There may be occasions where disinvestment is more effective, accepting that this may be more challenging to achieve in relation to passively managed funds.
6. It is relevant for the Trustee to consider the Society's Responsible Investment policy when setting its own policy, and to communicate this to its members.

Strategy and structure

1. Members are mostly concerned with maximising investment returns when far from retirement and are expected to be more concerned about risk as they approach retirement.
2. Diversification is a desirable risk management tool for all stages within a default lifecycle strategy.

3. A majority of members will use their fund flexibly, rather than purchase an annuity at retirement, and are likely to have a longer time horizon before they take their benefits as a result, leading to a higher tolerance for investment risk as a result.

4. Recognising that members may wish to use their fund in different ways, and may have different ethical and religious views, a range of retirement options should be catered for, subject to demand from members. However, too much choice can lead to lack of decision making or poor choices in the absence of the right information.

5. Risks should be appropriately rewarded i.e. taking risks can be justified where the expected increase in investment return reflects the change in level of risk.

6. Financial and non-financial factors should be considered when determining the strategic and implementation options for DC members. Climate change is a key long-term financial risk to sustainability and achieving fund outcomes.

Implementation

1. Passive management (i.e. tracking a benchmark index) can have a place within a default investment strategy and range of self-select funds.

2. Active management can have a place within a default investment strategy, provided any increase in charges is expected to improve value for members.

3. The DC section investment managers should embed the consideration of both financial and non-financial (including ESG) factors into their investment process and decision making.

4. Investment managers may be better placed than the Trustee to consider ESG factors in day to day investment decisions, however the Trustee should assess whether the approaches taken are consistent with its own policy and in the interests of members.

Governance and monitoring

1. The Trustee is responsible for ensuring that the Scheme's governance policies, including Responsible Investment, are adhered to. This should be supported by sufficient reporting from its investment managers, including reporting on ESG factors.

2. Manager performance should be assessed over an appropriate timeframe and after allowing for the impact of costs and charges.

3. Strong investment governance should be supported by effective Trustee training across all areas of the investment process, incorporating Environmental, Social & Governance (ESG) considerations.

4. There should be the ability for members to monitor progress against a pre-determined benefit target and adjust their investment risk and contributions as appropriate.

4.3 Investment Risks

Principal risks

The principal investment risks which most members face are:

Inflation risk – The risk that the investment returns over members' working lives will not keep pace with inflation and do not produce adequate retirement benefits.

For members further from retirement, the Default Option and alternative Lifecycle Strategies invest in return-seeking assets during the accumulation phase, which are expected to produce returns well in excess of inflation over the longer-term. These funds are also included in the self-select fund range. Approaching retirement, the impact of this risk needs to be balanced against the other main risks members face.

Benefit conversion risk – The risk that market movements in the period just prior to retirement lead to an increase in the cost of turning members' fund values into retirement benefits.

For members planning to take cash at retirement, the Cash Lifecycle Strategy switches into a cash fund during the de-risking phase and the self-select range offers a fund investing in cash deposits and other short-term interest bearing securities providing a high degree of (but not complete) capital security.

For members planning to use income drawdown during their retirement, the Default Option (the Drawdown Lifecycle Strategy) maintains assets in return seeking investments up to the point of retirement and introduce a holding in cash in the three years running up to retirement. The self-select range also offers such funds.

For members planning to buy an annuity at retirement, the Annuity Purchase Lifecycle Strategy switches into gilt and cash funds during the de-risking phase and the self-select fund range offers funds investing in longer-dated bonds, which may be expected to broadly follow movements in annuity rates caused by interest rate changes as retirement approaches.

Volatility/Market risk – The risk that adverse movements in investment market values in the period prior to retirement lead to a reduction in the anticipated level of benefits.

All of the lifecycle strategies introduce an element of cash in the final years before retirement which will help to mitigate losses in other markets. The remainder of portfolios are invested in a mix of assets which helps to spread risk, although there is no absolute return focus in the funds used in the lifecycle strategies.

Other investment risks

Other potentially material investment risks which members may face include:

Counterparty risk – The risk that counterparties holding derivative based assets may default leading to a reduction in a fund's value.

The Trustee, in conjunction with its investment managers, manages counterparty risk by investing in pooled funds that offer suitable counterparty protection.

Active management risk – The risk that an investment manager delivers investment returns below investment markets generally, taking into account the risk taken by the manager.

The Trustee recognises that an actively managed fund may not deliver performance in line with the fund's objectives / agreed benchmarks. The Trustee regularly monitors fund performance in order to monitor this risk.

Liquidity risk – The risk that funds which invest in more illiquid assets will not be able to accept investments or disinvestments requested by the Trustee and/or members.

The Trustee is satisfied that the pooled funds in which it invests usually have sufficient liquidity and may be realised quickly if required. Member communications will warn members where funds, such as those investing in property, may occasionally impose constraints on liquidity.

Diversification risk – The risk that a lack of diversification in the fund offering, and also within the funds themselves, increases the risk exposure for members. See section 2.7 for further comment on diversification.

Environmental, Social and Governance (ESG) risks – The risk that ESG issues are not reflected in asset prices and/or not considered in investment decision making leading to underperformance relative to expectations.

The Trustee has a policy on ESG risks, and will take additional actions to accommodate these risks, such as communicating to members its Responsible Investment policies and also ensuring managers maintain compliance with these policies. The Trustee monitors this on an ongoing basis.

Climate risk – The risk that climate change causes a material deterioration in asset values as a consequence of factors including, but not limited to: policy change, physical impacts and the expected transition to a low-carbon economy.

The Trustee has a policy on ESG and climate risk and monitors climate risk on an ongoing basis, making changes as and when necessary.

Managing investment risks

The Trustee has developed and maintained a framework for assessing the impact of all investment risks on long-term investment returns.

Time horizon

The Trustee monitors the age profile of the Scheme's membership to arrive at an appropriate investment horizon for different groups of members when considering all investment and financially material risks:

- The Scheme is open to new entrants with no specific minimum age. However, the minimum legal age for individuals to take up employment and hence entitlement to join the Scheme is age 16;
- As a result, investment risks need to be considered over a 44-year time horizon;
- A majority of members are expected to take income drawdown in retirement;
- As a result, investment risks for a majority of members who are approaching retirement need to be considered over a time horizon of at least 15 years, reflecting a period from age 60 to age 75 i.e. the period from NRD to when annuity rates may be expected to become attractive
- Some members may choose to buy an annuity from age 55 and investment risks for this group need to be considered carefully. There may be a difference between the member's time horizon

and the time horizon for underlying investments which are expected to reflect the maturity profile (and interest rate sensitivity) of the assets backing an insurer's annuity business.

Principal investment risks

The Trustee believes that taking investment risk is usually rewarded in the long-term, while asset allocation (i.e. the choice between asset classes, such as equities and bonds) is the key tool for managing the balance between risk and return.

To help mitigate the principal investment risks, the Trustee offers the Default Option and alternative Lifecycle Strategies which include a spread of assets. These strategies manage the risk as members grow older by automatically switching from funds which are expected to give long-term growth relative to inflation into funds whose values should fluctuate less in the short-term relative to the benefits members are expected to take at retirement. The Trustee believes that the investment options available are appropriate for managing these risks.

The self-select fund range provides members with a choice of funds with differing risk and return characteristics which are expected to meet the investment needs of a majority of members.

Ability to invest/disinvest promptly

The Trustee recognises that it is important that members' contributions can be invested promptly in selected investment funds and that these can be sold promptly for example when members wish to change where they are invested, transfer to another arrangement or if they wish to draw on their pension pot. The Trustee manages this risk by selecting pooled investment funds which can be dealt on a daily basis. The investment managerer is responsible for monitoring the ability for members to invest and disinvest promptly and is expected to notify the Trustee if a situation develops whereby there is any restriction on the ability for members to do so. For example, this situation could occur in the event of significant economic uncertainty impacting on the ability for fund managers to value the underlying assets.

Other investment risks

The Trustee manages the other investment risks as part of the process for selecting and ongoing monitoring of the funds used by the Scheme.

The funds used give a good spread of investments which will help manage risks associated with market conditions, fund manager actions and default.

At this time, the Trustee has not made explicit allowance for climate change within the development or implementation of its investment strategy. The Trustee does discuss the potential impact of climate risks with its adviser and managers on a periodic basis and will monitor developments in this area.

4.4 Financially material considerations

The Trustee recognises that the consideration of financially material considerations, including ESG factors and climate risk, are relevant to the development, selection and monitoring of the Scheme's investment options.

Implementation

The Scheme uses standard pooled funds offered by investment providers and fund managers. The Trustee nevertheless seeks to manage financially material considerations to protect long-term returns by:

- Choosing fund managers who have clearly articulated policies for managing financially material considerations including climate change;

- Considering the extent to which ESG issues including climate risk, where relevant, are integrated into the fund managers' investment processes and are satisfied that the fund managers follow an approach which takes account of financially material factors;
- For actively managed funds (where the fund manager decides where to invest), expect the fund managers to take financially material considerations into account when selecting which companies and markets to invest in;
- For passively managed funds, the Trustee recognises that the funds' objectives are to deliver returns in line with its benchmark (which may or may not take into account ESG factors), which the Trustee believes will deliver appropriate risk adjusted returns. The Trustee will review the index benchmarks employed for the Scheme on at least a triennial basis;
- For all funds, expect fund managers to engage with a significant proportion of the companies in which the fund invests to encourage business strategies which should improve or protect the value of those investments; and
- Prefer fund managers who are signatories to the Financial Reporting Council's Stewardship Code in the UK and the United Nations supported Principles for Responsible Investment.

Expected returns on investments:

The expected returns on the principal asset classes and fund types within the Scheme are:

Asset Class	Expected Return
Equities	Should achieve a strong positive return relative to inflation over the longer-term but tend to be the most volatile asset class over the shorter-term.
Property	Should achieve a positive return relative to inflation over the longer-term which is lower than that for equities, but with a lower level of shorter-term volatility than equities.
Corporate Bonds	Should achieve a positive return relative to inflation over the longer-term which is lower than that for equities and property, but with a lower level of shorter-term volatility than equities or property.
Fixed Interest Government Bonds (Gilts)	Should deliver a positive return relative to inflation over the longer-term which is lower than that of equities, property and corporate bonds, but with a lower level of shorter-term volatility than equities, property and corporate bonds.
Index-linked Government Bonds (Index-Linked Gilts)	Should deliver a return in line with inflation over the longer-term, but with a lower level of shorter-term volatility than equities, property and corporate bonds (with similar term).
Cash	Should deliver a positive return which may not always keep pace with inflation, while normally providing a minimal level of volatility and high degree of capital security. In some situations e.g. due to low interest rates, a cash fund can produce a negative return net of charges. However, the volatility associated with investment in cash is expected to remain minimal.
Long-dated Government Bonds (Gilts) and long-dated Corporate Bonds	Values should move broadly in line with the financial factors influencing annuity rates.
Multi-Asset Funds	Invest in a varying mix of asset classes with an objective of delivering a target level of positive returns relative to inflation over the longer-term, with a target level of shorter-term volatility lower than equities.
Responsible Investment	i.e. funds selecting assets to mitigate ESG and/or climate change risks. The strategy of these funds is expected to give a better risk adjusted return over the long-term than the broader market for the type of assets involved (e.g. equities).

4.5 Non-financial factors

The Trustee recognises that some members will have strong personal views or religious convictions that influence where they believe their savings should, or should not, be invested.

The Trustee has conducted periodic surveys to ascertain members' views on non-financial factors relating to the Scheme's investments, most recently in 2018. Nevertheless, while the Trustee will bear members' views in mind when reviewing the suitability of the Scheme's investment options and choice of funds used, the Trustee will not be bound by the members' views (for instance where it is uneconomic or impracticable to do so).

The Trustee notes that non-financial factors can affect various investment risks which are borne by members and may under-perform other funds with broader-based investment approaches.

Fund managers are otherwise only expected to take non-financial factors into account when these do not conflict with the financial interests of members and the Scheme's investment objectives.

Managers are challenged both directly by the Trustee and by their investment advisers on the impact of any significant issues including, where appropriate, ESG issues that may affect the prospects for return from the portfolio.

4.6 Investments held

The Scheme invests through pooled investment vehicles considered appropriate for tax-exempt approved occupational pension schemes. These funds may invest in quoted securities of UK and overseas markets including equities, fixed interest and index-linked bonds, cash, commercial and residential property.

The Default Option and alternative Lifecycle Strategies use funds across asset classes and across the risk/reward spectrum. The self-select fund range offers members a choice of funds across asset classes and across the risk/reward spectrum.

The Trustee believes that both active and passive management have a place in defined contribution arrangements.

The Trustee considers that all of the stated asset classes are suitable investments for the Scheme, while the use of pooled funds enables a balance of investments to be held at a security level within each asset class or fund.

The Scheme uses funds provided through an operator of collective investment funds. This enables the Scheme to invest in a range of funds giving a good spread of investments in a cost-effective manner. It does mean that the Trustee has delegated day to day investment decisions including the management of financially material considerations to the fund managers.

Manager incentives

The Trustee expects that it will be in the fund managers' interests to produce growth in asset values in line with the funds' investment objectives. For passively managed funds this should be within an acceptable margin of the index the fund tracks. For actively managed funds the investment return should be commensurate with the level of investment risk implied by the fund's objectives.

When selecting funds, the Trustee will ask its investment advisor to consider the investment managers' remuneration strategies and appropriateness of each fund's investment guidelines to ensure that there is no inducement or scope to take an undue level of risk and that the investment managers will act in line with the interests of the Scheme's members.

In accordance with the 2015 Regulations, the Trustee conducts an annual Value for Members assessment and will take action should the fund managers be found to be giving poor value. In

addition, in accordance with guidance from the Pensions Regulator, the Trustee will periodically review the Scheme's choice of fund managers to ensure their charges and services remain competitive. The Trustee believes that these steps are the most effective way of incentivising the fund managers to deliver Value for Members, of which investment management charges and investment performance are key considerations.

The Trustee also undertakes a review at least every three years in which the appropriateness of the investment options and the suitability of the Scheme's investment management arrangements is also considered.

The Trustee monitors the investment managers against a series of metrics on a quarterly rolling annual basis over a long-term time horizon of 5 years including:

- Performance of their funds' respective benchmarks or performance targets;
- Relative tracking error where appropriate;
- The exercise of stewardship responsibilities (including engagement with issuers); and
- The management of risks.

The fund managers are expected to provide explanations for any significant divergence from a fund's objectives. A material deviation from performance and risk targets or approach to portfolio management is likely to result in the fund being formally reviewed.

Portfolio turnover

The Trustee does not expect investment managers to take excessive short-term risk and will monitor the investment manager's performance against the benchmarks and objectives on a short, medium and long-terms basis.

For passively managed funds the turnover of holdings is driven by changes in the index a fund seeks to track and hence is outside the control of the investment manager except where a fund's total assets under management are relatively small, where the investment manager does not fully replicate the index or where a fund invests in less liquid stocks.

When selecting actively managed funds, the Trustee will consider, with the help of its investment advisers, the expected level of turnover commensurate with a fund's investment objectives, the investment manager's investment processes and the nature of the fund's assets.

Whilst the Trustee expects performance to be delivered net of costs, including the costs of trading within the portfolio, the Trustee will ask the fund managers to report on at least an annual basis on the underlying assets held within funds with details of any transactions and turnover costs incurred over the Scheme's reporting year. The Trustee will seek to compare portfolio turnover and the resultant costs against peer groups subject to availability of appropriate industry data to support comparisons.

Where a fund has significantly under or outperformed its benchmark, the Trustee will seek to ascertain where necessary whether higher or lower than normal turnover has been a contributory factor. The Trustee will challenge the fund managers if there is a sudden change in portfolio turnover or if the level of turnover seems excessive.

Portfolio duration

The Trustee recognises the long-term nature of defined contribution pension investments and chooses funds which are expected to deliver sustainable returns over the Scheme members' investment horizon. The Trustee will carry out necessary due diligence on the underlying investment

decision making process, to ensure the manager makes investment decisions over an appropriate time horizon aligned with the objectives for the related investment option.

The Trustee expects that each fund will be used for at least three years, this being the period over which performance of the fund can be appropriately evaluated and the costs of change amortised, although all funds are subject to ongoing review against various financial and non-financial metrics in addition to their continued appropriateness within the investment strategy.

Security of assets

The funds are provided through an operator of collective investment funds. As a result, the value of the funds may be affected in the event of the operator getting into financial difficulties.

The underlying funds provided via the operator are accessed through reassurance agreements/unit purchase agreements/segregated investment mandates. In the event of a fund manager getting into financial difficulties, the values in these underlying funds will depend upon the nature of the contract with the operator and the fund vehicles used by the fund managers.

Realisation of investments

Funds need to be sold to make payments of benefits and to undertake fund switches either in accordance with the Lifecycle Strategies or as requested by individual members. The Trustee normally expects the investment manager to be able to realise the Scheme's funds within a reasonable timescale. The Trustee recognises that the investment managers may at times need to impose restrictions on the timing of purchases and sales of funds (most notably investing in property) in some market conditions to protect the interests of all investors in a fund.

Nevertheless, the Trustee recognises that most members' pension funds have a long investment timeframe, during which assets which are less easily traded (such as property or infrastructure) can be managed to deliver good long-term returns while avoiding the impact of liquidity issues at retirement.

Diversification

Given the size and nature of the Scheme, the Trustee invests on a pooled fund basis, which is undertaken through investment managers. The investment managers are expected to maintain diversified portfolios. Subject to the Funds' benchmarks and guidelines, and the restrictions imposed on the holdings within the NFU Mutual Mixed Portfolio 40-85% Shares Fund and the NFU Mutual Mixed Portfolio 20-60% Shares Fund, the investment managers are given full discretion over the choice of securities and, for multi-asset funds, of asset classes.

The Trustee is satisfied that the range of funds used by the Scheme provide adequate diversification within and across asset classes.

Member attitude to risk

The Trustee recognises that:

- Members have differing investment needs and that these needs change during the course of their working lives; and
- Attitudes to investment risks, and the need for investment returns, will vary from member to member and will also vary for each member over time, in particular as they approach retirement.

As a result, the Trustee believes that a range of investment options should be offered to members.

The Trustee believes it is in the best interests of members to offer a default strategy which manages the principal investment risks members face during their membership of the Scheme. The Default Option is therefore a lifecycle strategy which the Trustee believes is broadly appropriate to the needs of a majority of the membership. Details on the reasons for the Scheme having the current Default Option, as well as the objectives of the Default Option, can be found in section 3.2.

Member benefit choices at retirement

Members potentially now have a choice at retirement of:

- Taking cash at retirement;
- Taking Uncrystallised Funds Pension Lump Sums ("UFPLS") for several years into retirement;
- Using Flexible Access Income Drawdown ("FAD") during their retirement; or
- Buying an annuity at retirement or several years into their retirement.

The Trustee has considered which of these flexibilities will be offered to members. Currently cash together with a single UFPLS in the early years of retirement will be provided within the Scheme, but members wanting to use FAD and perhaps buy an annuity at a later date need to transfer their DC Pot to an arrangement outside the Scheme.

The Trustee believes that members' choices of benefits at retirement will be strongly influenced by:

- The size of their DC Pot in the Scheme;
- The size of their deferred benefits from previous occupational pension schemes (especially defined benefits) and workplace group personal pension plans.
- Other sources of income including non-pension savings and partner's pension provision.

In practice, the Trustee can only reliably take the likely size of members' DC Pots in the Scheme into account. The Trustee believes that a typical member, without significant sources of income outside the Scheme, could be expected to act mostly as follows:

- Small pots – would be taken as cash or UFPLS over a few years in retirement.
- Medium sized pots – would be taken as UFPLS over several years in retirement or buy an annuity at retirement.
- Larger pots – would be taken as Cash at retirement and FAD during retirement, although some may use part of their DC Pot to buy an annuity at, or some years into, retirement.

The Trustee believes that it is in the best interests of members to have a default arrangement that targets the method by which the majority of members are expected to take retirement benefits. Currently the Trustee expects the majority of members will use their pot at retirement to access FAD and so the Default Option is designed to have a portfolio of assets at the point of retirement that maintains assets in return seeking assets.

5 Stewardship policies

The Trustee recognises that stewardship encompasses the exercise of voting rights, engagement by and with fund managers and the monitoring of compliance with agreed policies.

The Scheme offers members the Deafult Option and a choice of alternative Lifecycle Strategies and self-select funds. The Trustee's stewardship activities are focused on the Default Option which is used by the largest number of members and accounts for the majority of the Scheme's DC assets.

5.1 Members' financial interests

The Trustee has requested and expects that the investment managers have the financial interests of the members as their first priority when choosing investments.

5.2 Voting and Engagement

The Trustee believes that engagement with the companies in which the Scheme invests, including the proactive use of shareholder voting rights, can improve the longer-term returns on the Scheme's investments.

The Scheme invests via funds which are pooled with other investors to keep costs down and ensure adequate diversification. As a result, the Trustee has adopted a policy of delegating voting decisions on stocks to the underlying fund managers on the basis that voting power will be exercised by them with the objective of preserving and enhancing long-term shareholder value. The fund managers are expected to exercise the voting rights attached to individual investments in accordance with their own house policy.

Where relevant, the Trustee has reviewed the voting and engagement policies of the fund managers and determined that these policies are appropriate. On an annual basis, the Trustee will request that the fund managers provide details of any change in their house policy.

Where appropriate, the Trustee will engage with and may seek further information from fund managers on how portfolios may be affected by a particular issue.

The Trustee does not engage directly but believes it is sometimes appropriate for the fund managers to engage with key stakeholders which may include corporate management, regulators and governance bodies, relating to its investments in order to improve corporate behaviours, improve performance and mitigate financial risks. The Trustee will request, where appropriate and practicable, that the fund managers notify the Trustee of any issue on which it may be beneficial for the Trustee to undertake further engagement. The Trustee aims to review engagement activity undertaken by the fund managers as part of its broader monitoring activity.

6 Monitoring policies

6.1 Investment Performance

The Trustee regularly reviews the performance of each fund in which the Scheme invests against its stated performance objective. This will also include monitoring the levels of portfolio turnover in the event that significant under or out-performance occurs.

An independent review of NFU Mutual Investment Society Limited was carried out by Xafinity in 2015.

6.2 Default Option

The Trustee monitors the suitability of the objectives for the Default Option and the performance (after the deduction of charges) of the Default Option against these objectives at least every three years and without delay after any significant change in: (i) investment policy; or (ii) the demographic profile of the membership.

6.3 Alternative Lifecycle Strategies

The Trustee monitors the suitability of the objectives for the alternative Lifecycle Strategies and the performance (after the deduction of charges) of the alternative Lifecycle Strategies against these objectives at least every three years and without delay after any significant change in: (i) investment policy; or (ii) the demographic profile of the membership.

6.4 Charges

The charges for the investment options borne by members (expressed in terms of each fund's "Total Expense Ratio") are monitored by the Trustee annually to ensure that they represent "value for money" relative to the needs of the membership.

The Scheme is a qualifying scheme for auto-enrolment purposes. The Trustee regularly monitors the compliance of the Default Option with the charge cap introduced by the Pensions Act 2014, which applies from April 2015.

Details of the current charges are set out in Appendix 4 to this Statement.

6.5 Transaction costs

The Trustee will monitor the funds' transaction costs to ensure that they are reasonable and represent value for money to members.

6.6 Investment process

The Trustee monitors the processes whereby contributions in respect of members are invested in and money is disinvested from the investment options to pay benefits.

6.7 Voting

The Trustee regularly monitors and reviews the fund managers' records of exercising shareholder voting rights and engaging with equity and bond issuers on matters which may materially affect the value of investments.

The Trustee expects the fund managers to adhere to their stated voting and engagement policies, engage with companies where concerns are identified and to report on these issues on a regular basis. The Trustee requests and reviews reports from the fund managers on their voting and engagement activity in conjunction with their investment adviser on at least an annual basis. This information will be used as a basis for discussion with fund managers. The Trustee will also periodically review the fund managers' voting patterns and may also monitor voting on particular companies or issues affecting more than one company.

The Trustee reviews the fund managers' voting activity on an annual basis. Where the Trustee deems it appropriate, any issues of concern will be raised with the manager for further explanation.

The Trustee aims to meet with all fund managers on a regular basis. The Trustee will provide the fund managers with an agenda for discussion, including issues relating to individual holdings voting record and, where appropriate, ESG issues. Managers are challenged both directly by the Trustee and by their investment advisers on the impact of any significant issues including, where appropriate, ESG issues that may affect the prospects for return from the portfolio.

6.8 Chair's statement

The Chair's statement which has been included in the Annual Report and Accounts, starting the 2015/16 Scheme year, confirms the results of the monitoring during the preceding year.

7 Governance

7.1 Trustee's Powers

The Trustee will always act in the best interests of the members and will assess the suitability of different types of investments to meet the needs of members.

7.2 Responsibilities

The key responsibilities in connection with the governance of the Scheme are set out in Appendix 1.

7.3 Conflicts of interest

The Trustee maintains a register of interests of each of the Trustee Directors and their advisers. This register is reviewed at each Trustee meeting to ensure that any potential conflicts between stakeholders are identified in a timely manner and dealt with appropriately.

In the event of a conflict of interests, the Trustee will need to ensure that contributions for the Default Option are invested in the sole interests of members and beneficiaries.

The Trustee regularly monitors and reviews instances where the actions of the fund managers may be in conflict with the best interests of the Scheme's members.

7.4 Communication

The Trustee communicates regularly with all stakeholders to ensure that they are aware of the Trustee's responsibilities in relation to investment. This includes the following:

- Consulting the Principal Employer on the content of this Statement;
- Providing communications to Scheme members;
- Producing the Annual Report and Accounts which includes the Chair's statement;
- Completing an annual return to the Pensions Regulator;
- Meeting regularly with the investment consultants, investment managers and the administrator;
- Providing a range of literature to assist members in making their investment decisions. In addition, members should be provided access to factsheets for each fund showing the latest asset allocation and past performance.

7.5 Service Providers

Details of the current service providers and investment managers to the Scheme are set out in Appendix 2 to this Statement.

7.6 Fees

Details of the current fees for the Scheme's service providers and funds are set out in Appendix 4 to this Statement.

8 Review of Statement

This Statement of Investment Principles was reviewed in July 2020. It will be next reviewed no later than 2023.

Signed on behalf of the Trustee of the Scheme:

Name	Signature	Date
Brian Duffin		23/09/2020

Name	Signature	Date
Jonathan Priestley		23/09/2020

For the record

The Trustee obtains and considers proper advice from suitably experienced and qualified persons when choosing investments and preparing the Statement of Investment Principles.

Funds are chosen by the Trustee to give an expected level of return with an appropriate level of investment risk which meets the objectives of each default arrangement and other investment options.

The funds used at each stage of the default arrangement and the alternative lifecycle options are intended to deliver good member outcomes at retirement from an appropriate balance of investment growth relative to inflation and the then pertinent investment risks.

The DC section of the Scheme invests through pooled investment vehicles considered appropriate for tax-exempt approved occupational pension schemes. The fund managers use a variety of different legal vehicles for their funds. The funds may invest in quoted and unquoted securities traded in regulated UK and overseas markets:

- Equities (company shares);
- Fixed interest and index-linked bonds issued by governments and companies;
- Cash and other short-term interest-bearing deposits;
- Commercial and residential property;
- Illiquid assets including infrastructure, forestry, private equity and private debt;
- Commodities through collective investment vehicles; and
- Derivatives to facilitate changes in where funds are invested or to help control investment risks.

Funds provided through a life insurance company must comply with the Financial Conduct Authority (“FCA”) “Permitted Links” rules, which place limits on the degree of leverage a fund can use. Fund managers using other fund vehicles subject to the European “UCITS IV” and the FCA’s “Non-UCITS” regulations have to meet requirements on the security and concentrations of assets. Exchange Traded Funds may be used directly or indirectly to gain access to less easily traded and illiquid asset classes.

Subject to the funds’ benchmarks and guidelines, the fund managers are given full discretion over the choice of securities and, for multi-asset funds, choice of asset classes. Fund managers are expected to maintain well-diversified and suitably liquid portfolios of investments.

The Trustee considers that these types of investments are suitable for the DC section of the Scheme. The Trustee is satisfied that the funds used by the DC section of the Scheme provide adequate diversification both within and across different asset classes.

Appendix 1 - Responsibilities

Trustee

The Trustee's primary investment responsibilities:
Operating the Scheme in accordance with its Trust Deed and Rules.
Ensuring that the investment options are suitable for the DC section of the Scheme's membership profile.
Preparation of the Statement of Investment Principles and reviewing the content of the Statement and modifying it if deemed appropriate, in consultation with the Principal Employer and the investment consultants.
Appointing investment consultants and other advisors as necessary for the good stewardship of the DC section of the Scheme.
Appointing the investment managers who invest the Scheme's assets. Having taken advice from the DC section of the Scheme's investment consultants, the Trustee is satisfied that the appointed investment managers have sufficient experience and expertise to carry out their role.
Assessing the performance, charges and processes of the investment managers by means of regular, but not less than annual, reviews of investment performance and other information, with the investment consultants.
Monitoring compliance of the investment arrangements with this Statement on a regular basis.
Preparing an annual Chair's statement for inclusion in the Annual Report and Accounts.

Investment Consultants

The investment consultants' main responsibilities:
Assisting the Trustee in the preparation and annual review of this Statement in consultation with the Principal Employer.
Providing advice to the Trustee on default strategy, alternative lifecycle strategies and the self – select fund range.
Undertaking project work including reviews of investment strategy, investment performance and manager structure as required by the Trustee.
Providing general advice in respect of the Scheme investment activities in respect of the DC section.
Providing views on the investment managers used by the DC section of the Scheme and assists the Trustee in the selection and appointment of appropriate investment managers when necessary.
Providing training or education on any investment related matter as and when the Trustee sees fit.

Investment Managers

All day-to-day investment management decisions have been delegated to the Investment Managers authorised under the Financial Services & Markets Act 2000.

The investment managers' main responsibilities:
Ensuring that investment of the DC section of the Scheme's assets is in compliance with prevailing legislation and within the constraints detailed in this Statement.
Investing in the funds selected by the Trustee.
Attending meetings with the Trustee as and when required.
Informing the Trustee of any changes in the internal performance objective and guidelines of any pooled fund used by the DC section of the Scheme as and when they occur.
Exercising voting rights on share holdings in accordance with their general policy.
Following its general policy on socially responsible investment.

Administration

The administrator's main investment related responsibilities:
The prompt investment and reconciliation of contributions.
Undertaking switches between funds as required.
Operating the Default Option and alternative Lifecycle Strategies.
Maintaining records of the members' investments.
Realising investments to pay benefits.
Providing members with annual benefit statements.

Custodian

The custody arrangements are those operated by the investment managers for all clients investing in their funds. The custodians are responsible for ensuring the security of the Funds' underlying assets and recording sales and purchases of the Funds' underlying assets.

Employer

The Employer is responsible for paying the contributions and for providing support to the Trustee to help govern the Scheme.

Members

Members are responsible for choosing the investment options in which contributions are invested, consistent with their tolerance of risk, likely benefits at retirement and their level of understanding and ability to take investment decisions.

Appendix 2 – Service Providers

The Trustee has appointed the following service providers:

Investment Consultant

The investment consultant is Hymans Robertson LLP.

Investment Managers

The investment managers are:

- The National Farmers Union Mutual Insurance Society Limited ("NFU Mutual");
- Legal & General Investment Management Limited ("LGIM").

Custodians

The Funds' custodians are appointed by the investment managers.

Administration

The administration of the Scheme is carried out by:

- Mercer

Appendix 3 – Investment Options

Funds used in Default Option and Alternative Lifecycle Strategies

The following funds are used as part of the Default Option and Alternative Lifecycle Strategies.

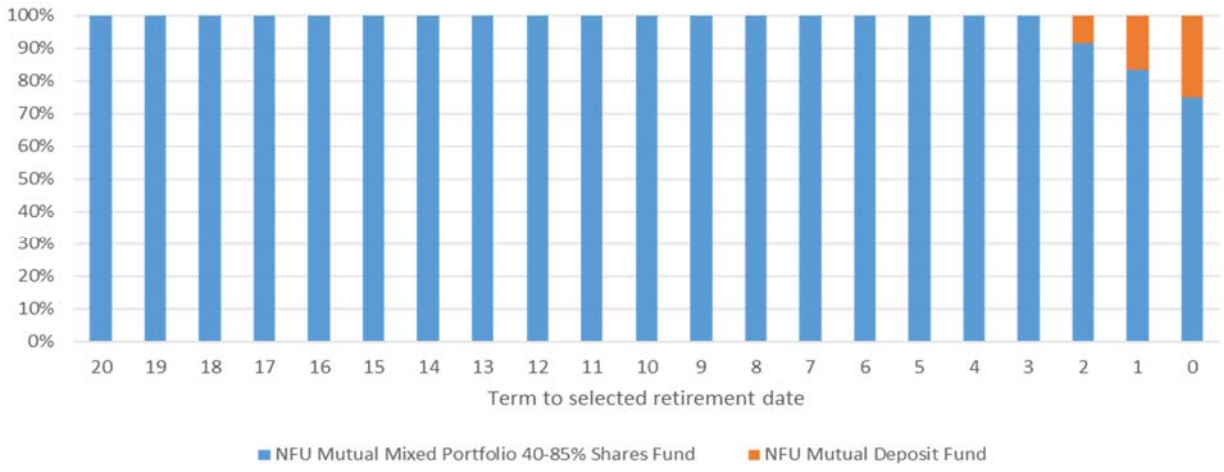
Fund name	Objective	Asset classes	Management style
NFU Mutual Mixed Portfolio 40 – 85% Shares Fund	Aims to achieve long-term growth. It invests in a combination of NFU Mutual's funds, to maintain a spread across different types of investment. This fund can invest up to 85% in equities.	Shares/ Property/ Cash/ Bonds	Active
NFU Mutual Deposit Fund ("Cash")	To invest in secure UK money market accounts for competitive rates of interest.	Cash	Active
L&G Over 15y Gilt Index Fund ("L&G Over 15y Gilts")	Invests in longer dated bonds issued by the UK Government. Aims to perform in line with the long dated gilt market.	Bonds	Passive

Default Option

Drawdown Lifecycle Strategy

This strategy is designed for members who are unlikely to buy an annuity at retirement and are more likely to draw down regular cash lump sums instead.

This strategy invests in the NFU Mutual Mixed Portfolio 40-85% Shares Fund in order to aim to grow members assets in real terms until 3 years before their selected retirement date. Three years from a member's selected retirement date, the strategy gradually de-risks into 25% cash. This has been designed assuming a member takes advantage of the 25% tax-free cash allowance at retirement, with the remaining 75% targeting a portfolio that is invested in a manner consistent with the investment strategy of a typical income drawdown portfolio (as much as this is possible).

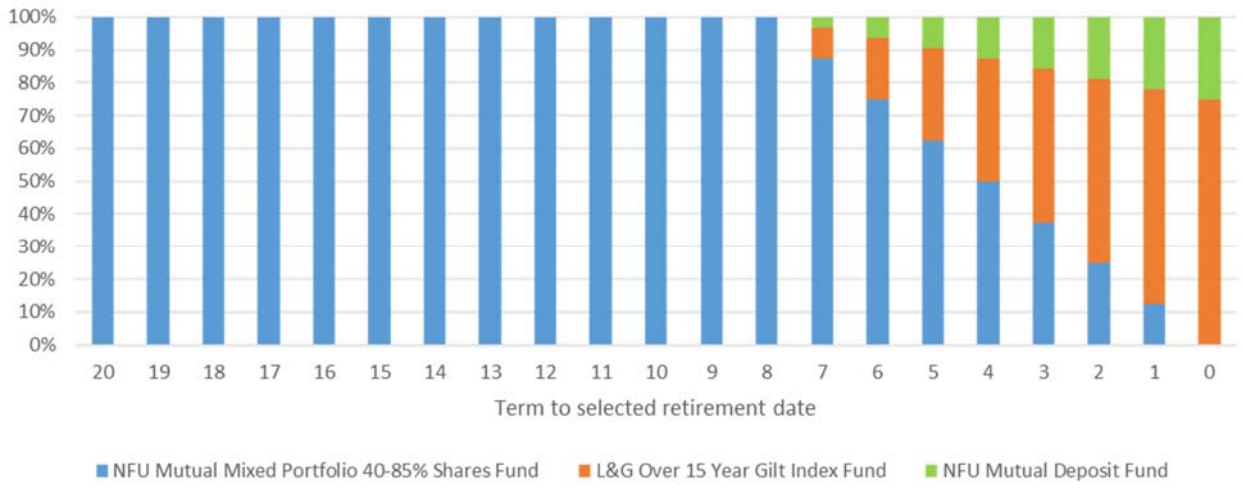


Alternative Lifecycle Strategies

Annuity Purchase Lifecycle Strategy

This strategy is designed for members who are likely to buy an annuity at retirement.

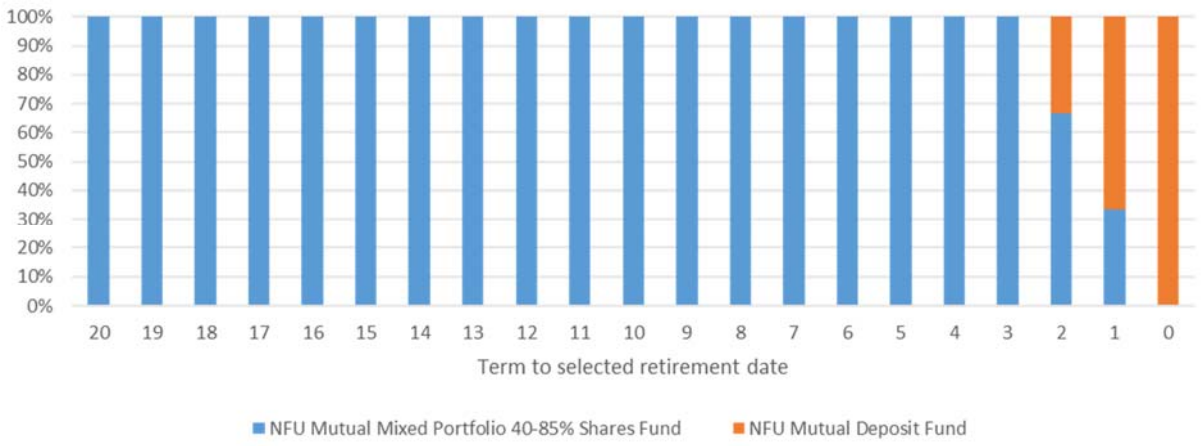
This strategy invests in the NFU Mutual Mixed Portfolio 40-85% Shares Fund until 8 years from a member's selected retirement age. It then begins to de-risk gradually into a long-dated gilt fund and from 3 years from a member's selected retirement age also de-risks into cash so that at the point of retirement a members' assets are invested 75% gilts and 25% cash. This is designed assuming a member takes advantage of the 25% tax-free cash allowance at retirement, with the remaining 75% targeting the purchase of a fixed annuity at retirement (providing protection from annuity conversion risk in the run up to retirement).



Cash Lifecycle Strategy

This strategy is designed for members who will likely take their entire pot as cash at retirement.

This strategy invests in the NFU Mutual Mixed Portfolio 40-85% Shares Fund until 3 years before retirement. Three years from a member's selected retirement date, the strategy gradually de-risks into 100% cash.

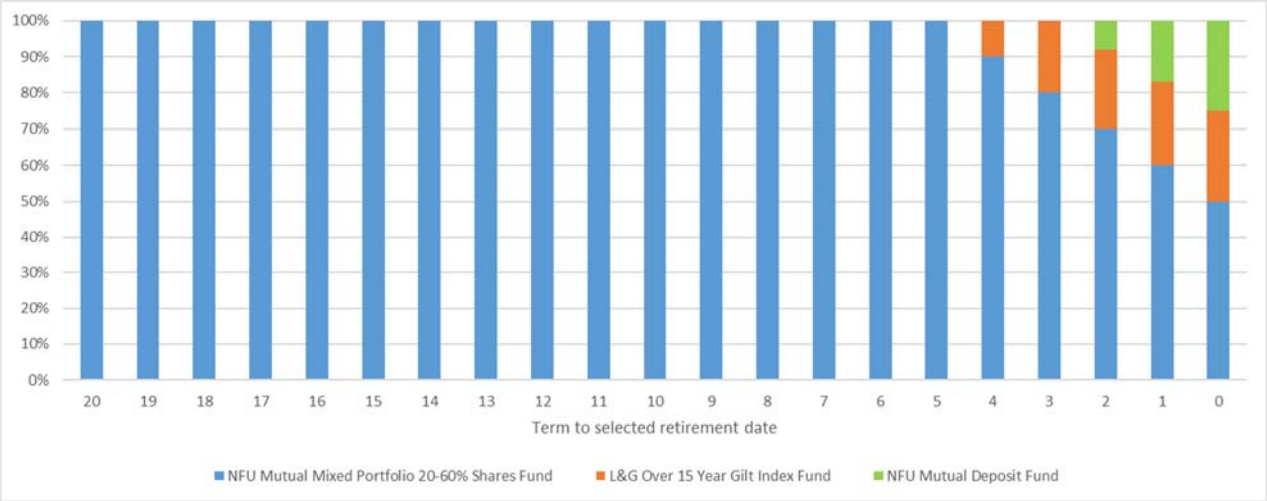


Legacy Lifecycle Strategies

Cautious Fund Income Drawdown Strategy

This is a legacy lifecycle strategy which has not been available to members since 2013. The Trustee has agreed that whilst they would retain this strategy for existing members, it would not be offered to members who are not currently contributing to it.

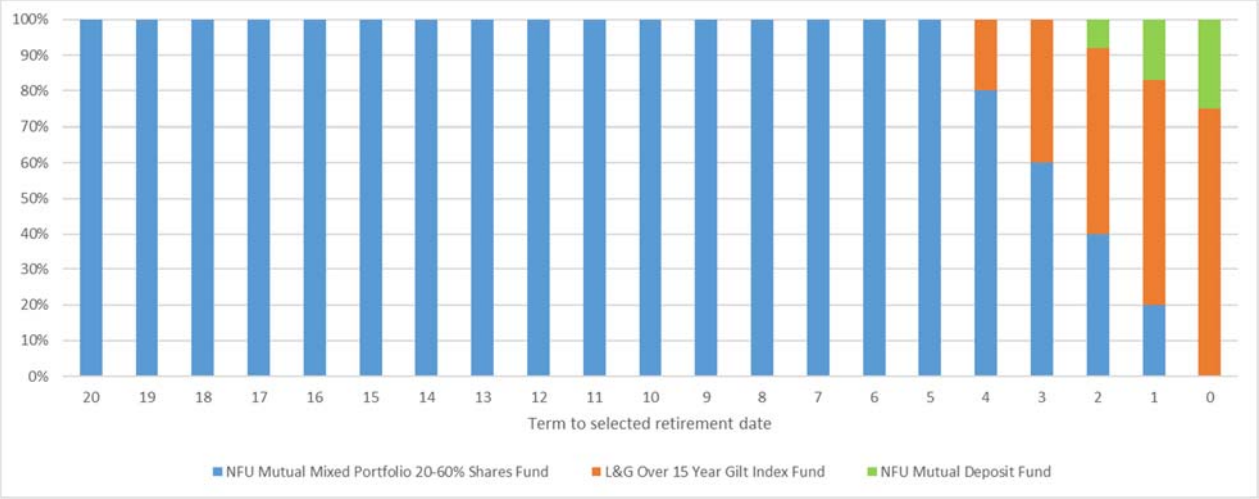
It invests in the NFU Mutual Mixed Portfolio 20-60% Shares Fund until 5 years from a member's selected retirement age. It then begins to de-risk gradually into a long-dated gilt fund, and from 3 years from a member's selected retirement age also de-risks into cash so that at the point of retirement a members' assets are invested 50% NFU Mutual Mixed Portfolio 20-60% Shares Fund, 25% gilts and 25% cash.



Cautious Fund Annuity Purchase Lifecycle Strategy

This is a legacy lifecycle strategy which has not been available to members since 2013. The Trustee has agreed that whilst they would retain this strategy for existing members, it would not be offered to members who are not currently contributing to it.

It invests in the NFU Mutual Mixed Portfolio 20-60% Shares Fund until 5 years from a member's selected retirement age. It then begins to de-risk gradually into a long-dated gilt fund, and from 3 years from a member's selected retirement age also de-risks into cash so that at the point of retirement a members' assets are invested 75% gilts and 25% cash. This is designed assuming a member takes advantage of the 25% tax-free cash allowance at retirement, with the remaining 75% targeting the purchase of a fixed annuity at retirement (providing protection from annuity conversion risk in the run up to retirement).



Additional notes

Active members can select their own target retirement age for the Default Option and alternative Lifecycle Strategies, failing which the target age of the option defaults to age 60. Deferred members cannot select a target retirement age greater than age 60, and if they have become deferred after age 60, then their date of leaving is treated as their retirement date, and any lifecycle option is switched to the appropriate allocation at the next quarterly lifecycle date.

Members cannot invest concurrently in self-select funds and a lifecycle strategy or more than one lifecycle strategy.

Legacy DB Additional Voluntary Contributions (AVCs) arrangement

The Scheme has a legacy DB AVC arrangement. Prior to 31 December 2016, DB members who wished to pay AVCs into the DC section of the Scheme were eligible to do so.

This was usually when DB members had exceeded the 15% contribution limit to the DB AVCs arrangements i.e. the Group or the Deposit AVC. In addition, DB members who transferred benefits into the Scheme from a previous arrangement would have had the transfer-in set up as a DC pot within the DC section of the Scheme, rather than having had added years as a transfer-in arrangement.

DB AVCs were invested in the same funds available to members in the DC section of the Scheme i.e. the NFU Mutual funds and the L&G Funds.

This option ceased for DB members effective from 1 January 2017, when the DB section closed to future accrual. From this date, all the DB AVC pots were closed and members had a new DC pot set up in the DC section, to receive their ongoing regular contributions and DC AVCs.

Self-Select Fund Range

Members are offered a choice of self-select investment funds across a range of asset classes and investment styles:

Fund name	Fund manager	Objective	Asset classes	Management style
Equity funds				
NFU Mutual UK Equity Fund	NFU Mutual	To provide long-term growth by investing in UK company stocks and shares.	Shares	Active
L&G UK Equity Index Fund	LGIM	To provide long-term growth by seeking to track the total return on the FTSE All Share Index.	Shares	Passive
L&G Global Equity 50:50 Index Fund	LGIM	To provide long-term growth by investing in UK and overseas company shares.	Shares	Passive
NFU Mutual International Fund	NFU Mutual	To provide long-term growth by investing in overseas shares.	Shares	Active
Multi-asset funds				
NFU Mutual Mixed Portfolio 40 – 85% Shares Fund	NFU Mutual	Aims to achieve long-term growth. It invests in a combination of NFU Mutual's funds, to maintain a spread across different types of investment. This fund can invest up to 85% in equities.	Shares/ Property/ Cash/ Bonds	Active
NFU Mutual Mixed Portfolio 20 – 60% Shares Fund	NFU Mutual	This fund will invest principally in other funds managed by NFU Mutual with the balance invested in third party funds with compatible objectives. This fund can invest up to 60% in equities.	Shares/ Property/ Cash/ Bonds	Active
Property funds				
NFU Mutual Property Fund	NFU Mutual	To aim for long-term growth through investment in property and/or property-related shares.	Property/ Property Shares	Active
Bond funds				
NFU Mutual Index-Linked Fund	NFU Mutual	Aims to provide a return from a portfolio investing mostly in index-linked Government or investment grade corporate index-linked securities.	Bonds	Active
L&G Over 15y Gilt Index Fund	LGIM	Invests in longer dated bonds issued by the UK Government. Aims to perform in line with the long dated gilt market.	Bonds	Passive
NFU Mutual Fixed Interest Fund	NFU Mutual	Aims to provide a return from a portfolio of bonds and other fixed and floating rate securities denominated mainly in sterling and issued by governments, government agencies, supranational and companies (including preference shares).	Bonds	Active
Cash funds				
NFU Mutual Deposit Fund	NFU Mutual	To invest in secure UK money market accounts for competitive rates of interest.	Cash	Active

Each of the funds offered by the Trustee as part of the Default Option, alternative Lifecycle Strategies and self-select range are managed in line with benchmarks set by the individual managers. The performance of the NFU Mutual funds is compared against ABI Sector benchmarks. The performance of the L&G funds is compared against the relevant market index.

The Trustee is in the process of reviewing the objectives and benchmarks for each of the funds offered to members. This Statement will be updated following the results of this review.

Reverse switching

The Scheme does not offer reverse switching. If a member who is invested in the Default Option or one of the alternative Lifecycle Strategies decides to change their target retirement age, their investment strategy will not be amended in line with the new retirement date.

Appendix 4 – Fees and Charges

Investment Consultant

The Scheme's Investment Consultant is paid for on a fixed fee basis. The Trustee believes that this approach ensures that all advice is impartial and independent.

Investment Management

The investment managers apply the following charges for investing in the funds selected by the Trustee:

Default Option

Fund	Total Expense Ratio (TER)
NFU Mutual Mixed Portfolio 40 – 85% Shares Fund	0.24% p.a. (up to 17 November 2019) 0.30% p.a. (from 18 November 2019)
NFU Mutual Deposit Fund	0.25% p.a.

The Trustee monitors the total charges of the funds used in the Default Option at quarterly reference points. The total charges borne by members in the Default Option over a rolling 12 month period comply with the charge cap. Members in the Default Option will see TERs range from 0.24% p.a. up to 17 November 2019 and from 0.29% p.a. to 0.30% p.a. from 18 November 2019.

Self-select fund range

Fund	Total Expense Ratio (TER)
NFU Mutual Mixed Fund (40 – 85% Shares)	0.24% p.a. (up to 17 November 2019) 0.30% p.a. (from 18 November 2019)
NFU Mutual Mixed Portfolio 20 – 60% Shares Fund	0.33% p.a.
NFU Mutual UK Equity Fund	0.25% p.a.
L&G UK Equity Index Fund	0.12% p.a.
NFU Mutual International Fund	0.25% (up to 17 November 2019) 0.43% (from 18 November 2019)
L&G Global Equity 50:50 Index Fund Index Fund	0.19% p.a.
NFU Mutual Fixed Interest Fund	0.15% p.a.
L&G Over 15y Gilt Index Fund	0.12% p.a.
NFU Mutual Index-Linked Fund	0.15% p.a.
NFU Mutual Property Fund	0.35% p.a.
NFU Mutual Deposit Fund	0.25% p.a.

The charges for the investment options are borne by the members.

The charges for the routine administration of the Scheme are borne by the participating employer.

The custodian charges are deducted from the funds before the funds' net asset values and unit prices are calculated.

The funds' total charges and transaction costs are monitored by the Trustee. The results of this monitoring are set out in the annual Chair's statement which is included in the Trustee's annual report and accounts.

Administration

The administration service provider is paid for on a fixed fee basis.

The administration costs are met by the Employer.

NFU Mutual Retirement Benefit Scheme

Appendix 2: Tables of Funds and Charges

2a Default arrangement

The funds' charges (as "Total Expense Ratios") and transaction costs in the last Scheme Year used in the default arrangement, the Drawdown Lifestyle Strategy, were:

Fund	ISIN *	Charges **		Underlying Fund***	ISIN *	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
NFU Mutual Mixed Portfolio 40-85% Shares Pn Fund	GB00BYXPBB77	0.31%	£3.10	*Top holdings:* UP International Fund UP Equity Fund UP Fixed-Interest Fund UP Deposit Fund UP Property Fund		0.04%	£0.40
NFU Mutual Managed Plan Deposit Pn Fund	GB00BYXPB392	0.25%	£2.50	N/A		0.00%	£0.00

Source: NFUM Investments Team.

2b Lifestyle options outside the default arrangement

The funds' charges (as "Total Expense Ratios") and transaction costs in the last Scheme Year used in the Annuity Lifestyle Strategy were:

Fund	ISIN *	Charges **		Underlying Fund***	ISIN *	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
NFU Mutual Mixed Portfolio 40-85% Shares Pn Fund	GB00BYXPBB77	0.31%	£3.10	*Top holdings:* UP International Fund UP Equity Fund UP Fixed-Interest Fund UP Deposit Fund UP Property Fund		0.04%	£0.40
NFU Mutual Managed Plan Deposit Pn Fund	GB00BYXPB392	0.25%	£2.50	N/A		0.00%	£0.00
L&G Over 15 Year Index Gilt Index Fund	N/A	0.12%	£1.12	N/A		0.04%	£0.38

Source: NFUM Investments Team and LGIM.

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

Fund	ISIN *	Charges **		Underlying Fund***	ISIN *	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
NFU Mutual Mixed Portfolio 40-85% Shares Pn Fund	GB00BYXPBB77	0.31%	£3.10	*Top holdings:* UP International Fund UP Equity Fund UP Fixed-Interest Fund UP Deposit Fund UP Property Fund		0.04%	£0.40
NFU Mutual Managed Plan Deposit Pn Fund	GB00BYXPB392	0.25%	£2.50	N/A		0.00%	£0.00

Source: NFUM Investments Team.

NFU Mutual Retirement Benefit Scheme

Appendix 2: Tables of Funds and Charges

2c Self-select funds outside the default arrangement

The funds' charges (as "Total Expense Ratios") and transaction costs in the last year for the self-select funds were:

Fund	ISIN *	Charges **		Underlying Fund***	ISIN *	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
NFU Mutual Managed Plan Fixed Interest Pn Fund	GB00BYXPB400	0.15%	£1.50	N/A		0.00%	£0.00
NFU Mutual Managed Plan Index Linked Pn Fund	GB00BYXPB731	0.15%	£1.50	N/A		0.00%	£0.00
NFU Mutual Managed Plan Property Pn Fund	GB00BYXPBD91	0.35%	£3.50	N/A		0.06%	£0.60
NFU Mutual Managed Plan Deposit Pn Fund	GB00BYXPB392	0.25%	£2.50	N/A		0.00%	£0.00
NFU Mutual Managed Plan Mixed Portfolio 40-85% Shares Pn Fund	GB00BYXPBB77	0.31%	£3.10	*Top holdings:* UP International Fund UP Equity Fund UP Fixed-Interest Fund UP Deposit Fund UP Property Fund		0.04%	£0.40
NFU Mutual Managed Plan Mixed Portfolio 20-60% Shares Pn Fund	GB00BYXPB954	0.36%	£3.60	*Top holdings:* NFU Mutual Gilt and Corporate Bond I Fund NFU Mutual UK Equity Income I Fund NFU Mutual North America Equity Core Fund NFU Mutual Corporate Bond Fund NFU Mutual UK Growth Inc Fund NFU Mutual UK Government Bond Fund NFU Mutual UK Equity Core Fund NFU Mutual UK Smaller Companies Fund		0.05%	£0.50
NFU Mutual Managed Plan UK Equity Pn Fund	GB00BYXPBF16	0.25%	£2.50	N/A		0.02%	£0.20
NFU Mutual Managed Plan International Pn Fund	GB00BYXPB848	0.43%	£4.30	N/A		0.01%	£0.10
L&G UK Equity Index Fund	N/A	0.15%	£1.46	N/A		-0.03%	-£0.34
L&G Global Equity 50:50 Index Fund	N/A	0.20%	£1.98	N/A		0.01%	£0.09
L&G Over 15 Year Gilt Index Fund	N/A	0.12%	£1.16	N/A		0.04%	£0.38

Source: NFUM Investments Team.

Some transaction costs are shown as negative, meaning that the fund makes a gain due to investment managers' ability to garner these costs as part of trading.

2d Additional Voluntary Contributions (AVCs) for members in the defined contribution section

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

Fund	ISIN *	Charges **		Underlying Fund***	ISIN *	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
NFU Mutual Managed Plan Fixed Interest Pn Fund	GB00BYXPB400	0.15%	£1.50	N/A		0.00%	£0.00
NFU Mutual Managed Plan Index Linked Pn Fund	GB00BYXPB731	0.15%	£1.50	N/A		0.00%	£0.00
NFU Mutual Managed Plan Property Pn Fund	GB00BYXPBD91	0.35%	£3.50	N/A		0.06%	£0.60
NFU Mutual Managed Plan Deposit Pn Fund	GB00BYXPB392	0.25%	£2.50	N/A		0.00%	£0.00
NFU Mutual Managed Plan Mixed Portfolio 40-85% Shares Pn Fund	GB00BYXPBB77	0.31%	£3.10	*Top holdings:* UP International Fund UP Equity Fund UP Fixed-Interest Fund UP Deposit Fund UP Property Fund		0.04%	£0.40
NFU Mutual Managed Plan Mixed Portfolio 20-60% Shares Pn Fund	GB00BYXPB954	0.36%	£3.60	*Top holdings:* NFU Mutual Gilt and Corporate Bond I Fund NFU Mutual UK Equity Income I Fund NFU Mutual North America Equity Core Fund NFU Mutual Corporate Bond Fund NFU Mutual UK Growth Inc Fund NFU Mutual UK Government Bond Fund NFU Mutual UK Equity Core Fund NFU Mutual UK Smaller Companies Fund		0.05%	£0.50
NFU Mutual Managed Plan UK Equity Pn Fund	GB00BYXPBF16	0.25%	£2.50	N/A		0.02%	£0.20
NFU Mutual Managed Plan International Pn Fund	GB00BYXPB848	0.43%	£4.30	N/A		0.01%	£0.10
L&G UK Equity Index Fund	N/A	0.15%	£1.46	N/A		-0.03%	-£0.34
L&G Global Equity 50:50 Index Fund	N/A	0.20%	£1.98	N/A		0.01%	£0.09
L&G Over 15 Year Gilt Index Fund	N/A	0.12%	£1.16	N/A		0.04%	£0.38

Source: NFUM Investments Team.

The Financial Conduct Authority ("FCA") requires fund managers and providers to calculate transaction costs using the "slippage method", which compares the value of assets immediately before and after a transaction has taken place. This can give rise to negative transaction costs where favourable stock market movements during a transaction offset the rest of the trading costs (such as stockbroker commission).

2e Additional Voluntary Contributions (AVCs) for members in the Defined Benefit (DB) Group AVC section

The funds' charges (as "Total Expense Ratios") and transaction costs in the last year for the AVC funds in the DB Group AVC section were:

Fund	ISIN *	Charges **		Underlying Fund***	ISIN *	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
NFU Mutual Mixed Portfolio 40 – 85% Shares Fund	GB0006188121	0.70%	£7.00	*Top holdings:* UP International Fund UP Equity Fund UP Fixed-Interest Fund UP Deposit Fund UP Property Fund		0.04%	£0.40
NFU Mutual UK Equity Pn Fund	GB0006188238	0.63%	£6.30	N/A		0.02%	£0.20
NFU Mutual International Pn Fund	GB0006188451	0.81%	£8.10	N/A		0.01%	£0.10
NFU Mutual Property Pn Fund	GB0006188675	0.63%	£6.30	N/A		0.06%	£0.60
NFU Mutual Index-Linked Pn Fund	GB0006188568	0.63%	£6.30	N/A		0.00%	£0.00
NFU Mutual Fixed Interest Pn Fund	GB0006188345	0.63%	£6.30	N/A		0.00%	£0.00
NFU Mutual Deposit Pn Fund	GB0006188782	0.63%	£6.30	N/A		0.00%	£0.00

The Scheme also holds AVCs in the following funds:

Fund	ISIN *	Charges **		Underlying Fund***	ISIN *	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
DB Deposit AVC	N/A	0.00%	£0.00	N/A		N/A	N/A
NFU Mutual With Profits Series 2 Fund [1]	N/A	1.00%	£10.00	N/A		N/A	N/A

1. The charges and transaction costs for With Profits Funds are deducted from the overall fund before bonus rates are set for all policyholders. As a result, it is not possible to determine the exact charges and costs borne by members.
Source: NFUM Investments Team.

* ISIN = the International Securities Identification Number unique to each fund.
** Charge = the funds' Total Expense Ratio ("TER"), which includes the funds' Annual Management Charge ("AMC") and Operating Costs and Expenses ("OCE").
*** Underlying Fund = the fund in which the Scheme's top level Fund invests.

Over the Scheme Year the Trustee has changed the reference from "lifecycle strategy" to "lifestyle strategy" as the latter term is more commonly used across pensions communications.

NFU Mutual Retirement Benefit Scheme

Appendix 3: Tables illustrating the impact of charges and costs

The following tables show the potential impact over time of the costs and charges borne by 2 typical members on projected values at retirement in today's money at several times up to retirement for a selection of funds and a range of contribution levels. These illustrations were produced by the NFUM Investments Team.

3a For the default arrangement and most popular self-select funds (4% employee contributions / 4% employer contributions)

	Fund Choice							
	Drawdown Lifestyle Strategy		International Equities Fund		Property Fund		Deposit Fund	
Years	Before Charges	After all costs & charges deducted	Before Charges	After all costs & charges deducted	Before Charges	After all costs & charges deducted	Before Charges	After all costs & charges deducted
1	£2,930	£2,920	£2,950	£2,940	£2,940	£2,930	£2,860	£2,850
3	£6,890	£6,850	£7,010	£6,950	£6,920	£6,870	£6,460	£6,430
5	£10,900	£10,800	£11,200	£11,100	£11,000	£10,900	£9,910	£9,840
10	£21,600	£21,200	£22,800	£22,300	£21,900	£21,400	£17,800	£17,600
15	£33,200	£32,200	£35,900	£34,600	£33,800	£32,700	£25,000	£24,500
20	£45,600	£43,900	£50,600	£48,200	£46,800	£44,700	£31,400	£30,600
25	£58,900	£56,200	£67,300	£63,200	£60,900	£57,600	£37,100	£36,000
30	£73,200	£69,200	£86,000	£79,800	£76,200	£71,200	£42,200	£40,800
35	£88,700	£82,900	£107,000	£98,100	£92,900	£85,800	£46,800	£45,000
40	£103,000	£96,100	£131,000	£118,000	£111,000	£101,000	£50,900	£48,700

3b For the default arrangement and most popular self-select funds (8% employee contributions / 12% employer contributions)

	Fund Choice							
	Drawdown Lifestyle Strategy		International Equities Fund		Property Fund		Deposit Fund	
Years	Before Charges	After all costs & charges deducted	Before Charges	After all costs & charges deducted	Before Charges	After all costs & charges deducted	Before Charges	After all costs & charges deducted
1	£5,810	£5,800	£5,850	£5,830	£5,820	£5,810	£5,680	£5,670
3	£15,600	£15,500	£15,900	£15,800	£15,700	£15,600	£14,700	£14,600
5	£25,800	£25,500	£26,400	£26,100	£25,900	£25,600	£23,400	£23,200
10	£52,400	£51,500	£55,200	£53,900	£53,100	£52,000	£43,500	£42,900
15	£81,100	£78,900	£87,600	£84,500	£82,700	£80,000	£61,400	£60,300
20	£112,000	£107,000	£124,000	£118,000	£114,000	£110,000	£77,500	£75,700
25	£145,000	£138,000	£165,000	£155,000	£149,000	£141,000	£91,900	£89,300
30	£180,000	£170,000	£212,000	£196,000	£188,000	£175,000	£104,000	£101,000
35	£219,000	£205,000	£264,000	£242,000	£229,000	£212,000	£116,000	£111,000
40	£256,000	£238,000	£323,000	£292,000	£274,000	£250,000	£126,000	£121,000

NFU Mutual Retirement Benefit Scheme

Appendix 3: Tables illustrating the impact of charges and costs

The assumptions used in these calculations were:

1. Projected pension pot values are shown in today's terms and do not need to be reduced further for the effect of future inflation.
2. The starting pot size is assumed to be £1,000.
3. Inflation is assumed to be 2.5% each year.
4. Member contributions of 8.0% and employer contributions of 12.0% of salary are assumed to be paid each year.
5. The starting salary is assumed to be £24,105.
6. Contributions are assumed to increase in line with assumed earnings inflation of 2.5% each year.
7. Values are estimates and are not guaranteed.
8. The projected growth rate for each fund or arrangement are as follows:

NFU Mutual Mixed Portfolio 40-85% Shares fund:	1.5% above inflation
NFU Mutual International Equities fund:	2.5% above inflation
NFU Mutual Property Fund	1.8% above inflation
NFU Mutual Deposit Fund	2.3% below inflation

9. The figures for the Drawdown Lifestyle Strategy assume that lifestyle switching occurs from year 37 onwards.
10. Over the Scheme Year the Trustee has changed the reference from “lifecycle strategy” to “lifestyle strategy” as the latter term is more commonly used across pensions communications.

NFU Mutual Retirement Benefit Scheme

Appendix 4: Implementation Statement – DB Section

Implementation Statement – DB Section

For the Retirement Benefit Scheme of the NFU Mutual Insurance Society Limited

31 December 2020

The Retirement Benefits Scheme of the National Farmers Union Mutual Insurance Society Limited (DB Section)

Implementation Statement

For year ending 31 December 2020

May 2021

Willis Towers Watson

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Section 1: Introduction

This document is the Annual Implementation Statement ('the Statement') prepared by the Trustee ("the Trustee') of the Retirement Benefits Scheme of the National Farmers Union Mutual Insurance Society Limited ('the Scheme') covering the 'Scheme Year' from 1 January 2020 to 31 December 2020 in relation to the Statement of Investment Principles ('SIP').

The purpose of this statement is to:

- set out the extent to which, in the opinion of the Trustee, the Scheme's SIP required under section 35 of the Pensions Act 1995 has been followed during the year
- detail any reviews of the SIP the Trustee has undertaken, and any changes made to the SIP over the year as a result of the review
- describe the voting behaviour by, or on behalf of, the Trustee over the year.

The SIP dated September 2020 is the referenced in the following Sections of this document, where we set out how the applicable principles have been implemented.

A copy of this implementation statement will be made available on the following website https://www.nfumstaffpensions.co.uk/

Section 2: SIP reviews/changes over the year

The SIP was reviewed and updated during the Scheme Year, with the relevant versions over the year:

1. September 2019 – This was the version in place as at the start of the Scheme Year.

2. September 2020 – This is the most recent version of the document which was formally adopted by the Trustee on 23 September 2020.

The Trustee's review of the SIP was undertaken to reflect updated regulations which required the Trustee to reflect policies on:

- how the arrangement with the asset manager incentivises the asset manager to align its investment strategy and decisions with the Trustee's policies

- how that arrangement incentivises the asset manager to make decisions based on assessments about medium to long-term financial and non-financial performance of an issuer of debt or equity and to engage with issuers of debt or equity in order to improve their performance in the medium to long-term;

- how the method (and time horizon) of the evaluation of the asset manager's performance and the remuneration for asset management services are in line with the Trustee's policies;

- how the Trustee monitor portfolio turnover costs incurred by the asset manager, and how they define and monitor targeted portfolio turnover or turnover range; and

- the duration of the arrangement with the asset manager

The Trustee also updated the SIP to reflect the update to the Scheme's investment strategy whereby the allocation of the total equity return portfolio will move to an allocation of 1/3 UK and 2/3 overseas equities. The Trustee updated the strategy in this way as part of a review of their strategy to improve the diversification of the Scheme's equity assets and to more closely to reflect the market capitalisation of equities on a global basis.

Section 3: Adherence to the SIP

The Trustee believes the policies outlined in the SIP have been followed during the Scheme year, more detail on the adherence to the SIP policies is set out in this section.

Plan's Objectives and long-term policy

As outlined in section 3 of the SIP the Trustee has identified aims and objectives for the Scheme and aims to achieve these through investing in a suitable mixture of return seeking and liability matching assets. The Trustee regularly reviews the Scheme's funding position in relation to achieving the aims and objectives, including monitoring the balance of return seeking and liability matching assets. During the Scheme year the Trustee amended the Scheme's strategic equity allocation between UK and overseas assets and continued to monitor progression to the Scheme's aims and objectives.

As detailed in section 6 of the SIP the Trustee recognises that the Scheme is exposed to a number of risks. These risks are mitigated and considered by the Trustee when setting the Scheme's investment policies and are monitored periodically through a risk-dashboard which is produced on a quarterly basis. The Trustee recognises the need to review investment policy in future and will be considering the appropriate investment strategy in more detail as part of the actuarial valuation as at 31 December 2020.

Investment managers

Area	Approach and actions taken over the Scheme Year
Section 4.1 **Active management**	The Trustee continues to monitor the Scheme's investment managers and the policy around active management. During the year the Trustee has discussed various presentations from the MISCO and NFU property team to aide with monitoring the effectiveness of the investment managers. The Trustee noted no concerns and made no changes to this policy.
Section 4.2 **Rights Attaching to Share**	The Trustee looks to review the voting activities in respect of the investments held with NFU Mutual Investment Services Limited ("MISCO") and confirm the compliance with the UK Stewardship code of MISCO and the NFUM Property team, as "investment managers" of the Scheme. During the Scheme year the Trustee reviewed the annual 2020 voting report and noted no further actions resulting from the report.
Section 4.3 **Financially material considerations including ESG Factors**	The Trustee looks to regularly review the investment managers integration of financial and non-financial factors within their investment process and also looks to receive training and advice

	from its advisors each year to discuss and consider these factors within the Scheme's overall risk management framework. During the year the MISCO team presented an update on ESG and engagement where they outlined the actions being taken around ESG and engagement. The Trustee noted no concerns around the current ESG approach from the MISCO team.
Section 4.5 to 4.9	The Trustee reviewed these polices as part of the review of the Scheme's SIP. During the year the Trustee has continued to monitor the investment managers in respect of these policies and have noted no concerns.
Section 5 and Appendix D **Investment restrictions**	The Trustee looks to review the restrictions placed on the investment managers and monitors compliance with these restrictions as part of regular meetings with MISCO and the NFU property team. During the year no concerns were raised, and the Trustee made no changes to these policies.
Section 7 and 7.1 **Monitoring and Appointment of Investment Manager**	The Trustee's approach is to assess investment manager performance over an appropriate time frame and considers these in the context of the criteria as set out in the SIP as well as the Scheme's overall policies. During the year the investment managers team provided regular written reports included within the Trustee meeting papers. These reports are augmented by presentations from the MISCO and NFU Property team on a periodic basis. The Trustee noted drivers of investment performance, engaged with the investment managers and asked for further details on trading activity but noted no concerns. The Trustee did not formally review the appointments of the Scheme's investment managers during the Scheme year.
Section 8 **Governance**	The Trustee reviews these policies as part of the review of the Scheme's SIP. During the year the Trustee retained the governance arrangements outlined and no concerns were noted. The Trustee undertakes periodic effectiveness reviews. The last review was undertaken in 2019.

Section 4: Voting and engagement

The Trustee has delegated the day-to-day ESG integration and stewardship activities (including voting and engagement) to the investment managers of the Scheme. Due to the investments being held in pooled and internal funds the Trustee has limited scope to directly influence the voting approach taken by the investment managers but looks to regularly engage and understand their approach.

As part of reviewing the Scheme's Statement of Investment Principles during the Scheme Year, the Trustee worked closely with the Society to understand the approach taken on engagement and voting by the investment managers of the Scheme. The Society provides regular updates to the Trustee on this area.

MISCO uses Institutional Shareholder Services (ISS) to facilitate voting on internally managed equity holdings. The default instruction gives implied consent for ISS to vote on the investment managers' behalf in line with their recommendation, but the investment manager does retain the option of entering its own vote as it sees fit. Checks are made by the investment manager to ensure that they are comfortable with how ISS are voting on its behalf by monitoring their website.

Responsibility for voting activity on externally managed equities is delegated to the sub-investment managers held within the respective funds, who execute votes in line with each of their respective voting policies.

As part of monitoring the stewardship of the Scheme's investments, the tables below set out a brief analysis of the MISCO's voting for the DB scheme in 2020 and the 10 most significant voting activities.

1. The table below reflects the analysis of voting for the DB scheme (internally managed assets) in 2020 (2019 figures in brackets):

	UK Equities	Overseas Equities	Total Equities
Size of fund mandate	£190.9m	£147.9m	£338.8m
Number of equity holdings	149	348	497
Number of meetings voted	155 (142)	331 (346)	486 (488)
Number of resolutions voted	2649 (2440)	4774 (4118)	7423 (6558)
Times voted against management	63 (39)	410 (384)	473 (423)

2. The table below reflects the analysis of voting for the DB scheme (externally managed assets) in 2020:

	Overseas Equities
Size of mandate	£164.0m
Number of equity holdings	3637
Number of meetings voted	4831
Number of resolutions voted	53140
Times voted against management	8502

Mercer Regional Core Fund – Legal & General Investment Management (LGIM) manage this fund which provides passive index tracking exposure to Japan, Asia Pacific ex-Japan and Emerging Markets. They voted at 3,076 meetings with 31,138 resolutions and voted against management 4,767 times. The main topics of dissention were board related (2,132) and capital management (827).

Mercer Strategic Fund – LGIM also manage this fund which tracks a multi-factor index. They voted at 661 meetings with 8,233 resolutions and voted against management 1,002 times. The main topics of dissention were board related (374) and compensation (249).

Mercer Global Alpha Fund – this fund comprises 9 regional active mandates across all international regions. The different sub-investment managers voted at 1,094 meetings with 13,769 resolutions and voted against management 2,733 times. The main topics of dissention were board related (1,628) and compensation (504).

3. The table below reflects the voting data for 10 most significant votes as provided by MISCO.

Company Name	**Lloyds Banking Group**
Date of vote	21/05/2020
Percentage voteable Shares	0.07%
Summary of the resolution	Resolution 15: To approve the Directors' Remuneration Policy
How we voted	Against
Communication with the company ahead of the vote?	Spoke to management before the vote, informed we would need to review closer to the time once seen research from proxy
Rationale for the voting decision	It was not considered that the overall reduction in quantum of pay opportunity was sufficient to offset the certainty of the payout by introducing the restricted share plan.
Outcome of the vote	36.18% Against
Implications of the outcome, any lessons learned and what likely future steps will you take in response to the outcome?	In the UK we are unlikely to support a bank moving to a restricted share plan incentive scheme due to higher proportion of fixed pay for executives
On which criteria have you assessed this vote to be "most significant"?	Significant proportion of shareholders voted against the outcome, placed on IA Public Register

Company Name	**NCC Group**
Date of vote	20/10/2020
Percentage voteable Shares	1.55%
Summary of the resolution	Resolution 2: To approve the Directors' Remuneration Report
How we voted	Against
Communication with the company ahead of the vote?	No, when voting in line with ISS we don't generally feel need to pre-warn companies. However, will gladly share our intentions if they approach us.
Rationale for the voting decision	Company amended a financial underpin within the scheme to allow a payout, with a lack of rationale for doing so.
Outcome of the vote	48.87% voted against
Implications of the outcome, any lessons learned and what likely future steps will you take in response to the outcome?	Any amendments to policy require strong rationale for doing so.
On which criteria have you assessed this vote to be "most significant"?	Significant proportion of shareholders voted against, placed on IA public register, large shareholding for us.

Company Name	MJ Gleeson
Date of vote	03/12/2020
Percentage voteable Shares	0.06%
Summary of the resolution	Resolution 10: To approve the Directors' Remuneration Report
How we voted	Against
Communication with the company ahead of the vote?	No, when voting in line with ISS we don't generally feel need to pre-warn companies.
Rationale for the voting decision	The Remuneration Committee exercised discretion to amend the performance targets applicable for the LTIP, resulting in maximum vesting. This didn't feel appropriate and lacked a compelling rationale. Furthermore, the CFO's bonus opportunity was being increased from 100% to 125% of salary without a compelling rationale.
Outcome of the vote	39.34% voted against
Implications of the outcome, any lessons learned and what likely future steps will you take in response to the outcome?	Strong rationale required when Remuneration Committee wants to use discretion.
On which criteria have you assessed this vote to be "most significant"?	Significant proportion of shareholders voted against the outcome, placed on IA Public Register

Company Name	British American Tobacco
Date of vote	30/04/2020
Percentage voteable Shares	0.04%
Summary of the resolution	Resolution 2: To approve the Directors' Remuneration Report
How we voted	Against
Communication with the company ahead of the vote?	No, but had warned the company when voting against previously. When voting in line with ISS we don't generally feel need to pre-warn companies.
Rationale for the voting decision	CEO salary increase of 9.5%, CFO LTIP increase to 400% of salary from 350%.
Outcome of the vote	38.06% voted against
Implications of the outcome, any lessons learned and what likely future steps will you take in response to the outcome?	Large increases to executive salary require strong rationale.
On which criteria have you assessed this vote to be "most significant"?	Significant proportion of shareholders voted against the outcome, placed on IA Public Register

Company Name	Restaurant Group
Date of vote	08/10/2020
Percentage voteable Shares	0.16%
Summary of the resolution	Resolution 1: To approve the Directors' Remuneration Policy
How we voted	Against
Communication with the company ahead of the vote?	No, when voting in line with ISS we don't generally feel the need to pre-warn companies.
Rationale for the voting decision	The proposed policy replaces a performance-based long-term incentive structure with a non-performance based one, leading to higher certainty of reward outcomes. The change is not considered to be accompanied with a sufficient reduction in quantum opportunity.
Outcome of the vote	36.83% voted against

Implications of the outcome, any lessons learned and what likely future steps will you take in response to the outcome?	Careful consideration must always be made around the appropriateness of a restricted share plan.
On which criteria have you assessed this vote to be "most significant"?	Significant proportion of shareholders voted against the outcome, placed on IA Public Register.

Company Name	**Pearson**
Date of vote	24/04/2020
Percentage voteable Shares	0.001%
Summary of the resolution	Resolution 10: To re-elect Michael Lynton as a Director
How we voted	Against
Communication with the company ahead of the vote?	No, when voting in line with ISS we don't generally feel the need to pre-warn companies.
Rationale for the voting decision	The director had significant commitments at other companies, one of which was preparing for an IPO.
Outcome of the vote	32.5% voted against
Implications of the outcome, any lessons learned and what likely future steps will you take in response to the outcome?	Time commitments at companies preparing for IPO should be considered significant.
On which criteria have you assessed this vote to be "most significant"?	Significant proportion of shareholders voted against the outcome, placed on IA Public Register

Company Name	**Bodycote**
Date of vote	28/05/2020
Percentage voteable Shares	0.56%
Summary of the resolution	Resolution 11: To approve the Directors' Remuneration Report
How we voted	Against
Communication with the company ahead of the vote?	No, when voting in line with ISS we don't generally feel need to pre-warn companies.
Rationale for the voting decision	Didn't agree with the company’s reason for CEO's 7% salary increase, i.e. in line with employees in the country he resides.
Outcome of the vote	25.8% voted against
Implications of the outcome, any lessons learned and what likely future steps will you take in response to the outcome?	Increases in director salary should reflect the wider workforce, not just the workforce in the country of residence.
On which criteria have you assessed this vote to be "most significant"?	Significant proportion of shareholders voted against the outcome, placed on IA Public Register

Company Name	**Joules**
Date of vote	10/09/2020
Percentage voteable Shares	1.64%
Summary of the resolution	Advisory Vote to ratify named executive officers' compensation
How we voted	Against
Communication with the company ahead of the vote?	Yes, had meeting with chair of Remuneration Committee to discuss

Rationale for the voting decision	Company had granted share awards to compensate directors who had waived salary earlier in the year.
Outcome of the vote	27.82% votes against
Implications of the outcome, any lessons learned and what likely future steps will you take in response to the outcome?	Companies shouldn't look to immediately return pay to executives which has been foregone for social reasons. The executives subsequently did not take the awards.
On which criteria have you assessed this vote to be "most significant"?	Significant proportion of shareholders voted against the outcome, placed on IA Public Register

Company Name	**Sigma Capital Group Plc**
Date of vote	25/06/2020
Percentage voteable Shares	1.40%
Summary of the resolution	Advisory Vote to ratify named executive officers' compensation
How we voted	Against
Communication with the company ahead of the vote?	No, when voting in line with ISS we don't generally feel need to pre-warn companies.
Rationale for the voting decision	Above inflationary salary increases were given to two Executive Directors which were not accompanied by adequate explanations from the Company.
Outcome of the vote	11.96% voted against
Implications of the outcome, any lessons learned and what likely future steps will you take in response to the outcome?	Above inflation salary increases require strong reasoning
On which criteria have you assessed this vote to be "most significant"?	Voted against management, in a company we hold a large proportion of.

Company Name	**On the Beach**
Date of vote	06/02/2020
Percentage voteable Shares	1.24%
Summary of the resolution	Advisory Vote to ratify named executive officers' compensation
How we voted	Against
Communication with the company ahead of the vote?	No, when voting in line with ISS we don't generally feel the need to pre-warn companies.
Rationale for the voting decision	The non-financial measures within the bonus framework (introduced this year) have paid out in full, while no bonus dependent on financial element was payable. Bonus delivery is fully in cash.
Outcome of the vote	16.2% voted against
Implications of the outcome, any lessons learned and what likely future steps will you take in response to the outcome?	Careful consideration required when only the non-financial elements of a bonus are being paid out and are being paid in full.
On which criteria have you assessed this vote to be "most significant"?	Voted against management, in a company we hold a large proportion of

Company Name	**Integrafin Holdings**
Date of vote	20/02/2020

Percentage voteable Shares	0.82%
Summary of the resolution	Advisory Vote to ratify named executive officers' compensation
How we voted	Against
Communication with the company ahead of the vote?	Yes, raised concerns through the corporate broker to pass to the company
Rationale for the voting decision	Felt that the disclosures made in the report around bonus payments were insufficient
Outcome of the vote	3.53% voted against
Implications of the outcome, any lessons learned and what likely future steps will you take in response to the outcome?	Shared our concerns with the company around a couple of governance issues, hopeful we will see improvements in these areas
On which criteria have you assessed this vote to be "most significant"?	A large holdings for us, voted against management and ISS policy.

NFU Mutual Retirement Benefit Scheme

Appendix 5: Implementation Statement – DC Section

Implementation Statement – DC Section

For the Retirement Benefit Scheme of the NFU Mutual Insurance Society Limited

31 December 2020

Retirement Benefit Scheme of the National Farmers Union Mutual Insurance Society Limited

Implementation Statement for the year ending 31 December 2020

Welcome to the Trustee's Statement of how they implemented the policies and practices in the Scheme's Defined Contribution Statement of Investment Principles during the year ending 31 December 2020.

Why do the Scheme's investments matter to me?

The DC Section of the Scheme provides you with benefits on a defined contribution ("DC") basis (sometimes called money purchase benefits). This means that the size of the benefits paid to you when you retire will depend on how much the funds where your savings are invested grow over the years.

What is the Statement of Investment Principles ('SIP')?

The SIP sets out the investment principles and practices the Trustee follows when governing the Scheme's investments. It describes the rationale for the investment options which you can choose (including the default arrangement if you don't make a choice), explains the risks and expected returns of the funds used and the Trustee's approach to responsible investing (including climate change).

The last review of the Scheme's SIP was completed on 23 September 2020 and the next review will take place no later than September 2023.

The following changes were made to the SIP during the last year:

- The SIP was updated to reflect the up-to-date regulations as well as the Trustee's beliefs on Responsible Investment. The Trustee strengthened its views on the impact of financially material factors, recognising the long-term nature of the investment of members' assets;
- More clarity was added to ensure that the SIP refers to the DC Section of the Scheme rather than the DB Section (which the DB SIP covers); and
- A provision was added on temporary default arrangements, following suspension in trading for property funds in 2020.

If you want to find out more, you can find a copy of the Scheme's SIP (and the Scheme's Chair's Statement) at https://www.nfumstaffpensions.co.uk/.

What is this Implementation Statement for?

Each year from 2020 the Trustee is required to prepare an Implementation Statement, which sets out how it has complied with the Scheme's SIP relating to DC benefits during the last year.

Overall, the Trustee is satisfied that:

- **The Scheme's DC investments have been managed in accordance with the SIP; and**
- **The provisions in the SIP remain suitable for the Scheme's DC members.**

Governance and monitoring

The Trustee has overall responsibility for how the Scheme's investments are governed and managed in accordance with the Scheme's Trust Deed and Rules as well as Trust Law, Pensions Law and Pension Regulations.

There have been no changes to the Trustee or the investment governance processes during the last year.

The Trustee has delegated day-to-day investment decisions, such as which investments to buy and sell, to the fund managers.

The Trustee undertook the following during the last year to ensure that their knowledge of investment matters remains up to date:

- The Trustee reviewed the effectiveness of the DC governance arrangements by undertaking a Trustee effectiveness review as well as a review of the effectiveness of its advisers in January 2020;
- A review of training needs was carried out in January 2020 via a survey following which a flexible training plan was created to address specific training needs;
- The Trustee received training on:
  - A review of the default arrangement on 21 January 2020 – covering how to assess whether the current approach reflects the Trustee's Investment Beliefs, how to improve member outcomes for members and market developments;
  - Embedding climate change risk on 11 March 2020 – covering the impacts that climate change will have on members' returns within pension funds; and
  - Updates to the SIP and Implementation Statement on 22 July 2020 – updating the Trustee on the new requirements for changes within the SIP, as well as the production of the first Implementation Statement.
- Some of the Trustee Directors took the opportunity to attend seminars over last year; and
- The Trustee receives quarterly "hot topics" from their investment adviser coving technical and legislative / regulatory changes affecting defined contribution (and additional voluntary contribution) schemes in general.

The Trustee monitors how well their investment advisers (Hymans Robertson) meet the objectives agreed with them. The investment advisers agreed the following objectives with the Trustee:

- Deliver an investment approach for the default option that maximises risk-adjusted real returns for members and reflects members' likely benefit choices at retirement, reflecting the Trustee's beliefs. Note that the concept of risk can change throughout a member's career.
- Provide advice in relation to self-select range that incorporates sufficient choice for members to meet their own needs in terms of investment return, investment risk and retirement choices, reflecting member feedback where relevant.
- Advice of cost efficient implementation of new strategies as required.
- Provide relevant and timely advice that supports the Trustee's investment beliefs.
- Develop Trustee knowledge and understanding of investment matters.
- Provide relevant and timely advice that supports the Trustee's investment beliefs.
- Develop Trustee knowledge and understanding of investment matters.

- Hymans Robertson's services to support the Trustee's ongoing governance shall be proportionate and competitive in terms of costs relative to Hymans Robertson's peer group.
- Develop the Trustee's policies and beliefs, including those in relation to Responsible Investment. Ensure Hymans Robertson's advice reflects the Trustee's own policies and beliefs, including those in relation to Responsible Investment.
- Ensure Hymans Robertson's advice complies with relevant pensions regulations, legislation and supporting guidance.

The Trustee is satisfied that during the last year:

- **The Scheme's DC governance structure was appropriate;**
- **The Trustee Directors have maintained their understanding of investment matters; and**
- **Their investment advisers met the agreed objectives.**

Aims and objectives for the default arrangement and investment options outside the default

The objectives and rationale are set out in the SIP on pages 3 to 4 for the default arrangement and for the other investment options on pages 5 to 6.

The Trustee carried out an in-depth three-yearly strategic review of the default arrangement and other investment options on 24 March 2020 to ensure they remain suitable for most members. This involved:

- Looking at the demographic profile of the Scheme's membership;
- Looking at the members' investment choices and what choices of benefits they make when they retire;
- Considering market conditions and developments in investment thinking;
- Considering the time over which members will be invested in the investment options;
- Deciding whether any changes to the default arrangement's and other investment options' objectives are necessary;
- Monitoring the investment performance of each fund;
- Monitoring the turnover of the assets in which each fund is invested;
- Considering whether the design of the default arrangement and other investment options, as well as the funds they use, still meet their investment objectives;
- Considering whether the default arrangement and other investment options still represent good value for members; and
- Obtaining investment advice on any changes to the default arrangement and other investment options.

The Trustee is satisfied that the default arrangement remains suitable for most members because:

- It is believed that a proportion of the membership are either unengaged in or unable to decide where their DC pot should be invested;
- A significant portion of the membership are expected to have broadly similar investment needs;
- The Scheme is a qualifying scheme for auto-enrolment purposes and is required by regulations to have a default arrangement; and
- The Trustee believes that the presence of an effective default arrangement will help deliver good outcomes for members at and into retirement.

The Trustee is satisfied that the other investment options remain suitable for members.

The Trustee agreed in principle to make the following changes to ensure that the default arrangement meets the needs of most members:

- The allocation of equity within the growth phase to be increased from c.80% to up to 100%;
- Exposure to equities for members approaching retirement to be reduced to c.50%; and
- Adopting a 7 year phasing period, meaning that at 7 years before retirement the default arrangement would reduce the equity exposure gradually until the point of retirement. This is different to the current default arrangement where the phasing period begins at 3 years before retirement.

These changes were suggested because:

- An increased allocation to equity within the growth phase would improve member outcomes for those members who are far away from retirement. The extent of improvement would depend on the equity fund chosen and will be considered as part of the implementation process;
- A reduced allocation exposure to equities for members approaching retirement would help better preserve the value of savings build up by members over their lifetime by protecting against material losses due to adverse market movements in equities;
- A 7 year phasing period would help preserve the value of savings even further, by protecting against extreme market movements earlier in a member's journey to retirement; and
- The proposed default arrangement should meet the objectives set by the Trustee more effectively than the current one.

The changes are due to be implemented during 2021 following a revisit of the proposed changes to ensure the Trustee remains in agreement with its decision in March 2020. The reason the changes were not implemented earlier was due to the change in Scheme Administrator. The Trustee carefully manages any changes to the Scheme to ensure they are carried out in an effective and sustainable manner and aiming to reduce the risk of any errors occurring.

Investment beliefs

The Trustee has developed a set of investment beliefs which are set out in the SIP on pages 7 and 8 which it uses as a guide when making investment decisions.

During the last year the Trustee, with the help of its investment adviser, reviewed its investment beliefs alongside a review of the investment strategy and considered they remained appropriate.

There have been no changes to these beliefs in the last year.

Investment risks

The investment risks relating to members' DC benefits are described in the SIP on pages 9 to 11 and the expected returns from each type of investment used by the Scheme are set out in the SIP on page 13.

During the last year the Trustee, with the help of its investment adviser, reviewed the appropriateness of investment risks.

The Trustee believes that the main investment risks members face described in the SIP have not changed materially over the last year.

The Trustee is satisfied that the current expected rates of investment return for the types of funds described in the SIP are still reasonable relative to the risks that members face.

The Trustee's views on the expected levels of investment risks and returns inform decisions on the strategic asset allocation (i.e. what types of assets and areas of the world the Scheme invests in over the longer-term) for the Scheme's lifecycle option(s) (which gradually change the funds in which your savings are invested as you approach retirement).

The Trustee's views on the long-term mix of investments for the Scheme's lifecycle options including the default arrangement did not change during the last year.

Investments held

Choice of fund managers

The Trustee monitors the service of the fund managers used by the DC section of the Scheme by:

- Receiving quarterly reports on fund performance
- Considering reports on the voting and engagement activities of their fund managers
- Receiving presentations from the fund managers during meetings, providing an opportunity for questions and challenge

The Trustee monitors the performance of the funds used by the DC section of the Scheme by:

- Receiving quarterly reports on fund performance from their fund managers;
- Annually assessing the value for members provided by the funds by considering the performance of the funds compared to other peer group funds;
- Considering performance as part of triennial reviews of the investment strategy.

There have been no changes to the fund manager and funds during the last year.

Ability to invest / disinvest promptly

It's important that your contributions can be invested promptly in the default arrangement or the investment options you have chosen and that your investments can be sold promptly when you want to change where they are invested, transfer your pension pot to another scheme or your benefits are due to be paid out when you retire.

The Trustee ensure this happens by monitoring service level agreements with the Scheme Administrator, as well as how promptly and accurately key transactions have been processed. As a result of multiple administration issues, including delays and errors on key transactions, the Trustee has reviewed the Scheme Administrator and decided that Trafalgar House will take over from Mercer, effective from 1 July 2021.

The Trustee is satisfied that money will be invested in and taken out of the Scheme's funds without delay as set out in the SIP. However, the Trustee has taken steps to change the Scheme Administrator from Mercer to Trafalgar House, with a view to minimising the risk of any administration errors occurring.

Portfolio turnover

The Trustee monitors the volume of buying and selling of the assets and the nature of those assets in which each fund is invested that is carried out by the funds' managers.

Short-term changes in the level of turnover of the assets in which a fund is invested may be expected when a fund manager alters its investment strategy in response to changing market conditions. However, a change in the level of portfolio turnover or the time the fund invests in an asset might indicate a shift in the amount of risk the fund manager is taking, which could mean that a fund is less likely to meet the objectives for which it was chosen by the Trustee.

The Trustee is satisfied that the level of trading of the funds' assets carried out by the fund managers has been consistent with the funds' objectives.

Security of assets

In addition to the normal investment risks faced investing in the funds used by the Scheme, the security of your savings in the Scheme depend upon:

- The financial strength of the fund managers used by the Scheme; and
- The legal structure of the funds the Scheme invests in.

The financial strength of the fund managers has a bearing on the risk of losses to the Scheme's DC members caused by the remote chance of one of these institutions getting into financial difficulties. The legal structure of the funds used has a bearing on the degree to which the funds' assets are "ring-fenced" from the rest of the fund managers' business in the unlikely event that the managers become insolvent.

There have been no changes to the structure of the funds used by the Scheme during the last year. The Trustee is not aware of any material changes in the financial strength of the investment platform provider or the fund managers used by the platform in the last year.

Conflicts of interest

As described on page 21 of the SIP, the Trustee considers potential conflicts of interest:

- When choosing fund managers;

- When monitoring the fund managers' investment performance and the fund managers' approaches to investment stewardship and responsible investing; and
- When the fund manager is making decisions on where each fund is invested.

The Trustee expects the fund managers to invest the Scheme's assets in the members' best interests. The Trustee expects the fund managers to report on their own investment governance of the funds including potential conflicts of interest. The Trustee invites fund managers to present at Trustee meetings regularly.

The Trustee is satisfied that there have been no material conflicts of interest during the year which might affect members' benefit expectations.

Manager incentives

As described on pages 14 and 15 of the SIP, the Trustee seeks to ensure that the fund managers are suitably incentivised to deliver investment performance in keeping with the funds' objectives.

The Trustee is satisfied that the fund managers are suitably incentivised to deliver good outcomes for the Scheme's members.

Responsible Investment

The Trustee believes that responsible investing covers both sustainable investment and effective stewardship of the assets the Scheme invests in.

The Trustee's approach to responsible investing has not changed during the last year.

Financially material considerations

The Trustee believes that investing sustainably is important to control the risks that environmental factors (including climate change), social factors (such as the use of child labour) and corporate governance behaviour (called "ESG" factors) can have on the value of the Scheme's investments and in turn the size of your retirement benefits.

The Trustee has considered the length of time members' contributions are invested in the Scheme when choosing and reviewing the funds used in the investment options. The Scheme potentially has members joining from age 16 (the minimum legal age for individuals to take up employment and hence entitlement to join the Scheme) who could therefore have savings invested for 44 years during which their assets will be subjected to transitional and physical risks associated with climate change, as well as a range of other financially material factors.

The Trustee periodically reviews the fund managers' approaches to sustainable investing. The Trustee receives quarterly reports from the fund managers on how they have handled these risks.

As part of future reviews of the investment strategy, the Trustee will consider the approach taken by the fund managers in relation to non-equity assets, and consider how the implementation of the default arrangement compares with peers.

The Trustee is satisfied that during the last year the Scheme's investments were invested in accordance with the policies on sustainable investing set out in the SIP.

Stewardship policies

As described on page 18 of the SIP, the Trustee believes it is important that the fund managers as shareholders or bond holders take an active role in the supervision of the companies in which they invest, both by voting at shareholder meetings and engaging with the management on major issues which affect a company's financial performance (and in turn the value of the Scheme's investments). The Trustee:

- Chooses fund managers whose voting policy are consistent with the Scheme's objectives;
- Expects fund managers to vote in a way which enhances the value of the funds in which the Scheme invests; and
- Monitors how the fund managers exercise their voting rights.

How does the Trustee monitor this?

The Trustee periodically reviews the fund managers' approaches to stewardship including voting and engagement policies.

The Trustee receives regular reports from the fund managers on how the fund managers have voted at shareholder meetings and what topics fund managers have discussed with the companies in which they invest.

NFU Mutual uses the service provided by the Institutional Shareholder Services (ISS) to facilitate voting on internally managed equity holdings. The NFU Mutual Investment team votes on all eligible stock at every meeting, with a few exceptions if there are blocking policies or legal approvals required. ISS provide recommendations on how to vote on each resolution and NFU Mutual ensure they are happy with how ISS vote or can enter their own votes if desired.

NFU Mutual voted against management on 24 out of 65 proposals on ESG and climate change grounds. They take a responsible and integrated approach to ESG investment principles, incorporating ESG considerations directly into their investment process. NFU Mutual may decide to avoid companies and sectors which they deem to be the most harmful to society. This is done where individual fund mandates allow and has included gambling, predatory lenders and certain munitions as well as looking to focus their oil and gas investments on those companies that are actively aiming to support decarbonisation. All of their external managers are signatories of the UN backed Principles for Responsible Investment (PRI) and they are also in the process of signing up for 2021. These principles are well aligned to their own long-term approach to Responsible Investment and will help them report more transparently on our ESG activities.

The most significant shareholder votes and how the fund managers voted during the last year were as follows in the tables below. The Trustee has determined that significant votes are generally those where the manager has voted against management and where the allocation to that company within respective funds is relatively high.

The Trustee's approach focusses mainly on investments held in the default arrangement, since this impacts on the vast majority of members.

NFU Mutual are responsible for voting shares for equity funds (UK, International and Property Shares) held in the NFU Mixed (40-85%) Shares fund which is used in the default arrangement.

	UK Equity	International	Property Shares
Size of mandate	£987m	£985m	£60m
Number of equity holdings	61	3985	33
Number of meetings voted	160^	5163	39*
Number of resolutions voted	2515^	58359	547*
Times voted against management	67^	8899	11*

^ For voting purposes the different UK equity unitised pension funds are combined.

* These numbers are based on the Property Shares OEIC which runs a very similar strategy.

Details of the manager's more significant votes in relation to these funds is provided below:

Date	Company	Subject	Manager's vote
21 May 2020	Lloyds Banking Group	To approve the Directors' Remuneration Policy	Against. Too high proportion of fixed pay for executives.
20 October 2020	NCC Group	To approve Directors' Remuneration Report	Against. Insufficient reasoning to allow a payment.
3 December 2020	MJ Gleeson	To approve the Directors' Remuneration Report	Against. Insufficient reasoning to allow pay increases.
30 April 2020	British American Tobacco	To approve the Directors' Remuneration Report	Against. Insufficient reasoning for a large executive salary increase.
8 October 2020	Restaurant Group	To approve the Directors' Remuneration Policy	Against. Insufficient reasoning for non-performance incentivised pay.
24 April 2020	Pearson	To re-elect Michael Lynton as a Director	Against. Due to the Director having other commitments.
28 May 2020	Bodycote	To approve the Directors' Remuneration Report	Against. CEO's salary increase not in line with the wider workforce.
10 September 2020	Joules	To ratify named executive officers' compensation	Against. Share rewards were granted for directors' pay which had been forgone for social reasons.
25 June 2020	Sigma Capital Group Plc	To ratify named executive officers' compensation	Against. Insufficient reasoning for above inflationary salary increases for two executive directors.
6 February 2020	On the Beach	To ratify named executive officers' compensation	Against. The bonus was not depending on financial measures.
20 February 2020	Integrafin Holdings	To ratify named executive officers' compensation	Against. Insufficient disclosures about bonus payments.

Legal & General Investment Management ("LGIM") are responsible for voting shares for the LGIM UK Equity Index and LGIM Global (50:50) Equity Index funds in which members can choose to actively invest in from the wider fund range.

Details of the manager's more significant votes in relation to these funds is provided below:

LGIM UK Equity Index Fund

Date	Company	Subject	Manager's vote
9 July 2020	SIG plc.	To approve a one-off payment to the CEO	Against. Concerns over the size of payment, and timing with liquidity challenges in the business. Outside of scope of existing remuneration policy. Preference for reward to be defined in policy rather than on a one-off basis.
7 September 2020	International Consolidated Airlines Group	To approve the Remuneration Report	Against. Executive bonuses deemed too high for a year including significant financial challenges due to COVID-19, the provision of government support and a 30% cut to the workforce.
18 September 2020	Pearson	To approve an amendment to the Directors' Remuneration Policy	Against. There were concerns around the proposal and all-or-nothing nature linked to the appointment of a new CEO.

LGIM Global (50:50) Equity Index Fund

Date	Company	Subject	Manager's vote
27 May 2020	ExxonMobil	To re-elect the CEO	Against. The company is regarded as a climate laggard by the manager, leading to exclusion from the Future World fund and voting against the chair of the board. The manager supports shareholder proposals for an independent chair and a report on political lobbying.
23 October 2020	Qantas Airways Limited	To approve participation of the CEO in the long-term incentive plan	Against. Concerns over the quantum of the long-term incentive plan given significant challenges due to COVID-19 and resulting cancellation of dividends, and cuts to the workforce.
11 December 2020	Medtronic plc	Advisory vote to ratify named executive officers' compensation	Against. Compensation included a one-off reward which was to compensate for the performance threshold for bonus not being met. The manager is generally against one-off rewards, particularly where the performance threshold is not met.

The Trustee is satisfied that the fund managers' voting records on the companies in which their funds invest was aligned with the stewardship policy described in the SIP.

Non-financial factors

The Trustee recognises that some members will have strong views on where their pension savings should be invested.

The Scheme offers members a choice of funds which:

- Includes self-select funds that members can utilise to build their own strategy; and
- Two alternative lifecycle strategies targeting cash at retirement and annuity purchase, respectively.

However, the Trustee recognises that it is not possible to cater for everyone's views on non-financial/ethical matters.

The Trustee monitors the investments held by the Scheme and their use, as well as feedback received from members. The Trustee also considers developments in ethical investing funds which could be appropriate to the Scheme's members.

The Trustee's approach to ethical investing has not changed during the year.

The Trustee is satisfied that the Scheme offers suitable investment options for members in accordance with the SIP, and will continually revisit the appropriateness of the wider fund range to reflect feedback from members.

The Trustee reviewed the options for introducing an investment option whose investment objectives aim to have a positive impact on members who wish to utilise ethical funds. The Trustee decided to consider adding ethical funds during the implementation process of the proposed default arrangement in 2021.

Communication

The Trustee made the following changes to how the Scheme's investment options and investment governance are communicated to members:

- The updated SIP which allows for the latest regulations on Responsible Investment is available for members to view at https://www.nfumstaffpensions.co.uk/; and
- This Implementation Statement will also be available for members to view at the same link as above.

During the last year the Trustee undertook the following to support member engagement and obtain member feedback:

- The Scheme Administrator Mercer were available for members to contact with any queries; and
- The Pensions Team at NFU Mutual are also another port of call to support member engagement.

During the previous year the Trustee undertook a member survey to get members' views on various aspects of the Scheme. A key point to emerge from this survey was members' desire to have more ethical / ESG funds to choose from in the self-select fund offering. As a result of this feedback the Trustee decided to consider adding ethical funds during the implementation process of the proposed default arrangement in 2021.

The Trustee believes that it has sought effective member feedback on the self-select offering, which has enabled the Trustee to schedule a review of the ethical self-select funds on offer in 2021.

Looking forward

In the next Scheme year, which will be covered by next year's Implementation Statement, the Trustee intends to undertake actions, as outlined in the Chair's Statement which can be found at https://www.nfumstaffpensions.co.uk/.

More information

We hope this Statement helps you understand how the Scheme's investment of your savings for retirement has been managed in the last year. If you have any questions or feedback, please contact the Pensions Team at NFU Mutual at RBS@nfumutual.co.uk.