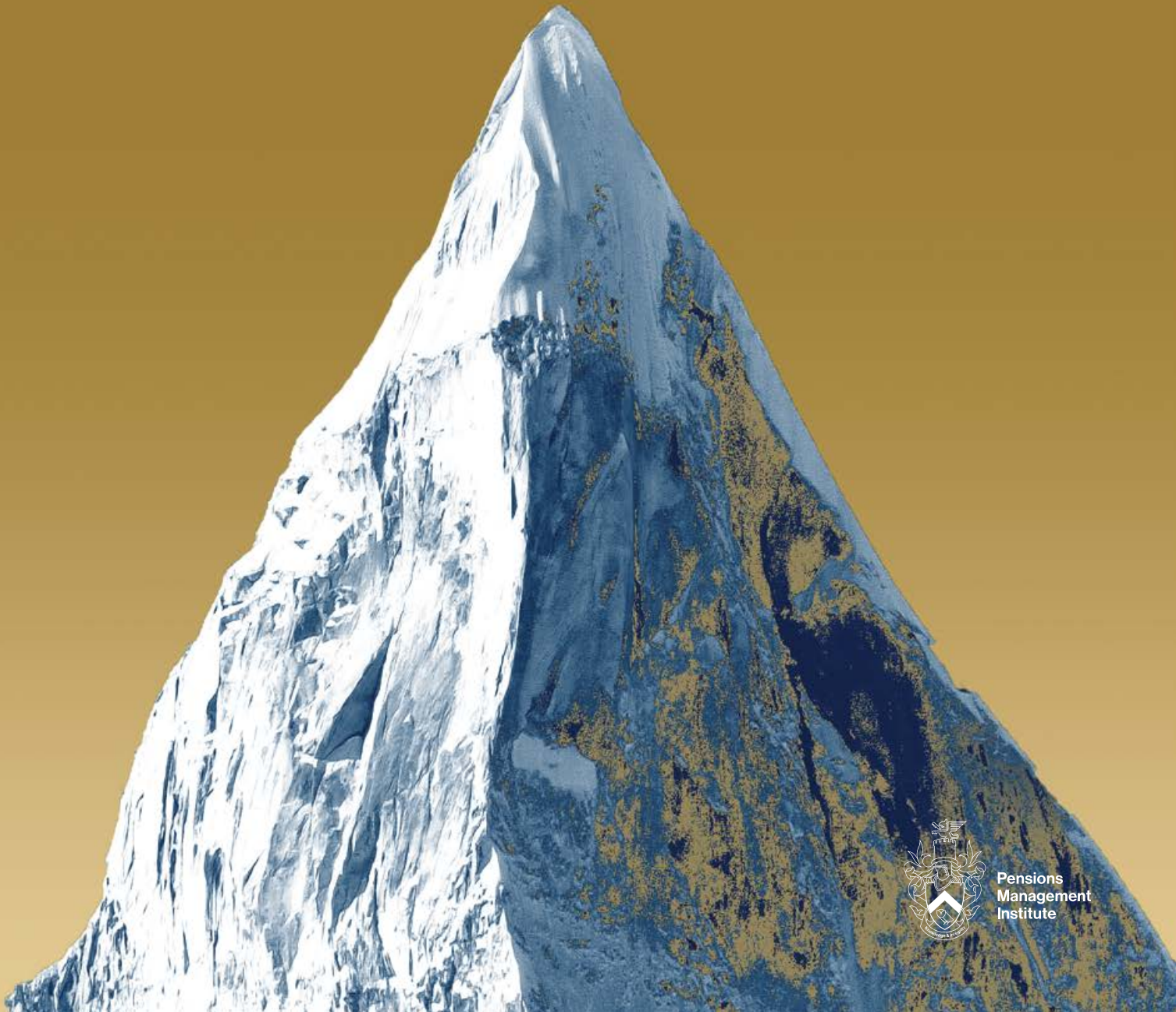


PINNACLE
AWARDS 2022

VIEWS FROM THE TOP

Pinnacle Awards 2022 case studies



Pensions
Management
Institute



FOREWORD

Varsha Gicas, Director of Commerce & Engagement, PMI

On October 25th 2022, we hosted our Inaugural Pinnacle Awards at the Londoner Hotel. Split between three main categories – PMI’s Pinnacle Awards celebrates the People, the Innovations and the Impact the pensions world has on our society.

Renowned Philosopher Jiddu Krishnamurti said “There is no end to education. It is not that you read a book, pass an examination, and finish with education. The whole of life, from the moment you are born to the moment you die, is a process of learning.”

For over 45 years The Pensions Management Institute has championed best practices in Pensions through the medium of education. When we conceptualised The Pinnacle Awards, we not only wanted to focus on recognising and awarding the best entries we received. We also wanted to ensure that their learnings, findings and practices were shared with colleagues.

We are now delighted to launch this publication of a series of case studies, where we will look at the key learning points from our 2022 award winners and other notable entries. We showcase the people who make up our sector, acknowledging the waves the industry is making in addressing some of the more challenging issues around climate, social impact and technology. There are case studies from Mercer, Travers Smith, Knowa and more. Each of them has shared their experiences and outlined their journey to achieving excellence, which has led to improved business performance, motivated staff and attracted new customers.

We hope you enjoy reading these case studies, which will, without a doubt, inspire, educate and assist you in your own journey to achieving excellence.

Varsha Gicas



PINNACLE
AWARDS 2023

NEW YEAR,
NEW HEIGHTS

Following the success of the inaugural Pinnacle Awards, we're bringing pensions excellence back to Leicester Square's prestigious Londoner Hotel. Join us on 23/11/23 to celebrate the achievements of the pensions industry's best and brightest talent.



Pensions
Management
Institute

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PEOPLE CATEGORIES

Recognising the remarkable people
of the pensions sector, who are making
a real difference

STAR IN THE MAKING

WINNER

Beth Finch, Barnett Waddingham LLP

Beth joined BW in August 2020 following a career in the retail sector. Whilst in retail, Beth worked her way up to a Merchandiser role which involved buying stock for c.150 stores, planning intake, sales figures, markdown and profit. When Beth was made redundant at the beginning of the pandemic, she decided on a complete change of career and joined BW's Pension Executive and Management Services (PEMS) team at the most junior level, providing support for the wider team.

Beth very quickly got up to speed with pensions, completing on-the-job training and successfully completing both PMI's Award in Pension Essentials and the Retirement Provision Certificate. This enabled her to provide valuable secretarial and governance support to clients earlier than anticipated.

Through diligence and strong work ethic, Beth has been promoted twice since she joined BW, initially to Assistant Pensions Management Consultant and then to Pension Management Consultant. She has carved herself out a unique role within the PEMS team, splitting her time between her client facing work and operational management.

Coming from a different background and having an analytical mind means that Beth approaches tasks from a new perspective, challenging the status quo and enabling better collaboration and creativity within the PEMS team in general.

She has been integral in developing new ways in which the team collects and manages data, enabling additional enhanced reporting to PEMS management board on income reporting and forecasting, profitability and capacity analysis, all of which have been fundamental in supporting the growth of the business.

In recognition of the business area growth and hard work of the team, PEMS recently moved away from being a section within the Pensions Administration business area and became its own business area within BW. Beth played a key role in the transition to the new business area, which involved the uncoupling of complex systems, processes folders and links across several internal platforms. Her skills in this area resulted in a smooth transition, which gave the wider PEMS team the ability to continue with business and focus on successful client delivery.

Speaking on her award win, Beth said: "This award shows that Barnett Waddingham keeps its promise to develop skills and talent, whatever someone's background."

"The team have believed in me and valued the diversity a pensions novice could bring to the operational running of a pensions business, while still learning all about GMPs and risk registers. Thanks to my amazing Pension Executive and Management Services team colleagues and clients."

This recognition highlights the benefits of Barnett Waddingham's people-first culture, which empowers everyone to thrive in their role. BW's Pension Executive and Management Services (PEMS) team are a diverse and highly experienced team that offer tailored governance to trustees and sponsors for DB and DC schemes.



Beth Finch



**BARNETT
WADDINGHAM**
beyond the expected

The freedom to have a thriving career

With pension opportunities across our nine UK offices, within our management services, accounting, systems and administration teams, you can thrive in your career with BW.

Our people have the freedom to excel, through flexible working options and a future-focussed infrastructure that supports your career progression.

This is underpinned by our independence, which empowers everyone to do their best work.



Visit our website to discover more and view current vacancies on our careers portal
barnett-waddingham.co.uk/careers

STAR IN THE MAKING

SHORTLISTED

Aniket Kumar, PwC - Pensions and Employer, Covenant & Restructuring team

Aniket is a Senior Associate in PwC's Pensions and Employer Covenant & Restructuring practice, and has been with PwC since he left high school. He joined PwC's highly selective and coveted Flying Start Degree which is run in conjunction with PwC, Newcastle University and the Institute of Chartered Accountants in England & Wales. This saw him combine his university degree with placements at PwC within the Audit team and complete his chartered accountancy exams. After graduation he moved to London and continued to work in PwC's Banking & Capital Markets Audit team working on PwC's most iconic banking clients before seeking a new challenge and joining the Pension and Employer Covenant & Restructuring team.

Although Aniket has been in the team for just over 12 months, he is a highly valued member of the team and has worked on some of the most complex cases, supporting clients through a number of employer covenant issues as a result of the COVID-19 pandemic, and the Ukraine crisis and continued uncertainty clients face in the current economic climate. He brought a willingness to learn and immersed himself within his team, expanding his technical knowledge and commercial acumen.

Aniket's impact goes beyond his ability to deliver on projects. In a firm of over 23,000 staff, he sits as one of 15 representatives on PwC's Staff Diversity Council. He is passionate about Inclusion & Diversity and that shows not only in his drive to be on the Council but the way in which he coaches new members of the team.

He also looks to make a real impact through inspiring his peers to develop their own networks and helped co-create PwC's first early pension professionals networking event. Aniket also sits on the Society of Pensions Professionals' Future Leaders Committee. During his time with Society of Pension Professionals, he has worked closely with the CEO and other committee members to help organise SPP's first ever hybrid event. He has brought new ideas to the committee and regularly suggests new and innovative ways in which to encourage engagement amongst younger members within the pension industry.



Aniket Kumar

STAR IN THE MAKING

SHORTLISTED

Numair Padela, PwC - Pensions and Employer, Covenant & Restructuring team

Numair is an enthusiastic, committed and highly career-driven individual. In the short space of time since joining our team in 2021, Numair is central to the delivery of our covenant services. He quickly picked up a solid understanding of complex technical areas and consistently applies his sound technical knowledge to produce high quality outcomes.

His impact goes beyond delivery as he actively looks to expand his internal and external network, whilst continuing to focus on how we can add greater value to our clients. He proactively attends and organises networking events to develop relationships with leading lawyers, actuaries and trustees, which in turn supports the development of their networks. A recent example which highlights Numair's contribution to the pension market, is a well attended early career professional event (<7 years experience) which he hosted. The welcoming and inclusive environment facilitated real engagement and great discussion from attendees.

Numair is a true team player, who has clear passion and dedication to positively contribute to the wider team. He is a member of our Wellbeing, Inclusion & Diversity team, and one of his most significant contributions involved hosting Ted Talk which focussed on social cohesion of teams being the main driver of quality results and what it means to be a leader. The session was well received by the team and importantly spurred discussions around team diversity and inclusivity.

Numair continues to bring a number of fresh and innovative ideas to the team. He currently is part of a team that are looking at potential alternative pension arrangement structures and how we can help contribute and lead the debate on pensions for the future. Numair is not afraid to think differently which not only provides additional value to our clients but also further helps tackle the key challenges our industry currently faces.

Numair Padela



LEADER OF THE YEAR

WINNER

Daniel Gerring, Travers Smith

Daniel became the head of our pensions practice in December 2016. He led the creation of a firmwide Pensions Sector Practice Group, and has overseen a significant expansion in the scope and volume of the Group's work, culminating in eight award wins over the past year and progression to Tier 1 in both Legal 500 and Chambers and Partners. This year, he continued to lead the way in diversity and inclusion, CSR and charity work, including in response to the crisis in Ukraine.

Daniel's practice covers all aspects of pensions law acting principally for trustees, employers and parties to corporate and restructuring activity. This includes strategic advice on employer covenant and security, pensions aspects of corporate transactions and reorganisations - including distress and restructuring, changes to benefit structures, risk management (including buy-ins and longevity insurance) and mergers, as well as member benefit questions and all types of pensions disputes.

Daniel is a recognised expert on diversity and inclusion with extensive charity board and volunteer experience, including mentoring schemes and networking initiatives in pensions. For instance, Daniel is Chair of Trustees of Refugees at Home - a charity he helped to found in 2015, which connects people with a spare room in their home to refugees and asylum seekers in need of somewhere to stay.

So far, Refugees at Home have provided over 260,000 nights of free accommodation to guests of 65 different countries, including Ukraine. Daniel is also a trustee of GiveOut (international grant making LGBTQ charity) and YMCA London City and North (a charity that provides services to young homeless people in London).

In addition, Daniel chairs the board of Just Like Us (the charity for young LGBTQ+ people) and co-runs their mentoring programme, as well as acting as a volunteer consultant to Brighter Futures Zambia (education and social development project for children affected by AIDS/HIV in Southern Africa).

In Travers Smith's pensions team, Daniel has created an inclusive environment where people can be their authentic selves and have opportunities to excel and 'give back'. A significant proportion of our team have formal alternative working arrangements and many are involved in D&I, CSR and pro bono work.

Daniel leads by example with his own very active engagement on a huge range of initiatives) and remains our Senior Champion for LGBTQ+ equality, chairing our LGBTQ+ network. He actively builds and uses networks to bring people together and create new opportunities for them. He co-founded O:pen, the industry' first network for LGBTQ+ people and their allies, which brings together pensions professionals from diverse backgrounds. Many of Daniel's colleagues across the Pensions team and the firm are now actively running with programmes he introduced, including for Brighter Futures Zambia, Just Like Us, GiveOut and LGBTQ+ rights organisation Colours Caribbean.



Daniel Gerring

**Inclusive thinking.
Better outcomes.**

Travers Smith Pensions

There is robust and extensive evidence that teams that are more diverse and inclusive make better decisions.

- ✓ Pension schemes achieve better results by embracing diversity & inclusion
- ✓ Travers Smith has an award-winning team
- ✓ Thought leaders in Pensions diversity & inclusion



traverssmith.com

LEADER OF THE YEAR

SHORTLISTED

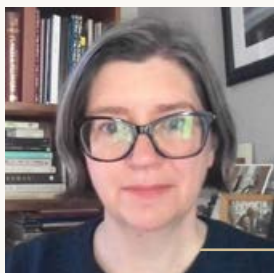
Jonet Dunmore, Cadent

Jonet joined Cadent in 2018 to set up the Cadent pensions team. In January 2020 there were only 2 members of the team, there are now 7 team members and together they manage the two pension arrangements sponsored by Cadent - the Cadent Gas Pension Scheme, a defined benefit scheme and MyPension, a defined contribution arrangement.

Jonet has worked in pensions for 23 years, initially as a consultant for Watson Wyatt, providing Trustee and corporate advice. Jonet then worked in the Corporate Pensions team at National Grid, successfully managing and implementing benefit change, liaising with trade unions and leading pensions aspects of corporate transactions.

The Cadent Gas Pension Scheme was set up in 2020 to receive a transfer from Nation Grid, the transfer took place in September 2020, with £6.8bn of assets and 25,000 members transferring to the new scheme, including active members. Many members of the Scheme worked for British Gas and its predecessor gas companies.

Setting up a new pension scheme is not a common pensions project. Jonet is thankful to have had the opportunity to achieve this complex project - it has involved multiple stakeholders and multiple workstreams and was achieved under the challenging circumstances of the pandemic. Jonet is proud of the Scheme and everything the Trustee Board and the Cadent pensions team has achieved in the past two years.



Jonet Dunmore



LEADER OF THE YEAR

SHORTLISTED

Emma Douglas, Aviva

I'm Managing Director of Workplace Pensions at Aviva and Chair of the Pensions & Lifetime Savings Association (PLSA). I'm privileged to run the largest bundled Defined Contribution business in the UK, with c £95bn of assets, 27,000 clients and 200 staff within my direct reporting line.

My key areas of focus are:

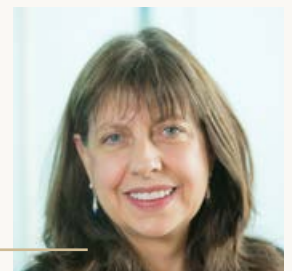
- **Improving Pensions Adequacy - At PLSA, I lead the Steering Group lobbying for regulatory change in the removal of lower earnings limit, reducing the minimum age, and increasing contributions from 8-12% over time.**
- **Closing the gender pension gap - I have raised awareness and ways to address the gap, including extra pension contributions while on maternity leave and pension sharing on divorce.**
- **Women in leadership - I've appointed 4 women into my senior team in the last 6 months.**

I've made changes to my leadership team at Aviva, appointing a Head of Client Engagement and a Head of Client Retention, as well as a new Head of Master Trust. I'm proud that our client relationships remain strong with a 98% retention rate across our existing clients.

The business has had a strong year, with a number of notable proposition launches, including **Pension Snapshot**, an in-app summary of your year in pensions, that has delivered brilliant engagement with over 70% of those who used it going to on view more information or take another action in the app. We've also been focused on member financial resilience, delivering an ongoing series of financial wellbeing and cost-of-living seminars, alongside the launch of open banking with Bud.

In my PLSA role I've delivered the headline speeches at the Annual, Investment and Local Authority Conference and was delighted to be part of bringing the industry together face to face again.

Emma Douglas



TEAM OF THE YEAR

WINNER

Cadent Pensions Team, Cadent

The Cadent pensions team is an in-house trustee executive team who provide secretarial support and manage the day-to-day running of the Cadent Gas Pension Scheme. The Scheme is a large, mature defined benefit pension scheme with over 24,000 members, most of whom are pensioners, and assets of circa £5bn. The scheme is closed to new members, however there are still some active members in the scheme who continue to build up benefits. In addition, the team manage Cadent's defined contribution arrangement, which is part of Standard Life's Master Trust.

The Cadent Gas Pension Scheme was set up in 2020 to receive a transfer of members and assets from the National Grid UK Pension Scheme. During 2020, a Trustee Board was appointed, the Cadent pensions team was set up, advisers were selected and governance and risk processes were established. The transfer took place on 30th September 2020. The scheme is therefore in the unique position of being both brand new and a legacy defined benefit scheme!

The Cadent pensions team came together during lockdown and has still only met in person a small number of times. The team has however successfully transferred members and assets to the scheme, transitioned to a new administration provider, managed the review and implementation of a new investment strategy, put in place all governance and risk management processes and ran a Member-nominated trustee process. The team provide executive support for the trustee board and the board's 3 sub-committees. All this has been achieved in addition to regular trustee work over the past two years, including business continuity, GMP rectification and equalisation work, new TCFD requirements and additional regulatory reporting required by Ofgem.

The team has also put in place a financial wellbeing strategy, which is most focused on Cadent employees, which has included a new internal webpage, webinars and targeted communications with the objective of increasing financial understanding and increasing engagement.

The team has clear company and trustee roles and responsibilities, however there is a strong collaborative approach with any conflicts of interest identified and addressed as necessary.

proud of the Scheme and everything the Trustee Board and the Cadent pensions team has achieved in the past two years.



The Cadent team

Continuing to lead the way

supporting customers in vulnerable situations

A track record of thought leadership.



Led the development of cross-industry single Priority Services Register (PSR).



Pioneered an award winning school education programme raising awareness of the danger of Carbon Monoxide (CO) to hundreds of thousands of families.



Only GDN recognised with a financial reward for additional customer value for finding new and innovative ways to support even more customers most at need.



Cadent's 'Services Beyond the Meter' programme led to industry reform allowing GDNs to provide vital in home support when people need it the most.



Established regional Centres for Warmth helping tens of thousands of families living in fuel poverty.

2014

2016

2020

2021

2022

Setting new standards across the industry. **By 2026 we will:**

Affordability and fuel poverty

- Reach over **2 million households** with advice on how to reduce energy costs.
- Establish a minimum **100 Centres for Warmth** in the most deprived areas of the UK.
- Save households over **£250 million** by providing tailored energy and income advice.
- Help 10,000 households with direct in home energy efficient interventions.

Services beyond the meter

- Provide a range of **free welfare products and services** to anyone left vulnerable without gas.
- **Check, repair or replace 10,000 home appliances** free of charge.
- Refer **25,000 households** living in vulnerable situations to additional fully funded targeted interventions.

Carbon Monoxide Awareness

- Educate over **200,000 children** in the dangers of CO through our education programmes.
- Give out **200,000 free CO alarms** to households most at risk.
- Run annual awareness campaigns **reaching millions** of our customers each Summer and Winter.

General safeguarding

- Have **2 million conversations** with customers to raise awareness of the PSR.
- Continue to lead cross-industry working groups to provide **greater support** to the most vulnerable.
- Invest millions of pounds in research and innovation projects to develop new ways to support those most at risk.

TEAM OF THE YEAR

SHORTLISTED

Pension Executive and Management Team, Barnett Waddingham LLP

Barnett Waddingham's Pension Executive and Management (PEMS) Team has developed in the last few years from core pension scheme secretarial services to a wide range of governance work including fully outsourced trustee executive, governance reviews, project delivery, project management and secondments.

The team take pride in having the ability to tailor every aspect of service delivery to meet the needs of clients. Their hard work has resulted in PEMS becoming its own business area within BW. This recognises pensions governance work as a specialist career for which there is high demand. It also highlights the team as one of the few dedicated governance teams in the marketplace with c50 professionals and still growing. Incredibly proud of launching their graduate programme, the first two graduate trainees joined the team in November this year.

The team has had a really successful new client win rate, including being appointed to provide the pension executive and management work for the £3.5bn National Grid Electricity (NGE) Group of the Electricity Supply Pension Scheme. This is a full suite of Trustee Executive Services, covering all aspects of running the Group. This includes governance and secretarial oversight of all advisers, financial reporting, management of asset transfers, operating a bank account and payment facilities, member communications, member case management (where escalated from the Group pension administrators), and contribution monitoring.

Independent research was recently commissioned to understand the awareness and rating of BW and its services. In the governance provider category, BW's PEMS team is the one that the market is most aware of (from a list of nine firms) and is the most highly rated from that list of providers. Almost 40% of respondents placed us in the top three providers for governance services, well ahead of the second highest rated provider.



Paul Jayson

TEAM OF THE YEAR

SHORTLISTED

Pensions, Burgess Salmon LLP

Throughout 2021, we supported our clients through COVID-19 challenges and remained at the forefront of key issues facing the industry. We also made a concerted effort to guide our clients through new regulation ushered in by the Pension Schemes Act, producing informative content in a variety of formats to provide clarity.

At the outset of the pandemic, we prioritised our people with a focus on wellbeing. Along with offering support from Mental Health First Aiders and encouraging use of our Employee Assistance Programme (EAP), we also introduced various firm-wide initiatives to help individuals to feel valued and motivated such as a weekly firm-wide newsletter, regular online socials and an increased number of one-to-one catch-ups between team members.

Senior team members strove to be as transparent and open as possible so that individuals could be honest about time constraints and abilities. This meant we were able to incorporate any challenges into our project plans and encourage newer members of the team to share any concerns they had.

In line with the firm's diversity and inclusion aims, we also tried to remain increasingly mindful of the different strengths having a diversity of team members brings and were able to drawing on a variety of skillsets to problem solve more efficiently.

We were thrilled that in our 2021 People Survey 98% of respondents said the firm navigated its way through the pandemic well.

We also felt that it was important to adapt to different forms of communication for our clients. For example, we held six live webinars covering a range of topics and launched our first podcast series in which we discuss topical pensions issues. We also released a series of articles covering key regulatory cases with in-depth analysis including practical considerations and high level commentary and launched our Pension Schemes Act Triage Tool.

Richard Knight



Catrin Young



LIFETIME ACHIEVEMENT AWARD

WINNER

Simon Freeman, Pendragon

Before his retirement in June, Simon Freeman had spent more than 25 years as Managing Director of Pendragon – a company that he co-founded in 1996 with the vision that he could, and should, revolutionise the way pensions information was made available across the industry.

Keenly aware of the time-consuming and potentially dangerous nature of legal research when relying on out-of-date printed reference materials, Simon, then General Counsel to Towers Perrin in the UK, and pensions lawyer Robin Ellison joined forces to establish the viability of an industry-led electronic law and regulatory text service in 1993.

Simon and Robin approached 30 leading pensions organisations with their idea for a ready-packaged resource that could be used to accurately establish the up-to-date text of pensions legislation and regulation. In response to their proposal, 12 organisations agreed to fund viability and specification research into the concept. This research project aimed to determine the content and functional requirements that should be made available by such a system and involved in-depth interviews with industry members and regulatory representatives.

The subsequent report welcomed the idea and concluded there was “a great and urgent need for an effective and up-to-date pensions information database”. This was the starting point for Perspective – currently the predominant information service for the UK pensions industry, which in line with Simon and Robin’s vision, was devised with the input of the very users who depend on it today.

Working from the results of the research project, Simon made plans to develop a single, user-friendly research tool in which amendments could be rolled back so that finding out what the law said on a particular date in the past or the future no longer involved following an extensive paper trail. This concept would eventually come to life as Perspective’s unique “time travel” feature. This piece of functionality forms the bedrock of the service Perspective provides. Simon’s original design, specified across a number of complex tables and diagrams, was so precise and so robust that advisers – whether lawyers, actuaries, pensions technicians or regulatory personnel – depend on the quality of the content on Perspective to provide services for scheme members and administrators more than 20 years later. Simon also ensured the delivery of the other key to acceptance in the industry, namely that the service should have a much wider range of content than was, and is, otherwise available.

In more recent years, Perspective has moved from a desktop application to become an online platform. During the transition, Simon prioritised the integrity of the Perspective service, as well as user experience and accessibility requirements, to ensure that the online product surpassed the original version of Perspective in both its value and design.

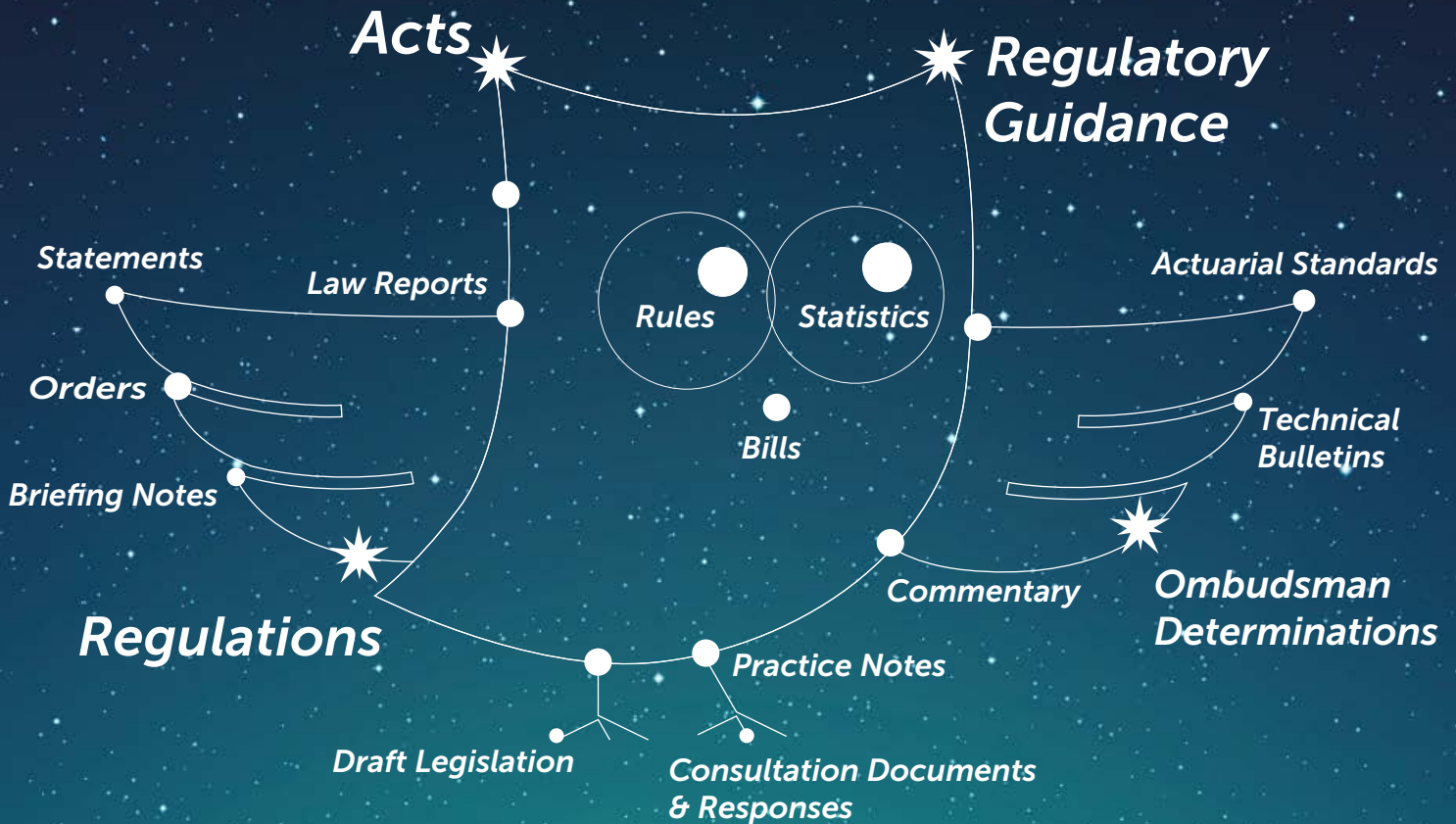
Today, Perspective provides both a critical resource and an efficient working methodology considered indispensable by its users. The system is a market-leading product carrying over 22,000 documents, with subscribers from across the pensions world who rely on it for all their research and to follow all the latest developments.

No other individual has attempted and then delivered what Simon has managed through the development of an information service as comprehensive, accurate and dynamic as Perspective. By bringing together all the key pensions information, Simon has enabled the industry to confidently navigate what would otherwise be an unmanageable volume and complexity of source materials.



Simon Freeman

The Universe of Pensions Information



Perspective

Contact Pendragon today to find out more about the breadth of information available on our online information service, Perspective. Many organisations across the industry now rely on Perspective when working on legal and regulatory issues affecting pensions.

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AWARDS 2022

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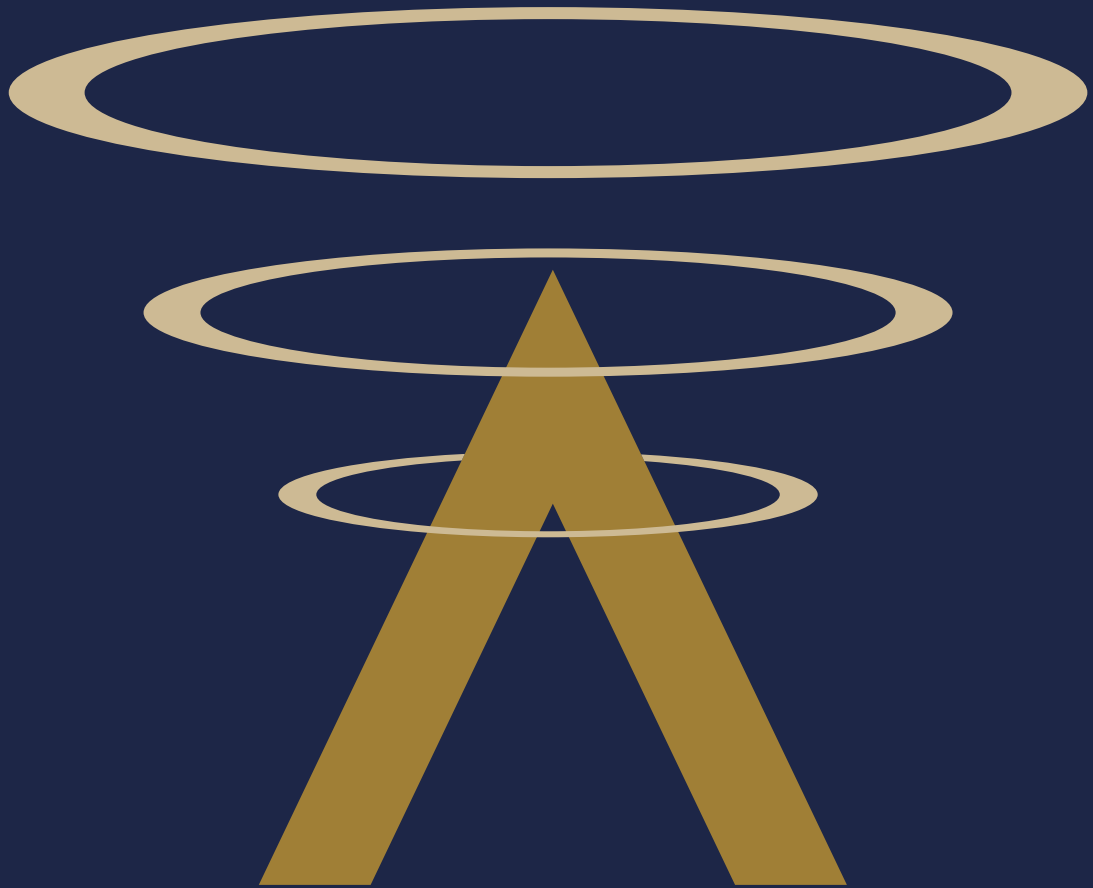


PINNACLE

AWARDS 2022



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INNOVATION CATEGORIES

Celebrating the innovators
pushing the boundaries to help
move pensions forward

INNOVATION IN SYSTEMS AND TECHNOLOGY

WINNER

Intelligent Search, Knowa

Information overload

The volume of data created in the pensions industry has increased by 250% since 2018 and is forecast to double again by 2026.

To govern effectively, trustees must leverage past information to inform their decisions but with the pace of data growth this information is often inaccessible or incomplete.

We sought to understand the pain points for jobs involving scheme information. Two clear problems were identified:

1. **The speed and accuracy with which large amounts of information can be interrogated.**
2. **Pension schemes are complex, hence how to best store a scheme's information is subjective and influenced by the people responsible for running these schemes.**

These two problems result in valuable time lost to:

- Ineffective search results, due to the limitations of keyword searches;
- Incomplete search results, due to a typical search engine's inability to retrieve relevant results from certain document content including tables and charts;
- Inefficient searches, as advisers inevitably revert to manual inspection of documentation.

With an average total 2.5 hours a week spent searching, equivalent to 14 working days a year, our objective was clear: to regain these 2 weeks for our users to spend on value-add tasks.

Unlocking data with AI

In Summer 2021 Knowa launched functionality that has given its users capabilities that no pension scheme has previously had access to: the industry's first Artificial Intelligence powered Search Engine for all scheme information.

In a fraction of a second Knowa's 'Intelligent Search' is capable of accurate retrieval of information including whole clauses, dates, figures and names from across a scheme's entire history of data.

It also changes what a user can expect when searching for information: instead of basic keywords, Knowa's search understands natural language queries to deliver relevant answers from deep within messages, meeting packs and documents, including tables and charts.

And via machine learning we continuously optimise the search results based on user search patterns and results selection meaning the search capabilities continue to evolve and improve.

The outcome

Knowa's Intelligent Search is now giving multiple wasted hours back to trustees, pension managers, scheme secretaries and their advisers to focus on value-add work.

- **Since launching Intelligent Search, our users have asked Knowa 10,000 questions, searching across more than half a million documents, meeting packs, discussions and emails. This has already saved Knowa users over 60 days of searching.**
- **The average time finding obscure clauses in a scheme's legal documents has been reduced from 15 minutes to 5 seconds.**

Intelligent Search also gives scheme secretaries and pension managers the confidence to save all scheme information on Knowa, knowing it is easily accessible whenever they need it.

Our users' response to Intelligent Search has validated that the pensions industry is not averse to technological innovation. Trustee boards simply haven't been presented with enough innovative technology that:

- **Makes sense and delivers the best governance outcome for the board and their members;**
- **Is easy and quick to adopt;**
- **Is flexible to adapt to the future needs of the board, whether driven by member, sponsor or regulatory changes.**



Aled Davies



Will Henderson



Winner Pinnacle Awards 2022
Innovation in Systems & Technology



AI powered governance. Connect everything for Boards.

Future proof your Board with Knowa's plug-and-play governance platform, delivering AI enabled knowledge discovery, meetings and collaboration in one secure and versatile ecosystem.



Meet



Collaborate



Discover



Govern



Capture

Search for 'Knowa Governance' or visit [Knowa.co](https://www.knowa.co)

INNOVATION IN SYSTEMS AND TECHNOLOGY

SHORTLISTED

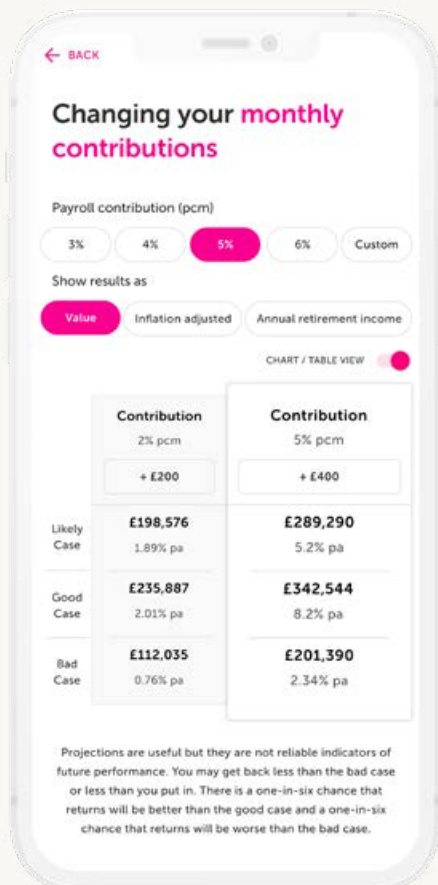
Cushon - the digital Pension, Cushon

Cushon is on a mission to provide a better financial future for everyone. A key part in achieving this mission is accessibility and a big part of accessibility is technology. Our proposition is research led finding that employees want to be able manage their pension in the same way that they manage most other things in their life, through a mobile app (66% of people said they would engage more with their pension if it was through a mobile app). We've developed every aspect of our pension offering to be engaging and tailored to what members want from their pension and their pension provider.

This includes:

- **Our Net Zero investment strategy:** Our own research showed that 62.4% of employees confirmed that they would engage more with their pension, if they knew it was making a positive impact on climate change.
- **Our shareholder voting feature:** Members can cast a vote preference on companies they are invested in on a range of ESG topics. 70% of employees aged 16-24 would like to have a say in how companies they are invested in are run.
- **In-app functionality:** Adjust contributions, add beneficiaries, open additional savings pots and view charges, returns and on-demand statements in the app. 57% of employees told us that they either do not usually read paper correspondence relating to their pension (13.9%) or skim read it, file it or throw it away (43.1%).

Our first pension launch saw a 75% app download rate of a company of 120 employees, proving our research to be accurate in action. From there, over 60 launches later we have an average of a 65% app download rate and engagement rates from our pension launches. On our voting feature, we have had this year alone, 8,401 votes cast by around 2,000 members.





PINNACLE
AWARDS 2022

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INNOVATION IN LEARNING, DEVELOPMENT AND TALENT RETENTION

WINNER

O&T Academy, Mercer

The Operations and Technology (O&T) UK Learning and Development (L&D) Team supports 2500+ colleagues throughout the UK, India, Lisbon and Warsaw. Mercer O&T Wealth Administration specialises in administering pension schemes.

Around seven years ago, the UK L&D team developed a learning program, which became the core development program for administration employees, allowing for easy tweaking with each small change.

However, in 2020 several factors led the current L&D team to recognise it was time for a complete overhaul. The result was the new, innovative, **'O&T Academy'** program.

The O&T Academy is a 'one-stop shop', a vast blended learning program incorporating a whole array of learning opportunities available via a dedicated intranet site. Modules cover: induction; pensions' apprenticeships; technical pensions' knowledge; soft skills and behaviours; systems and quality; professional qualifications; management skills and more.

Academy offerings vary depending on the need and demand. For example, the learning for the PMI Award in Pensions Essentials qualification includes eight live virtual classes followed by online assessments. However, there are also online self-paced options in case individuals are not available for a session, or just want to revise a particular topic.

The Academy site includes learning maps so that employees can see which modules they should complete to help them progress their current roles and plan their careers.

The thorough design and consultation of the program ensures that the topics cover core-learning needs for all Wealth Administration colleagues.

The Academy trainers consist of members of the UK L&D team, the L&D team in India, and Sensei partners from both countries. Our Sensei partners are subject matter experts who have training experience.

The entire L&D team works collectively to ensure the smooth running and success of the Academy with each also having responsibility for particular modules. The team works closely with compliance and technical teams, as well as external suppliers and qualification providers, to ensure content is up to date and valid.

Global L&D colleagues help to ensure the Academy includes best practice approaches, diversity, inclusion, sharing of resources, and avoids duplication of effort. The Academy includes:

- **Live-F2F, Live-virtual, recorded and self-paced learning events**
- **seminars/webinars/hands-on workshops (eg: pensions calculations practice)**
- **qualifications and professional study**
- **reference library materials**
- **links to other internal learning programs and external resources such as Linked-in learning, You Tube and Harvard**
- **'Just in time' tools such as process maps, 'how to' videos and procedure notes**

The programme is continuously promoted and the benefits communicated. It's easy in this busy world for learning to take a back seat. The L&D team appreciate this, and ensure that the Academy is kept in the forefront by:

- **holding regular meetings with senior leaders and managers;**
- **Sending out a monthly 'Grab and Grow' newsletter advertising the live upcoming calendar events and 'trending' courses;**
- **Identifying learners who may be falling behind and contacting them to get them back on track;**
- **Being proactive in inviting employees to register for training and qualifications**

Through feedback and usage, it's evident that the Academy has positively impacted on managers, the business and, importantly, colleagues, for whom this was intended.

The Business is constantly changing and evolving and the Academy needs to change and evolve with it. The UK L&D team consistently monitor, evaluate, obtain feedback and update the program so that it remains fit for purpose and 'best in class'.



Rachel Smith

watch your career blossom

At Mercer, building brighter futures for our extraordinary clients, colleagues and communities is why we come to work each day. We offer flexibility, meaning you can work from home, in the office and anywhere in between. Providing mobility, career development and inclusivity to ensure we unlock each of our colleagues' true potential is important to us. If you're a talented pensions professional looking for an exciting opportunity, look no further.



Explore our career opportunities

Featured roles:

- Pensions Administrator
- Pensions Team Leader
- Pensions Administration Manager
- Pensions Operations Manager
- Pensions Project Manager
- Pensions Project Analyst
- Pensions Consultant
- Pensions Scheme Manager
- Client Relationship Manager

INNOVATION IN LEARNING, DEVELOPMENT AND TALENT RETENTION

SHORTLISTED

Revamped internal and external training programme, Eversheds Sutherland

Eversheds Sutherland's pensions training is divided into two strands: its internal lawyer development programme and its external training programme for clients and contacts. We have always offered great pensions training, mostly face to face, but the pandemic prompted us to re-evaluate and re-design both strands of our training programme.

For our clients and contacts, we have long offered a successful course aimed at trustees seeking PMI accreditation via the Award in Pension Trusteeship (APT) examination. It became impossible to deliver this in classroom style, so we adapted the course to make it modular, virtual, IT enabled and a mix of guided learning and self-study. We believe – and the feedback bears this out – that this is a unique offering in the market and one which we have perfectly adapted to a virtual and hybrid working world.

Other changes to our external training programme included increasing the frequency of our legal update briefing and making “box-set” collections available for educational binge-watching! In addition, we adapted our traditional annual pensions conference format.

We decided to use the challenge posed by the pandemic as an opportunity to refresh and reinvigorate our whole internal training offering too. Instead of cutting it back to the bare minimum, we increased significantly the amount and variety of training we provided. This included weekly “legal update” training, introducing new “juniors’ drop-in” sessions and “experience-sharing” forums to discuss practical and technical issues encountered while advising clients. As well as increasing the team’s technical knowledge, this helped to maintain interaction and morale among our team of around 70+ pensions legal advisers spread across the UK.

The feedback to these changes was so positive that we have decided to maintain (with some tweaks) the new training approach triggered as a result of the pandemic. Sometimes necessity can be the mother of invention!”



INNOVATION IN NEW PRODUCT OR SERVICE

WINNER

My Pocket Pension, Mantle Services Limited

My Pocket Pension is a revolutionary smartphone app that is designed to connect people with their defined benefit (DB) pension. We believe it's the first product of its type in this sector.

Communications with DB pension schemes can be:

TOO SLOW: Most DB schemes can take weeks to generate accurate pension benefits and transfer values. The app provides these in real time, powered by our administration platform Mantle. This is good for the member and reduces the strain on the pensions administration function.

TOO HARD TO ACCESS: The app also addresses the main problem with traditional pension websites which can be too hard to register with initially and then access again due to forgotten passwords, username etc. Members use websites infrequently – 50% of the inbound call volume for one scheme we looked at was to request a password reset!

Our solution replaces the password with a personalised QR code, which along with the member's NI number completes the registration process. Typically, it takes less than a minute. The member then selects their own 4-digit PIN, which is used to access the app next time.

TOO HARD TO UNDERSTAND: The average UK reading age is 12. People need information served up in a way they can consume it. The app delivers this. For example, a scheme's rules on death benefits are supported but better still they are coded into a simple "lookup". The member is asked a series of questions and based on their reply they get to see exactly what will be paid based on their circumstances.

It's a product built by the Mantle software business, part of the 3173 Group and was conceived, designed and built in-house.

Features include:

- **Live pension and cash lump sums age 55-75. Not "what if calculations" but the same values an administrator would serve up.**
- **Live transfer values, refreshed daily.**
- **Personalised scenarios.**
- **Retire online.**
- **Self serve including keep personal details up-to-date.**
- **All Scheme documents hosted**
- **SMS messaging**

All served up in an easy-to-use intuitive package.

"Very simple to use, navigation very intuitive" (test feedback 2022)

We surveyed members based on more than 1,000 downloads to benchmark our objectives.

Easy to access – only a handful of members have struggled to register using the QR code and instead called our helpline.

- **99% of members were satisfied with the registration process.**
- **94% were able to use the QR code successfully**

Easy to use – our goal was for members to download the app and use it immediately, without any instructions.

- **100% of members found the app easy to understand without instructions.**
- **92% of members could easily change retirement age using the scrolling wheel.**

Easy to understand – we use simple language in the app, rewriting scheme rules so they are understandable. We then embed them in the app where members are likely to need them.

- **97% of members thought the information in the app was easy to understand.**

Adoption

The app has now been rolled out across eight schemes. Adoption has been on average 42% with one scheme in excess of 70%. That scheme had the precursor member website and registration for that had been around 30%.



Graeme-Riddoch

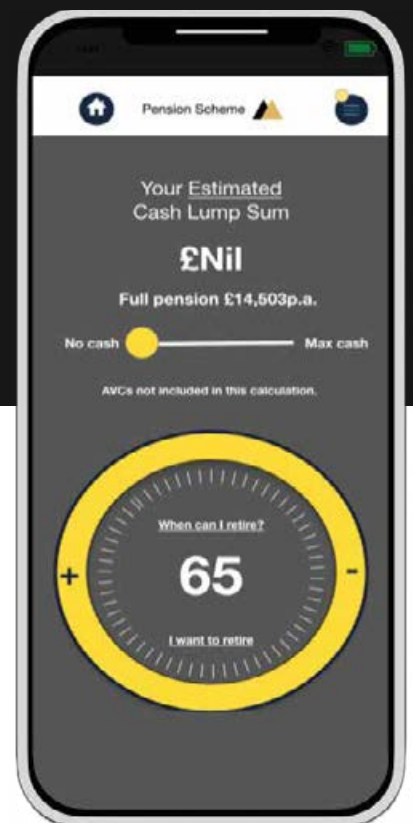
A modern, innovative solution

A solution for a digital age

My Pocket Pension delivers content in a way that members expect from a modern financial product.


mantle[®]

Different by design



INNOVATION IN NEW PRODUCT OR SERVICE

SHORTLISTED

Pension Schemes Act Triage Tool, Burgess Salmon LLP

When the Pensions Regulator (TPR) gained new criminal powers enabling them to more effectively deal with risks to pension schemes and members, we found that our clients were looking for guidance as to what this meant for them. In response to this, we developed our Pension Schemes Act Triage Tool. This product provides an interactive summary of TPR's new powers, key defences and the practical steps to consider following certain business events.

In order to use the tool, the user selects which 'business event' they are interested in e.g. changes to asset position, changes to security or changes to income. The user is then asked a series of questions about the changes. The outcome of these questions then explains which potential power can be used against each action. The user is then lead to explanations of each of the powers in turn and the practical steps they can take to promote regulatory compliance and reduce risk in each situation.

We believe that by understanding the implications of these changes ahead of time employers and trustees can be better informed and reduce their regulatory risk, thus leading to increasing stability in schemes and protection for members.

The tool is innovative, original and accessible. It adds value by de-mystifying complex pensions law issues - it is free to access and we have provided free training on how to use it.

We have listened to feedback to understand on what other topics guidance is required within the industry. Following this, we recently launched our Pension Schemes ESG Tool as it became clear to us that ESG requirements was another area where Trustees and Employers could benefit from clear and pragmatic guidance.

You can find out more information [here](#).



Clive Pugh



Kate Granville Smith

INNOVATION IN NEW PRODUCT OR SERVICE

SHORTLISTED

Journey to Net Zero, Quietroom

We changed the way people talk about net zero

We created a one-page graphic to help pension scheme trustees have better conversations about net zero, both amongst themselves and with their members, sponsors and other stakeholders.

We found there was confusion about what net zero means for pension schemes and their members

We saw a rush of schemes wanting to talk about and develop their approach to net zero pensions. But the idea of net zero is a complex one, particularly for financial services, and the language around it is undefined, complicated and full of poorly understood jargon. Schemes faced a bewildering array of information on the subject, much of it very technical, and often using inconsistent terminology.

We spoke to experts in the pensions industry and used our experience in making complicated subjects more meaningful

To develop the 'Journey to net zero', we quizzed experts from across the pensions industry. They helped us explore how the bits and bobs of net zero pensions fit together, what the essential and optional elements are and why schemes should bother in the first place.

The 'Journey to net zero' attempts to unify the ideas and simplify the language, so trustees can talk to themselves and their stakeholders clearly, easily and effectively.

Our graphic has already been shown at SG Pensions Enterprises' net zero conference, DG Publishing net zero events and Redington's net zero event. It was presented at Mallowstreet's annual Indaba to senior figures from the UK's largest DC pension funds. It was used by AMX (for free) as part of a recent conference on net zero. And it's been used at trustee board meetings and pension committee meetings, including with the Heineken pension board.

Quietroom team





INNOVATION IN NEW PRODUCT OR SERVICE

SHORTLISTED

Pension Snapshot, Aviva

Innovative thinking is at the heart of our approach. Inspired by a commitment to help people plan for their retirement, we've developed an innovative and one-of-a-kind pension **Snapshot**.

Pensions are seen as complex, confusing, and full of jargon, leaving a lot of unanswered questions. **We addressed these issues with Snapshot.**

Pension Snapshot launched on the MyAviva app at the end of 2021 for around 2 million workplace and retail pension customers. Snapshot brings a member's pension to life using animation and adopts a similar approach to the 'year in review' feature customers might have used on other apps.

Embedded in the app, it allows members to access a personalised and timely summary of their pension over the last 12 months, rather than waiting for an annual statement. Members can also go straight into their pension details, without having to log on separately.

Snapshot empowers customers to see their pension fund value, how many funds their pension is invested in, investment performance, retirement age and a forecast of its potential value and income at retirement - all at their fingertips. The information is displayed in a dynamic and understandable way, to improve members understanding and interaction with their pension.

Since the launch:

- **91% of customers have completed the Snapshot journey, suggesting the experience is simple and easy to understand**
- **66% of customers went on to view their pension details**
- **25% of customers clicked on 'how your funds are invested'**
- **8% were interested in viewing their retirement age**
- **6% looked into 'managing beneficiaries'**
- **3.6% clicked on Pension Transfer**

We're also seeing customers making single payments, highlighting the power of personalised digital communications has in igniting engagement and driving action towards making better retirement choices.

Following MyAviva, Snapshot will soon be made available on MyWorkplace.

To find out more, watch our [launch video](#).

INNOVATION IN NEW PRODUCT OR SERVICE

SHORTLISTED

DBiCAM, IRM Models Limited

DBiCAM stands for **Defined Benefit integrated Covenant Assessment Model**.

DBiCAM is a new modelling approach designed to make independent covenant assessment much lower cost, more objective and relevant in an integrated context where member outcomes are the key focus. Around 3000 smaller DB schemes are expected to particularly benefit from this innovation as it will help them improve governance on covenant assessment, integrated risk management and climate change (a carbon intensity score for the employer is included) which may otherwise simply not be feasible.

DBiCAM uses integrated risk modelling whereby a proprietary stochastic corporate financial simulation model is integrated with a “compact” scheme Asset Liability Model. The required inputs are readily available for most smaller DB scheme contexts or tools are provided to obtain them easily. Simulated data is used to track key covenant ratios and benchmarked ranges are applied for each ratio to fit the data into a Covenant Grade scale.

DBiCAM generates a data visualisation for longer term member outcomes and potential endgames. This data visualisation provides valuable context for consideration of investment policy, longer-term funding objectives and scheme endgames.

Simon Willes



INNOVATION IN TRUSTEESHIP

WINNER

Sharing pension knowledge, end of year Trustee update, People's Partnership, provider of The People's Pension

What we delivered to win:

At the end of each financial year, The People's Pension Trustee – which is responsible for running The People's Pension scheme – provides an update on how the scheme has performed in the last year. At the same time, members can also 'ask the Trustee a question'. But this year we went a step further, running the activity as a 2-month campaign in March and April rather than a one-off event.

Steve Delo, our Chair of the Trustee at the time, delivered our yearly update through a pre-recorded video. This marked a change from our past yearly updates, which were delivered as live webinars. These webinars largely relied on the person being available to tune in and watch for the whole time. Although these sessions were recorded, they were also long and, according to viewer feedback, hard to engage with. Switching to a pre-recorded video – which was uploaded to our website – meant people could view a shorter, bite-sized version of the update at any time.

We also created a series of short 'an introduction to' videos based on hot topics and the most frequently asked questions about pension savings from the previous year. These videos offered guidance on 6 important pension categories:

- Pension basics
- Pension investment
- Taking your money
- Retirement planning
- Pension contributions
- Combining pensions

The videos were shared with over 1m of our scheme members, encouraging them to engage with the Trustee Board and its pension experts across the key categories by putting further questions to them.

Based on the questions we asked, we produced an additional series of slightly longer 'your questions answered' videos. These videos featured an interviewer asking the most pressing questions to the Trustee and our experts, further helping our members to make the most of their pension savings.

What we achieved:

Our new campaign clearly demonstrated the customer need we were serving. We listened and responded effectively to member feedback, which called for more targeted information on pensions and easier access to this information at times that best suited them.

The campaign also demonstrated key performance metrics that showed the impact of the campaign, which focused on encouraging scheme members to engage with their workplace pension. The innovative use of video and digital tools created a useful hub of information that added sustainable value while also leading to a significant increase in member engagement.

More information about the campaign can be found [here](#).

We've changed our name... but we've always been the people's partner

People's Partnership is the new name for B&CE, provider of **The People's Pension**.

As a business without shareholders, we reinvest our profits to help customers and achieve better financial outcomes for everyone.

peoplespartnership.co.uk

Formerly



People's
Partnership

Profit for people

INNOVATION IN TRUSTEESHIP

SHORTLISTED

Creating a risk-free buy in, Punter Southall Governance Services

We were appointed as trustee chair to a pension scheme with c£400m assets and 1,400 members. It was closed to future accrual but salary linkage was retained for active deferred members.

With a sponsor heavily impacted by the pandemic, no-one expected buy out was possible but improvements in funding updates and valuation results suggested to us it might be.

What we did

- worked closely with investment advisers to implement a strategy for protection and potential extra return
- created a unique business case to move to sole trustee so the deal could be completed in the few months available
- educated and supported the sponsor, including overseas company advisers and the main board
- suggested practical solutions to maximise value for members and sponsor to compensate for a break in salary linkage in an environment with both unionised and non-unionised members
- turned the buy in question on its head – asking insurers if they'd provide cover for a specified amount of money
- adapted service quickly to deliver the project, becoming scheme secretary at very short notice because of in-house staff being furloughed
- pulled in expertise from within PSGS to deliver everything needed – project management, buy in, residual risks, GMP equalisation, data cleansing and communications
- used technology to track the status of the project and evidence decisions taken in real time
- one team approach across advisers and the sponsor ensured collaboration, efficient delivery and overall success

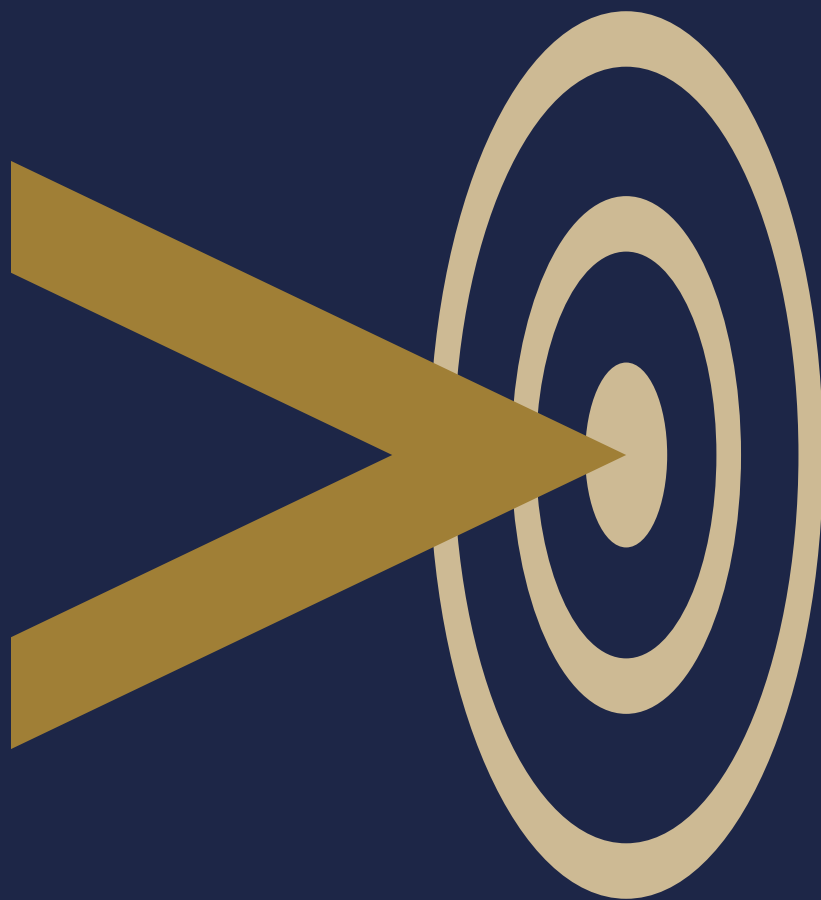
The result

- delivered completely to sponsor and trustee requirements - achieving security and enhanced benefits for members with no contributions required from the sponsor
- secured innovative 'all risks' cover including scheme document execution risks
- delivered to and maximised value for a fixed budget, by choosing wisely when to take advice and when not to
- our costs were lower than any other advisers despite the greatly increased scope of work



Wayne Phelan







IMPACT CATEGORIES

Showcasing those making
a significant, lasting impact
on the industry

IMPACT ON CLIMATE

WINNER

Firmwide Environmental Initiatives, Burgess Salmon LLP

At Burgess Salmon, our respect for the climate is long-standing. We use robust, science-based targets in order to understand how we must reduce our current emissions to achieve our aims. Our targets are to reduce 50% of our total greenhouse gas emissions by 2030 against our 2019 baseline.

As part of our ongoing commitment to the environment and to taking positive action on climate change, we have committed to be net zero by 2026. We will achieve this by prioritising energy reductions and efficiencies, continuing use of 100% renewable energy tariffs and investing in high quality carbon offsets for the residual unavoidable emissions. We invest with 'Trees for Life' supporting a reforestation, conservation and rewilding project, with offsets accredited to the UK woodland carbon code.

Our Environment Committee, which is led by Pension Disputes partner Suzanne Padmore, brings together stakeholders who are working together to have a positive impact on climate. This committee oversees our continual improvement through our ISO 14001 accredited environmental management system.

Our internal network of environmental champions drive initiatives which help us achieve our environmental objectives including raising awareness among our people and fostering positive behaviours.

Recent projects include:

- **investing in a new GHG supplier platform to gain enhanced visibility of our significant supplier associated emissions and facilitate collaboration towards net zero;**
- **running a cycle to work scheme - 50% of our people either cycle or travel to work when in the office according to our Sustainable Travel Survey. Office commutes have been reduced by approximately 50% with the implementation of our hybrid working policy;**

- **disclosing environmental performance in our annual Responsible Business Report which details environmental objectives, progress, case-studies and a suite of environmental performance measures;**
- **collaborating with the University of Bristol on research projects, including the investigation of 'working from home' environmental impacts, feasibility of Net Zero and investigation of sustainable travel solutions;**
- **all our offices are BREEAM excellent rated and we have completed our switch to 100% renewable electricity across all office locations;**
- **supporting community farms and wildlife trusts - our people have the opportunity to participate in conservation and biodiversity projects through our volunteering programme; and**
- **focussing on 'reduce, reuse, recycle' - we made significant progress in reducing single-use plastics and food waste prior to the pandemic.**

We are founding members of the Legal Sustainability Alliance and the Net Zero Lawyers Alliance providing leadership within the legal sector. We are signatory to the One Planet Pledge, members of the Bristol Green Capital Partnership Climate Leaders Group and participate in the CDP (Carbon Disclosure Project).

We participate in the Chancery Lane Project - a pro-bono legal sector initiative which encourages collaborative working to develop new clauses and model laws which help tackle climate change.

We regularly win awards for our comprehensive action on the climate. Recent wins include the LexisNexis Legal Sustainability Award 2022, 'Best Law Firm for Eco-Friendliness' awards at Legal Cheek Awards 2022 and 'Sustainable Business of the Year' at the Bristol Law Society Awards 2022.

We were recently awarded the Gold EcoVadis Medal which involved assessment of our performance across Environment, Labour Practices, Human Rights and Ethics and Sustainable Procurement. We are on the 94th percentile of organisations assessed at the time of publication and in the top 5% of global participants.

You can find out more [here](#).



Suzanne Padmore

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www.burges-salmon.com/pensions



IMPACT ON CUSTOMER EXPERIENCE

WINNER

Caring for the vulnerable, Equiniti

The FCA has seen a 15% increase in those deemed as 'vulnerable'. There are now almost 28 million vulnerable adults in the UK. Equiniti supports over 13 million members and annuitants across our pension platforms. Creating accessible services for all customers is a fundamental part of Equiniti's purpose "to care for every customer and simplify each transaction".

Understanding what makes members or colleagues vulnerable is an important and often sensitive matter. The vulnerable are most in need of support as they are particularly likely to experience financial disadvantage, loss or harm, especially if we don't act with the appropriate level of care.

As part of a company-wide initiative, Equiniti's training academy created and rolled out four vulnerable customer courses - covering life events - to over 600 staff throughout 2021, covering:

- **Bereavement**
- **Financial Capability & Resilience**
- **Long-Term or Serious Illness**
- **Vulnerable Customer - In Crisis (covering Self Harm and Suicide).**

This training helped staff identify if the person they are supporting is vulnerable.

Technology to support vulnerability

In 2021, we updated our Compendia software to record vulnerable customer needs. Our new approach is unique. Equiniti will record the preferences of how a member wants to interact with us, not simply recording a sensitive vulnerability.

Alongside this, the vulnerable customer team closely reviews Management Information and keywords in recorded Customer Experience Centre calls with speech analytics technology to ensure service levels meet the expectations of every member.

Our analytics can help us identify key vulnerable customer characteristics such as stress and anxiety, over-indebtedness, feelings of exclusion, risk of scams, and abuse, all of which can lead to poor financial decisions.

Vulnerable customer in crisis

The training delivered immediate results: an Equiniti colleague was able to spot trigger words relating to a scheme member who wanted to put their finances in order to support their family if they were no longer around. Our colleague contacted the trainer, a qualified mental health first aider, and worked with the internal Customer Accessibility & Inclusion Team. Together, following the signposting and guided the Trustees, client manager and operational staff members managed the request appropriately and sensitively whilst ensuring our colleague was supported.

At Equiniti, our vision is to improve the experiences and outcomes for customers by delivering products and services that are accessible to all. By designing accessible services, we aren't just assisting people with specific needs; we are unlocking benefits for all.



Robert Beverley



Equiniti is proud to be chosen as the winner of the Impact on Customer Experience of the Year Award 2022

We provide administration & technology solutions across the retail and workplace wealth, life, pension markets.

EQ works with the UK's largest public and private sector schemes, and some of the most recognised long-term savings and retirement brands. Investing in our people, processes and tech, through our solutions we're leading retirement services in an ever-evolving landscape.

equiniti.com



IMPACT ON SOCIETY

WINNER

LGBT+ charity Just Like Us, Travers Smith LLP

At Travers Smith, we have a deep commitment to giving back. Our pensions team is very active in D&I, CSR and pro bono work. We co-authored with the PLSA its Diversity and Inclusion: made simple guide. We continue to support (with Daniel Gerring, Partner and Head of Pensions chairing the Board of) Refugees at Home, who have now provided over 260,000 nights of free accommodation to guests of 65 different countries including Ukraine. And are actively involved with a number of other charities including YMCA London City and North, GiveOut and Just Like Us, the UK's leading LGBT+ charity for young people.

Entering the workplace can be a daunting experience for LGBT+ people. Many LGBT+ people come out at university, but a staggering 41 per cent go back into the closet when they start their careers. Having to conceal your identity or sexual orientation can have a major impact on one's ability to have a productive and fulfilling career.

Research conducted by Stonewall in 2018 demonstrates that people perform better when they can be themselves. They will be more productive, feel able to build better relationships with their colleagues and ultimately better serve the needs of their clients and service users. Promoting greater LGBT+ inclusion is therefore not only the right thing to do, it also makes business sense.

Recognising these challenges, since 2016, Travers Smith has partnered with Just Like Us, to develop an innovative mentoring scheme. Its aim is to provide LGBT+ graduates with the skills, confidence and support they need as they transition from university life to full time employment.

Our Head of Pensions and Partner Daniel Gerring has volunteered with Just Like Us since its very early days and currently chairs its board of trustees. Throughout his time at Travers Smith, Daniel has mentored individuals at all levels both within the firm and outside it. Understanding and recognising the importance of mentoring in empowering marginalised communities resulted in Daniel wanting to create a structured scheme aimed specifically at LGBT+ students and graduates to support them with their transition to the workplace.

In addition, to foster greater engagement, diversity and inclusion within the pensions community, Daniel recruited a number of pensions professionals to join as mentors, including some senior figures in the industry. We also helped to recruit mentors from a broad range of other industries, including sport, media, and medicine. We are grateful for everybody's contribution to the ongoing progress of Just Like Us in helping young people to be their authentic selves while succeeding in their chosen careers.



Just Like Us team

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traverssmith.com

IMPACT ON SOCIETY

SHORTLISTED

Saving Cardiff Bus, Cardiff Transport Limited, PAN Trustees

Our client, for whom we are the chair of Trustees, were in a parlous state as the corporate had an insolvency looming and were then impacted heavily by the COVID situation.

Funding was a particular issue and whilst assets were broadly matched via an LDI strategy, this would not be a solution for an insolvency à buy out scenario/PPF.

Added to the mix was the fact there are some complexities in benefit structure with 2 elements of DC provision, one with an RST underpin.

We took the lead with the sponsor to explore other ways of securing the future of the scheme and members benefits.

Having considered various options, negotiations with a local council took place as the services from the Employer were being provided for the local community and members were providing vital services within the community

The council agreed the principles and various legal issues were overcome through tough negotiation leading to a FAA being signed in Q1.

The net result was that over 800 transport workers (mainly Bus drivers) are secure in the backing of a Local Council for their scheme and will not have the stress and worry of 'losing their pensions'

**The impact on Society was massive as real people had benefits secured by looking at a problem and seeking alternative approaches to save members benefits.
A true impact on Society and what we are here for!**



Raymonde Nathan

IMPACT ON SOCIETY

SHORTLISTED

Promoting diversity & inclusion and improving social mobility, Burgess Salmon LLP

At Burgess Salmon, being a responsible business is important to us. We believe that the best way in which we can have a positive impact on society is by promoting diversity and inclusion and improving social mobility.

Our core diversity and inclusion priorities are:

- Improving gender diversity in senior roles;
- Improving ethnic diversity across the firm;
- Supporting and developing our LGBT community;
- Improving inclusivity for those with disabilities and;
- Social mobility and widening access to the profession.

We have been recognised as a Times Top 50 Employer for Women and a Top 75 Social Mobility Employer. We are an accredited Living Wage Employer have received platinum Investors in People accreditation, the highest level available.

Initiatives we have recently delivered include:

- our internal diversity networks which support our LGBT+ colleagues, celebrate ethnic diversity, promote gender balance and champion those with caring responsibilities. We also have an employee-led disability forum (BEnabled) of which one of our Pensions team Senior Associates is co-chair.
- our 'Working with Schools' programme for which we won CSR Initiative of the Year at British Legal Awards;

- implementing a range of building and people process changes focused on disability inclusion, following a comprehensive building audit;
- delivery training sessions on issues including menopause awareness and neurodiversity in the workplace;
- hosting a race and intersectionality lunch and learn session;
- launching an ethnic diversity reverse mentoring scheme;
- delivering a black and minority ethnic work experience week as part of our co-creation of the Bristol Future Talent Partnership;
- working with and fundraising for LGBT+ focused charities Brigstowe and Freedom Youth;
- providing mentoring and work experience for disadvantaged mums through our partnership with Womens Work Lab; and
- working alongside Talk Club, an organisation which aims to improve male mental health by providing opportunities for men to talk openly.

You can find out more [here](#).



Richard Pettit



Amy Davies



Pensions
Management
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