



Impact Report

2019 UPDATE





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About This Report

In 2019, United Nations Federal Credit Union (UNFCU) made significant progress towards achieving our 2020 sustainability targets.

As a result, we advanced the UN Sustainable Development Goals (SDGs) to fight climate change, poverty and inequality. Our actions, advocacy, and community engagement represent an extension of our mission *'serving the people who serve the world.'*

Our Global Sustainability Program (GSP) strives to increase our positive impact on environmental preservation and resource conservation. We are pleased to provide this update, which reflects the deep commitment of our Board, management, volunteers, and staff worldwide.

2019 Highlights

100%

climate neutral
since 2016.

7 of 8

2020 sustainability
goals achieved.

86%

of our office space
is LEED Certified.

46%

paper use reduction since 2015,
exceeding our target of 25%.

11%

of staff volunteer for Global
Sustainability Program.



Maintained active membership
status in the United Nations
Global Compact.

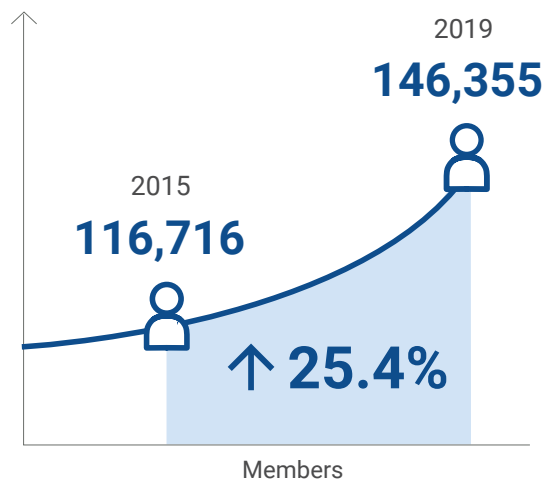


Hosted the United in
Sustainability Network for credit
unions in North America.

Positive Impact on Resource Conservation

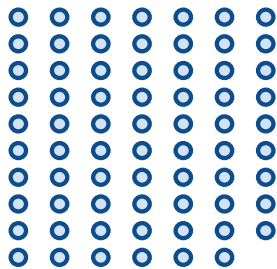
Measurable action on operational efficiency and staff commitment to sustainability were catalysts for success. This work underlines our goal to conduct business as a good corporate citizen of the world.

We continue to manage our climate impact while growing our global membership.



69

employee-volunteers in the GSP.



11.4%

of UNFCU staff volunteer with the GSP.



↑ 86.5%

increase of GSP volunteers from 2015.



United Nations Sustainable Development Goals

The Sustainable Development Goals (SDGs) identify 17 goals to tackle the world's most pressing social, economic, and environmental challenges by 2030.

Active engagement from the private sector, including UNFCU and our partners, is critical to achieving these goals. UNFCU supports the sustainable development agenda through our Global Sustainability Program, our commitment to diversity and inclusion, and the UNFCU Foundation.

Throughout this report, look for the SDG icons to see the goals to which UNFCU contributes toward.





Our 2020 Sustainability Goals Progress



Our 2020 Sustainability Goals Progress

Our 5 year Sustainability Action Plan was developed in 2015 by our leadership team and subject matter experts. By 2019, we accomplished 7 out of our 8 targets for 2020.



Act as a Good Corporate Citizen of the World

Goal: Incorporate sustainability in our strategy planning process and core values.

✓ Goal Achieved



Be Transparent and Inspire Others

Goal: Produce an annual impact report starting in 2017.

✓ Goal Achieved



We publish a comprehensive biennial report in even numbered years. In interim reporting years, we share a brief update on our progress.



We are Climate Neutral

Goal: Achieve and sustain climate neutrality in 2016 and beyond.

✓ Goal Achieved



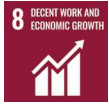
Only two US credit unions with assets greater than \$4 billion have achieved this status and UNFCU is one of them.

100%

GHG emissions offset in 2016-2019, made us 100% climate neutral for four years running.



The EPA's Green Power Partnership program has recognized UNFCU since 2017 for our commitment to supporting clean, renewable energy.



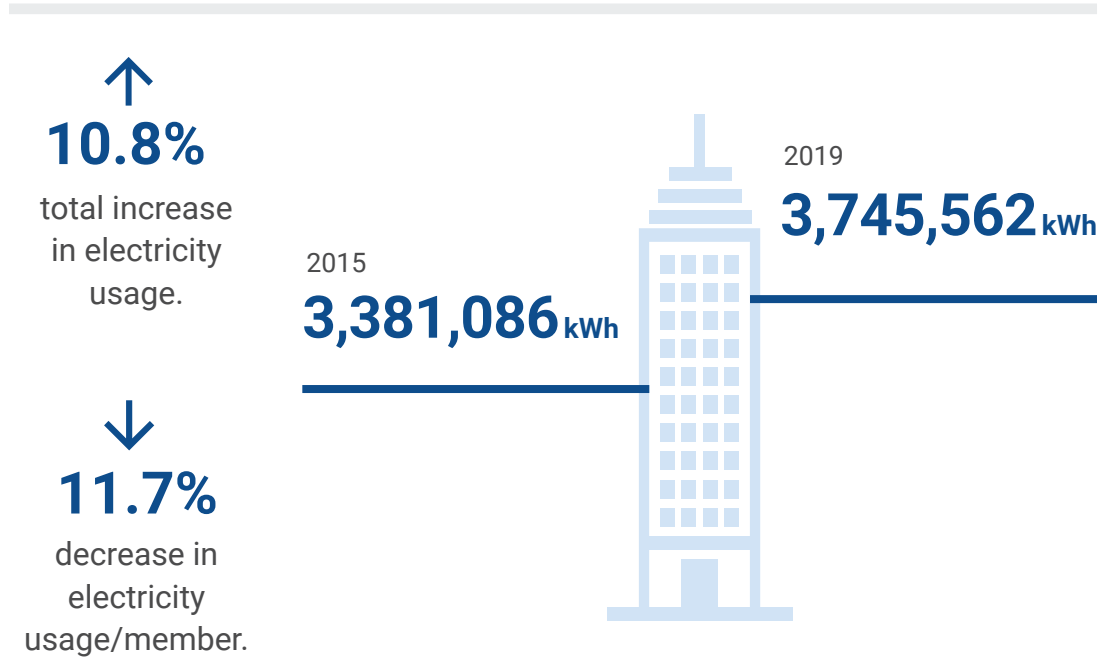
Energy Efficiency

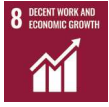
Goal: Reduce energy use by 7% in operationally controlled buildings.

Not on Track

Why are we not on track with this goal?

In 2018-2019, UNFCU temporarily saw a 31% increase in office space. This was due to the departure of a major tenant from our Long Island City headquarters. With their departure, we had more operationally controlled space, resulting in a temporary increase in electricity use. A new tenant leased the vacant space in late 2019. By the end of 2020, we expect electricity use to decrease to 2-3% below the 2015 baseline.





Reducing Paper Use

Goal: Reduce paper use by 25%. Ensure 70% of paper is certified sustainable.*

+ Goal Exceeded

↓ 46%

reduction in paper use from 2015 to 2019.

↓ 57%

reduction in paper usage/member since 2015.

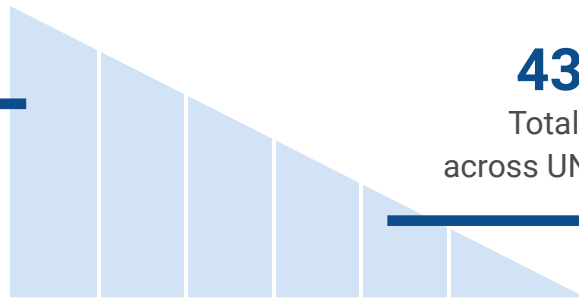
76%

of the paper used is from certified sustainable sources.

* Relative to the 2015 baseline year.

80,320 lbs.

Total paper usage across UNFCU in 2015



43,508 lbs.

Total paper usage across UNFCU in 2019



How did UNFCU decrease paper use?



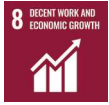
34% of total paper conservation driven by electronic voting for Board elections.



82% of our members have agreed to receive all notices and statements electronically.



In 2019, we provided members with the option to forgo receipts at ATMs.



Demonstrate Sustainable Business Practices

- Goals: Develop sustainable purchasing policy.**
- Implement sustainable travel guidelines.**
- Develop and launch green products.**

✓ Goals Achieved

As a credit union, we know that where we put our money matters. That is why, in 2017, we instituted a sustainable procurement policy. We measure, track, and work to influence our suppliers to help them move the needle on sustainability.

UNFCU members and staff can have the peace of mind that our vendor-partners also reflect our values. You can learn more about our Supplier Code of Conduct at unfcu.org/global-sustainability-program.

UNFCU conducted a sustainability survey of all vendor-partners that met three criteria:

- 1. Ongoing relationship with UNFCU**
- 2. Significant spend**
- 3. High impact services**

Questions were asked about their sustainability policies, diversity, equity, and inclusion programs, and their tracking and management of greenhouse gas (GHG) emissions.

We aimed to have 85% of suppliers respond to the survey questionnaire. **We received a 100% response rate in 2018 and 2019.**

The results were tabulated and the suppliers' achievement levels were graded from A (a sustainability leader) to D (no reported sustainability program). In 2019, the average score of the suppliers we surveyed was a B.

UNFCU launched a 12-month Impact Share Certificate in 2018.

Three hundred members have deposited a total of \$12 million in this certificate. The certificate funds positive impact projects, including:



Investment in securities that promote affordable housing, public transportation, and clean water and energy products.



Offering new loans that will enable members to finance environmentally positive initiatives. Energy efficient home improvements and the purchase of solar panels are examples of such initiatives.

Awards and Recognitions

LEED Gold & Silver

Our headquarters building is LEED Gold, and our Washington, DC branch is LEED Silver. LEED is a global standard for green building and energy efficiency.

Green Power Partner

The Environmental Protection Agency (EPA) has recognized UNFCU as a Green Power Partner since 2017. This recognition is due to our commitment to balancing 100% of our grid electricity usage with clean, renewable wind power via Renewable Energy Credits (RECs).

We first became more energy efficient and then purchased Green-e certified Renewable Energy Credits (RECs) from US-based wind power production.

Clean Air NY Champion

Vehicle use causes nearly one third of air pollution in the New York metropolitan region, where we have our headquarters.

In 2017-2019, 511NY Rideshare honored UNFCU as a Clean Air NY Champion. 511NY Rideshare is a New York State Department of Transportation program. This award encourages employees to carpool, take transit, bike, or walk to work.

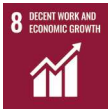


86%

of our office space is LEED Certified.
(by square footage)

80%

of UNFCU staff commute using clean air options.



Embracing Diversity



Embracing Diversity

We achieved steady progress toward our plan to make the credit union an even more welcoming and inclusive environment for everyone. We also strengthened our commitment to provide equitable professional development opportunities.

We hosted several events for our staff with guest speakers from our UN community and the private sector. Each shared their stories about the value of embracing the differences we bring to work every day.

249 staff participated in a DEI Business Resource Group in 2019. We have established Business Resource Groups focused on issues that matter to women, multicultural, and LGBTQ+ communities.

UNFCU undertook three core DEI initiatives:

- Surveyed our staff in 2016 to assess the DEI perceptions and experiences at UNFCU. We redeployed the survey in 2019. Our Business Resource Groups then identified initiatives to enhance these perceptions and experiences. The initiatives are underway.
- Became a sponsor of the inaugural Filene Research Institute's Diversity, Equity and Inclusion Center of Excellence. This allows us to further support DEI across the credit union industry.
- Joined the African American Coalition for Credit Unions.

UNFCU's DEI initiatives contributed to our receiving certification as a Great Place to Work®. We earned this designation based on the results of a Trust Index Survey® completed by our staff in the US. Great Place to Work® administered the survey to 535 UNFCU staff and evaluated the results. They then compared the findings with other organizations that had up to 999 employees. Questions focused on job and team functions, learning and development opportunities, the organization's leadership, and our commitment to social responsibility.

2019 UNFCU DEI actions



Surveyed our staff



Became a sponsor



Joined a coalition



Advancing Sustainability Alongside the UN



Advancing Sustainability Alongside the UN

We continued to partner with the United Nations, our sponsor, to raise awareness about sustainability and communicate our progress. In this way, we also influenced our credit union industry.



UN Global Compact

Maintained active status in UN Global Compact.

UNFCU is proud to maintain active status in the UN Global Compact since 2010. We also annually report our advancements in sustainability to the UN.



United in Sustainability Summit

Convened the second annual United in Sustainability credit union summit.

In October 2019, 25 credit unions and associations gathered at the United Nations New York headquarters. Participants also connected regularly throughout the year as part of the United in Sustainability Network. As a facilitator, we hosted information sessions with the network to share best practices and resources.



UN Greening the Blue

Contributed to global sustainability best practices through the United Nations Greening the Blue.

We provided insights on sustainable banking at the UN/UNICEF Green Fair on World Environment Day 2019.



UNFCU Foundation



The UNFCU Foundation is a New York non-profit organization with a mission to sustain the path out of poverty through healthcare and education for women and children.

Last year, the Foundation supported 14 causes making an impact across Afghanistan, the Dominican Republic, Guatemala, Kenya, Liberia, Nigeria, Uganda, and the United States.



2019 UNFCU Foundation actions:

Nurtured a 2.3% increase in donations.



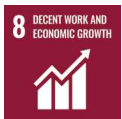
Identified 4 new grantees that are transforming the lives of marginalized women through livelihoods training. These are the Association of Volunteers in International Civil Service (AVSI), International Rescue Committee, Together We Bake, and Women in Need (WIN).



Hosted a panel discussion on “Effective Partnerships to Alleviate Poverty” at the UN Commission on the Status of Women on International Women’s Day.



Impacted the lives of more than 3,200 women and youth to sustain a path out of poverty through healthcare and education.



Honored Francine A. LeFrak with the UNFCU Foundation Women’s Empowerment Award.



Formed a strategic partnership with the Francine A. LeFrak Foundation to provide computer training services to women living in a shelter or traveling to WIN’s facility in Harlem, NY.

Raised funds to support UNICEF’s Water, Sanitation, and Hygiene (WASH) programme. This was in response to Hurricane Dorian in the Bahamas and Cyclone Idai in southern Africa.



2025 Impact Goals



2025 Impact Goals

We are proud to announce 12 new goals aligned with the UN Sustainable Development Goals (SDGs) that we will strive to achieve between 2020-2025. With the 12 goals we have defined, UNFCU can have a direct impact on 9 SDGs.



Innovation & Leadership

Goal 1: Elevate sustainability in the credit union industry by educating credit unions on the UN SDGs.

Goal 2: Achieve UN Global Compact Advance Level Communication on Progress.

Goal 3: Create a pathway for vendors to align with the UN SDGs.

Goal 4: Explore impact finance and investment opportunities and guidelines.

Goal 5: Enhance the positive impact of members' financial choices by increasing the number of green share, loan, and investment accounts by 200%.

Goal 6: Engage staff to act on UNFCU sustainability goals throughout their workday by creating opportunities for awareness and education.

Sustainable Operations

Goal 1: Publish an annual impact report based on progress toward the SDGs.

Goal 2: Ensure that 30% of procurement spend goes to vendors that meet the highest UNFCU rating for sustainability and social impact criteria.

Goal 3: Maintain climate neutrality.

Goal 4: Decrease energy use and associated GHG emissions per member by 25% relative to a 2019 baseline.

Goal 5: Decrease paper use per member by 50% relative to a 2019 baseline. Source at least 80% of purchased paper from certified sustainable sources.

Goal 6: Evaluate opportunities for single use plastic reduction within direct operations.



Contact Us

We welcome your feedback and ongoing engagement in our sustainability journey.

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