



United Nations  
Federal Credit Union™

# 2024 Impact Report



Global Scale. Local Impact.



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# Introduction

We are honored to be the leading financial cooperative for the United Nations community — **serving the people who serve the world.®**



# Who we are

UNFCU provides global banking for global citizens. Since 1947, we have been the leading financial cooperative for the UN community, serving more than 240,000 members<sup>1</sup> across 200 nations and territories. Our secure financial solutions make saving, spending, borrowing, and transferring money easier for the people who serve the world. As a climate-neutral institution, we deliver a sustainable, inclusive banking approach that contributes to the prosperity of people and the planet. From making reliable everyday purchases to accessing finances overseas — this is how global citizens bank.

## At a glance<sup>1</sup>

240,000+

members served since Credit Union founded in 1947

200

nations and territories represented across our member community

\$9.7B


total assets in 2024

9


member service locations in six countries, supported by 767 UNFCU employees

## Our core values


Our core values define who we are, what we stand for, and how we work together.




Provide the highest quality service




Embrace diversity




Embrace learning and development



Ensure financial soundness



Practice sustainability



Achieve success together

<sup>1</sup> As of 31 December 2024.



# Message from our President & CEO

In 2024, despite unprecedented challenges, including widespread conflicts, the warmest year on record, and their socio-economic ripple effects, I am pleased to report that our commitment to sustainable development continues to underline the credit union ethos of “people helping people.” UNFCU realized new opportunities to make a difference in the communities we serve and we are excited to share updates with you in this report.

Nobel Peace Prize winner Desmond Tutu once said that to have collective impact in the world is to do “those little bits of good where we are.” By increasing our knowledge and capabilities over the past year, we positively impacted people and the planet in our four pillars of sustainability: **preserve our planet, empower people, serve our communities, and end poverty.** To achieve impact on a global scale, UNFCU scaled up our local approach and demonstrated direct action on 14 of the 17 UN SDGs.

UNFCU believes that as a financial cooperative with an intrinsic service mission, we play a crucial role in addressing sustainability and leading the way for all credit unions to join the movement. Regularly convening our industry through organizations’ participation in the United in Sustainability Network is a case in point on how collective action has the power to increase financial inclusion, climate risk mitigation, and economic growth.

I commend our teams for making great progress on our 2025 Impact Goals, as well as on our workforce, workplace, and marketplace initiatives. Most of our goals were accomplished ahead of schedule, including maintaining climate neutrality even while membership and staff increased. In our first year as a signatory of the Partnership for Carbon Accounting Financials, we completed an assessment of our financial emissions.

We are also deeply committed to the accuracy, integrity, and transparency of our reporting. We align with several material topics in the Global Reporting Initiative and Task Force on Climate-Related Financial Disclosures.

Our staff represents regions from around the world, allowing us to make an impact in our communities across the globe. With a 52% rise in staff volunteerism over the prior year, exceeding 8,000 hours of service, it is clear: Sustainability aligns with our employees’ values, and strengthens our entire organization and our communities.

The UNFCU Foundation sustained pathways out of poverty for more than 57,000 vulnerable women and youth. Focus areas included supporting grant partners’ programs on agribusinesses, leadership, and entrepreneurship in addition to initiatives tackling the mental health crisis and access to basic education.


UNFCU’s guiding principles of safety and soundness continued to ensure our solid financial results and underpin our every action. As we celebrate the International Year of Cooperatives in 2025, as well as the 10-year anniversaries of the UNFCU Global Sustainability Program and UNFCU Foundation, we are reminded of just how far we have come and how much more there is to do. We look forward to announcing the next iteration of our Impact Goals.

Lastly, I would like to take a moment to acknowledge the significant contributions of John Lewis, who retired as President & CEO of UNFCU in June 2025. During his near 25-year tenure, the organization achieved remarkable growth, innovation, and progress on sustainability. We are grateful for John’s leadership in having a positive impact in the communities we serve. His legacy will continue to shape UNFCU for years to come.

We hope you enjoy reading this report.

Sincerely,

**Pamela Agnone**  
President & CEO



# Insights from our First Vice President, Global Impact & Inclusion

Yma Gordon leads the Global Impact & Inclusion team at UNFCU and also serves as Executive Director of the UNFCU Foundation. Here, she shares reflections on where UNFCU stands on its sustainable impact journey.

**Q: Tell us about your role at UNFCU and what inspires you.**

At UNFCU, our team is dedicated to maximizing our efforts in social impact, philanthropy, and sustainability. As a financial institution, our organization has both the responsibility and the opportunity to shape the world in which we live and work — and that’s incredibly inspiring. My role is a reflection of the deep commitment our leadership places on creating positive change.

What motivates me most is our unwavering commitment to doing good and to building a sustainable future — one where our members continue to drive meaningful change in their communities and around the world. This shared purpose is at the heart of everything we do at UNFCU.

**Q: As you reflect on 2024, what are you most proud of?**

2024 was a year of both learning and action. We recognize that the complex challenges we face — whether climate change, inequality, or access to opportunity — can’t be solved in isolation. That’s why we’ve continued to build momentum through the United in Sustainability Network, expanding these conversations and bringing together more partners across the financial sector to collaborate for collective impact. It’s also been incredibly rewarding to provide a platform to showcase the purposeful work of our peers and collaborators.

**Q: Internal engagement is crucial for impact. How have your colleagues responded to the strategy?**

The response has been inspiring. Our strategy is to empower employees to think more consciously about their roles — whether it’s choosing responsibly sourced materials or designing environmentally friendly facilities.

But it goes well beyond the workplace. I’m continually amazed by how many colleagues volunteer their time — cleaning up local parks, serving on nonprofit boards, or mentoring youth. They are the driving force behind our progress. Their commitment brings our strategy to life in ways that are both meaningful and measurable.

**Q: What’s next on your impact journey?**

We will soon be setting our third set of impact goals. While our approach is grounded in data, we’re also challenging ourselves to be bold. One quote that guides me is attributed to Michelangelo: “The greater danger for most of us lies not in setting our aim too high and falling short; but in setting our aim too low and achieving our mark.”

2025 marks the 10th anniversary of both our Global Sustainability Program and the UNFCU Foundation. We’ll be using this milestone to celebrate our partners, share key lessons, and honor the incredible impact we’ve achieved together.

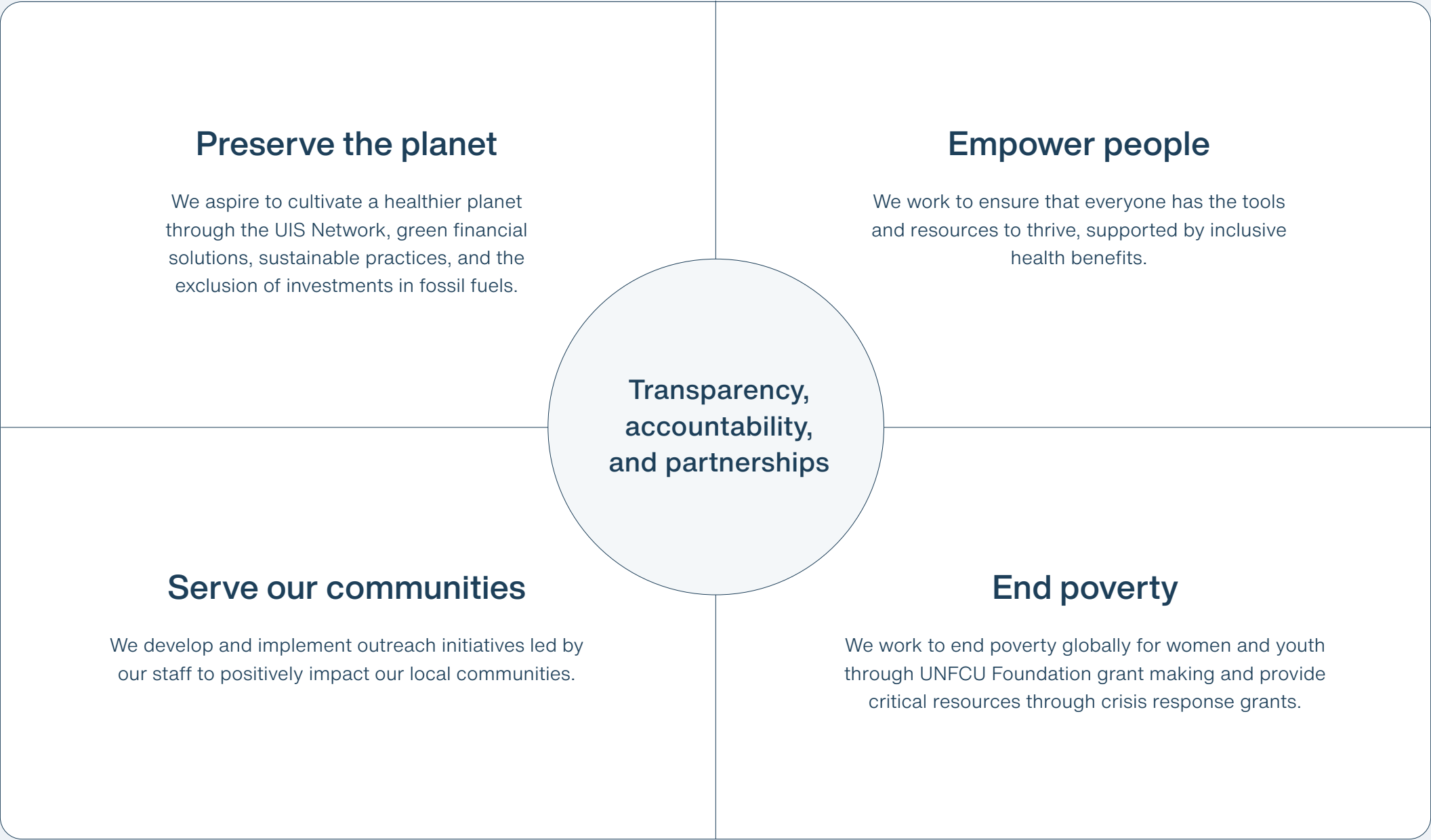
A major focus in the years ahead will be on expanding livelihood training for refugees — ensuring that more people can access the tools and opportunities they need to thrive. It’s work that is both urgent and hopeful — and it’s how we will continue making a lasting difference.

# Impact approach


We use our global expertise and scale to address the issues that matter most to our organization and the communities we touch. These issues are based on our most recent materiality assessment in 2019.

Our approach is centered on four impact pillars: preserve the planet, empower people, serve our communities, and end poverty. We work together with our employees, members, the UN community, the broader credit union sector, and other like-minded partners toward collective and cooperative impact in each. Underlying all we do is our steadfast commitment to transparency and accountability through robust governance practices.

## Our four impact pillars



# 2024 global impact highlights

Demonstrated direct action on 14 of the 17  UN SDGs

## Preserve the planet

8

consecutive years of climate neutrality

55%

decrease in Scope 1 and 2 greenhouse gas (GHG) emissions from 2019 baseline

55%

decrease in paper use since 2023

80%

of UNFCU office space is Leadership in Energy and Environmental Design (LEED) certified

## Empower people

9

staff-led *Our Voices* podcasts released

71%

of employees participated in Business Resource Groups (BRGs)

6<sup>th</sup>

consecutive year earning Great Place to Work® certification

340+

financial management learning sessions led by staff for our members

## Serve our communities

52%

increase in staff volunteerism

8,000+

hours of service

## End poverty

\$1M+

contributed to UNFCU Foundation grant partners and humanitarian relief efforts

57,900+

women and youth positively impacted across six countries



## Stakeholder engagement

Solving the world's most complex problems, outlined by the UN SDGs, requires collaboration and partnership. We regularly engage with our stakeholders, who include our employees, members, community groups, peers and partners, and others, on topics across our impact pillars. Through this engagement, we learn about and discuss ways to address issues important to our stakeholders and UNFCU, collaborate to accelerate climate action, seek to amplify our positive impact on communities, and work to create shared value.

## Impact oversight and execution

Our impact work is led by our President & CEO and guided by our two executive sponsors. Our Global Impact & Inclusion team oversees implementation of our impact strategy and progress in each of our impact pillars, supported by our network of Global Sustainability Program (GSP) sponsors, volunteers, and BRGs.

To ensure accountability, elements of our impact strategy goals are included as part of our performance goals for executive compensation decisions.



“

At UNFCU,  
we take pride in  
our long tradition  
of volunteerism and  
community impact  
to build a better world.  
Inspired by our  
members' work,  
our programs and  
initiatives are guided by  
the UN Sustainable  
Development Goals.”

**Pamela Agnone**  
President & CEO



# Impact pillars

Making a positive impact is more than our responsibility — it is embedded in who we are. Guided by the UN SDGs, we are committed to protecting our planet, developing an inclusive workforce, supporting our communities, and overcoming poverty.





# Preserve the planet

By setting global policies that protect the environment and catalyzing others to do the same, we are working to create a healthy planet for our communities for all generations to come.

SDGs impacted:

7

AFFORDABLE AND CLEAN ENERGY

8

DECENT WORK AND ECONOMIC GROWTH

9

INDUSTRY, INNOVATION AND INFRASTRUCTURE

12

RESPONSIBLE CONSUMPTION AND PRODUCTION

13

CLIMATE ACTION

14

LIFE BELOW WATER

15

LIFE ON LAND

16

PEACE, JUSTICE AND STRONG INSTITUTIONS

17

PARTNERSHIPS FOR THE GOALS

## Our aspiration

We are cultivating a healthier planet by offering sustainable products, embedding sustainability into our operations, and collaborating with our industry to advance sustainable practices.

## Why it is important

A healthy, natural environment is foundational to the well-being of our communities and the people who live within them.

Disruptions in the natural environment can pose challenges to every aspect of our lives, from access to basic necessities to the operation of natural, social, and man-made infrastructure.





As a credit union founded by UN staff, we have an important role to play by managing risk, reducing our own environmental impact, creating financial products that support a healthy planet, and directing capital toward industries that support sustainability.


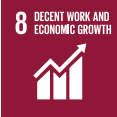
















# What we are doing to cultivate a healthier planet

We continue to make progress toward our 2025 Impact Goals. They include Innovation Goals (at right), which focus on impacting the world outside UNFCU, and Operations Goals, which concentrate on day-to-day activities within UNFCU-controlled facilities.

### Progress legend

-  **Achieved**
-  **Ongoing**
-  **Off track**
-  **No longer applicable**

Innovation Goals		2024 progress	SDGs impacted	
	Elevate sustainability in the credit union industry by educating credit unions on the UN SDGs.	Held our seventh annual UIS Summit, attracting over 120 participants.	  	
	Achieve UN Global Compact Advanced Level Communication on Progress.	In 2023, the UN Global Compact’s annual survey, with questions on the 10 UN Global Compact Principles, replaced Advanced Level reporting. We completed the UN Global Compact’s annual comprehensive survey. As of 31 December 2024, UNFCU was the only US credit union signatory of the UN Global Compact.	 	
	Create a pathway for vendors to align with the UN SDGs.	100% response rate to our 2024 vendor survey, which measures vendors’ progress on sustainability issues.		
	Explore impact finance and investment opportunities and guidelines.	UNFCU has developed criteria based on use of proceeds to identify investments that conform to or are in alignment with the purpose of UNFCU’s Impact share certificate. UNFCU does not hold securities in the fossil fuel exploration, production, or wholesale distribution industries or in the tobacco and firearms industries.		
	Enhance the positive impact of members’ financial choices by increasing the number of green share and loan accounts by 200%.	Provided 17 Energy Efficient home improvement loans and 162 loans to finance green vehicles (hybrid or electric vehicle).	 	
	Engage staff to act on UNFCU sustainability goals throughout their workday by creating opportunities for awareness and education.	Held events throughout the year including Earth Day and World Environment Day.		





## Supporting our goals through our financial solutions

We work to bring sustainability into our product offerings to help our members advance sustainability in their lives. We also invest in opportunities designed to positively impact communities.

- 

**Energy Efficient loans**

We offer a rate discount on eco-friendly home upgrades, including solar panels and high-efficiency heating and cooling systems.
- 

**Impactful deposits**

Since 2018, our Impact share certificates have funded investments and loans that support environmental and social initiatives. Shares to purchase additional investment securities and/or to originate new loans may include:

  - Investments that promote clean water and energy, public health and education, pollution control, affordable and energy-efficient housing, community development, infrastructure, and public transportation.
  - Member loans for environmentally positive projects such as solar panels and energy-efficient home improvements.
- 

**Electric and hybrid automobiles**

To incentivize purchasing a car that is kinder to our planet, we offer a rate discount on our US auto loan for hybrid or electric vehicles.
- 

**Sustainable home credit**

Members who purchase a certified energy-efficient home in the US are rewarded with a \$725 rebate.



**Sustainable loan products**

In 2024, we continued to offer sustainable loan options, such as Energy Efficient loans, hybrid and electric vehicle rate discounts, and sustainable mortgage options.

We saw a 15.74% increase in consumer loans tied to these sustainable loan products.

**Energy Efficient loan**

Incentives include a rate reduction for sustainable home improvement projects, such as installing solar panels, high-efficiency heating and cooling systems, insulation, energy-efficient appliances, controlled ventilation systems, and air sealing and roofing.

**Hybrid and electric vehicle rate discounts**

Provides a rate reduction of the annual percentage rate for the purchase of qualifying new or used electric or hybrid vehicles.



**Sustainable mortgages**

The Fannie Mae HomeReady program increases access to credit and supports sustainable homeownership. It is designed for creditworthy low-to-moderate-income borrowers, with expanded eligibility for financing homes in low-income communities. The mortgage combines the affordability of an adjustable-rate mortgage (ARM) with the stability of a fixed-rate loan for the initial six years. Members can also receive a closing cost credit, home ownership education, and housing counseling.

The Sustainable Impact Mortgage (SIM) provides access to energy-efficient, Energy Star-, or LEED-certified homes with a reduced down payment. The objective is to finance cost-effective, energy-saving features into one loan. The SIM can provide members with savings on utility bills and maintenance. Moreover, members can receive a Sustainable Impact closing cost credit.



# Advocating for sustainability

Given our global presence, we recognize our ability to connect credit unions and credit union associations of all sizes with timely resources and fresh insight on sustainability. Through our participation in industry associations, events, and research, we strive to learn from each other and serve as a catalyst for positive change.

## United in Sustainability Network

We give credit unions and their associations a platform to share best practices and ideas on sustainability through the United in Sustainability (UIS) Network, which we founded in 2018. This platform has become an industry movement of advocates ranging from CEOs and sustainability officers to managers of facilities, lending, and risk management.

**More than 120 participants from 37 credit unions across multiple countries came out for the UIS Network’s flagship event.**

In 2024, we hosted our [seventh annual UIS Summit](#), hosted at the UN headquartes in New York. The two-day, hybrid summit underscored financial cooperatives’ progress on positive community impact and commitment to the UN SDGs.

Topics included:

- How to measure portfolio emissions and set targets
- Social innovation solutions tackling climate change
- Workforce inclusivity
- Supplier diversity
- Green financing

More than 40 speakers participated, including thought-leaders from the UN community, sustainability reporting standards organizations, academia, US and international credit unions and leagues, as well as industry trade organizations. Among those advancing the conversation at the 2024 UIS Summit were: the UN Environment Programme, the UN Department of Economic and Social Affairs, Global Reporting Initiative USA, S&P Global, Rutgers University, Fenabac in Brazil, Vancity, the Canadian Credit Union Association, and The World Council of Credit Unions. Our UIS Advisory Council played a key role in developing the summit’s agenda and facilitating engaging sessions.

Beyond the annual summit, the UIS Network served as a thought leader at multiple events during the year, including:

- The Annual World Council of Credit Unions Conference as part of a sustainability panel of experts

- The World Council’s Climate Influencers Group, leading a discussion on the localization of the UN SDGs
- The Inclusive 50th Anniversary Conference, where the UIS network sponsored the Green Lending session
- The National Association of Latino Credit Union Professionals Annual Meeting, participating in a session on how sustainability can address members’ values and be a catalyst for deepening relationships





“

At a time when a changing climate threatens future generations, UNFCU’s Global Sustainability Program (GSP) is responding to the call to action. By offering a platform for staff to learn new skills and best practices in sustainability, the organization is having a ripple effect in the communities we serve.”

**Timothy Masembe**

Senior Member Service Representative,  
UNFCU Uganda Representative Office



## Getting our employees involved

For World Environment Day, we held a special in-person and virtual event at our Long Island City headquarters with Timothy Masembe, a member service representative from our Uganda Office and a UNFCU GSP member. Timothy shared his personal sustainability journey including his work as a Board Member of Okere City, a Uganda-based social enterprise that produces shea butter products and educates communities on reforestation. The Okere Shea Cooperative, which is part of the project, supports over 500 local women.

Additionally, the event featured an interactive workshop on composting with GROWN NYC, a sustainability resource providing educational tools and services to improve New York City’s environmental footprint.



Operations Goals

Through our Operations Goals, we seek to conserve natural resources and mitigate the environmental impacts and risks related to our operations.

Progress legend

- Achieved
- Ongoing
- Off track
- No longer applicable

Operations Goals	2024 progress	SDGs impacted
<div><div></div><div>Publish an annual Impact Report based on progress toward the SDGs.</div></div>	Achieved	<div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div>17 PARTNERSHIPS FOR THE GOALS</div></div>
<div><div></div><div>Ensure that 30% of procurement spend goes to vendors that meet the highest UNFCU rating for sustainability and social impact criteria.</div></div>	Achieved	<div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div></div>
<div><div></div><div>Maintain climate neutrality.</div></div>	Continued to maintain climate neutrality for the eighth consecutive year.	<div><div>7 AFFORDABLE AND CLEAN ENERGY</div><div>13 CLIMATE ACTION</div></div>
<div><div></div><div>Decrease energy use and associated GHG emissions per member by 25% relative to a 2019 baseline of 1,669 MTCO<sub>2</sub>e.<sup>1</sup></div></div>	55% decrease in emissions from our 2019 baseline despite an 8% increase in the number of members.	<div><div>7 AFFORDABLE AND CLEAN ENERGY</div><div>8 DECENT WORK AND ECONOMIC GROWTH</div></div>
<div><div></div><div>Decrease paper use per member by 50% relative to a 2019 baseline. Source at least 80% of purchased paper from certified sustainable sources.</div></div>	55% reduction in paper use since 2023. 93% increase in use of paper from certified sustainable sources compared to our 2019 base year — a 10% increase over 2023. 0.08 lbs/member usage of paper in 2024 compared to 0.13 lbs/member in 2023.	<div><div>15 LIFE ON LAND</div></div>
<div><div></div><div>Evaluate opportunities for single-use plastic reduction within direct operations.</div></div>	28.46% decrease in our single-use plastics usage from 2019. Average usage from 2019–2024 was 687.85 lbs compared to our single-use plastic 2019 baseline of 1,081 lbs.	<div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div>14 LIFE BELOW WATER</div></div>

<sup>1</sup> This goal considers Scope 1 and Scope 2 emissions from operationally controlled facilities at our Long Island City, NY, headquarters, our location in Washington, DC, our disaster recovery facility, and our previously owned insurance subsidiary, Industrial Coverage Corporation.

## Reducing our energy use and emissions

UNFCU has maintained climate neutrality on a per-member basis<sup>1</sup> since 2016, even as we increased our membership and staff globally.

At year-end 2024, we were one of only two US credit unions with assets greater than \$5 billion to achieve climate neutrality.

## Our approach to maintaining climate neutrality

We take a multi-pronged approach to maintain climate neutrality, which includes:

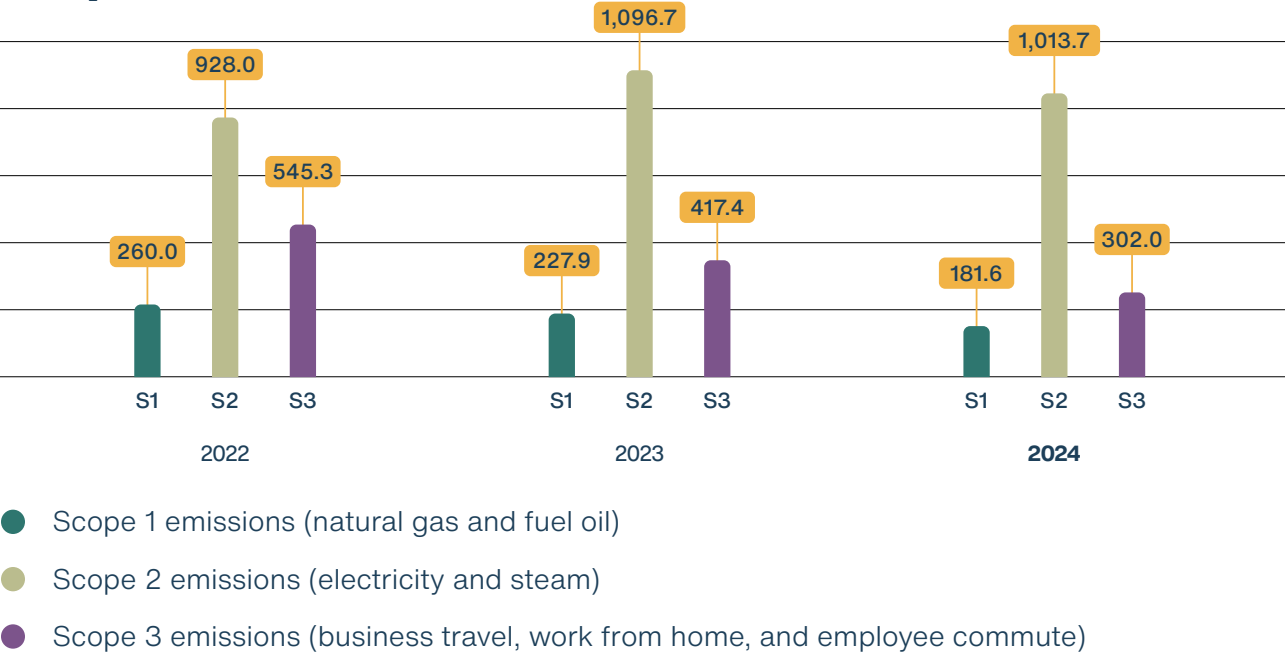
- **Reducing emissions through energy efficiency and improved business processes:** Our Facilities and Real Estate Management Team, together with our GSP leadership, collaborate to improve energy efficiency across our facilities guided by leading global standards.

- **Achieving Leadership in Energy and Environmental Design (LEED):** 80% of our office space is LEED certified<sup>2</sup> including our Long Island City headquarters (Gold) and our Washington, DC, branch (Silver).
- **Achieving ENERGY STAR Recognition:** In 2024, we achieved an ENERGY STAR<sup>3</sup> score of 80 for our Long Island City headquarters — two points higher than in 2023. This recognition shows that our building performed with greater energy efficiency than 80% of buildings with similar characteristics.
- **Purchasing renewable energy:** We are committed to balancing 100% of our grid electricity usage with clean, renewable wind power via Renewable Energy Credits (RECs). We partner with Iron Mountain to host our secondary data center. Through the Iron Mountain Green Power Pass program, 100% of this computing is powered by renewable energy.
- **Conducting an annual GHG emissions inventory:** We follow GHG accounting methodologies, including the GHG Protocol Corporate Standard and the EPA GHG Accounting Guidelines. This allows us to:
  - » Track emissions trends
  - » Identify areas for reduction
  - » Support broader environmental sustainability goals

UNFCU has been an Environmental Protection Agency (EPA) Green Power Partner for eight consecutive years.

## GHG emissions

MTCO<sub>2</sub>e



<sup>1</sup> Climate neutrality means that an organization has achieved net zero GHG emissions in Scope 1 and Scope 2. Zero emissions in Scope 3 are encouraged, not mandatory, according to the GHG Protocol.  
<sup>2</sup> 194,159 ft<sup>2</sup> of UNFCU’s operationally controlled 241,543 ft<sup>2</sup> was considered LEED certified.  
<sup>3</sup> ENERGY STAR considers several factors, including energy use intensity relative to the number of employees in a building.





## Spotlight: Addressing our Scope 3 emissions

We are currently monitoring two Scope 3 categories — Business Travel and Employee Commuting — and continue to take steps to mature our data collection with the aim to continually provide accurate reporting.

Additionally, we are a member of the Partnership for Carbon Accounting Financials (PCAF), a global partnership of financial institutions that work together to develop and implement a harmonized approach to assess and disclose the GHG emissions associated with their loans and investments.

In 2024, we began the initial phase of aligning with the PCAF framework, with a focus on understanding its methodology and analyzing which asset classes will be relevant for future carbon accounting. In 2025, we anticipate taking a deeper dive into mortgage lending, our largest asset class, to prepare for PCAF-aligned reporting.

**Being a PCAF signatory underlines our ongoing dedication to increasing the quality, accuracy, and transparency of climate disclosure and the alignment of our operations with the UN SDGs.**

## Reenvisioning our use of paper

Traditionally, financial services has been a paper-intensive sector. We are working to change this across our operations by identifying more opportunities to leverage digital technologies. The first step is understanding our current paper footprint.

In 2024, we engaged all UNFCU business units to build a comprehensive inventory of paper use across the organization. In 2025, we will work collaboratively with our business units to use less paper, and where this is not possible for customer or regulatory reasons, we will continue to increase our use of certified sustainable paper.

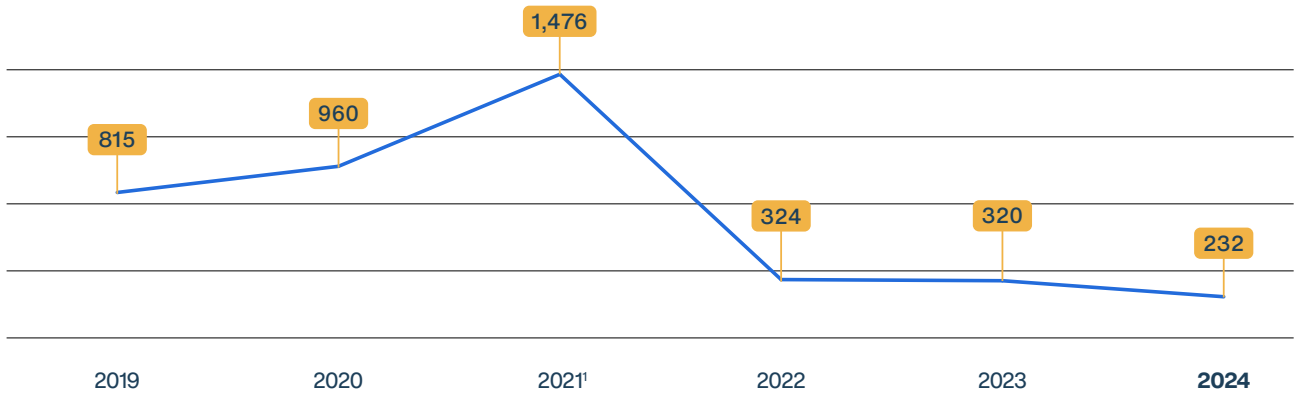
## Increasing use of alternatives to plastic

We continued to reduce the use of single-use plastic tableware in our locations. One way was by installing dishwashers, allowing several locations in 2024 to switch to reusable options. Other locations have increased their purchase of certified eco-friendly products, such as utensils, other tableware, and decorations.

Additionally, we continued to educate our employees on ways to avoid single-use plastic through lunch and learns and other special events, as well as through internal communications.

### Single-use plastic consumption

Total lbs



<sup>1</sup> Increase driven by COVID-related plastic consumption for disposable kitchen items and PPE.



## Spotlight: Recognizing employee sustainability champions

Our employees drive our impact.

Madeline Ortiz, manager of UNFCU General Services, received our 2024 Global Sustainability Program’s Most Valuable Person Award for her ingenuity and diligence in implementing one of our core values: practice sustainability.

Madeline was instrumental in helping manage waste reduction and replace plastic materials with reusable alternatives at our Long Island City branch. In accepting the award, she said:

“It’s a science evaluating the data, vetting suppliers, and collaborating to identify the best green options. Even small actions to protect the environment can create meaningful change. This has had a multiplier effect on our sustainability and the bottom-line — and my team and I will keep at it.”



# Empower people

Our people power our progress, we work to power theirs — together, we make a difference in the communities in which we operate.

## Our aspiration

We strive to be a place where our employees want and choose to be every day and where they have the tools and resources to thrive. We also aim to help our members reach healthy financial futures and support fair and ethical conditions for workers throughout our supply chain.

## Why it is important

Our greatest strength is the collective skills and the talent of our people, who bring diversity of thought, backgrounds, and experiences. When everyone has the tools needed to succeed, we create greater positive impact on a larger scale and help our members reach their financial goals from anywhere in the world.

SDGs impacted:



## What we are doing to empower employees

We work hard to attract, develop, and retain diverse, world-class talent that can meet the needs — today and in the future — of our members.

We invest in our employees’ future — both professionally and personally — and continuously work to cultivate a culture where our staff feel safe, healthy, valued, respected, and included. Led by our Chief Human Resources Officer, we do this through workforce and workplace initiatives informed by employee feedback and perspectives.

### Building a strong, resilient workforce

We seek to build and sustain a diverse and inclusive organization that reflects our membership and the communities in which we work and live through:

- Recruitment and hiring
- Career development
- Mentoring
- Performance feedback
- Training
- Succession planning

### Actions we took in 2024:

- Implemented a process to help reduce the risk of unconscious bias in hiring and promotion decisions. This included reviewing language in job descriptions, introducing interview panels for assistant vice president and above positions, and providing guidance and resources to hiring managers throughout the year.
- Developed a comprehensive job mobility document with clear guidelines on career movement within the organization, ensuring fairness and accessibility. We shared the new resource with employees through emails and in our employee manual. This was based on feedback from our 2023 Employee Assessment where employees told us they wanted more information about internal job mobility and career opportunities within UNCFU.
- Maintained 100% balanced representation between women and men in leadership roles.







### Spotlight: Thrive career development program

At UNFCU, we believe that lifelong learning is essential to both professional and personal growth.

Thrive, a series of career development programs, is designed to help UNFCU staff gain a clearer understanding of career paths and grow self-awareness, leadership skills, and communication skills. The program includes multiple development activities over six to nine months. Up to 20 participants are selected to participate each year based on their application and interest in the program, with manager support.

### Creating a welcoming and supportive workplace

From an employee’s first day at UNFCU, we strive to create a workplace environment in which each employee can feel they belong, are heard and seen, and are respected. The more we succeed, the more our employees can come together to help achieve our mission.

Key elements that shape and reflect our culture include:

- Leadership accountability
- Strategic plans
- Governance structure
- Organizational climate
- Measurements
- Employee engagement

#### Actions we took in 2024:

- Introduced mandatory training and an ongoing awareness program on the behaviors essential to creating a workplace that helps all employees feel a sense of belonging and inclusion.
- Hosted nine *Our Voices* podcasts, which brought together employees to discuss personal stories of belonging and their unique experiences navigating the world, fostering a safe space that encourages learning, cultural exchange, and personal growth.

“We aim to make each individual UNFCU employee feel valued and respected by providing various ways to come together, including discussion forums, listening forums, and in-person events. These activities enable greater understanding of different perspectives, cultures, lifestyles, and experiences, which in turn, unlocks our fullest potential to develop creative solutions and aid in the growth of our teams and organization.”

**Carlene Alexander**  
Vice President, Global Impact & Inclusion



## Spotlight: Bringing people together through Business Resource Groups

One way we engage our employees is through our Business Resource Groups (BRGs). Our BRGs are open to all staff and are made up of not only those who identify in a given community but also allies who support these communities.

Our BRGs provide professional development for staff, celebrate and raise awareness about different cultures, and encourage community engagement and volunteerism.

Our BRGs include:

- African American and Black BRG
- LGBTQ+ BRG
- Multicultural BRG
- Women's BRG

**“My involvement in UNFCU’s BRGs has allowed me to explore and appreciate various perspectives and to understand the unique contributions that each individual brings to both the organization and our broader world.”**

**Farah Emilien**

Vice President, Asset Recovery and Women's BRG co-chair, Long Island City





## Spotlight: Honoring our employees

In 2024, UNFCU presented our inaugural Brian Marple Award to Heather O'Mara, Lead Mortgage Underwriter and a 14-year veteran of UNFCU. The annual award recognizes a staff member from our BRGs who embodies Brian's legacy. Brian passed away in 2023 and, through this honor, his ideals and positive impact live on at UNFCU.

In earning the 2024 award, Heather, a member of the Women's BRG, demonstrated outstanding leadership in furthering our inclusive and supportive workplace. In accepting the award, Heather remarked:

**"Last year, through the BRGs, I experienced countless moments of camaraderie, learning, and personal growth alongside colleagues. I look forward to many more years connecting with colleagues across business lines and within our BRGs, which create spaces for us to learn from one another. It's about ensuring that every voice is not only heard, but actively contributes to the conversations that shape our communities, organizations, and society."**

## A Great Place to Work® — six years in a row

Our commitment to cultivating a positive, inclusive workplace has earned us the Great Place to Work® certification for the past six years. Certification is achieved through an anonymous US staff survey consisting of statements measuring culture and employee experience, organized by five key pillars of Credibility, Respect, Fairness, Pride, and Camaraderie. Our overall engagement score was 4.35 on a scale of 1 to 5, an increase from 4.22 in 2022 and our highest score yet. In total, 79% of our employees participated in the 2024 survey.

**The Great Place to Work® survey found that 88% of respondents feel that UNFCU is a great place to work.**



## Empowering people in our marketplace

Beyond our own employees, we seek to improve the lives of our members through our products and services and those of our vendors and the people who work for them.

### Supporting the financial needs of our members

From the UN General Assembly Building to the most remote duty station, we specialize in secure, global banking solutions and personalized support.

#### Worldwide banking solutions

We remained steadfast in our commitment to delivering financial peace of mind to our members. In 2024, we achieved solid financial results by managing members’ assets conservatively despite a challenging economic environment. We also made significant improvements to our Digital Banking platform, enhancing the mobile experience for members worldwide. For more information, see our [2024 Annual Report](#).

#### Member service

Our teams across UNFCU strive to deliver dependable and frictionless member support. In 2024, our member service representatives engaged nearly half a million members in live conversations.

With a new cutting-edge technology platform, representatives increased efficiency and improved quality of service.

**Answered members’ voice calls 63% faster and emails 44% faster than in 2023.**

#### Financial wellness

We provide educational resources and insights to help our members build strong financial futures. In 2024, we conducted over 340 financial management learning sessions for our members, which spanned webinars, symposia, and hands-on Digital Banking demonstrations. This included:

- Home buying symposiums for the UN community in Nairobi and New York.
- The Vienna Financial Fair, which offered tips on how to protect yourself against fraud and hands-on Digital Banking demonstrations.

Additionally, we continued to add tools, including on-demand content, to our [website](#).

“

Ensuring safety and soundness at UNFCU is undertaken with responsible operational practices, marketplace vigilance, and attention to protecting members’ assets. Our paramount objective is to provide our members in more than 200 countries and territories with financial peace of mind so that they can focus on what matters most in their lives — family, community, and their important work — to make a difference in the world.”

**David Gosstola**  
CPA, Chief Financial Officer, UNFCU



Working toward shared goals with our vendors

Working with over 520 active suppliers, we recognize the ripple effect our procurement decisions have.

As outlined in our [Supplier Code of Conduct](#), we seek to partner with suppliers whose business practices demonstrate a similar commitment to the UN SDGs as our own. The Code establishes UNFCU’s firm expectation that suppliers conduct their business activities in compliance with applicable laws and regulations, as well as recognize, support, respect, and ensure the protection of fundamental and universal human rights for all their employees and partners.

**Supplier diversity**

Through our Supplier Diversity Program, we create opportunities for vendors to grow their businesses by presenting ways to collaborate with UNFCU.

In 2024, we introduced a new platform for improved supplier diversity tracking, measurement, and analysis. This platform empowers UNFCU to:

- Identify diverse suppliers
- Discover new businesses
- Collect Tier 2 spending data
- Track supplier inclusion
- Assess the impact of our programs

**By breaking down departmental silos, the platform fosters collaboration across the organization, making supplier diversity a seamless and strategic component of the sourcing process.**

Spotlight: Encouraging A+ performance

We annually develop and distribute a 15-question survey to gauge whether select suppliers<sup>1</sup> actively practice sustainability and support the UN SDGs. Our survey, modelled after the UN Global Compact’s SDG Action Manager Questionnaire, covers topics such as sustainability report benchmarks, anti-corruption and compliance programs, existence of a human rights policy, and demonstration of environmental impact.

We also ask our partners if they align with industry standards and frameworks for reporting, namely the GRI, UN Global Compact, or B Corp Certification. We use the results to identify areas for improvement and provide resources to help suppliers improve their scores.

Our objective was to reach at least 30% of our spending allocated to vendors who achieve an ‘A’ grade on UNFCU’s survey. We surpassed our goal in 2024, reaching over 50% of our total spend with suppliers who receive an ‘A’ grade.

- 100% response rate
- Average score of ‘B’<sup>2</sup>
- 51% of our procurement spend went to A-ranking vendors

<sup>1</sup> The criteria for vendors to be in scope to receive a survey include 1) an ongoing contractual relationship with UNFCU, 2) represents a \$50,000 annual spend or more on supplies, consulting, and information technology projects, and 3) delivers a high-impact service, including information technology, global card services, and facilities management.

<sup>2</sup> Those that completed the questionnaire receive a score ranging from ‘A,’ the highest to ‘D,’ the lowest. The average score of all the vendors surveyed in 2024 was a ‘B.’

# Serve our communities

We are proud to come together globally in support of our local communities in ways that help everyone flourish.

## Our aspiration

Positively impact our local communities by volunteering our time and expertise.

## Why it is important

Strong communities are composed of families, workers, and businesses that provide essential resources and services. Together, they support vibrant economies. We increase our impact when we work together to support the communities of our members and UNFCU locations. When communities are resilient and have the resources to grow and build interconnectedness, we all succeed.

SDGs impacted:

2

ZERO HUNGER

3

GOOD HEALTH AND WELL-BEING

4

QUALITY EDUCATION

11

SUSTAINABLE CITIES AND COMMUNITIES





# What we are doing to serve our communities

Volunteering time and talent in the communities in which we live and work is part of our DNA, and one of many ways our employees support the UN SDGs. Annually, every full-time employee is provided up to eight hours of paid time off to volunteer for eligible causes.

We encourage our employees to get involved in two ways:

- Our Corporate Social Responsibility (CSR) Champions identify volunteer opportunities with local nonprofits that align with our mission and with the UN SDGs.
- All employees can sign up for in-person or virtual volunteer opportunities through our global volunteer platform. In 2024, more than 170 employees used the platform.

# Volunteer highlights

In 2024, UNFCU employees supported many important causes, such as:

- Organizing a back-to-school drive to equip students for success.
- Helping out at food pantries and cleaning up parks.
- Partnering with organizations to assist the visually impaired.
- Providing care and support for pregnant women and young mothers.
- Spreading holiday joy by distributing gifts to those in need.

52%

increase in staff volunteerism

8,000+

hours of service

280+

employees volunteering their time







## Spotlight: Rising higher

In 2024, we hosted a two-day team volunteerism activity with Rising Ground, which supports over 72,000 individuals annually facing complex challenges in New York City and lower Westchester County, New York.

Volunteers spent two days organizing and sorting back-to-school items in their warehouse. The demand was so great that even family members of our staff stepped in to lend their support.

**“It felt great to give back to the community and help ensure students had what they needed for a successful start to the year.”**

**Yonette Chester**

Senior Global Cards Solutions Quality Assurance & Training Specialist



# End poverty

We are working with global and local partners toward a world without poverty.

## Our aspiration

All women and youth can choose their own path in life and live up to their full potential.

## Why it is important

When women and youth have the tools to succeed, they do not travel the path to prosperity alone. Rising together, they bring their families and communities along with them.

SDGs impacted:

1

NO POVERTY

3

GOOD HEALTH AND WELL-BEING

4

QUALITY EDUCATION

5

GENDER EQUALITY

8

DECENT WORK AND ECONOMIC GROWTH

10

REDUCED INEQUALITIES



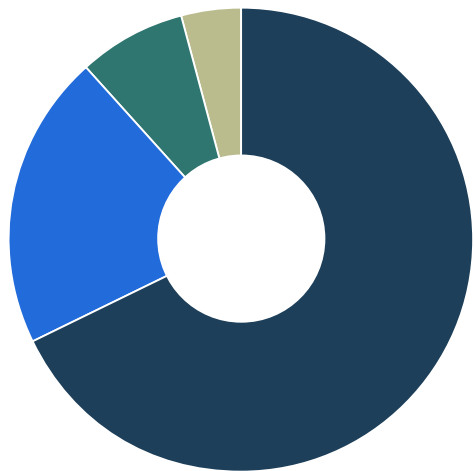
# What we are doing to end poverty

Through the UNFCU Foundation,<sup>1</sup> we support projects that aim to end poverty. We provide this support through grants to purpose-driven nonprofit, non-governmental, and UN organizations. We work with organizations with proven track records of providing access to:

- Critical health care
- Quality education
- Comprehensive livelihood training
- Humanitarian relief

Our Foundation Advisory Council is composed of UNFCU employees and a donor partner, representing various UNFCU locations. Council members help to inform our funding decisions and to ensure that we focus our global resources where they are needed most in local communities.

## More than \$1 million contributed to grant and humanitarian relief efforts in 2024



- \$680K grants
- \$205K humanitarian relief
- \$75K strategic initiative funding
- \$41K Kilimanjaro Initiative operations



19

grants funded across education, livelihood training, and health care projects

57,900+

women and youth positively impacted across six countries

128,000+

women and youth supported since 2015

<sup>1</sup> The UNFCU Foundation is an accredited New York-based, nonprofit corporation established in 2015 by UNFCU.



# 2024 UNFCU Foundation partners

## Global

UNHCR Climate Resilience Fund

## North America

- 1 American Red Cross (Southeast USA)
- 2 The AfriWomen Network (New Jersey, USA)
- 3 The Floating Hospital (New York, USA)
- 4 Sanctuary for Families (New York, USA)
- 5 YWCA Brooklyn (New York, USA)
- 6 Hot Bread Kitchen (New York, USA)
- 7 Mount Sinai Adolescent Health Center (New York, USA)
- 8 International Rescue Committee (Maryland, USA)
- 9 Together We Bake (Virginia, USA)

## Latin America and Caribbean

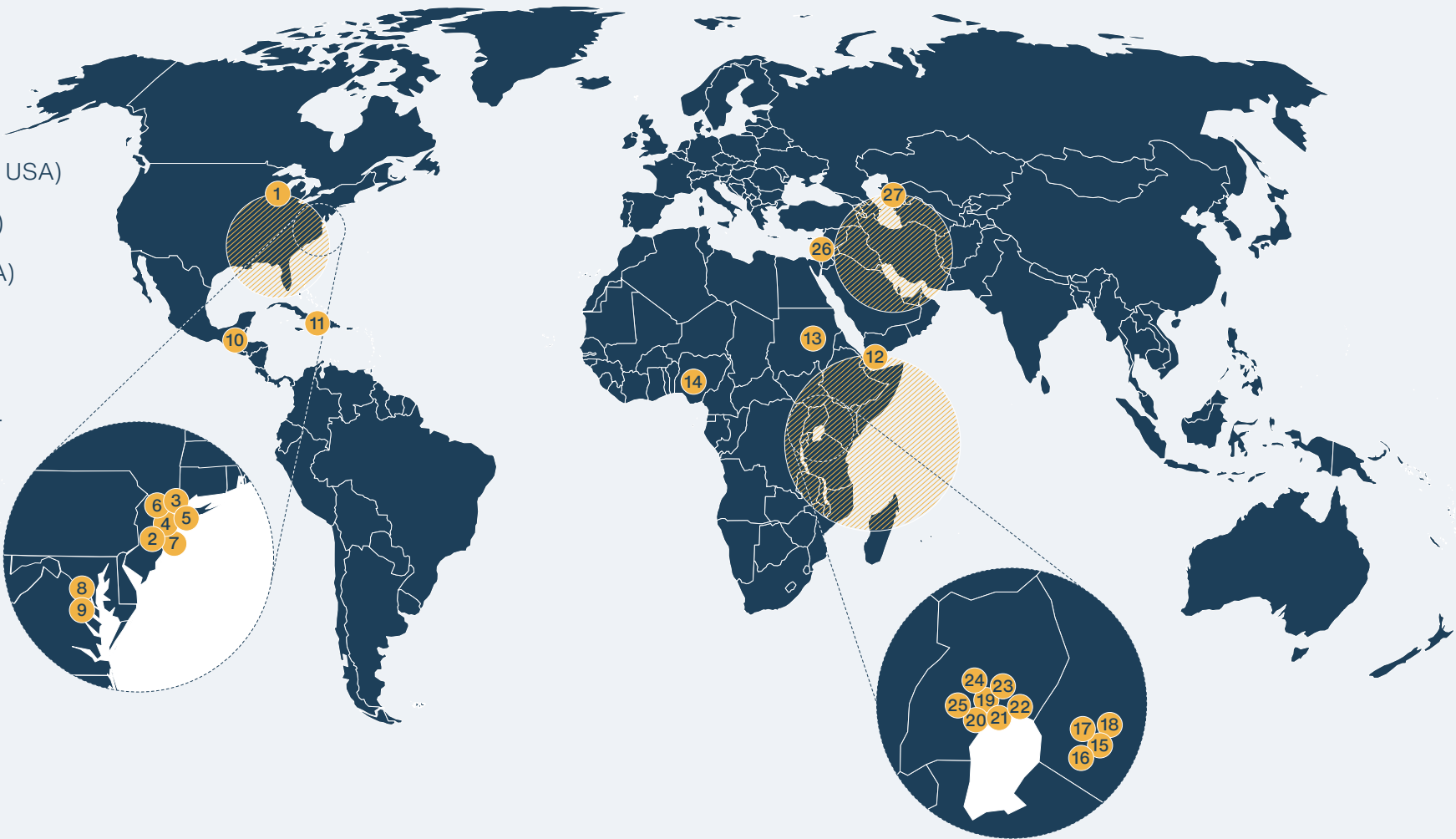
- 10 Trickle Up (Guatemala)
- 11 UNICEF (Haiti)

## Africa

- 12 KI Operations (East Africa)
- 13 UNHCR (Sudan)
- 14 UNFPA (Nigeria)
- 15 RefuSHE (Kenya)
- 16 The BOMA Project (Kenya)
- 17 Girl Up (Kenya)
- 18 Global Fund for Widows (Kenya)
- 19 Nyaka Global (Uganda)
- 20 Building Tomorrow (Uganda)
- 21 Imagine Her (Uganda)
- 22 Mission for Community Development (MCODE) (Uganda)
- 23 Village Enterprise (Uganda)
- 24 MindLeaps (Uganda)
- 25 Medical Teams International (Uganda)

## Middle East

- 26 UN ESCWA Staff Council (Lebanon)
- 27 UNICEF (regions affected by humanitarian crisis)



Legend

General area



## Spotlight: Convening for greater impact

Increasingly, cooperative savings programs, tailored trainings, and stipends as part of job development are enabling marginalized women to overcome poverty. In March 2024, the UNFCU Foundation hosted a panel titled “Accelerating Gender Equality Through Financial Inclusion” at the 68th Commission on the Status of Women, inviting three grantee partners to speak about their innovative strategies:

- Global Fund for Widows discussed facilitating savings groups and legal empowerment in Kenya.
- Sanctuary for Families shared their work directing New York City’s only intensive living-wage career training program for abuse survivors.
- United Nations Population Fund (UNFPA) outlined their economic rehabilitation efforts for obstetric fistula survivors in Nigeria.



Grant partner focus areas



Health care

The lives, and livelihoods, of women and youth depend on equal access to quality, affordable health care. Our projects promote healthy lives and well-being, including access to reproductive care.



Education

Education opens doors, creates opportunities, and is a proven pathway out of poverty for women. By supporting equality in learning, we can transform a girl’s future, challenge antiquated notions of gender, and inspire community-wide change. Our projects promote quality education for all.



Livelihood training

Livelihood training enables women to earn higher wages, build important networks, and achieve financial independence. When a woman is equipped with the skills to earn a living, she is empowered to create a better future for herself and sustain the path out of poverty for good.



Humanitarian relief

Proper emergency supplies and services are essential in the aftermath of disasters and political unrest. We work with UN agencies to determine where aid is needed most and provide crucial support to vulnerable communities in crisis.

In 2024, we partnered with UNICEF on humanitarian relief efforts in Gaza and Haiti and with UNHCR in Sudan.







## Grant partner spotlight: Building Tomorrow

Building Tomorrow is a community-powered organization in Uganda that believes education is powered by local communities. And we agree. They have been a UNFCU Foundation grantee for four years, during which we have helped them expand their innovative at-home and community-based literacy and numeracy initiatives in East Africa.

One program we support is their Roots to Rise camp. This 40-contact-hour camp groups learners according to their level of understanding rather than by age or grade. Trained community education volunteers teach basic literacy and numeracy skills through games and activities. The community camps also incorporate social-emotional learning components as well as Universal Design for Learning techniques to promote an inclusive learning environment.

### Impact

100	3,600+	293,700+	97%
new fellows hired, trained, and deployed in 2024, enabling Building Tomorrow to reach an additional 400 schools and 1,600 rural communities	new community education volunteers recruited to lead 9,626 community-based Roots to Rise camps	learners reached through Roots to Rise camps	of learners completed a camp and 89% advanced at least one level of literacy or numeracy



# Good governance

Good governance provides the framework to carry out our mission for our members and our responsibilities for the short- and long-term benefit of our employees, communities, partners, and planet.





## Governance structure

Collectively, our Board of Directors provides leadership and oversight to ensure that UNFCU remains strong, secure, and resilient to changing economic and market conditions. The Board also establishes policies that management and staff follow in achieving UNFCU’s mission and vision. Directors are democratically elected to ensure that every member is represented in our decision-making process. View our Board members on our [website](#).

## Risk management

Our Enterprise Risk Management (ERM) Team mitigates risks to our global operations. As part of our ERM process, we continually seek and obtain input on potential risks, including those related to climate impacts, from leaders across the organization.

Through our Lending Risk Working Group, we seek to proactively identify, assess, and manage emerging environmental and social risks and impacts arising from our client relationships and transactions. The working group equips management to make informed decisions in alignment with existing risk guidelines.



Top salient environmental and social risks

The following have been identified by our ERM team and Lending Risk Working Group.



Corruption, money laundering risk

Response

We use a screening system to provide ongoing anticorruption safeguards throughout our organization. This system is designed to monitor global sanctions and prevent money laundering. It has continued to reduce delays in account setup and payment processing that such screenings can typically cause.



Climate risk

Response

We continue to enhance our capabilities to identify, measure, and monitor potential climate-related matters. We undertake this with the view that climate risk is not a standalone risk but can manifest in many areas of our risk taxonomy. Over the past year, we strengthened our climate-related risk assessment through deeper integration of risk scenarios, insights into strategic planning, and expanded collaboration across departments.

We continue to conduct loan portfolio analysis of potential climate and extreme weather exposure. These scenarios help us identify and measure the long-term environmental and economic impacts on our members and credit portfolio.



Spotlight: Assessing and managing climate risk

We conduct an annual stress test to assess physical risk to our US residential real estate portfolio associated with flood hazards and potential losses. The assessment addresses exposure to sea level rise and potential risk for properties located in designated flood zones. An expert third-party consulting firm supports the analysis. Our lending teams use this information to consider whether risk mitigation is necessary, including potential changes to lending guidelines or insurance requirements.

We recognize that our portfolio may be exposed to flood risk, even if a property is not within an officially designated flood zone. For example, property design may contribute to flood risk or historical flood maps may not account for climate change. As of 2024, our flood-related risk was very low. An estimated 0.2% of properties were determined at risk due to sea level rise and associated flood risk by 2030. No immediate action was deemed necessary.

Beyond flood risk, in 2024 we began to assess additional climate impacts to our US portfolio including wildfires, storms, and high winds. In 2025, our newly assembled Climate Risk Working Group will analyze potential risks and areas for mitigation.

# Ethics and integrity

We are committed to maintaining high ethical standards in all our operations and business practices worldwide.

## Our approach

Our Code of Ethics and Business Conduct guides our Board and all employees globally in making decisions that are consistent with UNFCU’s core values. All new employees are asked to read, acknowledge, and certify that they will comply with the Code when they join UNFCU.

We provide ongoing education on the Bank Secrecy Act, anti-money-laundering measures, and our Code of Ethics and Business Conduct, among other required training for our Board and staff across the organization.

## Reporting violations and grievances

UNFCU has a well-defined grievance investigation process in place for staff members. Staff can speak with any member of the Human Resources team, and an Ethics Officer is also available for assistance. Information will be kept confidential, consistent with the need to conduct an adequate investigation to the fullest extent of the law.







**Responsible banking**

Where and how we invest our money matters. Financial institutions play an important role in accelerating the transition toward an inclusive, sustainable economy by choosing how to target their financing, what to invest in, and which solutions they develop. At UNFCU, we make investments that benefit communities around us.

**Investments that make an impact**

We are primarily a US government-related fixed-income investor, with the vast majority of the investment holdings providing a natural social benefit. Our investment policies align with our values and continue to prohibit investments in the exploration, production, and wholesale distribution of fossil fuels as well as in the tobacco and firearms industries.

Since 2018, our 12-month Impact share certificate has funded projects with a specific positive impact.

**Summary of UNFCU’s investment activities**

As of 31 December 2024, we held \$3.2 billion in investment securities within three internally managed portfolios under the authorities provided by our US regulator, the National Credit Union Administration. These portfolios secure members’ capital, while also providing liquidity and income for the Credit Union.

## Core Portfolio

The largest of UNFCU’s three portfolios is our \$3 billion Core Portfolio. This portfolio is primarily focused on US federal, state, and municipal government- and agency-related fixed-income securities that provide a natural social benefit. The Core Portfolio does not permit investment in securities issued by corporations, other than certain types of fixed-income instruments issued by banks, which amount to \$20.2 million of the total \$3 billion Core Portfolio.

### Examples of Core Portfolio investments

- \$84.2 million in US Treasury securities.
- \$1.8 billion in securities issued or guaranteed by Fannie Mae, Freddie Mac, or Ginnie Mae, which are US government-sponsored or -owned entities. They support the US housing market and promote home financing options for a wide range of homeowners, including low-income borrowers, first-time home buyers, and veterans. They also support multi-family affordable housing projects and other multi-family units, some of which fund loans meeting agency green building certification, and/or energy and water use reduction programs.

- \$284.6 million in debt issued by the Federal Farm Credit Bank, a US agency that provides loans to US farm owners.
- \$304.8 million in debt issued by the Federal Home Loan Bank, a US agency that provides liquidity, banking, and financial services to credit unions and national, regional, and community banks.
- \$115.1 million in securities supporting small businesses and guaranteed by the US Small Business Administration, a US agency.
- \$412.8 million in state and municipal government securities that fund essential government services for their citizens. Of these, \$155 million support UNFCU’s Impact share certificate by funding local initiatives addressing clean water, public health and education, pollution control, clean energy, affordable housing, community development, infrastructure, and public transit.





## Investment securities portfolios that support philanthropy and employee well-being

UNFCU also manages \$142.7 million across two smaller portfolios that promote the well-being of our employees and underserved communities across the globe. The Employee Benefit Pre-Funding Portfolio supports health and retirement benefits for our employees. The Charitable Donation Portfolio is a catalyst for the UNFCU Foundation's work to eradicate poverty by empowering women and youth.

These portfolios make up approximately 5% of UNFCU's total investments and hold \$13.1 million in similar US federal government- and agency-related securities as described above, while also holding \$129.6 million in securities issued by corporations. We believe that a key tool in creating positive impact through investment activities is by excluding through policy certain corporate industries. More specifically, our investment policies for these two portfolios prohibit investments in the fossil fuel exploration, production, and wholesale distribution industries. The exceptions would be in cases where such securities were issued to fund sustainable investments or projects, such as carbon capture for instance. These portfolios are also prohibited from purchasing investments in the tobacco and firearms sectors.

## Investments matching UNFCU's Impact share certificate

95% of UNFCU's investments are in high-quality, government-related US fixed-income securities. UNFCU has developed criteria based on use of proceeds to identify both government and non-government investments that conform to, or are in alignment with, the purpose of UNFCU's Impact share certificate. For example, these criteria include use of proceeds available for affordable and accessible home finance, clean energy and water, public health and education, community development, education, and public transit. As of 31 December 2024, we have determined that \$233.7 million of investments meet these criteria.

In 2024, we began capturing recently released data from Ginnie Mae that help identify the percentage of low-income borrowers whose US mortgages have been securitized into government-backed, mortgage-backed securities. Among the \$233.7 million in securities mentioned above, we've identified \$45.7 million in low-income mortgages within UNFCU's investment portfolios. As similar data disclosures become available from Fannie Mae and Freddie Mac, we will be able to more completely clarify and measure the total impact of UNFCU's investment portfolio.



## Cybersecurity and data privacy

Safeguarding our systems and protecting the personal information of our members and employees globally is a priority at UNFCU.

Our data protection practices are outlined in our [Privacy Policy](#), as required by the General Data Protection Regulation (GDPR) industry best practices. We respond to members who contact us with requests regarding their personal information. UNFCU also conducts an annual compliance review of its privacy policy and related disclosures. The Office of the General Counsel works with business units that own these channels to confirm the presence and accuracy of these disclosures.

UNFCU’s Incident Response Team (IRT), composed of management from across the credit union including IT, Risk Management, and the Office of General Counsel, meets to consider any potential data breach. The IRT’s analysis of the specific details involved in a given incident determines what actions are necessary to resolve the issue and communicate with impacted parties.

UNFCU maintains PCI Data Security Standard compliance, an industry recognized information security standard. This certification adds to our ongoing best practice frameworks and controls.

### In 2024:

**We did not receive any complaints** from regulatory bodies relating to breaches of customer privacy, nor did we identify any leaks, thefts, or losses of customer data attributable to privacy practices.

### We further developed privacy practices

to allow visitors to our website greater control over the site’s use of cookies.

### We continued to update

and rigorously implement various exercises and scenarios within our Crisis Management Plan as an industry best practice.



## Employee training and awareness

We include information on data protection and privacy in our Employee Manuals and staff are required to take security awareness training. We also conduct email phishing testing at least monthly. In addition, our Cybersecurity Team hosts a Cybersecurity Awareness Month with webinars, quizzes to test staff members’ knowledge, and updates on the latest cyber-protection measures.



# Appendix





# Leadership



**Pamela Agnone**  
President & CEO<sup>1</sup>

## Executive sponsor



**Prasad Surapaneni**  
Executive Vice President

## Global Impact & Inclusion leadership



**Yma Gordon**  
First Vice President, Global Impact & Inclusion, and Executive Director, UNFCU Foundation



**Carlene Alexander**  
Vice President, Global Impact & Inclusion



**Tanya Sukkari**  
Program Manager, Global Impact & Inclusion and UNFCU Foundation

## Global Sustainability Program managers



**David Honick**  
General Management, Senior Manager, Global Sustainability & Climate



**Syed Ashraf**  
Staff Engagement, Lead Lending Operations Analyst



**Elisabeth Philippe**  
External Affairs, Senior Manager, UN Affairs and Partnerships



**Patrick Siler**  
Assistant Vice President, Senior Associate General Counsel



**Srinivas Tammiseti**  
Operations Director, ITS Strategy & Process



**Susan LaCroix**  
Administration Coordinator, Global Impact & Inclusion

## Acknowledgements

With appreciation to the UNFCU Corporate Marketing Team for their expertise, ideas, and collaboration throughout the development of our 2024 Impact Report, namely to:

Jean Altz, Chief Marketing Officer; Andrew Bowe, Director, Creative Marketing; Adriana DeNoble, Senior Copywriter; and Jeff Lambert, Vice President, Brand & Promotions.

We also wish to recognize and thank John Lewis, who retired in June 2025 as UNFCU President & CEO, for his inspiration and tremendous support.

<sup>1</sup> During the 2024 reporting period prior to her appointment as UNFCU President & CEO, Ms. Agnone served as Co-Executive Sponsor of Global Impact & Inclusion.



# GRI content index

UNFCU reports sustainability in reference to the GRI Standards. We use GRI 1: Foundation 2021 and the Financial Sector Services Supplement (2008), as relevant for our Credit Union.

## GRI 2: General Disclosures

Disclosure	Description	Explanation or reason for omission	Page number/link
The organization and its reporting practices			
2-1	Organization details	Legal name: United Nations Federal Credit Union (UNFCU)  Nature of ownership and legal form: Member-owned financial cooperative and US federally chartered credit union  Location of headquarters: 24-01 44th Road, Long Island City, NY 11101, USA (Court Square Place)  Countries of operation: Our headquarters and branches are located in the United States. Additionally, we operate representative offices in Austria, Italy, Kenya, Switzerland, and Uganda.	<a href="#">p. 4</a>
2-2	Entities included in the organization’s sustainability reporting	The sustainability reporting includes all United Nations Federal Credit Union operationally controlled facilities.  Doeren Mayhew completed the audit of our financial statements. Its unqualified opinion, along with UNFCU’s audited financial statements, is available on our website.  UNFCU does not consist of multiple entities. Our headquarters is located in Long Island City, New York.	<a href="https://unfcu.org">unfcu.org</a> <a href="#">Audited Financial Statements</a>
2-3	Reporting period, frequency, and contact point	We publish an annual Impact Report. The reporting period for the 2024 Impact Report is from 1 January 2024 to 31 December 2024.  The reporting period for the financial statements is also from 1 January 2024 to 31 December 2024.  The 2024 Impact Report will be published in September 2025. Any questions can be addressed through the “contact us” section of this report.	<a href="#">2023 Impact Report</a>
2-4	Restatements of information	N/A	

Disclosure	Description	Explanation or reason for omission	Page number/link
Activities and workers			
2-6	Activities, value chain, and other business relationships	UNFCU is a credit union that serves the needs of the UN community through loans, banking, mortgages, and other financial solutions. UNFCU provides banking for global citizens. Since 1947, we have been the leading financial cooperative for the UN community, serving members across 200 nations and territories. Our secure financial solutions make saving, spending, borrowing, and transferring money easier for the people who serve the world. As a climate-neutral institution, we deliver a sustainable, inclusive banking approach that contributes to the prosperity of people and the planet. From making reliable, everyday purchases to accessing finances overseas, we support the global financial needs of our members.	<a href="https://unfcu.org">unfcu.org</a> <a href="#">Human Rights Statement</a> <a href="#">Supplier Code of Conduct</a>
2-7	Employees	<b>Full-time employees:</b> <i>By gender</i> Female: 58.0%, Male: 41.7%, Non-binary: 0.3%  <i>By region</i> Africa: 5.9%, Europe: 3.3%, USA: 90.9% <hr/> <b>Part-time employees:</b> N/A	



Disclosure	Description	Explanation or reason for omission	Page number/link
2-9	Governance structure and composition	<p>1) UNFCU management is governed by a Board of Directors consisting of nine directors elected from the credit union’s membership. The Board appoints a supervisory committee, which prepares and submits reports as required by law and regulation and which may act in place of the Board if all director positions simultaneously become vacant. The Board also appoints a loan review committee.</p> <p>2) The Board of Directors is ultimately responsible for decision-making on the organization’s impacts. Management of those impacts is largely delegated to management officials who oversee the organization’s department of Global Impact &amp; Inclusion, its Global Sustainability Program (GSP), and its Ethics and Compliance Program.</p> <p>3) a) Executive and non-executive members: The governance body is made up of only non-executive members.</p> <p>b) Independence: N/A</p> <p>c) Tenure of members on the governance body: Tenure ranges from 5–25 years of employment with UNFCU.</p> <p>d) Number of other significant positions and commitments held by each member, and the nature of the commitments include CEO/ President; Executive Vice President (EVP); Chief Human Resources Officer; Chief Information Officer; Chief Financial Officer; First Vice President (FVP), Global Impact &amp; Inclusion; FVP, Talent Management; Chief Risk Officer; and Vice President (VP), Global Impact &amp; Inclusion.</p> <p>e) Gender: Male and female</p> <p>f) Under-represented social groups: Women, African American/Black, Asian, Mixed Race</p> <p>g) Competencies relevant to the impacts of the organization: Knowledge of organization strategy, ESG, inclusion, philanthropy</p> <p>h) Stakeholder representation: Yes</p>	<a href="#">2024 Annual Report</a>
2-10	Nomination and selection of the highest governance body	Members vote for up to three Directors on an annual basis. The highest governance body comprises senior executives, including the CEO, EVP, Chief Human Resources Officer, FVP of Talent Management, and FVP of Global Impact & Inclusion, officers who are responsible for setting the organization’s strategic direction. Additionally, other stakeholders, including executives with shared responsibility for corporate social responsibility, play a key role in supporting these efforts.	<a href="#">2024 Annual Report</a>
2-11	Chair of the highest governance body	The Board of Directors is led by a Chair. The CEO of UNFCU is responsible for overseeing the governance of our disclosures.	<a href="#">2024 Annual Report</a>

Disclosure	Description	Explanation or reason for omission	Page number/link
2-12	Role of the highest governance body in overseeing the management of impacts	<p>1) In 2024, two senior executives served as Global Sustainability Program sponsors: our EVP and our EVP, Chief Information Officer. We have a Global Impact &amp; Inclusion department, led by our FVP, where environmental, social, and governance impacts and benefits are overseen. Our President/CEO provides a report each month to the Board about significant changes. The Global Impact &amp; Inclusion team provides highlights of major sustainability activities like the UIS Summit, Impact Report, press releases, joining frameworks, UNEP/UN interactions, and staff engagement in the President’s Report.</p> <p>2) The governance body meets to determine organizational position and progress based off of economic, environmental, social, and human resource factors. They engage relevant stakeholders and resources to determine outcomes.</p> <p>3) The stakeholders meet to discuss and evaluate effectiveness of strategies and initiatives based off progress reports.</p>	<a href="#">p. 38</a>
2-13	Delegation of responsibility for managing impacts	The FVP of Global Impact & Inclusion is responsible for managing activities and processes related to UNFCU’s impact on communities, the environment, and engagement of staff. This oversight is executed through our core pillars: Global Sustainability Program, Inclusion and Belonging, the UNFCU Foundation, United in Sustainability, and Volunteerism. This occurs as part of weekly and monthly meetings.	<a href="#">p. 6</a>
2-14	Role of the highest governance body in sustainability reporting	Leadership including the CEO, EVP, and FVP, Global Impact & Inclusion all review and approve reported information.	
2-15	Conflicts of interest	The Code of Ethics and Business Conduct expressly indicates that “employees and volunteers must avoid conflicts of interest.” The Code then defines conflicts of interest and instructs all staff and volunteers, including the Directors themselves, how to avoid such conflicts. The Code instructs anyone within the organization who becomes aware of a conflict to inform their manager, their HR Business Partner, or the Ethics Officer either directly or through an anonymous channel that the organization provides.	<a href="#">p. 40</a>
2-17	Board and senior management	Information and knowledge sharing sessions hosted by subject matter experts are provided to stakeholders responsible for governance.	<a href="#">p. 37</a>
2-18	Evaluation of the performance of the highest governance body	The Board and management of UNFCU are committed to its ongoing strong financial performance and sustainability achievements. There is an annual CEO performance evaluation conducted by UNFCU’s Board. In addition, UNFCU publishes an Annual Report and Impact Report, both available on unfcu.org. The Board conducts an annual CEO evaluation. The annual governance assessment is not available as public information.	



Disclosure	Description	Explanation or reason for omission	Page number/link
Strategy, policies, and practices			
2-22	Statement on sustainable development strategy	See “message from our President & CEO” in the Impact Report.	<a href="#">p. 5</a>
2-23	Policy commitments	<p>UNFCU is deeply committed to human rights, environmental sustainability, and inclusion, guided by core frameworks such as the UDHR, UN Guiding Principles on Business and Human Rights, UN Global Compact, SDGs, and the Women’s Empowerment Principles. These commitments are integrated into all operations and decision-making, and shared with suppliers through a dedicated Supplier Code of Conduct.</p> <p>UNFCU’s sustainability efforts center on four areas of focus: Global Sustainability, Inclusive Workplace Culture, UNFCU Foundation, and United in Sustainability. These are outlined in its annual Impact Report. The Foundation prioritizes support for women and youth, partnering with organizations that deliver health care, education, and job opportunities to these vulnerable groups.</p> <p>Governance of these commitments is led by the Board-approved Code of Ethics and Business Conduct, with the Human Rights Statement and Supplier Code approved by senior management. Employees and volunteers must certify compliance with the Code at least every two years.</p> <p>All related policies and updates, including the Human Rights Statement and Supplier Code, are available on UNFCU’s website, which also details its sustainability, inclusion, and corporate impact initiatives.</p>	<a href="https://unfcu.org">unfcu.org</a>
2-24	Embedding policy commitments	Staff members and volunteers at all levels across the organization are trained on and periodically required to affirm their compliance with the Code of Ethics and Business Conduct. Management officials responsible for strategies and operational policies and procedures consider the commitments as a factor in all decision-making, determining the appropriate weight for that factor based on the relevant context. The organization makes critical suppliers aware of the commitments through its Supplier Code of Conduct, and factors the commitments into its decision-making process when selecting suppliers.	<a href="#">p. 40</a>
2-26	Mechanisms for seeking advice and raising concerns	<p>The Code of Ethics and Business Conduct directs staff and volunteers at the organization to ask for guidance or raise concerns by contacting their manager, their HR Business Partner, or the Ethics Officer.</p> <p>If the Ethics Officer is involved in a particular matter, the President/CEO acts as the Ethics Officer. If the Ethics Officer and President/CEO are both involved, the Board Chairperson acts as the Ethics Officer. If all three of those parties are involved, the matter is referred to the Vice Chairperson and/or the supervisory committee.</p> <p>Staff and volunteers can contact the Ethics Officer directly or through the anonymous third-party provider system EthicsPoint.</p>	<a href="#">p. 40</a>

Disclosure	Description	Explanation or reason for omission	Page number/link
2-27	Compliance with laws and regulations	<p>No significant instances of non-compliance with laws and regulations resulting either in fines or non-monetary sanctions occurred during the reporting period.</p> <p>“Significant instances of non-compliance” are determined based on whether fines or non-monetary sanctions were imposed for particular conduct.</p>	
2-28	Membership associations	<p>We are members of the Filene Research Institute, Inclusiv, America’s Credit Unions, Callahan &amp; Associates, the UN Global Compact, the Women’s Empowerment Principles (WEPs) overseen by UN Women, African-American Credit Union Coalition (AACUA), and the National Association of Latino Credit Unions &amp; Professionals (NLCUP).</p> <p>UNFCU may have a significant role in an association or advocacy organization when it holds a position in the governance body, participates in projects or committees, or provides substantive funding beyond routine membership dues. The role may also be significant when the organization views its membership as strategic to influencing the mission or objective of the association that is critical to the organization’s own activities.</p>	
Stakeholder engagement			
2-29	Approach to stakeholder engagement	<p>We engage our members, employees, and management to gather objective data to report on UNFCU’s continuous improvement. We aim to perform a materiality assessment approximately every five years to gain insight into our impact on stakeholders. Additionally, we survey our employees through the Great Place to Work® Trust Index Survey (annual), Gallup’s Q12 Employee Engagement Survey (biennial), employee needs and perceptions pulse survey (annual) and an inclusive organization assessment (biennial). We publish an Annual Report on our financial performance and an Impact Report. Additionally, UNFCU publishes the process of annual election to the Board of Directors.</p>	<a href="#">p. 9</a>
2-30	Collective bargaining agreements	<p>Across our operations, we do not initiate collective bargaining agreements and, for our banking operations, we have zero employees covered by collective bargaining agreements. In certain regional offices, such as Italy and Senegal, UNFCU elects to include collective bargaining clauses. Approximately 1.13% of our total employees have collective bargaining agreements included in their contracts.</p> <p>UNFCU has a well-defined HR grievance investigation process in place for staff members who have concerns. Staff can choose to speak with any member of the HR team. Additionally, an Ethics Officer is available for assistance.</p>	



GRI 3: Material Topics 2021 referenced for material topic disclosures 3-1 to 3-3

Disclosure	Description	Explanation or reason for omission	Page number/link
Disclosures on material topics			
3-3	Management of material topics	See 2024 Annual Report.	<a href="#">2024 Annual Report</a>
201: Direct economic value generated and distributed			
201-1	Direct economic value generated and distributed	Direct economic value generated (net interest income and other income): \$411,428,453 Economic value distributed (operating expenses and community investment to UNFCU Foundation): -\$191,952,844 Economic value retained (direct economic value generated less economic value distributed): \$219,475,609 The direct economic value generated and distributed (EVG&D) data is from the profit and loss statement (P&L).	
		We do not have subsidiaries (CUSOS) abroad. Our representative offices are not entities, they are an extension of the UNFCU Headquarters.	
201-2	Financial implications and other risks and opportunities due to climate change	See "climate risk" and spotlight in the Impact Report.	<a href="#">p. 39</a>

Disclosure	Description	Explanation or reason for omission	Page number/link
201-3	Benefit and retirement plans	<p>The pension plan is fully funded by general resources of UNFCU.</p> <p>For employees in the United States, employer match is dollar for dollar up to 6% and the average employee deferral rate is currently is 9.5%. 401k participation rate is 94%. Pension is 100% of all eligible employees.</p> <p>In 2024, we reinforced our commitment to employee well-being by introducing LifeMatters, a new Employee Assistance Program (EAP) designed to meet the diverse needs of our global workforce. This initiative marked a significant step forward in providing accessible, flexible, and comprehensive support.</p> <p>LifeMatters empowers employees to seek care at their own pace through a variety of convenient channels — including web, mobile app, and 24/7 telephonic support. By removing barriers to access, we ensured that support is always within reach — whether employees are managing stress, navigating life transitions, or seeking professional guidance.</p> <p>Engagement with LifeMatters was directly linked to our United in Wellbeing annual incentive program. Employees could earn points for interacting with the EAP, reinforcing a proactive approach to mental and emotional wellbeing while driving participation in our broader wellness initiatives.</p> <p>This enhancement reflects our ongoing dedication to fostering a culture of care, resilience, and wellness across the organization.</p>	
201-4	Which financial assistance was received from the government	UNFCU does not receive financial assistance from the government.	
202: Market presence			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	<p>Female: 1.77</p> <p>Male: 1.69</p> <p>Long Island City is our headquarters and main location with over 80% of our total employee population.</p>	
202-2	Proportion of senior management hired from the local community	<p>81% of our senior management is hired from our local community. Senior management is defined as employees in AVP and above roles.</p> <p>Local is defined as residing within commuting distance of the company’s headquarters (NY, NJ, or CT) in Long Island City, NY, USA.</p> <p>Significant locations of operations is defined as the company’s headquarters, in Long Island City, NY, USA.</p>	



Disclosure	Description	Explanation or reason for omission	Page number/link
203: Indirect economic impacts			
203-1	Infrastructure investments and services supported	Please see the Impact Report for a discussion on the contents of UNFCU’s investment securities portfolios.	<a href="#">p. 41</a>
203-2	Significant indirect economic impacts	Please see the Impact Report for a discussion on the contents of UNFCU’s investment securities portfolios.	<a href="#">p. 41</a>
205: Anti-corruption			
3-3	Management of material topics	UNFCU has processes in place to mitigate and prevent risks related to corruption-related impact. Corruption-related issues include bribery, fraud, extortion, collusion, money laundering, and receipt of gifts or illegal activities. Our Enterprise Risk Management Team has led the development and rigorous implementation of an anti-corruption policy. We also have a Global Anti-Money Laundering and Sanctions team that reports to the General Counsel. All staff receive ongoing ethics training. We prioritize protecting our members’ assets.	<a href="#">p. 40</a>
205-2	Communication and training about anti-corruption policies and procedures	UNFCU annually provides multiple trainings to communicate and educate full-time staff on policies and procedures pertaining to anti-corruption.	<a href="#">p. 40</a>
205-3	Confirmed incidents of corruption and actions taken	As per Associate General Counsel, there were no incidents in 2024.	
301: Materials			
3-3	Management of material topics	UNFCU has been climate-neutral and has developed a greenhouse gas inventory since 2016. See “maintain climate neutrality” in the Impact Report.	<a href="#">p. 18</a>
		All calculations completed align with the recommendations and standards of the Greenhouse Gas Protocol. UNFCU has adopted the Operational Control approach and elected to quantify and report emissions from operations that the Company directly controls, regardless of whether those operations are leased or owned by UNFCU.	
		UNFCU’s base year is 2015 because it was the first year that Scope 1 and 2 emissions were calculated. No events that would trigger a recalculation of the base year — such as acquisitions, mergers, discovery of significant errors, or a substantial change in methodology — have occurred since. Total emissions in the base year (2015) were 1,669 MTCO <sub>2</sub> e.	
301-3	Materials	N/A	

Disclosure	Description	Explanation or reason for omission	Page number/link
305: Emissions			
305-1	Direct (Scope 1) GHG emissions	UNFCU’s Scope 1 emissions in 2024 were 181 MTCO <sub>2</sub> e.	<a href="#">p. 18</a>
305-2	Energy indirect (Scope 2) GHG emissions	Measured Scope 2 emissions for 2024 were 1,013.7 MTCO <sub>2</sub> e electricity and steam.	<a href="#">p. 18</a>
305-3	Other indirect (Scope 3) GHG emissions	UNFCU addressed business travel and employee commute as Scope 3 sources. UNFCU’s Scope 3 emissions in 2024 were 302 MTCO <sub>2</sub> e. Business travel and employee commuting and teleworking calculations rely on staff survey data.	<a href="#">p. 18</a>
305-4	GHG emissions intensity ratio for the organization	The 2024 Scope 1 and 2 intensity-specific metric of 0.00454 MTCO <sub>2</sub> e/member represents a 55% reduction from the 2019 baseline.	<a href="#">p. 17</a>
	Organization-specific metric (the denominator) chosen to calculate the ratio	2019 baseline intensity = 0.01 MTCO <sub>2</sub> e/member.	
	Types of GHG emissions included in the intensity ratio; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3)	Included below Scope 1 – Natural gas Consumption (gross CV) – LIC – 169.17 MTCO <sub>2</sub> e Scope 2 – Electricity – LIC – 931.23 MTCO <sub>2</sub> e, Electricity – WAS – 24.38 MTCO <sub>2</sub> e.	
305-5	Reduction of GHG emissions	The 2024 Scope 1 and 2 intensity-specific metric of 0.00454 MTCO <sub>2</sub> e/member represents a 55% reduction from the 2019 baseline.  In accordance with the Greenhouse Gas Protocol, UNFCU calculated emissions from carbon dioxide (CO <sub>2</sub> ), methane (CH <sub>4</sub> ), and nitrous oxide (NO <sub>2</sub> ). The presence of hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF <sub>6</sub> ), and nitrogen trifluoride (NF <sub>3</sub> ) was examined but not found within the company’s operational boundary.	



Disclosure	Description	Explanation or reason for omission	Page number/link
306: Waste			
306-2	Management of significant waste-related impacts	LICHQ follows the NYC-required garbage recycling rules and regulations. Clear bags are marked on each floor for recycled material. Dark or black bags are used to collect non-recycled material, and cardboard is collected separately. A cleaning service collects garbage on a daily basis, and all garbage is delivered to a loading dock where bags are sorted into separate bins ready for pickup by a third-party vendor. This vendor brings waste back to their facilities and sorts/recycles it as required by NYC.  A third-party service manages the waste disposal process based on legislative obligations.	<a href="#">p. 20</a>
306-3	Waste generated	Total of 38.69 metric tons collected: 24.62 landfill, 4.96 recycled, 7.95 e-waste, 1.16 cardboard.  Data was collected and provided by a third-party service.	
306-4	Waste diverted from disposal	We do not have hazardous waste.	
308: Supplier environmental assessment			
308-2	Negative environmental impacts in the supply chain and actions taken	27 suppliers were assessed. Note: We only survey suppliers we have formal ongoing contracts with. These surveys are sent every three years from the date of contract signing.	<a href="#">p. 27</a>
404: Training and education			
404-2	Programs for upgrading employee skills and transition assistance programs	Employees are provided with ongoing professional development opportunities that focus on business skills, communication and collaboration, diversity and inclusion, and management skills. All departments undergo role-based compliance training as well as ongoing on-the-job education. Training is available via self-paced web modules, instructor-led education, as well as using third-party vendors.  In some instances, we partner with a third-party outplacement firm that offers transition assistance services to terminated employees, typically leadership level. These services include assistance with resume writing, career coaching, job placement guidance, etc.	<a href="#">p. 44</a>
404-3	Percentage of employees receiving regular performance and career development reviews	100% across all employees, in all categories.	

Disclosure	Description	Explanation or reason for omission	Page number/link
405: Diversity and equal opportunity			
405-1	Gender representation in managerial roles	53% of managerial positions were held by women during the reporting period. 47% of managerial positions were held by men during the reporting period.	
	Age distribution in managerial roles	1.2% of managerial positions were held by individuals under 30 years old during the reporting period. 58.9% of managerial positions were held by individuals between 30–50 years old during the reporting period. 39.9% of managerial positions were held by individuals over 50 years old during the reporting period.	
	Other diversity indicators for managerial roles	57.7% of managerial positions were held by individuals from relevant minority or vulnerable groups during the reporting period.	
406: Non-discrimination			
406-1	Incidents of discrimination and corrective actions taken	No incidents reported.	
414: Supplier social assessment			
414-1	New suppliers that were screened using social criteria	100%	<a href="#">p. 27</a>
418: Customer privacy			
3-3	Management of material topics	See “impact approach” in the Impact Report.	<a href="#">p. 7</a>
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints from regulatory bodies relating to breaches of customer privacy. UNFCU’s Incident Response Team (IRT) is composed of management from different areas across the credit union, including IT, Risk, and the Office of General Counsel. IRT analysis is the process we use to determine any possibilities of a breach and actions to resolve and communicate the issue.	<a href="#">p. 44</a>



Disclosure	Description	Explanation or reason for omission	Page number/link
Financial Services Sector Supplement Disclosures			
FS1	Policies with specific environmental and social components applied to business lines	<p>Investment Guidelines point at specific sectors that target social and environmental topics developed by Global Impact &amp; Inclusion and Corporate Investments.</p> <p>There are specific loan products such as Energy Efficient loans, hybrid and electric vehicle rate discounts, and sustainable mortgages. These products target a decrease in greenhouse gases in the environment and advantages for veterans and low-income households.</p> <p>Challenges: Achieving transparency for greenhouse gas emissions. Opportunities: Collaboration with women-and minority-owned businesses, leading more financial inclusion initiatives/workshops, and fostering employee volunteerism. Impacts: Advancing 14 of the 17 SDGs, maintaining climate neutrality, and supporting vulnerable women and youth through the UNFCU Foundation.</p> <p>Please see the Impact Report for a discussion on the contents of UNFCU's investment securities portfolios.</p>	<a href="#">p. 41</a>
FS2	Procedures for assessing and screening environmental and social risks in business lines	<p>We conduct an annual stress test to assess physical risk to our US residential real estate portfolio associated with flood hazards and potential losses. The assessment addresses exposure to sea level rise and potential risk for properties located in designated flood zones. An expert third-party consulting firm supports the analysis. Our lending teams use this information to consider whether risk mitigation is necessary, including potential changes to lending guidance or insurance requirements. We recognize that our portfolio may be exposed to flood risk, even if a property is not within an officially designated flood zone. For example, property design may contribute to flood risk or historical flood maps may not account for climate change. As of 2024, flood-related risk was very low. An estimated 0.2% of properties were determined at risk due to sea level rise and associated flood risk by 2030. No immediate action was deemed necessary.</p> <p>The Lending Risk Working Group meets quarterly to facilitate open communication among Enterprise Risk Management, Lending Management, and Retail Services on topics related to residential mortgage, commercial, and consumer lending risks. The group's objective is to identify, assess, and manage emerging risks, as well as to develop guidelines and procedures. The working group equips management to make informed decisions in alignment with existing risk guidelines.</p> <p>The outcomes of these assessments directly influence transaction decisions. For example, if risks are identified, lending guidance or insurance requirements may be adjusted to mitigate potential impacts. In 2024, flood-related risks were determined to be very low, with only 0.2% of properties at risk due to sea-level rise and associated flood hazards by 2030. As a result, no immediate actions were deemed necessary, reflecting a proactive but measured approach to decision-making.</p> <p>Thresholds for assessment are based on designated flood zones and additional risks that may not be reflected in historical flood maps or property designs. While the focus remains on US residential real estate, these evaluations extend to properties outside official flood zones. Looking ahead, UNFCU plans to develop a climate strategy and conduct climate risk and opportunity assessments aligned with the recommendations of the Task Force for Climate-Related Financial Disclosures (TCFD). This suggests that future thresholds may incorporate additional risks, such as wind exposure.</p>	<a href="#">p. 39</a>

Disclosure	Description	Explanation or reason for omission	Page number/link
FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions	<p>We conduct a vendor management survey which reports on environmental and social improvements.</p> <p>Surveys are sent to vendors during onboarding and every three years thereafter.</p> <p>Meetings are held with vendors in non-compliance to discuss a method to rectify the concerns.</p>	<a href="#">p. 27</a>
FS6	Percentage of the portfolio for business lines by specific region, size and by sector	<p>Total Portfolio Value: Consumer loans that are considered sustainable had a total portfolio value of \$15,580,183 (674 units) as of 31 December 2024. Total consumer loan portfolio was \$861,753,523 as of 31 December 2024, with sustainable loans being 1.81%. The sustainable consumer loans are a small portion of the overall consumer lending portfolio, potential high environmental or social impact is limited.</p> <p>Total Portfolio Value: US mortgage loans currently reported as sustainable (Sustainable Impact Mortgage, First Time Home Buyers) had a total portfolio value of \$3,664,348 (10 units) as of 31 December 2024. Total US mortgage loan portfolio was \$5,316,789,884 as of 31 December 2024, with sustainable loans being 0.07%.</p>	
FS16	Initiatives to enhance financial literacy by type of beneficiary	<p>Our Marketing Department conducts financial education webinars on financial planning, mortgages, general financial wellness, estate planning, and fraud prevention.</p> <p>Webinars are available to all staff and UNFCU members.</p>	<a href="#">p. 44</a>





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