

# Empowering Trade Unions

Banking for a stronger future

unity trust  
bank 



# Our commitment to trade unions

Unity Trust Bank has a long and proud relationship with trade unions.



## Trusted by unions

Over 90% of TUC-affiliated unions bank with us.



## Dedicated customer support

Our union Relationship Managers understand how your organisation works. We have a dedicated, UK-based, Trade Union Customer Experience team, ready to help you.



## Making an impact

We use deposits that come from trade unions to benefit communities across the UK.

**We are committed to working together so that we can make a positive impact and improve the lives of communities.**

## Our history with trade unions

### Key milestones

Formed by the trade unions in 1984, Unity was born out of a vision to create a bank that would serve the common good. These founding principles are still at the heart of everything we do.

**1984**

Unity was founded jointly by trade unions and the Co-operative Bank.

**1987**

Unity received a full banking licence from the Bank of England.

**2015**

Unity became fully independent, owned by major trade unions.

**2025**

Unity is now a successful standalone bank and 70 percent trade union-owned.





# Dedicated union support services

We're dedicated to delivering exceptional service to our trade union customers.



## Our union Relationship Managers

Understand your financial challenges and can give you the support you need.



## 0345 245 0020

Our dedicated, UK-based, Trade Union Customer Experience team is on hand to help.



## Union Hub

Online support available 24/7 where you can quickly find the information you need to manage your finances effectively.

- **Tutorials**

Useful tutorials to help you complete common banking tasks.

- **Online Banking FAQs**

Access our most frequently asked questions.

- **Make changes to your account**


Change a mandate, register for Online Banking or update your contact details.




# Our impact in 2024

Our aim is to be the bank of choice for all socially-minded organisations in the UK.


In 2024, we supported impact-driven organisations with the following:




**Total lending over £1 billion**  
in 2024



**We increased our deposits by over £150 million**  
(compared to 2023)  
to enable more direct lending to high-impact sectors.




**50.5%**  
of lending to high deprivation areas



**88%**  
of our customers said they were ‘satisfied’ or ‘extremely satisfied’ with our services

**£50 million**  
commitment for our RTI to support housing associations in delivering energy efficiency projects.  
RTI - Retrofit Transition Initiative



**10,000+**  
**values-aligned customers**  
depositing £1.8 billion with Unity.

## UN Sustainable Development Goals in 2024

Every loan we approve contributes to one or more of the UN Sustainable Development Goals (SDGs) alongside a wider framework to assess positive impact. In 2024, we continued using the SDGs as one of the impact frameworks for our strategy.



**3** GOOD HEALTH AND WELL-BEING

**55%**

**UN SDG 3 – Good Health & Wellbeing**  
Delivering health services to all





**8** DECENT WORK AND ECONOMIC GROWTH

**16%**

**UN SDG 8 - Decent Work & Economic Growth**  
Supporting organisations building inclusive growth and good jobs





**11** SUSTAINABLE CITIES AND COMMUNITIES

**11%**

**UN SDG 11 - Sustainable Cities & Communities**  
Providing affordable, sustainable and quality housing in the UK





**4** QUALITY EDUCATION

**6%**

**UN SDG 4 - Quality Education**  
Increasing education spaces for those most in need





**7** AFFORDABLE AND CLEAN ENERGY

**4%**

**UN SDG 7 - Affordable & Clean Energy**  
Providing support to housing associations to decarbonise their homes





**1** NO POVERTY



**5** GENDER EQUALITY



**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE



**10** REDUCED INEQUALITIES



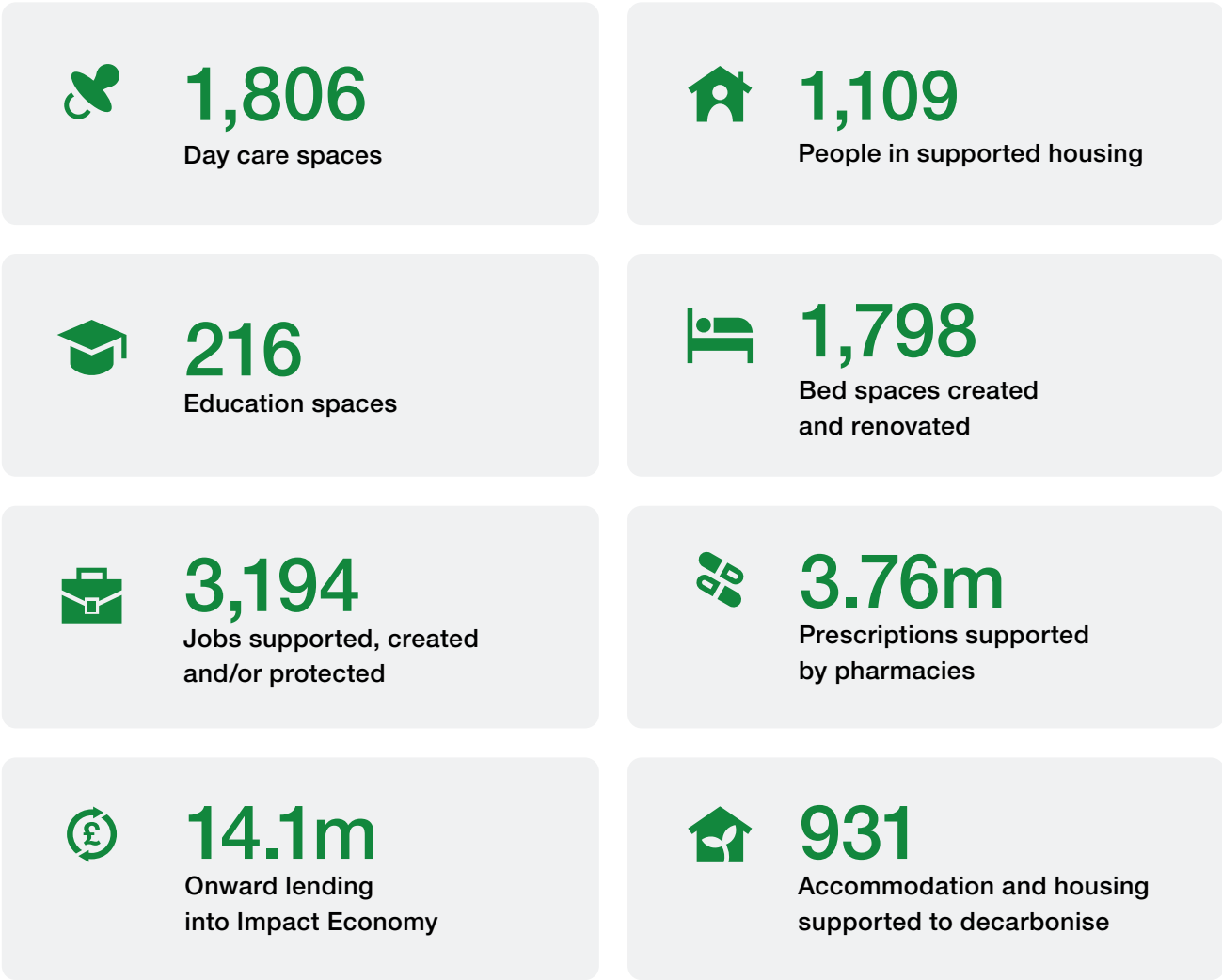
**17** PARTNERSHIPS FOR THE GOALS

**8%**







Our lending directly contributed to **10 out of 17** UN SDGs.

Key outcome areas

In 2024, Unity continued to work with impact-driven organisations across the UK. This work has enabled Unity to support the delivery of a range of benefits to diverse communities with different needs, especially in areas of high deprivation.



Unity updated our key outcome areas in 2024 to reflect the variety of users, communities and services we support. Our key outcome areas are:

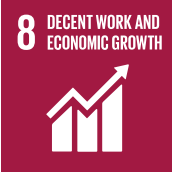
-  Community Spaces and Services
-  Environment
-  Responsible Finance
-  Health and Wellbeing
-  Employment, Education and Training
-  Sustainable and Affordable Housing





# Prospect

Trade union receives sustainability accolade for refurbished London HQ and environmental commitment.

Deposit Customer	
Region: London	

**Unity customer and shareholder, Prospect, has been awarded an internationally acclaimed BREEAM certification (Building Research Establishment Environmental Assessment Methodology) for transforming an old Georgian property into a modern, energy-efficient building.**

Prospect - ‘the union for ambition’ - represents over 160,000 people in a diverse range of specialist sectors including energy, science and the arts.

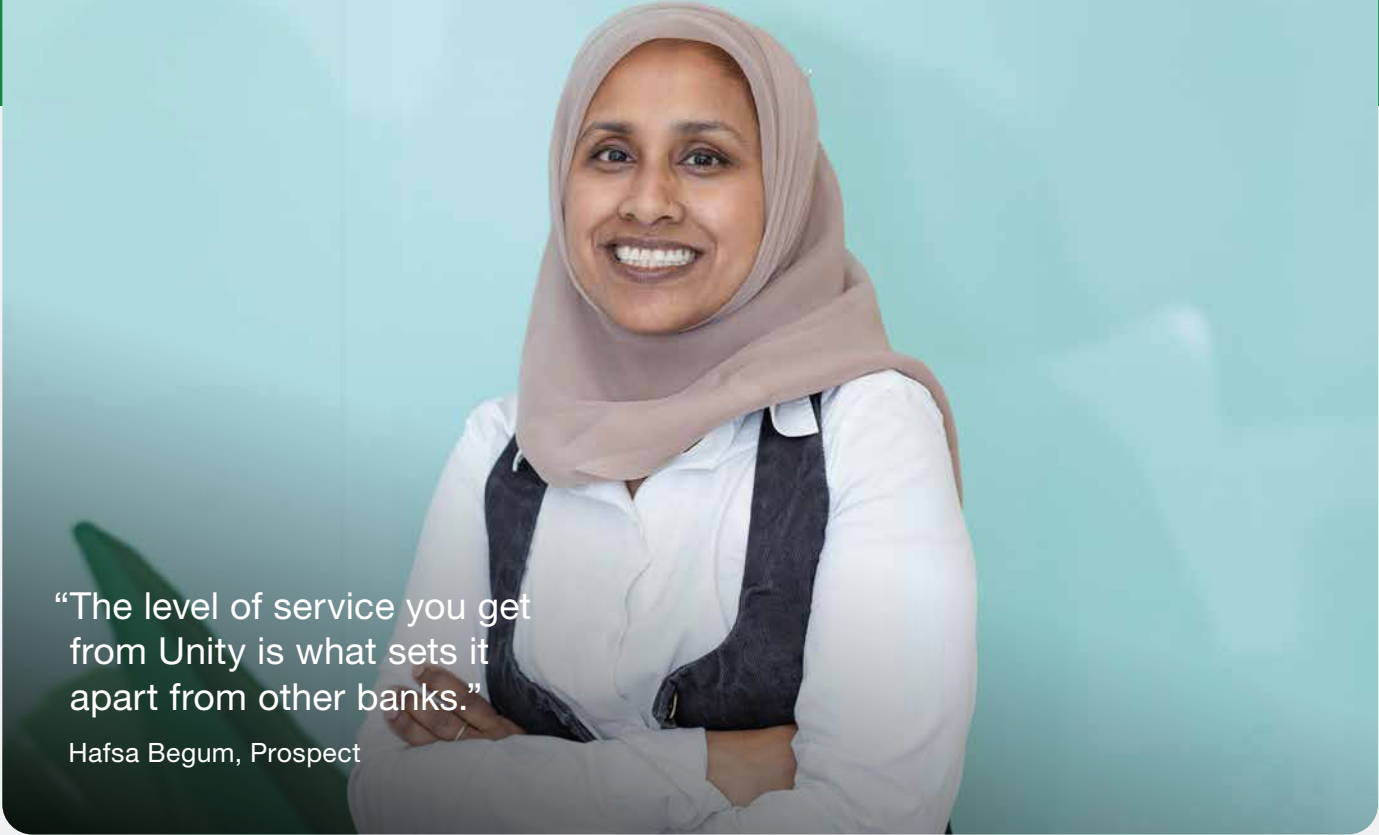
In 2020, Prospect’s membership, mainly managers and professionals, put forward a motion for the organisation to achieve net zero by 2030.

Hafsa Begum, Director of Finance and Estates and Legal, said: “As well as looking at how we live and how we monitor our carbon footprint, we also started looking at our estate. We spoke to consultants and set ourselves targets.

“We sold two existing assets in Waterloo and Clapham – which were old buildings and EPC ‘D’ rated - to help fund the new refurbishment in Rochester Row, Victoria.

“It was a bit of a rollercoaster with a few sticky moments, but Richard Rose, our Relationship Manager at Unity, was always on the end of the phone when we needed him.

“We were making lots of payments during that time and being able to liaise directly with Richard made a big difference. The level of service you get from Unity is what sets it apart from other banks.”



## Impact

A key part of Prospect’s multi-million pound refurbishment was to keep the building’s existing shell rather than demolish and rebuild.

Gas supplies were removed and all heating transferred to electric. Solar panels and car charging points were installed outside and improvements made to thermal lines.

As well as the ‘very good’ certification from BREEAM - a framework that helps projects meet sustainability goals – the building now has an EPC ‘A’ rating.

Staff wellbeing was also a key component of the refurbishment.

While hybrid working is in place, around 170 staff access the HQ each week and colleagues were canvassed for their views.

Hafsa said: “When the pandemic happened a lot of people had a fear of coming into the office, especially in London. We carried out surveys to ask what staff wanted.

“As a result, the ground floor has been designed to hold more events and there are new collaboration and breakout areas which make a difference.

“The building reflects our vision, future and growth and people are already commenting on the new buzz in the office.”

# Products and Services

We provide day-to-day banking products and services that are designed to meet the individual needs of our customers.



## Current Accounts

Our current accounts have been designed to support your daily banking needs.

Unity offers two types of current accounts based on the annual turnover of your organisation.

	T1	T2
Annual turnover	Under £100k	£100k - £2m

Customers with a turnover exceeding £2 million should speak to a Relationship Manager to discuss appropriate product options.

### Key features

- 24/7 Online Banking – fast, secure and easy to use
- UK-based Call Centre
- Choose online or paper statements
- Cheque book and paying-in book (upon request)
- Stay secure – single, dual and triple authorisation of payments available through online banking
- Paying in cash only at your local Post Office
- Paying in cash & cheques at your local NatWest, RBS and Ulster Bank branches

[Find out more & view fees](#)

## Savings Accounts

Our Savings Accounts allow your business to earn interest from your savings and make a real difference to society.

Our Savings Accounts offer a range of term options.

	Minimum deposit
Instant Access	None required
12 Month Fixed Term	£85k*
30 Day Deposit	£85k*
90 Day Deposit	£85k*
6 Month Fixed Term	£85k*
32 Day Notice Account	None required
95 Day Notice Account	None required

\*correct as of 12.11.2025

Please note, that these accounts are not designed for transactional banking – they cannot be used to make payments through Internet Banking and to withdraw available funds you will need to request a transfer to an internal or external account.

[View rates](#)

## Corporate Purchasing Card

We have partnered with Lloyds Bank to bring you the Unity Corporate Purchasing Card – a charge card designed for our customers.

The card comes with a range of features allowing your organisation greater visibility of spend across all cardholders:

### Flexibility and control over spend

- Set limits on transactions and spend
- Tailor cardholder spend based on goods and services
- Block spend on specific merchant categories at cardholder level

### Online account management

- View online statements
- Extract transactional data
- Access and amend card restrictions
- Update personal details online
- Control user access

[Find out more & view fees](#)

## Bulk Faster Payments

Our Bulk Faster Payments service allows you to process multiple payments through your Online Banking account.

This can help you save time processing high volumes of regular payments, such as expenses or wages.

- Streamline your payments with Bulk Faster Payments
- Reduce admin time: Make up to 100 payments in one go – no need to process payments individually
- Send payments quickly: Bulk Faster Payments are typically received on the same working day. Plan ahead: Schedule your payments up to 12 months in advance of the payment date
- Secure: Payment requests can be set up to require single, double, or triple authority approval, depending on your business needs

Log into your Online Banking account and select 'Register for Bulk Faster Payments' from the Payments hub page. Please note that you must be an Online Banking administrator for your organisation to register.

[Find out more & view fees](#)

## Bacs Payments

Unity offers direct Bacs submission services and a Bacs Bureau service called Unity e-Payments.

Unity e-Payments online service provides a range of time-saving, cost-effective Bacs payment options. It allows you to make and receive regular payments via a simple solution, with no need for complex software installations.

### Cost-effective and time-saving payment solution

- Easy access: Flexible, 24/7, multi-user access
- Save time and money: No form-filling with all payment files submitted online
- Enhanced security: Keep your account and reports secure with sort code and account number validation

[Find out more & view fees](#)

## Encashment Facility

### Paying in cash and cheques

To pay cash into your account, you can either go to your local Post Office, NatWest (England and Wales), RBS (Scotland) or Ulster Bank (Northern Ireland) branch with a paying-in slip. To pay cash (maximum value of £5,000 per transaction) and cheques (maximum quantity of 149 cheques per paying in slip) into your account there is no need to set up an arrangement.

### Withdrawing cash

You can withdraw cash from your account by setting up an encashment facility at your local NatWest (England and Wales), RBS (Scotland) or Ulster Bank (Northern Ireland) branch. You need to have a withdrawal limit approved by us by completing our Encashment Facility form.

[Find out more](#)



# Accreditations



## Fitch rating

Unity has received an investment grade BBB- credit rating from leading independent rating agency, Fitch. The rating is an endorsement of the bank's disciplined growth, robust governance and sustainable financial performance. Find out more:

[www.unity.co.uk/credit-rating](http://www.unity.co.uk/credit-rating)



## PCAF

The Partnership for Carbon Accounting Financials (PCAF) is a global partnership of financial institutions that work together to develop and implement a harmonised approach to assess and disclose greenhouse gas (GHG) emissions associated with loans and investments.



## NACFB

The National Association of Commercial Finance Brokers (NACFB) is the UK's largest independent trade body for commercial finance brokers.



## Disability Confident Employer

Disability Confident is creating a movement of change, encouraging employers to think differently about disability and take action to improve how they recruit, retain and develop disabled people. We do our best to make reasonable adjustments for candidates, colleagues and customers to ensure Unity is accessible to all.



## Fossil Fuel Non-Proliferation Treaty Initiative

The Fossil Fuel Non-Proliferation Treaty Initiative is a global effort to foster international cooperation to accelerate a transition to renewable energy for everyone, end the expansion of coal, oil and gas, and equitably phase out existing production in keeping with what science shows is needed to address the climate crisis.



## The Kings Award for Enterprise

A prestigious UK award that recognises businesses that demonstrate excellence in sustainable practices. This award is presented by King Charles III, highlighting its significance and royal endorsement. To qualify, companies must excel in three key areas: environmental protection, social responsibility and economic prosperity. The award is not only a symbol of achievement but also provides a platform for Unity Trust Bank to showcase our sustainable initiatives and inspire others to follow suit.



## Global Alliance for Banking on Values

## GABV

The GABV is a community of financial institutions which share a mission driven approach to banking that puts finance at the service of people and planet. Social and environmental impact are at the heart of a values-based bank's business model.



## Living Wage Employer

Pays all directly employed staff a Living Wage and has a plan in place to extend that to regular sub-contracted staff as well.



## Women in Finance Charter

Is a commitment by HM Treasury and signatory firms to work together to see fairness and gender balance at all levels across financial services firms. We are pleased to confirm that, since signing up for the Women in Finance Charter, we have achieved gender diversity within our executive, senior management team and board of 40%. We continue to aim towards achieving a 50% gender split across all parts of our workforce.



## Investors in People

Is a standard for people management, offering accreditation to organisations that adhere to the Investors in People Standard. We continue to achieve this by investment in our people with training, mentoring, coaching, supporting professional qualifications and recognising the contribution of our people.



## Fair Tax Mark

Accreditation scheme seeks to encourage and recognise businesses that pay the right amount of corporation tax at the right time and in the right place.

# Meet our union Relationship Managers



**Richard Rose**

Richard.Rose@unity.co.uk  
07714 241 649



**Gareth Eynon**

Gareth.Eynon@unity.co.uk  
07540 159 662



**Claire Mansfield**

Claire.Mansfield@unity.co.uk  
07519 376 009

## Get in touch

If you have any questions or need any help, please get in touch with Unity Trust Bank.

Call our dedicated, UK-based, Trade Union Customer Experience team:

**0345 245 0020**

Email us

**us@unity.co.uk**

Visit us

**www.unity.co.uk/union-hub**

Our call centre opening hours are 9:00am to 5:00pm, Monday to Friday, excluding bank and public holidays in England or Scotland. Calls are charged at local rate. Unity Trust Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Unity Trust Bank is entered in the Financial Services Register under number 204570. Registered Office: Unity Trust Bank, Four Brindleyplace, Birmingham, B1 2JB. Registered in England and Wales no. 1713124. Calls may be monitored and recorded for training, quality and security purposes U1027\_0325



**www.unity.co.uk**