



ANG

Integrated report for 2018
(short version)

Good year



Co-operative | Business | People | Ethics | Common issues

ANG Cooperative (ANG Spółdzielnia) in 2018:

286

members of
the Cooperative

818

financial experts

14,381

loans granted
through us

57.5

average daily
disbursed loans

92%

of our income transferred
directly to members
of our Cooperative

91%

of our community is
satisfied with their work

673

books in our company
library

353

members of the Employee
Loan and Benefit Fund

43

volunteers engaged in
common good work



Artur Nowak-Gocławski,
member of the Cooperative,
President of the Management Board

***Ladies and Gentlemen,
Friends of ANG,***

we would like to present our report summarizing the 8th consecutive year of our activity, hoping it will arouse your interest. It was a good year because we achieved decent business results that met our expectations. It was a good year, because I believe that our economic success contributed to our commitment to the common good and was appreciated in our social activity, in our relations with our social stakeholders.

We also managed to sustain the fire of constant anxiety, a kind of rebellion that has accompanied us since the beginning of our existence. The fire of disagreement with some elements of our surroundings, including our own imperfections which, most importantly, we are still willing to change.

This constant need to combine business with the sense of its operation, usefulness for people and the world is still the most important part of our identity.

On behalf of our management board, I would like to thank all our co-workers, our business and social partners for our joint journey in 2018, and hope we continue this journey together.



Good year



About us

Our mission:

To provide people with the financial services they need, understand and can afford at a fair price

We are a financial intermediary organisation. We support our customers in choosing the right financial product to suit their needs and capabilities.

Thanks to Mr Piotr we managed to fulfil our dreams and buy a house. We met many advisors, but only Mr Piotr decided to walk down this bumpy road. He explained everything to us and presented us with several possibilities. We had the feeling that we were dealing with a professional, someone who cares about another human being. We would really like to recommend him.

Kamila i Kamil Mateja,
clients of ANG Cooperative

We are a work cooperative. We have created a working environment based on responsibility, co-ownership and co-determination for experienced financial experts. Our goal is not only effective business, but also building social and human capital. We want to develop in a sustainable and responsible way, keeping in mind our service role towards the customer.



Awards and distinctions in 2018

AON

BEST EMPLOYERS

2018

Best Employer – AON Hewitt
(continuously for 4 years)



Super Ethical Company
– Puls Biznesu
(continuously for 4 years)



CSR Leaf – Polityka
(continuously for 4 years)



Gazela Biznesu
(continuously for 4 years)

Commitment Strategy 2017–2019

2018 was the second year of implementation of the “Commitment Strategy” adopted for 2017–2019. The strategy continues the approach adopted from the beginning of the Cooperative’s existence of building a sustainable and balanced business, which for us means achieving goals in four main areas (business, people, social capital, environment). Each area is assigned a weight (a total of 400 points), we have defined 29 tasks and 33 indicators for achieving the goal. In 2018, we managed to implement our strategy at the level of 76.14%:

- business objectives (182 points): 88.46%
- objectives in the area of human capital development (173 points): 71.36%
- objectives in the area of social capital development (30 points): 61.78%
- environmental objectives (15 points): 10.40%



Business

What results did we achieve in 2018?

- **14,381** loans granted through ANG Cooperative for the total amount of **PLN 3.4 billion** (**48%** more than in 2017)
- **4,256** insurance products sold through ANG Cooperative
- with the participation of ANG Cooperative, an average of **57.5** loans were disbursed daily
- we reached **PLN 78 million** in revenue, of which 92% was transferred directly to the members of our Cooperative

2018 was a very successful year, despite concerns about the condition of the mortgage loan market resulting from the end of the MDM programme. The volume of loans granted through ANG grew by as much as 48%. However, we are still working on changing the revenue structure in favour of cash loans and insurance, without losing the volume of mortgage loans. We are committed to being a comprehensive partner to our customers and to provide them with products that meet their different financial needs. Also from a business point of view, such diversification is advisable. However, the revenues in 2018 were still dominated by the revenues from the sale of mortgage loans.

Katarzyna Dmowska,
member of the
Cooperative,
Vice-President of the
Management Board



We cooperate with the largest banks and insurance companies. At the end of 2018, we had 26 insurance partners and 20 credit partners.

The Cooperative's activities are based on long-term responsibility for the customer's fate, which in the case of a mortgage product, often the most significant financial decision in the customer's life, is particularly important.

Daniel Iwin, Manager of the Mortgage Loans Department, mBank

The ability to cooperate is one of the distinguishing features of social competences which determine the quality of relations with other people. And it was real cooperation with ANG Cooperative in 2018 that allowed US to achieve a common success.

Jarostaw Procyk,
Mortgage Sales Manager,
Santander Bank Polska

We have been cooperating with ANG since its inception. From the very beginning we were sure that it would be a cooperation that would go beyond the established standards in the brokerage market and would follow its own path. This happened in 100%. Vision, responsibility, commitment, unconventionality, broad horizons, ethics, and above all people - this is how we can describe ANG in a few words, summing up the cooperation so far.

Grzegorz Janasik,
Office Director, Bank Pekao SA

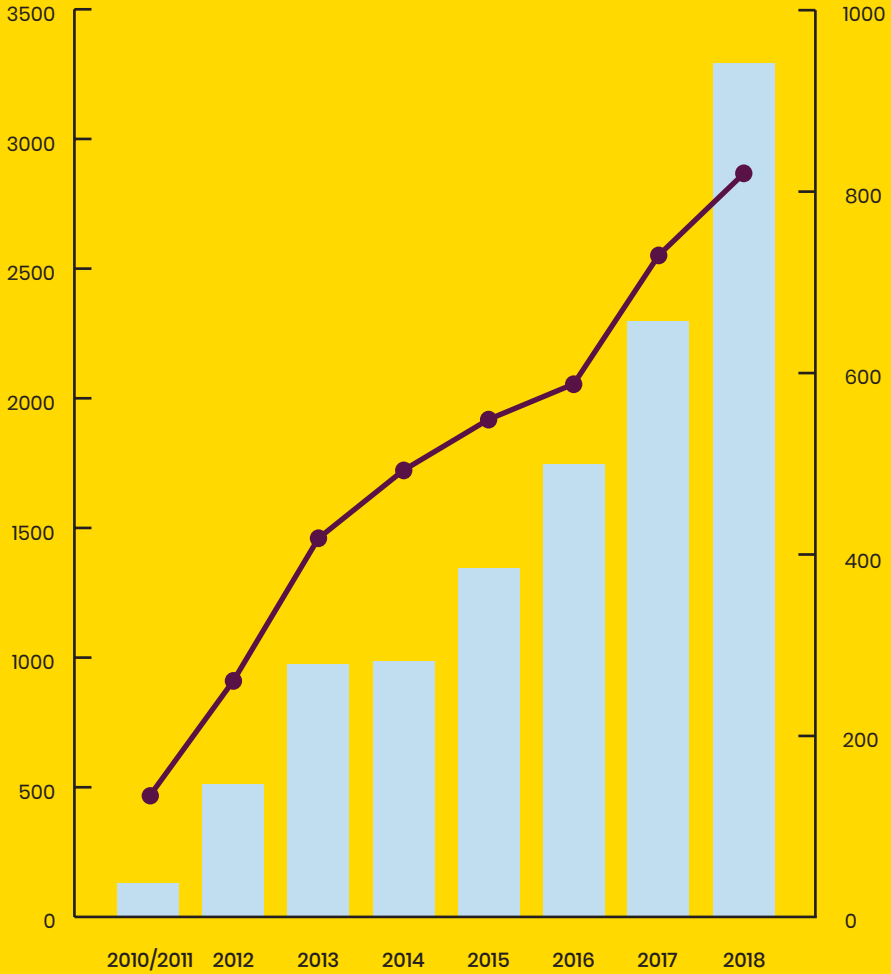
Good year




Operating results

The volume of loans
(in million PLN)

Number of experts



 The volume of loans (in million PLN)

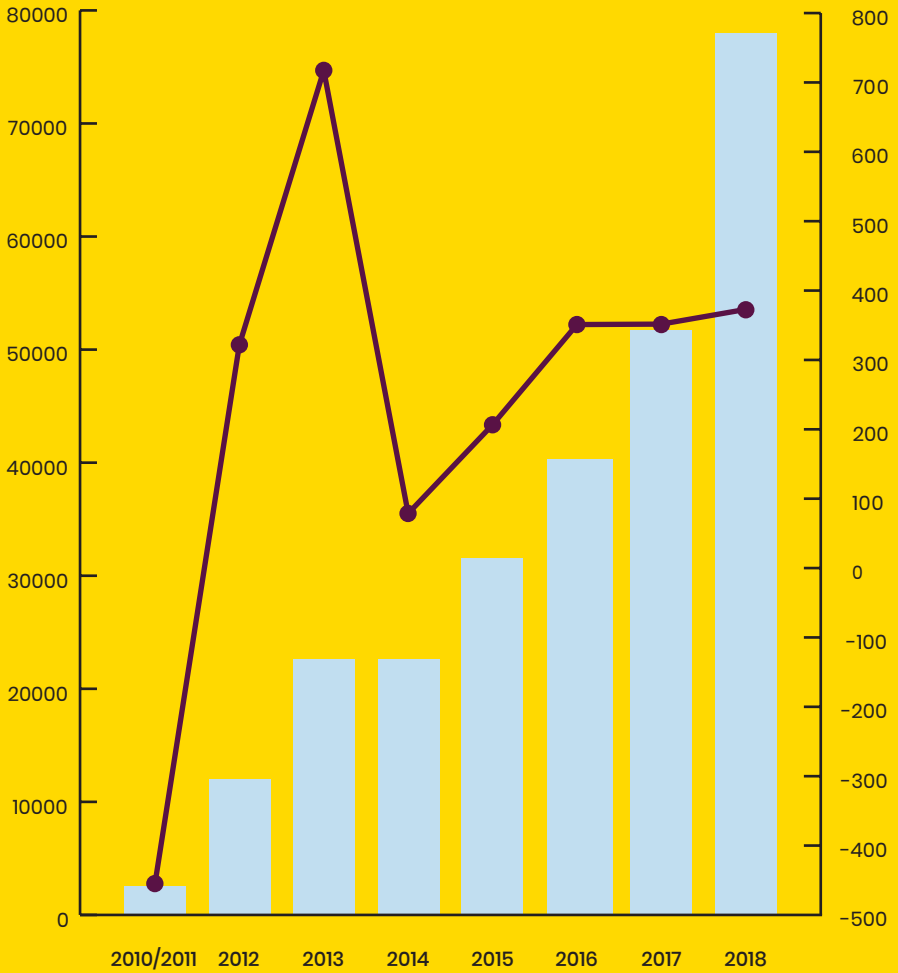
 Number of experts

Financial results



Total revenues
(in thousand PLN)

Financial result
(in thousand PLN)



 Total revenues (in thousand PLN)

 Financial result (in thousand PLN)



People

We are growing. At the end of 2018, the Cooperative consisted of:

- **286 members**
(28% more than at the end of 2017)
- **818 experts**
(12% more than at the end of 2017)

We are a work cooperative, which means that our company is owned in 100% by the ANG Cooperative team, i.e. its owners are our co-workers. They co-decide on the directions of activities and the shape of the organization. Together we work to develop in a sustainable way and wisely combine business, human and social goals.

We have created a community of people who know why they get up.*

*the quote comes from a dialogue meeting with our stakeholders

I am fully aware that I am a co-owner of this cooperative and there are several hundred people like me. And there is no-one else.

Jacek Kur, member of the Cooperative

The people who are here and the way we work - there is no such thing anywhere in Poland or in any organization.

Karolina Trzeciakiewicz, member of the Cooperative



What do we offer to the members of our community?

- ➔ one of the best remuneration models and timely settlements
- ➔ lack of sales plans
- ➔ co-responsibility and co-determination of the organisation
- ➔ acting in accordance with values and ethics
- ➔ employee volunteer programmes
- ➔ company library
- ➔ audiobooks at work
- ➔ access to training
- ➔ joint trips to the mountains, rivers and lakes
- ➔ private health care
- ➔ support for sports activities and a sports card
- ➔ life insurance

At ANG, we're all about cooperation. We want to gather people who are looking for a place where they can effectively act in accordance with ethical principles, engage in initiatives for the common good, and earn a decent income at the same time.

Michał Kwasek,
member of the
Cooperative, member
of the Management
Board



The Cooperative is the Best Employer

In 2018, our Cooperative was selected as the Best Employer in the independent AON Hewitt 2018 survey for the fourth time in a row. The survey is based on 100% opinions and assessments of employees. What is the result?

- The ANG commitment rate is **85%**, whereas:
 - the average in Poland is: 48%
 - among the Best Employers in 2018: 72%
- **91%** of our community is satisfied with their work in ANG





Ethics

Our mission is to provide people with the financial services they need, understand and can afford at a fair price. This is responsible sale for us. Our biggest challenge is **0% misselling**.

Together we have created the Code of Ethics and Cooperative Governance, we have an Ethics Committee and an ethics officer who take care of the observance of the accepted ethical standards. Anyone can report their concerns or possible violations at etyka@grupaang.pl.

There are various risks that we have to face in the field of ethics. With a growing network of experts, it is difficult to monitor all behaviour and control every transaction. The risk of irresponsible sales is also increased by the availability of high-margin products and the willingness to earn higher commissions per customer. However, we make every effort to reduce this risk.

Magdalena Mitraszewska,
Ethics Officer ANG Cooperative

What else do we do to reduce the risk of irresponsible sales in our organization?

- We carefully select products to match our offer or withdraw from products that may be inconsistent with our policies.
- In July 2018, we introduced restrictions on the amount of commission for our experts. They are aimed at restricting the sale of products with higher commissions to customers and making the level of remuneration dependent on the quality of experts' work.
- We do not have any sales plans, and the formula of the cooperative fosters a sense of co-responsibility and independence necessary in relations with customers.





● We make every effort to ensure that all terms and conditions relating to a financial product, the provisions of the contract, especially with regard to the consequences for customers and financial risks, are well explained.

● As far as possible, we monitor our sales with regard to responsible sales by analysing, for example, unnatural sales, incompatible with the company's trends, to one institution, sales on high commissions or sales of several products to one customer at the same time.

● We continue to raise our community's awareness of ethical challenges in the financial industry. Every co-worker of ANG is required to complete an ethics training course.

I think that a few years ago nobody in the financial intermediation industry spoke about responsible sales to customers. (...) The first company to start talking about it in the financial intermediation industry was ANG*.

*the quote comes from a dialogue meeting with our stakeholders





Common issues



The basic criterion for thinking about business should be its usefulness – whether what we do genuinely serves. At ANG, by building an ethical and useful business, we try to build social capital at the same time. We want to share our knowledge, experience and resources. Engage in initiatives for the common good to make the world a better place.

Our projects:

Not-irresponsible – from 2013, we have been running the project Not-irresponsible, whose aim is to define the greatest philosophical, economic and ethical challenges in business and to search for solutions that make business more sustainable and responsive to the common needs of today's world. We organize conferences, publish an irregular newspaper, run a portal www.nienienieodpowiedzialni.pl and publish a series of books entitled "Talks about responsibility".

OdpowiedzialneFinanse.pl
– a project through which we help our clients to find a reliable expert who will adjust the financial product to their needs and capabilities.

Financial education of children
– our volunteers conduct workshops on finance and entrepreneurship in schools.

Promoting readership – we run the Company Libraries program, which aims to promote reading among employees and reactivate company libraries. We have also created a card game for young people to encourage reading.

Christmas Charity Action
– instead of organizing our annual event for business partners, for the second time we have donated the equivalent of our planned Christmas expenses (over PLN 30 thousand) to charity.

Cooperation:

We join forces to scale our actions and have a real impact on our reality. We actively participate in the following initiatives:

- Coalition of Presidents-Volunteers
- Conference of Financial Companies
- The Jacek Kuroń Competition for the Social Enterprise of the Year
- Partnership for Achieving Sustainable Development Goals
- Konfederacja Lewiatan
- Working Group on Consumption at the Ministry of Investment and Development

What makes ANG a special organization? The fact that their activity is authentic, not dictated by economic or PR calculations. And that's what you feel when you deal with this organization..

Julia Koczanowicz-Chondzyńska,
President of the Board of the Foundation
for Social and Economic Initiatives

ANG not only encourages and persuades, but also works. So if we are looking for authority, we will find it in the space created by ANG within the framework of the Not-irresponsible programme: especially thanks to annual conferences and publications.

Paweł Łukasiak, President of the Board
of the Academy of Philanthropy



ANG Cooperative, as the only one in the financial intermediaries sector, issues an integrated social report. All those interested in what we managed to achieve in 2018 are invited to visit the

website www.angspoldzielnia.pl, where you can read the full content of our report (in Polish), which was developed in accordance with international reporting standards.

We invite you to share your opinion on the report.

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