

Seizing opportunities for our communities

2020 Corporate Social
Responsibility report



A word from our CEO



Dear Colleagues,

I am pleased to share our 2020 Corporate Social Responsibility (CSR) Report, in which you will read about Vistra colleagues' efforts to seize a world of opportunity for our communities.

By any measure, 2020 was an extraordinary year. But if it was a challenging year for businesses, it proved an even more difficult time for charities and underprivileged groups all around the world. COVID-19 consumed all of our lives to varying extents, and we continue to feel its impact. For those who lack resources, the pandemic has delivered an especially devastating blow.

Through the pandemic, our value of 'Doing the right thing' has been particularly important. This is why our colleagues, despite the many disruptions posed by COVID-19 to their professional and personal lives, have continued to invest their time and resources towards a range of social causes. From supporting education initiatives by donating learning supplies, to participating in fundraising

marathons for brain tumor and chronic illness patients, to assisting victims of the 2020 Beirut explosion – many of our colleagues have tried to make a positive difference during a turbulent time in our world.

The natural response to an event like COVID-19 is retraction – to withdraw from others out of fear, or to withhold resources out of anxiety over the unpredictable. But our CSR vision is driven by a spirit of outreach, which means that notwithstanding challenges beyond our control, we strive to help those less fortunate wherever possible.

Two particular areas of focus for 2021:

- David Spetter and his team in Sedico has kindly agreed to do an audit of our office environmental footprint. This is increasingly important as some of our large potential clients are asking Vistra to set out its credentials on Environmental Social & Governance (ESG) issues in our responses to tenders for new business.

- I am keen to leverage Vistra's skill set in the charity sector. From my involvement with the sector, it's clear that good governance and control presents a significant challenge. Some of them are handling substantial amounts of money. This is our core skill set, so I encourage any of you who have skills in governance or who would like to develop those skills, to get involved with the charity sector. I am happy to support and can refer you to Julius Bozzino and Emma Price, both of whom have developed good experience with a charity in recent times.

Let's continue to work together in 2021 to give back to our local communities and help build for a brighter future.

Best regards,
Alan Brown
Chief Executive Officer

2020 reflections, CSR Committee

It has been two years since we first published Vistra's CSR Report, and the journey so far has shed light on the strong sense of belonging that Vistra colleagues feel for their communities. This is evidenced by the ongoing collective participation in our CSR initiatives, all of which have illuminated Vistra's CSR mission.

Vistra's CSR efforts have historically rallied around three pillars – 'Children', 'Education', and 'Environment'. Last year we also featured 'Health'. Initially, this decision was made in response to the various health-oriented volunteering activities we had hosted in 2019, but given the onset of COVID-19 in 2020, 'Health' proved a most timely and necessary addition to our CSR focus areas.

Indeed, if the pandemic has revealed anything, it certainly amplified the responsibility that businesses have in helping those who are less fortunate and more vulnerable in this world.

Alongside the social distancing that came with COVID-19, we adapted to unforeseen circumstances by leveraging the benefits of technology. This innovated the way we did CSR, as we brought onsite events onto virtual platforms. On many occasions, this expanded the scope of participation for some volunteering initiatives, which was a positive development. For instance, our colleagues in Reading, UK hosted a virtual week-long balloon race to raise funds for food banks and mental health charities, while the Ireland office held several virtual quiz nights in support of frontline medical staff.

Echoing Alan's optimism in his message, we are hopeful that 2021 offers more opportunities for in-person warmth and contact, where our colleagues can once again visit children and patients, or gather together to raise funds for a local charity. In the meantime, we will continue to give back in innovative ways, which enable us to scale our impact in our local communities.

This year, the CSR Committee will be working with ExCo to review and re-invigorate our CSR strategy and focus areas. We look forward to sharing more on this in due course.

On behalf of the CSR Committee, thank you for your ongoing efforts – here's to a better and brighter year ahead.

“If the pandemic revealed anything, it certainly amplified the responsibility that businesses have in helping those who are less fortunate and more vulnerable in this world.”

Working as ONE Vistra to serve our communities through a challenging year

“Thanks to your contribution, the 2020 Ride was once again a great success. We would like to thank you on behalf of the Ride for the Roses Foundation, Princess Wilhelmina Fund and all cancer patients on Curaçao.”

Jim Van Luipen
Ride for Roses Curaçao Foundation

Americas JUNE



Colleagues in the United States celebrated World Environment Day by sharing things they have been growing in their gardens while locked down during the pandemic.

Americas DECEMBER



Colleagues across several offices adopted a family for Christmas, donating funds to purchase toys, books, and board games as well as gift certificates that the family could use to order home-cooked meals.

Bristol FEBRUARY



Shelter hospice in Bristol
Colleagues took part in a competitive quiz night raising funds for the Shelter hospice in Bristol.

FUNDS RAISED:
£55

Curaçao FEBRUARY



Princess Wilhelmina Foundation
Vistra Curaçao participated in the 2020 Ride for the Roses, an annual one-day event with an array of activities designed to raise funds and awareness for cancer patients.

Americas APRIL

Mass General Hospital
Colleagues donated 1200 masks to the Mass General Hospital in Boston. The masks had been sent from the Hong Kong office so that the team could distribute them to area hospitals when they began to run low on protective gear.

Americas SEPTEMBER



FUNDS RAISED:
US\$500 to purchase supplies

Holy Apostles Soup Kitchen
Colleagues in New York donated funds to the Holy Apostles Soup Kitchen's 'Got Your Back(pack)' fundraising campaign, helping to fill 115 backpacks for the children whose families visit the NYC daily soup kitchen programme.

BVI SEPTEMBER - OCTOBER



Family Support Network
Colleagues participated in a month-long food drive for the Family Support Network, a local food pantry organisation.

Cayman SEPTEMBER



FUNDS RAISED:
US\$600

George Town Primary School

The team donated gift cards to George Town Primary School, a local government-operated school. Colleagues voluntarily chose to forego receiving gift cards provided by their local Vistra office in favour of donating the funds to members of their community with greater needs.

Cayman DECEMBER



Plastic Free Cayman

As part of the annual Pirates Week Festival in the Cayman Islands, the team took part in a beach clean-up and joined 100 other volunteers in collecting over 800lbs of marine debris.

Cyprus DECEMBER



The team partnered with a local charity to adopt three families for Christmas and donated toys, clothes, and grocery store vouchers to help the families in need.

Cyprus OCTOBER



FUNDS RAISED:
€250

Sirius Dog Sanctuary

Colleagues volunteered at the Sirius Dog Sanctuary, raising funds to cover vet fees and donating food and toys for the animals.

Cyprus AUGUST



Following the explosion in Beirut in August 2020, colleagues came together to collect dry foods and other supplies to help the neighboring city.

Czech Republic DECEMBER



Youth Detention Centre in Hradec Králové

Christmas came early for children living at the Youth Detention Centre in Hradec Králové, when colleagues in Prague organised a charity collection donating books, puzzles, and board games.

Dubai

Enviroserve and Clothing Bank Initiative

The team in Dubai partnered with Enviroserve and the Clothing Bank Initiative to donate and recycle old electronics and clothing. Proceeds went towards supporting the Islamic Affairs and Charitable Activities Department (IACAD) and other organisations both in the UAE and abroad.

Dubai APRIL



Al Noor Centre

The team collected over 140 used books to donate to the Al Noor Centre in Dubai with their Donate-A-Book and Eat-a-Cookie Day.

Guernsey

Ernie's Angels

In the lead up to Christmas, the team in Guernsey hosted several events for Ernie's Angels, a local charity that raises awareness of the difficulties faced by families who face the prospect of losing their child - whether through chronic illness or unexpected accidents. The team held an office bake-off and a Christmas Jumper Day that included a meat draw, raffle, and Secret Santa.

DECEMBER

Ireland



FUNDS RAISED:
€300 for Alone
and
€110 for the Irish Cancer Society

Alone and Irish Cancer Society

The team in Dublin hosted a virtual bingo night to raise money for two local charities. The team raised €300 for Alone, a local charity that supports older people aging at home and €110 for the Irish Cancer Society.

Ireland

SEPTEMBER

IFSC Trust

The team in Ireland sponsored the IFSC Trust's Annual Golf Outing, helping to raise funds and awareness for the organisation that supports children, families, and communities in need in Dublin's inner city.

Ireland

APRIL

FUNDS RAISED:
€410

University Hospital Limerick

Colleagues from the Vistra Shannon office held a virtual quiz night raising €410 for the University Hospital Limerick to support frontline staff.

Jersey

JULY



Colleagues in Jersey supported the Jersey Zoo by purchasing an annual membership for all of their colleagues and their families.

Ireland

DECEMBER

FUNDS RAISED:
€2,380

Aware

The team hosted a Christmas charity raffle to support local businesses and raise money for Aware, a charity that supports mental health initiatives.

London/Reading

Refettorio Felix

As an ongoing initiative, Vistra colleagues provide pro bono finance, accounting, and corporate secretarial support to Refettorio Felix, a London-based charity that helps disadvantaged and vulnerable people by providing a range of services including mental health support, creative classes, career support and advice.

Luxembourg

APRIL



Hôpitaux Robert Shuman

Local hospital, Hopitaux Robert Shuman, received a special delivery of 260 Easter bunnies from Vistra Luxembourg as a thank you to the care workers for all their challenging work during the Covid-19 crisis.

Jersey

Phillips Footprints

Colleagues donated unwanted items to be recycled or sold, with all proceeds going to Phillips Footprints, a local charity that supports families through baby or child loss and funds Safer Pregnancy Projects in Jersey.

Luxembourg

Foundation Autisme, Amicale vun der Schoul fir Assistenzhonn and Association des Groupes Sportifs Oncologique

In 2020, the team launched several new recycling initiatives, including the collection and recycling of Nespresso capsules and bottle caps with the proceeds going to the Foundation Autisme, animal rescue centre - Amicale vun der Schoul fir Assistenzhonn, and a cancer awareness charity - Association des Groupes Sportifs Oncologique.

Jersey

JUNE



FUNDS RAISED:
£6,000

Blood Cancer UK

When the annual Vistra Jersey Kids Triathlon, which raises money for Blood Cancer UK, was cancelled due to Covid-19, Vistra Jersey stepped in and donated £6,000 to help support the organisation's fundraising efforts.

“What an incredibly kind gesture! It will do so much to support the zoo through these turbulent times. We really appreciate Vistra's support.”

Alexandra Shears, Director of Communications and Fundraising of Durrell Zoo

“We are overwhelmed with the generosity of Vistra Jersey, who have been wonderful sponsors of the Kids Triathlon for many years and are huge supporters of the charity. We cannot thank them enough, especially in these difficult times for charity organisations.”

Chris Rowland, Chairperson of Blood Cancer UK - Jersey branch

“We were very happy to have Vistra as a Platinum Sponsor of the Duck Race 2020. On behalf of the charities supported through the event we would like to say thank you! ”

Robert van den Oord, Past-President
2020-2021 Round Table Luxembourg

“A huge thank you from the toy appeal team for, despite the restrictions, helping us to give over 700 children a Christmas present and make the day a little bit special for them all. ”

Salvation Army, Reading

“Having partners who take a genuine interest in local issues and are committed to giving back to their community is invaluable. We are looking forward to continued partnership with Vistra to deliver real impact where it's needed. ”

Ash Antao, Curator of Global Shapers Victoria Hub

Luxembourg **OCTOBER**



♥ Arcus – Tiergestützte therapie und pädagogik, Centre thérapeutique Syrdall – Schloss and Fondation EPI

Vistra Luxembourg was the platinum sponsor of the 2020 Virtual Duck Race. The annual race of rubber ducks on the Pétrusse river raises funds for a variety of charities in Luxembourg that support children's needs.

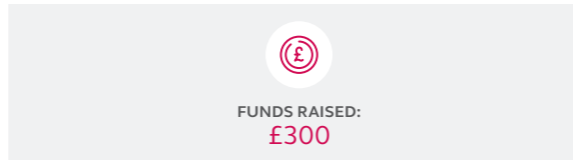
Poland **SEPTEMBER**



♥ Schools in Otwock

Colleagues in Poland collected school items to support underprivileged school kids in Otwock, near Warsaw.

Reading **OCTOBER – NOVEMBER**



♥ ReadiFood, Sport in Mind and Thrive

The Reading office organised a virtual week-long balloon race to raise money for local charities ReadiFood, Sport in Mind and Thrive.

Poland **SEPTEMBER**

♥ Poland Business Run Foundation

Colleagues in Poland joined the Poland Business Run. This nation-wide event is designed to raise money and support beneficiaries of the Poland Business Run Foundation and other local charities, which help victims of accidents, providing them with prosthetic devices, rehab sessions and therapy.

Poland



♥ Warsaw Zoo

For over 10 years (and counting!), Vistra Poland has been the adoptive parent to four chimps in the Warsaw Zoological Garden. Apart from monthly donations, the team also occasionally provides treats to the monkeys, including nuts, cranberries, apricots, and veggies. By the end of 2020, the team had donated 18 kg of hazelnuts!

Seychelles **OCTOBER**

♥ Cancer Concern Association of Seychelles

The office participated in the community's Cancer Awareness charity event by sponsoring the slush and candy floss stall for participating children at the event.

Reading **DECEMBER**



♥ Salvation Army

Colleagues participated in the Salvation Army's annual toy drive by purchasing over 20 gifts for the campaign and donating an additional £100 to the organisation.

Seychelles

♥ Lespwar Project

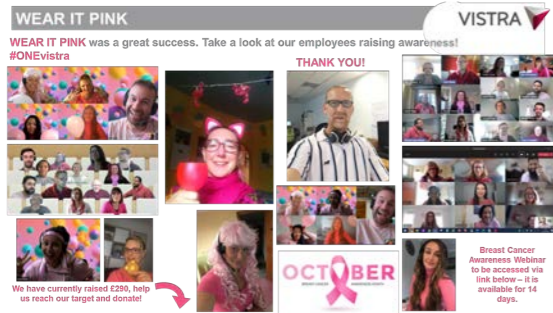
Vistra Seychelles became the lead sponsor of the Lespwar Project, a youth integrative support programme targeting secondary school girls (ages 12-15 years old) who are classified at-risk or vulnerable. The sponsorship supports Global Shapers Victoria Hub who is the Lespwar Project's programme facilitator and will fund a variety of activities for the programme's participants. This sponsorship will continue through 2021.

“We are extremely grateful to Vistra for supporting Brain Tumour Research and Wear A Hat Day during these difficult times.”

Melaine Tiley, Community Development Manager - West of Brain Tumour Research



UK **OCTOBER**



UK Breast Cancer

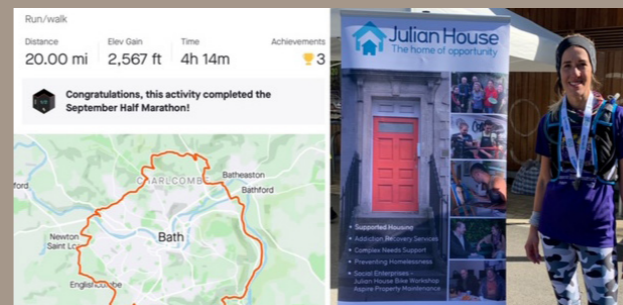
Colleagues in the UK took part in a virtual celebration of Breast Cancer Now's "Wear It Pink" day.

UK/Jersey **MARCH**

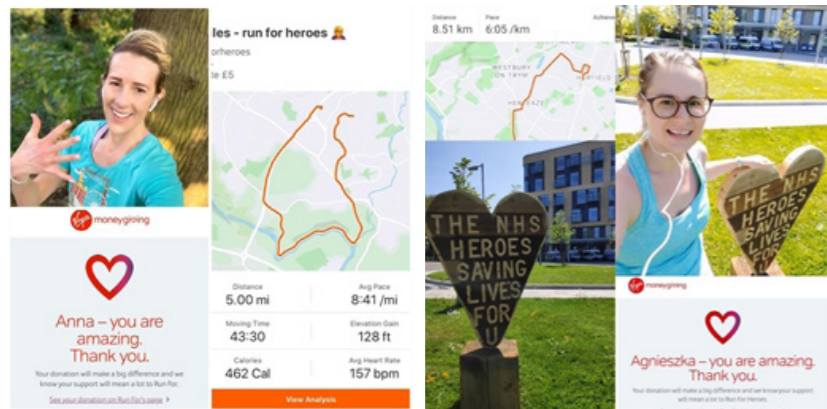


Brain Tumour Research

More than 70 colleagues across the UK participated in the Brain Tumour Research's Wear A Hat Day.



UK **APRIL**



Colleagues across the UK took part in either running 5 miles or 5 km in aid of the country's national Run for Heroes campaign.

FUNDS RAISED:
Each colleague donated **£5 or more** towards the charity

UK's National Health Service



Prague **DECEMBER**

Youth detention centre in Hradec Králové

The team donated books, puzzles, and board games for children at the youth detention centre in Hradec Králové (100 km outside Prague).



Vistra Global CSR Committee



Barbara Neuerburg
Executive Director



Celestina Cheung
Associate Director,
Group Human Resources



David Spetter
Managing Director



John Mahoney-Phillips
Group Head of
Talent Management



Simon Filmer
Global Lead
Company Formation



Sylvia Evans
Head of Communications



Tanya Scott-Tomlin
Chief Compliance Officer

Local CSR/Community Investment Programme Leads

Americas	Jacqueline Iglesias
Bangalore	Sankar Kannan
Belgium	Eric Hendrickx
Berlin	Gijs Hospers
Bulgaria	Kristina Slavcheva
BVI	Dionne Boreland-Fearon
Cayman	Lynden John and Andy Harding
Curacao	Connie Padilla
Cyprus	Laura Michael
Geneva	Stéphane Hauguel
Guernsey	Richard Phibbs
Hong Kong, SAR	Celestina Cheung
Hungary	Matty Ryan
Ireland	Victoria Passmore
Jersey	Karen Hassett
Luxembourg	Bérénice Kunnari
Malta	Anthony Galea
Mauritius	Kevin Gooroochurn
Netherlands	Carina Van Riemsdijk
Poland	Paulina Keri
Prague	Tomas Vinkler
Seychelles	Neil Puresh
Singapore	Valentina Legg
Taiwan	Jessica Chen
UK Bristol	Anna Avery
UK Reading	Stacey Streets
UK London	Saba Shafqat
Zurich	Bruno Sidler

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