

# IN TOUCH 2021/22

HAYS PENSION SCHEME (THE SCHEME)

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# CHAIR'S WELCOME

Welcome to the 2021/2022 issue of *In Touch*, the annual newsletter for members of the Hays Pension Scheme (the Scheme).

The past year has been difficult for everyone in the UK and across the world but with the roll-out of the vaccination programme, there seems to be light at the end of the tunnel.

In this issue, you can see the latest financials for the year ending 30 June 2021. Despite it being another challenging year, the Scheme continues to be well placed to cover its commitments to you – our members. Find out more on pages 8 to 10.

Unfortunately, the Covid-19 pandemic has also seen a spike in the number of people who have lost money to scammers. We don't want anyone else enjoying your hard-earned cash, so make sure you know how to identify the signs of a scam, how to report one, and what to do if you fall victim to one. See pages 5 and 6.

With the cost of living seemingly rising every month, more of us than ever may need extra help. If you or anyone you know needs help, you can turn to the back page for a list of agencies and organisations that can give you help, advice and guidance on what care or benefits you might be entitled to, or how to manage your finances or debt.

And finally, we'd like to encourage you to help us go green and commit to receiving future issues of *In Touch* electronically, if you can. If you haven't registered for online communications already, you will have received a letter with the step-by-step instructions.

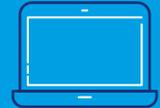
If you have any questions after reading this issue of *In Touch*, or you'd like to find out more about the Scheme, visit the website at [www.hayspensionscheme.com](http://www.hayspensionscheme.com)

Alternatively, you can contact the Administration Team or Kath Bedford, Pensions Manager, using the details on the back page.

As ever, we love hearing from you, so if you have any feedback on this newsletter please do share it with us.

**Sean Burnard**  
**Chair of the Trustee Board**

Throughout the newsletter, there are references to where more information is available on the Scheme website. For each of these, we've added the following icon:



# LATEST NEWS

## THE FUTURE OF THE SCHEME

We wrote to you in February 2021 to let you know that the long-term plan of the Trustee and Hays plc is to secure all members' benefits with an insurance company through a buy-out policy.

Insuring members' benefits is a positive move because insurers can provide greater long-term financial security for pensions as, by law, insurers must hold assets that significantly exceed their liabilities.

Buying-out all of the Scheme's benefits is still some way off as, before this can happen, we need to ensure that the Scheme has sufficient assets to cover the cost of securing all Scheme benefits with the selected insurer.

We are therefore taking this time to make sure that the data we hold for all members is correct and up to date.



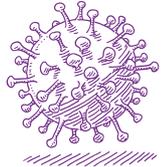
### Further information

As a reminder, you can find the letter and FAQs about the buy-out that we sent you in February 2021 in the 'Other Scheme information' section of the Document store at [www.hayspensionscheme.com/document-store](http://www.hayspensionscheme.com/document-store) – select the 'Long Term Strategy' link.

## COVID-19 UPDATE

Although the markets are slowly starting to recover from the initial impact of Covid-19, it may take a while for them to return to their pre-pandemic levels.

The Trustee continues to work closely with its investment managers to safely increase the assets to match the liabilities.

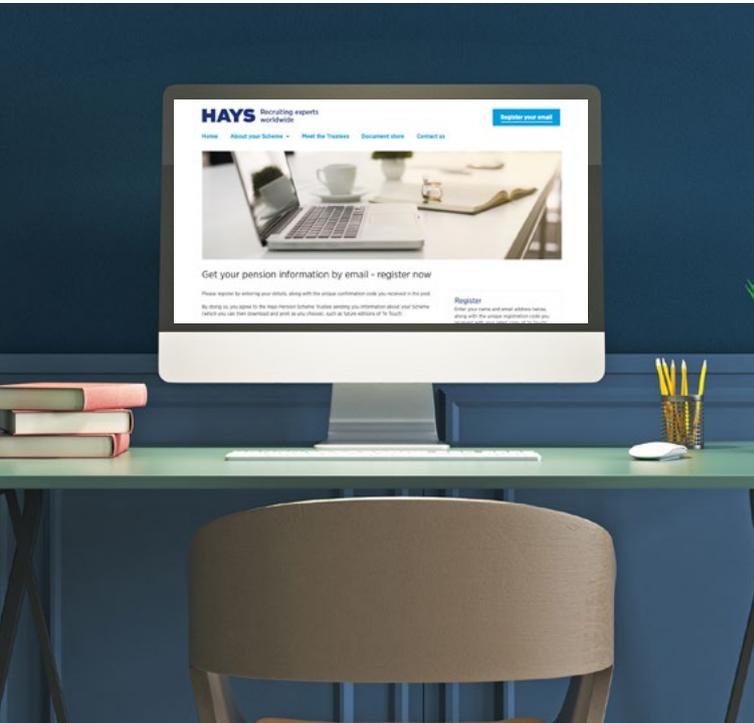


# LATEST NEWS (cont...)

## GO GREEN – REGISTER YOUR EMAIL ADDRESS FOR DIGITAL COMMUNICATIONS

As part of our commitment to lower our carbon footprint, we're moving towards paperless communications.

If you don't already, you can receive *In Touch* online instead of by post, as well as other non-personalised Scheme updates.



## WHAT ARE THE ADVANTAGES FOR YOU?

1. Access *In Touch* whenever you want, wherever you want through your smartphone, tablet or computer
2. Locate Scheme documents of interest in the online Document store
3. Remember, you'll continue to receive personalised communications, like your annual pension increase letter and P60, by post

## FOUR SIMPLE STEPS TO ONLINE REGISTRATION

1. Enter your unique registration code (you'll find this in the letter you have received) and your details at [www.hayspensionscheme.com/register](http://www.hayspensionscheme.com/register)
2. Look out for a confirmation email – this will contain a registration link
3. Click on your registration link to confirm your online registration
4. If you don't receive your confirmation email within a couple of minutes, check your junk/spam folder – if you find your email there, just add [admin@hayspensionscheme.com](mailto:admin@hayspensionscheme.com) to your safe senders list to complete these steps

Once you've registered your email address, we'll be able to email you to let you know when *In Touch* is available, or when there are any Scheme updates or news.

# SCAMS SURGE DURING PANDEMIC

**More than £2.3 billion was lost to scams in the year to April 2021. As this fraudulent activity shows no sign of abating – if anything, it's increasing – we've gathered expert advice about how to recognise and avoid scams, and what to do if you've been a victim of one.**

Consumer watchdog Which? says that people in England, Wales and Northern Ireland were scammed out of more than £2.3 billion in the space of a year (from April 2020 to April 2021). During that time, 413,553 instances of fraud were reported to Action Fraud – up 33% on the previous year.

However, the Office for National Statistics data advises that there were more than four million incidents of fraud during this time, suggesting that the figures above only represent around 10% of cases.

## RECOGNISING SCAMS

While all scams are different, they all have one thing in common – they want to separate you from your money. So, how can you recognise the signs of a scam?

### WERE YOU EXPECTING TO BE CONTACTED?

Most companies will only contact you if you've made initial contact about goods or services that you are interested in buying from them. If someone calls, texts or emails out of the blue, be wary.

### CHECK CONTACT DETAILS ARE GENUINE

Hover over email or web addresses online to see where the links really take you – check they match the company's real contact details. Look out for misspellings or grammatical errors. Some scammers can also make their numbers look like those of genuine businesses, so if you're unsure, end the call, search for the business' number online (or ring directory enquiries) and call the real number back to verify.

### STAY ALERT OFFLINE TOO

Don't forget, scams don't just happen online – as well as phone calls, scammers also use letters and flyers and can even make approaches in person.

### DOES THE OFFER SOUND TOO GOOD TO BE TRUE?

Often criminals will present you with 'one-time only' investment opportunities that can look convincing, complete with sophisticated websites and associated advertising materials. They may also claim that they can guarantee high returns on the investment they're selling. No investment is guaranteed.

### ARE YOU BEING ASKED FOR PERSONAL INFORMATION?

No legitimate company will ever ask you for passwords, PINs or personal details. If anyone does, end the conversation immediately.

### ARE YOU BEING RUSHED INTO MAKING A DECISION?

Pushing you into making a quick decision means that you won't have time to do your research – it's a common ploy used by scammers to pressure people into parting with their money.

# SCAMS SURGE DURING PANDEMIC (cont...)

## AVOIDING SCAMS

As well as being on the lookout for scams, there are other steps you can take to protect yourself from scammers too.

1

### Keep your software up to date

If you have a computer, tablet or smartphone, make sure that your operating system and anti-virus software are up to date as these often include patches that can block scams and malware. This applies to all your devices.

2

### Make sure all your accounts have strong passwords

Don't use the same password for multiple accounts – ideally, you should use a strong password generator and a password manager to help you keep track of them.

3

### Check who you're dealing with

If you're buying financial services, check the FCA register at [register.fca.org.uk](http://register.fca.org.uk)

You can also look up any other kind of company at Companies House at [www.gov.uk/government/organisations/companies-house](http://www.gov.uk/government/organisations/companies-house)

4

### Keep your personal information to yourself

Never give out any other personal information – like your bank details – over the phone, and never give any PINs or passwords to anyone.

## REPORTING SCAMS

Even if you've just been targeted and haven't been a victim, report the scam to Action Fraud on 0300 123 2040 or use the online form at [www.actionfraud.police.uk/report\\_fraud](http://www.actionfraud.police.uk/report_fraud)

If you have been a victim, get in touch with your bank directly and see if they can recall your money and call the police on 101. If they can't, there may be other ways you can get your money back – check at [www.citizensadvice.org.uk/consumer/scams/check-if-you-can-get-your-money-back-after-a-scam](http://www.citizensadvice.org.uk/consumer/scams/check-if-you-can-get-your-money-back-after-a-scam)

## HOW WILL YOU KNOW IF THE SCHEME IS GETTING IN TOUCH?

**The Pensions Manager and your Equiniti Administration Team will never cold call you.** They'll only ever contact you to return a call you have made to them or to follow up on a query if you've written to them.

They **will** ask you to prove your identity, but they'll only ever ask for:

- Your name;
- Your address;
- Your date of birth; and
- Your National Insurance number.

# GUARANTEED MINIMUM PENSION (GMP) UPDATE

## BACKGROUND

In May 1990, the European Court ruled that pension benefits for men and women had to be equalised. This meant that the retirement age and the pension for both sexes had to be the same.

There was, however, one element within the total pension, the GMP which, by UK law, was still payable at age 60 for women and age 65 for men.

The pensions industry has been waiting for the UK Government to provide direction on how to equalise the GMP pension element. The Lloyds Banking Group and their Pension Trustee however needed answers and took their case to the UK courts. In October 2018, the High Court ruled that the

“GMP element of pension accrued [or built up] between 17 May 1990 and 5 April 1997 between men and women must be equalised” in all pension schemes. The ruling also detailed several ways that this could be done.

## NEXT STEPS

We are pleased to report that good progress has been made in the Hays Pension Scheme to equalise the benefits as required. While we still have some unanswered questions, we were able to plan the exercise and equalise around 75% of the deferred membership at 30 April 2021.

The Scheme’s pensioner members are the next group whose benefits we’ll be working to equalise. Plans are well under way to equalise their benefits at 1 March 2022 and, by the time you read this, this should have been completed for all or most of our pensioner members.

Once this part of the exercise has been completed, we will be equalising any remaining members as soon as possible. We will write to each member to notify them at that time.



You can find out more about GMP equalisation at [www.hayspensionscheme.com/news](http://www.hayspensionscheme.com/news)

# WHAT IS RESPONSIBLE INVESTMENT?

To many people, responsible or sustainable investment means only investing in companies that look obviously ‘green’ or ‘environmentally friendly’ – for example, wind turbine or solar panel manufacturers. However, responsible investment covers not only environmental issues, but also social and governance factors too and to make the biggest impact in all of these areas, investors can often have more influence by working with companies rather than just excluding them.

The Trustee seeks to take Environmental, Social and Governance (ESG) factors into account when managing the Scheme.

The Trustee believes that ESG factors may have a material impact on investment risk and return outcomes, and that good stewardship can create and preserve value for companies and financial markets as a whole. The Trustee recognises that long-term sustainability issues, such as climate change, present both risk and opportunities that may require explicit consideration.

To read more about how the Trustee is considering these issues, visit [www.hayspensionscheme.com/news](http://www.hayspensionscheme.com/news)

# THE FINANCIALS

Below you'll find an overview of the Scheme's membership figures, along with its income and expenditure in the Scheme year ending 30 June 2021. We've also provided figures for the previous year for comparison.



## SCHEME MEMBERSHIP\*



## SCHEME VALUE

This table shows the value of the Scheme for the year ended 30 June 2021 compared with its value at 30 June 2020.

Value at the beginning of the year	+ Income	- Expenditure	+/- Returns from Investments	= Value at the end of the year
<b>2021</b> <b>£969.701m</b>	£39.360m	(£33.923m)	(£67.530m)	<b>£907.608m</b>
<b>2020</b> <b>£842.807m</b>	£40.532m	(£34.725m)	£121.087m	<b>£969.701m</b>

## INCOME AND EXPENDITURE

	30 June 2021	30 June 2020
<b>Income</b>	<b>£000s</b>	<b>£000s</b>
Company contributions	£16,215	£15,742
Investment and other income	£23,145	£24,790
<b>Total income</b>	<b>£39,360</b>	<b>£40,532</b>

	30 June 2021	30 June 2020
<b>Expenditure</b>	<b>£000s</b>	<b>£000s</b>
Pensions paid	£15,164	£14,936
Lump sum (retirement and death benefits)	£2,091	£2,136
Payments to and in respect of leavers	£11,817	£13,984
Other payments	£29	£22
Administration and investment expenses	£4,822	£3,647
<b>Total expenditure</b>	<b>£33,923</b>	<b>£34,725</b>

## KEY POINTS

While the Covid-19 pandemic has undoubtedly had a significant impact on global stock markets, we'd like to reassure you that this **does not** impact your 'defined benefit' pension arrangement or your retirement income from the Scheme. Your pension is a promise to you under the Scheme Rules and doesn't change depending on what is happening in the wider world. However, the assets of the Scheme may be affected by global events, and the Trustee has had to manage investments and global risks in light of the Covid-19 pandemic. The Trustee considers situations such as the Covid-19 pandemic and has designed and implemented the Scheme's investment strategy, taking a long-term view, and has built in resilience to withstand short-term fluctuations. The management of the Scheme, together with the factors likely to affect its future development, performance, and financial position are set out in the Annual Report and Accounts. As at 30 June 2021 the value of the assets were estimated to be 101% of the amount needed to cover the Scheme liabilities on a Technical Provisions basis so the Scheme is well placed to manage its risks and contractual commitments.

**£62.093m**

decrease in Scheme value  
over the year

**-£67.530m**

investments returned  
over the year



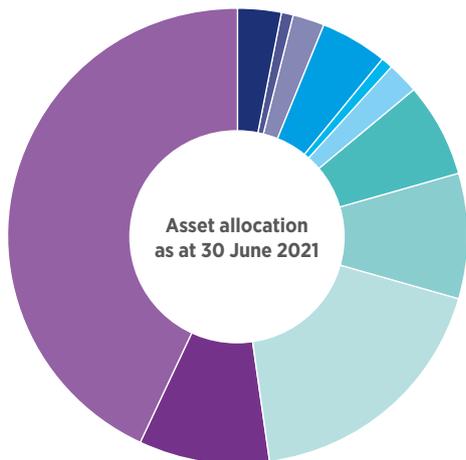
You can find a copy of the full Report and Accounts at  
[www.hayspensionscheme.com/document-store](http://www.hayspensionscheme.com/document-store)

You can also find the Chair's Statement within the full Report and Accounts. If you would like a hard copy of the Report and Accounts, simply get in touch with the Pensions Manager using the contact details on the back page.

# THE INVESTMENTS

The Trustee invests its assets to make sure that there is enough money in the Scheme to pay members' benefits both now and in the future.

The Trustee and its investment advisers review the Scheme's investment strategy regularly to make sure that it remains appropriate.



Synthetic equity	3.3%	Global Multi-Asset Credit	7.3%
Synthetic Equity (UK)	1.0%	Property	9.5%
Synthetic Equity (World)	2.3%	Corporate Bonds	19.3%
Absolute return	5.0%	Short Dated Corporate Bonds	9.7%
Cash	1.0%	Gilts and equivalent bonds (LDI)*	45.8%
Cash drawdown sub-portfolio	2.2%	Short cash exposure	(3.1%)

\*Liability Driven Investments

## INVESTMENT PERFORMANCE

The Scheme's annual investment returns are measured against a target. This is known as a benchmark and it helps the Trustee to measure whether the investment strategy is working successfully. You can see the latest performance results in the table below, which shows how the Scheme's investments have performed against their benchmark at one, three and five-year intervals.

	Actual	Benchmark
One year	(5.3%)	(6.7%)
Three years	8.4%	8.8%
Five years	8.7%	8.3%

## FUNDING LEVEL

The last full actuarial valuation was completed as at 30 June 2018 and the results from this were reviewed and signed off on 27 March 2019. The formal actuarial valuation as at 30 June 2021 is currently underway. The statutory deadline for this is 30 September 2022.





## IMPORTANT SCHEME DOCUMENTS

The Trustee has to make certain Scheme documents publicly available – these include the Chair’s Statement (which can be found in the Report and Accounts), the Report and Accounts, the Statement of Investment Principles and its Implementation Statement. You can find these online at [www.hayspensionscheme.com/document-store](http://www.hayspensionscheme.com/document-store)

## CONTACT US

For any enquiries about the information in this year’s edition of *In Touch*, please contact:

 [hays@equiniti.com](mailto:hays@equiniti.com)

 0333 207 5957

### Hays Pension Administration Team

Equinti Pension Solutions, Sutherland House,  
Russell Way, Crawley, West Sussex RH10 1UH

For other enquiries, or if you would like to see a copy of the full Report and Accounts, please contact the Pensions Manager:

 [pensions@hays.com](mailto:pensions@hays.com)

 0333 010 7079

 Kath Bedford, Pensions Manager

Hays plc, 20 Triton Street, London NW1 3BF

### Other formats

If you struggle to read this newsletter, we’ll happily supply it to you in an alternative format. This includes braille, large font and audio recording. Please contact the Pensions Manager if you wish to request an alternative format.

## LOOKING FOR HELP AND SUPPORT OR IN NEED OF EXTRA HELP?

### MoneyHelper

Worried about your finances, debt, benefits or planning for your retirement? Get free, confidential and impartial help from MoneyHelper, on all these topics.

MoneyHelper was introduced to speed up and simplify finding and accessing the right help in relation to money and pensions guidance. It combines the services of three Government-backed financial guidance providers: Pensions Wise, the Pensions Advisory Service and the Money Advice Service.

0800 011 3897

[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

You can also talk to an adviser online using the ‘Live Chat’ function or there’s a helpful form you can complete specifically for pensions guidance which you can access at [www.moneyhelper.org.uk/en/contact-us/pensions-guidance/pensions-guidance-enquiry-form](http://www.moneyhelper.org.uk/en/contact-us/pensions-guidance/pensions-guidance-enquiry-form)

### You and your State Pension

Find out how much State Pension you might be entitled to at [www.gov.uk/check-state-pension](http://www.gov.uk/check-state-pension)

Check when you can start receiving your State Pension at [www.gov.uk/state-pension-age](http://www.gov.uk/state-pension-age)

Find out how to get your State Pension at [www.gov.uk/get-state-pension](http://www.gov.uk/get-state-pension)

### Age UK

Advice and support tailored for older adults – from benefits entitlements to care at home, and health, wellbeing and befriending services.

0800 678 1602

[www.ageuk.org.uk](http://www.ageuk.org.uk)

### Barclays Digital Eagles

Boost your digital skills and confidence by signing up for online courses delivered by Barclays Bank’s Digital Eagles. Courses range from the very basics of how to choose the right device for you and stay safe online, to how to use social media to stay connected with friends and family. And they’re all available for free!

<https://digital.wings.uk.barclays/>