

SERVICE AND BUSINESS

A SHORT VERSION OF INTEGRATED
SOCIAL REPORT 2015 OF ANG
SPÓŁDZIELNIA DORADCÓW
KREDYTOWYCH - CREDIT ADVISORS
COOPERATIVE



ARTUR NOWAK-GOCLAWSKI
cooperative member, ANG board

I have a pleasure to invite you to familiarize yourselves with the report that summarizes our input in 2015. "It is not about achieving your goal but about achieving it on the bright side" said Marek Edelman. This thought goes very well with the way we managed our cooperative during the previous year. It was a very successful year as far as economic aspects are concerned. We significantly increased revenues, net financial result and equity, we have also become a bigger community of people, cooperative members and advisors. We achieved it thanks to sticking with the "bright side", and at the same time developing in a sustainable way, making every effort to be responsible and socially-engaged as a company and as ourselves, and to think about common good. All this is possible thanks to the

engagement of people, members of ANG community who find a source of professional and personal development in their work. We wouldn't be here if it wasn't for our financial partners and banks who trusted that a cooperative model can constitute a good company and showed openness and willingness to cooperate. We serve our clients and we want to deliver them good financial products suitable for their needs and understandable for them. Our stakeholders, non-governmental organisations, public administration, suppliers and other partners who are a part of ANG world also contributed to what was happening in our organisation. Nothing would work and nothing is happening without you, ANG friends, and I would like to thank you for this.

BUSINESS- COOPERATIVE

ANG Credit Advisors Cooperative runs its business in the financial industry. It consists of 556 advisors: 222 women, 334 men. It includes 184 Cooperative members represented by women in one third. Cooperative members are co-owners of ANG. The cooperative is a company of entrepreneurial people.

ANG keeps its independence – we are in the first five financial advisory companies in the country that do not have equity or organisation links with a bank, insurance company or investment fund. We focus more on serving our customers than on fulfilling the sales target. Our values, mission and goals are included in the ANG Manifesto - a constitution of the company.

ETHICS & SUSTAINABLE DEVELOPMENT

The core of the ANG business are ethics and sustainable development. That is why we promote responsible sale and social engagement in the whole sector in an inspirational, attentive and planned way. It constitutes ANG's business strategy.

A responsible sale of credits and loans fits the needs of our clients. We do not accept misselling.

As in 2015 we achieved revenues of PLN 31.62 million (41% higher than in 2014) and net financial result of PLN 206 000 (164% higher than in 2014), the equity increased in 2015 to 1.64 million, i.e. by 18.7% in relation to 2014. We are glad of it and we believe that it is an effect of our everyday work and

constant search for special business.

However, we think that being the Cooperative we should be paying more attention to increase business opportunities for our members. Even if the Cooperative achieved very good results, our plans for 2015 called "Happiness Strategy" were fulfilled in 71%. As for business goals - in 82%. Goals related with our people's equity -in 72%, with social capital -in 89%, with actions for environment -in 42%. More details are included in a full version of the report.

There is still a space for improvement.

We included business ethics in the ANG Code of Ethics. We were awarded the title of Ethical Company 2015 by "Puls Biznesu" and Deloitte. We act within the Coalition of Spokesmen for Ethics "Global Compact" (Koalicja Rzeczników Etyki), spreading the knowledge and experience in implementing the rules of ethics in business. Here we also learn from others.

	2014	2015
REVENUES TOTAL	PLN 22.699.615,93	PLN 31.616.969,88
FINANCIAL RESULT	PLN 78.153,71	PLN 205.963,59
BALANCE SHEET TOTAL	PLN 5.151.045,33	PLN 6.304.045,84
EQUITY	PLN 1.381.429,83	PLN 1.638.754,05

89.3% of ANG revenues are passed on to the Cooperative members. 10.7% of the revenue stays in ANG - it is used for covering the operating costs, development of the Cooperative and social engagement. The profit is a part of it. 10% of the profit is allocated to the Foundation Będę Kim Zechę.



KATARZYNA DMOWSKA

Cooperative member, ANG board



After 2014, when we were reducing losses caused by decisions related to our responsible product policy, in 2015 we saw an over 40% rise in volumes and revenues. It is an effect of hard work and trust that we were honoured by those who were with us first and those who joined us in 2015.

HOW DO OUR MEMBERS SHARE THEIR REVENUES?

from **65% to 90%** of their revenues are given to advisors

up to 50% of their revenues advisors give to partners for recommending them to clients (developers, real estate brokers, etc.)



JACEK KUR
cooperative member



I didn't think that I could find on the Polish financial market a company that is so closely associated with my values. Especially that I work in the sector that is vulnerable to fast and easy profit at the expense of unconscious clients. That is why I want to be a part of ANG. Here I can develop my company. Here I just feel good.

COOPERATIVE MEMEBERS

The members bring to the Cooperative experience and flawless reputation that is kept thanks to The Code of Ethics.

What is crucial for us and for the whole market is the rule of exclusivity -every Cooperative member has to comply with a non-competition clause.

We cooperate with the leaders of cooperative movement in Poland. We engage in common initiatives, we stay in touch with the National Cooperative Council (Krajowa Rada Spółdzielcza) and the National Auditing Union of Workers (Związek Lustracyjny Spółdzielni Pracy).

WSPÓŁSTANOWIENIE

Regardless of the size of contribution to the Cooperative, every member has the same vote and influence on the company's fate. It gives

us the right to call ourselves the only such an innovative organisational structure in Poland or rather retroinnovative as cooperatives in our country are two hundred years old.

However, we notice that cooperative members do not entirely use the possibility to take advantage of their rights and duties in ANG that are related to codetermination – participation in the Cooperative's actions.

Further success of ANG depends on more engagement in common problems of the ANG community, in the Cooperative's business life, in sharing the knowledge and in cooperation with projects. We would like our members to be more conscious of the mission, vision and values of the company.

The Cooperative will repay with even more business support for its members.

BUSINESS - CLIENTS

We are close with every business and social partner (stakeholder). The clients are a special group. That is why we take care of our relation with them. We give our hearts, joy and proper due diligence.

In 2015, 6155 individual clients decided to sign an agreement for mortgage loan and cash loan through the ANG Cooperative. Our ethical rules do not allow us to sell them the products they do not need. When talking to clients, also within the terms of agreement, we get to know them better. Because our ambition is to adjust the product to the expectations. The rules are understandable, the benefits and obligations are fully accepted. It is a fair sale that puts the good of our customer in the first place.

Those who come to us, do not pretend anything and they recommend us to others. They are truly satisfied with the service of ANG.

Because the clients are our greatest joy and the most important source of broadening business opportunities.

We treat complaint handling processes seriously and we would like to notice that we had only one such a process in 2015.



MARIUSZ TUREK

trainer, coach



ANG is an example of the organisation that has coherent declarations and actions in different areas – values and rules of ethical code are clearly defined and used in practice, whereas a good example comes from the highest level.

The ANG Cooperative holds a real dialogue with its environment. We communicate openly and honestly about what is happening in our company: banks and suppliers are our partners. We all benefit from this dialogue.

BUSINESS – MARKET & BUSINESS ENVIRONMENT

A big part of commercial banks in Poland are our partners - 16 banks. We cooperate with them mainly in terms of mortgage loans. An average value of loan is PLN 229 340. In 2015 we disbursed 6692 loans with keeping clear procedures.

Value of loans – PLN 1346 million. ANG revenue from banks is roughly 2.32% of granted loans' value.

We take part in initiatives in our industry. We participated in the Conference of Financial Companies (KPF) and the Polish Confederation Lewiatan (since Q1 2016) which has given us opportunity to work for common values.



PROFESSOR BOLESŁAW ROK

Leon Koźmiński University



I am convinced that the ANG Cooperative's experiences are groundbreaking for the financial sector in Poland. They show that a cooperative form of ownership constitutes a basis for change.

ADVISORS

Advisors value ANG's organisational culture. They understand the need for identification with the Cooperative's values and for constant work on developing this identification which is one our biggest challenges. We support both cooperative ANG members and advisors as for products (tools and trainings) and possible exchange of knowledge and communication. It is beneficial for self-improvement and professional development.

We are a signatory of the Diversity Charter, international initiative promoting business development through diversity of employ-

ment. Our diverse team working in the entire country was awarded the title of the Employer of the Year 2015 according to AON Hewitt. It is also proven by our internal study which shows that 100% of cooperative members and 89% of advisors are pleased with the form of organisation and its actions (the study was carried out in May 2016).

The cooperative works closely with other companies of ANG Group: 1. ANG Spółdzielnia Pośredników Ubezpieczeniowych (the cooperative of insurance agents) – in insurances, savings and investments; 2. ANG Biznes that offers financial products for entrepreneurs.

Relations with competition are formed in a courteous way – we have an impact on them not only by competing with them but also by looking for common actions that build trust towards the finance sector.

ANG serves as an expert in the media where we speak for sustainable development, ethics

in business and challenges in the financial sector. We participate in many conferences where we try to be heard with our idea of engaged and responsible business. What conferences? – you will find out when reading a full report.



EWA KOCZARA
cooperative member



With the benefit of hindsight, we can see full engagement and incessant enthusiasm of people who are a part of the Cooperative. Their new and creative ideas are far-reaching. We, advisors, sometimes do not appreciate it and we do not notice it. The Cooperative's support provides us with a strength to create our own space for individual freedom and to achieve success, develop our personalities, passions or knowledge. Give ourselves a chance! Do not look at others, let's do our thing for ourselves.

ANG Spółdzielnia Doradców Kredytowych make every effort so that we are a company that is socially responsible and we develop in a sustainable way – with the respect for society and environment.

SOCIETY

COMMON GOOD

We share our knowledge, experience and resources by building social capital. We are promoting a culture of trust and cooperation to change the world for better. We lead 18 initiatives for sustainable development/2015. ANG is one of the 174 Polish companies that signed the Ten Principles of the UN Global Compact. In 2015 our volunteers worked for 500 hours in terms of voluntary service conducting financial education classes in

schools - "Responsible entrepreneurship" and "Fun finances" by the Foundation Będę Kim Zechcę. 1200 recipients could benefit from the actions of the Foundation.

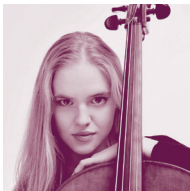
To the volunteering activities we also invite representatives of our business partners. We are proud of our Foundation but we want our people to be more socially engaged!



PAULINA OSTROWSKA
advisor and volunteer



I would never thought that sharing my knowledge and my heart with young people could make me so rich inwardly. It was a great experience that I intend to continue.



KRYSIA

scholarship holder of the Foundation Będę Kim Zechcę



It is a great honour, joy and first of all, great support to be a scholarship holder of the Foundation. I play the cello and this is my passion. Thanks to the scholarship, I could pay for a big part of my expenses for education. Also, I would like to emphasise the role of my tutor, Agnieszka Jakubczyk, who helps me unselfishly and thanks to her, a lot of my dreams came true. It is a great inspiration, education and support.

NIENIEODPOWIEDZIALNI

We already invite you to the next, annual conference Nienieodpowiedzialni. It is our idea and important event in the business calendar and in the social discussion in our country (it will take place in autumn 2016). Nienieodpowiedzialni.pl is also an Internet website for dialogue about the role of

financial companies in Poland and for building trust for us. Financial institutions including banks and insurance companies give their support to the Nienieodpowiedzialni project. We believe that their leaders are aware of this important contribution to the common value which is the financial sector reputation.

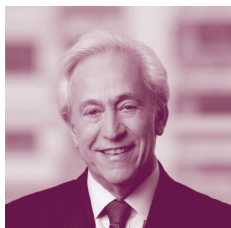


ALDONA BANASZAK

cooperative member



I took part in a conference and I was impressed with the level of lectures, discussions and interesting presenters. It is unique that our company creates such an event and invites to it the representatives from the whole industry, in order to think about challenges and future together.



JÓZEF WANCER

Chairman of the BGŻ BNP Paribas Supervisory Board



A financial crisis affected also the banking sector and led to the situation where clients lost their trust towards banks. That is why, it is crucial to take steps that will rebuilt this trust. The attitude of banks towards their clients needs to be changed, especially as far the way of thinking of owners, supervisory boards and boards is concerned. Above all, we should endeavour to increase values for clients – it should be the purpose of a company's existence. We should not be afraid of revision of attitude to the strategy, budget and procedural changes or organisational culture. Cooperation of any financial sector institutions is crucial - banks, politicians and regulators. If we implement all those actions, I am convinced that we will manage that we will manage to win back the trust of our most important stakeholders – our clients.

10 DREAMS OF ANG FOR 2016 AND NEXT YEARS:

01

1000 people in ANG.

02

PLN 250 million -value of loans and credits granted in ANG per month.

03

75% of ANG community engaged in dialogue and cooperation.

04

Every fourth member of ANG community engaged in workers' voluntary service, in common good.

05

Three quarters of ANG community members borrow at least three books per year in worker's library.

06

PLN 250 000 per year is spent on human sciences education in ANG community.

07

100% of recycled paper in the whole ANG.

08

Cooperation rules determined by banks, not by the level of sales, but by ethics and rules of sustainable development.

09

No misselling in the financial industry.

10

Work of financial advisors with a non-competition clause is a norm in financial advisory sector.

ABOUT THE REPORT

The details of what we managed to achieve in 2015 in the ANG Spółdzielnia Doradców Kredytowych are available in Polish at www.raport2015.angkredyty.pl. Here you can read a full version of the Integrated Financial and Social Report „Service or Business” which is prepared according to the GRI G4 and IIRC (concerning integrated reporting) guidelines.

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