

## @CRISPNEWS June 2022

We hope you have been keeping well over the past year. The Trustees' top priority for the current year continues to be supporting you in saving for your future.

You'll soon be receiving invites to webinars and prompts to help you manage your pension, so please do keep an eye out for them.

In order for us to keep in touch with you, it's really important that we have the most up to date contact information for you. Please log onto your CRISP account online, or via the MyAviva app, to make sure that the contact details we have for you are correct.

We hope you enjoy reading this newsletter, where you'll find information on saving for your retirement, your options at retirement, an investment update, information about the Trustees, as well as other topics you may find helpful. If you have any feedback or questions, please just email [pensions@compass-group.co.uk](mailto:pensions@compass-group.co.uk)

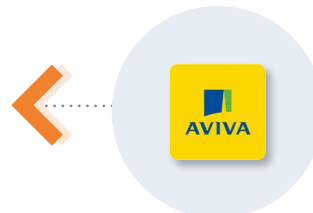
Nigel Palmer **Chairman of the Trustees**

## Use the MyAviva app to keep your details up to date

The MyAviva app is a quick and easy way to manage your CRISP pension 'on the go' and provides instant, up to date information at a glance.

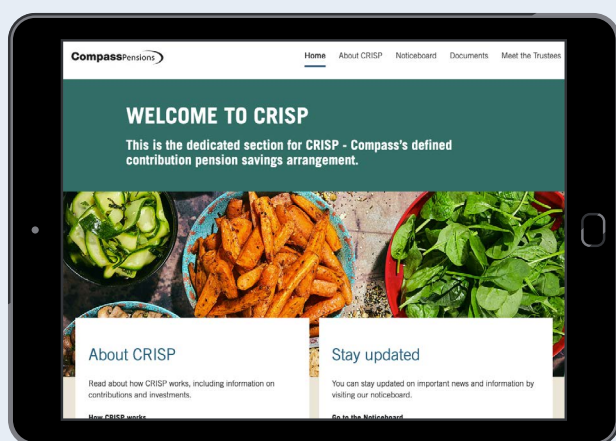
### By using your CRISP account, you can:

- Update your personal details
- Add and update your beneficiaries
- Check and update your selected retirement age
- Choose and switch your funds
- Get an up to date valuation
- Use tools to see how your pension is performing



All you need to do is download the **MyAviva app** from the App Store or Google Play.

**Need help?** If you need help setting up your account or logging in, please call Aviva on **0800 404 6539**.



## Helpful resources

The CRISP section of the Compass Pensions website has a whole host of resources available to help you throughout your journey to retirement. You can find out about how CRISP works, as well as read the latest articles, newsletters and member guides to answer any questions you may have. Visit the [Compass Pensions](#) website to find out more.

### Get in touch

**Aviva** – For fund values, transfers in or out, and retirement quotations:

[mymoney.questions@aviva.com](mailto:mymoney.questions@aviva.com)

**0345 600 6303**

**Compass** – For contribution related questions:

[payrolloperations@compass-group.co.uk](mailto:payrolloperations@compass-group.co.uk)

## Saving for your retirement

You may be thinking about saving more for your retirement. As a CRISP member, there are a few things you can do:

- **Increase your contributions within the Plan:** If you are a Compass employee, please contact the payroll team (*details on the front page*), quoting your employee number. You can contribute **5%**, **6%** or even more if you want to save more for your retirement, and Compass will match your contribution up to **6%**.
- **Make additional payments:** You are able to make Additional Voluntary Contributions (**AVCs**) at any time. Please contact the payroll team for more information.

We would encourage you to review your contributions regularly so that you build up enough savings to provide the retirement income you need.

## See what your retirement might look like

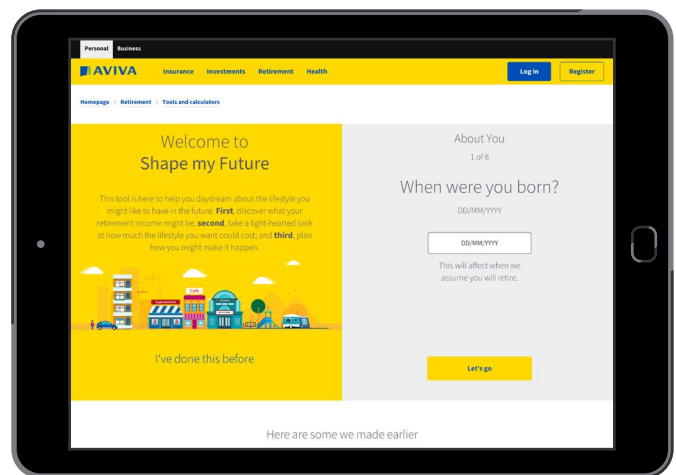
Each year, there are more and more tools you can use to help plan for your retirement, so we'd like to take this opportunity to remind you about the Pensions and Lifetime Savings Association's (PLSA) Retirement Living Standards. The living standards can help you get an idea of how much you might need for the kind of lifestyle you would like.

The standards have been updated, but still give you three distinct levels of income and an estimated budget for common goods and services that you could have at each level. You can visit the [PLSA living standards website](#) to see what your lifestyle in retirement could look like.

## Your options at retirement

You've worked hard to build up your retirement savings, and you may be starting to think about your options when you come to retire. You can read Aviva's retirement booklet, available within the **documents section** of our website. *Discover how much you might spend during your retirement with **Aviva's spending calculator**.*

You can check how much **State Pension** you could get and when you could get it.



## Stronger Nudge

Subject to certain exemptions, if you apply to access or transfer your retirement savings, or if you contact us about an application, we are now required by law to direct you to Pension Wise guidance for an appointment to discuss your options. This is called the 'Stronger Nudge' and is the law for defined contribution schemes such as CRISP.

Pension Wise is a government service from MoneyHelper that offers free, impartial pensions guidance about your defined contribution options. If your request is subject to the Stronger Nudge, we can't proceed with your application until you tell us that you've either received Pension Wise guidance, impartial financial advice, or have opted out of receiving it.

You can book a **Pension Wise** guidance appointment online on the MoneyHelper website.

You can also call Pension Wise on **0800 100 166** or if you're outside the UK call **+44 1633 745 828**.

Lines are open between 8am to 8pm Monday to Friday.

## Stay ScamSmart

Pension scams can be hard to spot and are often disguised with credible websites, recommendations and professional looking documents. It's important that you stay alert when it comes to pension scams.

*Follow these simple steps to help protect from scammers:*

1. Reject 'too good to be true' offers that come out of the blue.
2. Check that who you are dealing with is on the [FCA register](#) and contact the firm directly.
3. Don't be rushed or pressured to act quickly.
4. Get free, impartial information and guidance by visiting the [MoneyHelper](#) website.

Find out how pension scams work, how to avoid them and more information on what to do if you suspect a scam, by visiting [ScamSmart](#).

### If you suspect a scam, report it

Use the online reporting form on the [ScamSmart](#) site or call **0800 111 6768**.

You can also report it to [Action Fraud](#) via their site, or call **0300 123 2040**.

## ! Investment update

The Trustees have introduced a new fund available to members, the **CRISP Passive Sustainable Global Equity Fund**. Read on to find out more, as well as information on all the other fund options available to CRISP members.

### CRISP Passive Sustainable Global Equity Fund now available for you to invest in

The Trustees have added the above Fund to the choices available to you within CRISP. The Fund aims to seek income and long-term capital growth. It invests to track, as far as possible, a benchmark index that filters companies listed on stock markets globally based on a variety of Environmental, Social and Governance criteria while meeting the EU's regulatory requirements on climate change.

As part of the manager's commitment to addressing climate change, companies that fail to meet their minimum standards in low carbon transition and corporate governance standards may be excluded from the Fund, this includes companies involved in the manufacture of controversial weapons, companies that produce significant revenue from coal, and companies that are in breach of the UN Global Compact (on the adoption of sustainable and socially responsible corporate policies).

For more information on this Fund, and on all the other fund options available, please refer to the fund factsheets in the **Fund Research** area of your [CRISP account](#) online.

*Nothing in this newsletter constitutes financial advice. Neither the Company, the Trustees nor Aviva are able to give you personal financial advice. If you are unsure of what action you need to take, if any, you should take advice from an FCA approved adviser. You can find one at [MoneyHelper](#).*

## Security of assets

CRISP invests defined contribution assets in a range of funds that are available on the investment platform provided by Aviva. The platform is accessed via a long-term insurance policy between the Trustees and Aviva.

The Trustees have agreements in place with Aviva, who in turn has agreements with the individual fund managers that set out guidelines for the underlying investments held by each fund. Read more about the Security of Assets on the CRISP website [Noticeboard](#).

## Your Trustee Board

The Plan's Trustee is CRISP Trustees Limited, which is made up of four Company Appointed and two Member Nominated Trustee Directors.

We, the Trustee Directors, are responsible for the governance of the Plan, the security of members' benefits and for making sure the Plan complies with its legal duties. **You will shortly be receiving a leaflet regarding a Member Nominated Trustee Director vacancy. Please keep an eye out for further details.**

### Company Appointed



**Nigel Palmer (Chairman, Independent)** – I was appointed as a CRISP Trustee in May 2013 and became Chair in December of that year. As Chair, it is my role to ensure that CRISP is run efficiently in the best interests of its members, and that it meets the rigorous governance standards set by the Pensions Regulator. As a Chartered Accountant, I have a particular interest in the performance and suitability of the underlying investments that members have invested in.



**Donna Catley** – In my role at Compass Group UK&I, I am responsible for delivering the human capital health and safety agenda across a workforce of 50,000 colleagues. As well as being a Trustee on the CRISP Trustee Board I also work closely with Government on the 'Levelling Up' social mobility agenda.



**Jenny Haines** – I joined Compass 5 years ago as Pensions Manager and became a CRISP Trustee at the same time. I've worked in the pensions industry for over 30 years in a variety of roles and for a mixture of consultancies and FTSE 250 companies. I obtained my professional qualifications along the way.



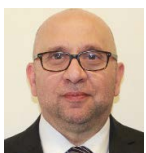
**Anne Morey** – As Group Pensions Assistant Manager, I enjoy not only the challenges of making sure that CRISP is well run for its members, but also being involved with colleagues across the business, helping them to understand the complex world of saving for their retirement.

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### Member Nominated



**Stephen Forster** – As Trustee Directors we have huge responsibilities to our members as we are entrusted with looking after their interests and being part of their long term financial planning. It is a privilege and a pleasure to know that the work I share with fellow Trustees supports the financial outlook for colleagues as they work towards a long and more comfortable future after retirement.



**Allan Walton** – This role allows me to interact with the site teams on a regular basis and as a Member Nominated Trustee Director of CRISP (as well as being a member of CRISP myself), it's important to me that communication about pensions is made as easy as possible. I believe this will help enable members to make the best choices for their future, and part of the role is to ensure CRISP is managed, monitored and gives value for money.

To contact the Trustees email [pensions@compass-group.co.uk](mailto:pensions@compass-group.co.uk) or call **0121 457 5235** or **0121 457 5237**

## Internal Dispute Resolution Procedure

An Internal Dispute Resolution Procedure (IDRP) is the procedure which is intended to resolve difficulties encountered by Plan members and other beneficiaries. It may be used for all complaints involving the Plan, which are not already being investigated elsewhere, for example, by the Pensions Ombudsman.

*More information on the IDRP process can be found in the [documents section](#) of our website.*