



Members' Panel Annual Report 2018-2019



Contents

1	Introduction and summary	4
2	About Nest's members	6
3	The Panel's activities	11
4	Key Messages	12
A	Annex A - The Members' Panel – Functions and Modus Operandi	17
B	Annex B - Members' Panel Terms of Reference	18
C	Annex C - Panel Biographies	21

1 Introduction and summary

The Nest Members' Panel was set up by statute in the Pensions Act 2008 to ensure a voice for the members of Nest, both present and future. The Panel:

- › Works with the Trustee to provide a member perspective by responding to requests for our views and by raising issues of concern with them.
- › Adds to Nest's assurance framework through careful consideration of regular reports to the Panel on Nest priorities and activities; and through reviewing and questioning the corporate and complaints dashboards we receive at each meeting.
- › Seeks to ensure that the needs of Nest's members and potential members – primarily those on low to average incomes – are reflected in policy debates about pensions, primarily by making our own submissions to government consultations, Parliament and through this annual report.
- › Provides an annual assessment in this report of how well we think Nest is serving its existing and potential members.

The Panel is pleased to confirm that in our view the Nest Corporation continues to offer a well-managed, good value product that is closely tailored to the needs and expectations of our members.

Auto-enrolment has been one of the great public policy successes of recent years, and Nest has been integral to that. In just a few years Nest had gone from having no members to holding pensions savings for one in four of the working population.

The success of auto-enrolment has been based on two approaches:

- › building policies and products by understanding how people on low and modest incomes behave when faced with thinking about saving and making difficult choices about planning retirement. Continuing success will depend on adding to, and sharing that knowledge; and
- › building the widest possible consensus around the principles and operation of auto-enrolment between policy-makers, politicians and those involved in pensions including employers, consumer/union groups, and the industry.

The Panel works to advance both of these approaches. The Panel understands and represents the views and needs of Nest's members by using the diverse backgrounds and experience of Panel members; careful study of survey data of Nest's members and the wider target market; and by examining how Nest members behave, through study of management information and the wider experience of Nest. We will work with Nest's board to ensure that the Panel maintains and extends its range of skills, diversity and backgrounds as we recruit new members so that we can better meet our purpose.

To advance the consensus approach, as in previous annual reports, we report not just on our own activities over the year but present our views and recommendations on wider policy issues for government and the wider policy community, though the section on our key messages. The Panel:

- › stresses the importance of engagement, and wants to see more government and industry joint work to promote targeted and achievable engagement such as registration, thinking about saving more and getting ready to retire;
- › welcomes a pensions dashboard, particularly for people approaching retirement, but with a strong concern that a dashboard could encourage inappropriate marketing by commercial providers unless carefully regulated;
- › makes a call to start reducing the earnings trigger in a staged process before the 'mid 2020s' start of contributions from the first pound;
- › reiterates our support for a simple annual management charge for Nest; and

- › calls for Nest to be given powers to set up retirement products for its members, and for government to lead a process of research and consensus-building to ensure people can make the most of their savings when they retire.

The Nest Order & Rules 2010 outlines the requirements of the Panel:



...in relation to each financial year, making a report on the extent to which the Trustee has taken into account the views of members of the Scheme and the views of the members' panel (with respect to views which the panel is able to express pursuant to its functions), when the Trustee makes decisions about the operation, development or amendment of the Scheme



The Panel is happy to report, once again, that we consider that the Nest Trustee has carried out its duties to act in the member interest and to take account of the views of the Members' Panel. Nest continues to provide an excellent and innovative pension scheme suited to the needs of low to moderate earners (and indeed most people in need of a pensions saving scheme).

During the year Tony Zeilinger and Naomi Cooke came to the end of their term of office. Both made a substantial contribution to the Panel's activities and they were thanked for their services.

New member Leon Fellas joined the Panel.

The current composition of the Panel is shown in Annex C.

2 About Nest's members

As in previous years, the Panel presents information about Nest's members – who they are and how they compare to the general working population. This year we look in detail at the position of women members and potential members to underline the policy points we will make in our key messages section.

Since the start of auto enrolment in 2012, Nest's membership has grown to over 8 million members, accounting for approximately 1 in 4 of the UK population in employment.¹ 52% of them are currently actively contributing.²

Nest members are relatively young compared to the average, with a median age of 36 as opposed to the UK population median of 40. There are fewer under-24s than the UK population, which reflects the minimum age for auto-enrolment of 22.

Similarly, there are fewer older members and more 25-34 year olds in the Nest scheme. This reflects both higher opt-out rates amongst older members and Nest often being the first workplace pension for members of the 'AE generation'.

Age group	UK population in employment ³	Nest members ⁴
16-17	1%	0%
18-24	11%	7%
25-34	23%	35%
35-49	33%	32%
50-64	28%	23%
65+	4%	2%

The median salary of a Nest member is £18,800, which is significantly less than the UK full-time employee median of £27,500⁵. (It is not possible to divide this into part-time and full-time members.) However, the median Nest member still earns materially less than even the median income of a retired individual in the UK, which is £23,900⁶. While there are Nest members on a wide range of incomes, this clearly shows that Nest is fulfilling its intention of serving those on low to moderate incomes.

Overall, the proportion of Nest members working full-time is identical to that found by the Office for National Statistics ("ONS") in the wider population. 73 per cent of Nest's membership works full-time and around half of Nest members work for Small and Medium-sized Enterprises ("SMEs"). There is a notable group of older, female workers.

1 As of 5th May 2019

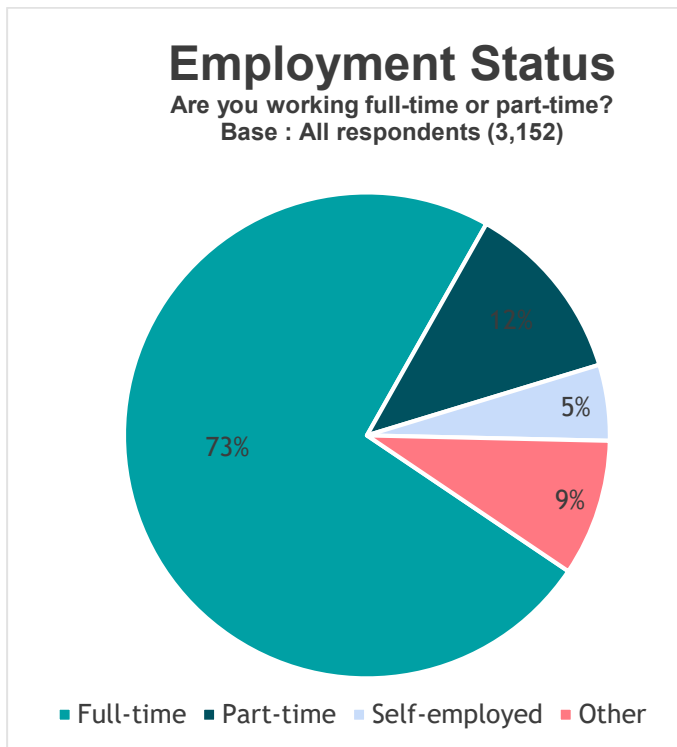
2 Active members are either having Nest contributions managed by their employer or are self-employed. This excludes members that may have either left the employer that enrolled them, chosen to stop contributing or been transferred to a different provider by their employer

3 ONS A05: Labour market by age group, seasonally adjusted, Jan-Mar 2019

4 Nest SchemeMI

5 UK median full-time private sector salary, accessed from the ONS LFS (Labour Force Survey) over 22, in private sector and on over £7,500 p/a

6 ONS average household income



As might be expected, part-time workers are more common among those who are earning £10-14,999k (25%), female (21%) and aged 50+ (18%). The self-employed are more common among those working in micro businesses (1-4 employees) (35%).

Comparing Nest survey data to ONS data shows that the proportion of female Nest members who work part-time is half that in the general working population. 1 in 5 (21%) of female Nest members work part-time, compared to 2 in 5 (41%) of women in employment.

As we explore in the next section of this report, this is due to the earnings threshold for auto-enrolment. Many part-time workers do not earn enough to trigger auto-enrolment and lose out on the benefits of pensions saving⁷.

46% of Nest members are female, compared to 47% of the economically active population.

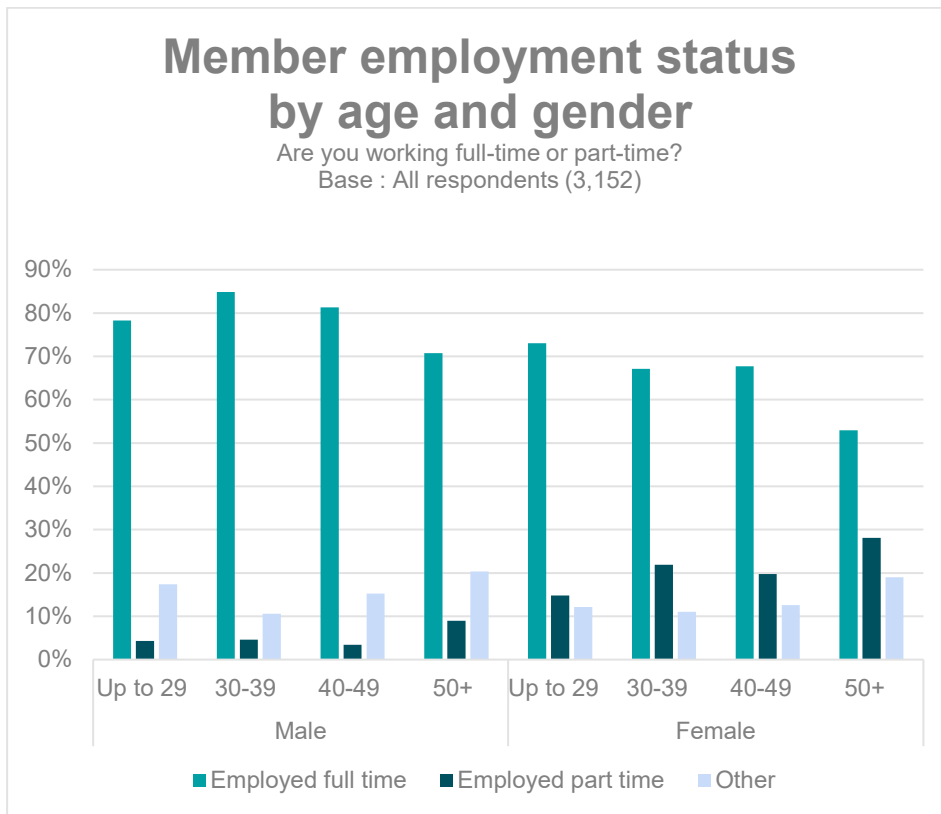
35% of female members are on less than £15,000 a year compared to just 21% of male members. Although this is to a large extent due to the higher incidence of part-time working amongst women, it has a significant impact on pensions saving.

Given Nest members are around a quarter of the UK's economically active population, our findings broadly reflect the experience of the overall workforce. The ONS's 2018 Annual Survey of Hours and Earnings ("ASHE") found the following:

- › In 2018 the gender pay gap for full-time employees was close to zero between the ages of 18 and 39 years. From the age of 40 years, it widens.
- › For all employees, the gender pay gap widens after the age of 30 years which coincides with higher likelihood of working part-time.

Nest's 2018 Voice of the Customer survey supports this, confirming that female Nest members are more likely to be in part-time work.

⁷ Some members may have second part-time jobs in addition to their primary source of income, which may be captured under the ONS definition.



Female Nest members are more likely to work part-time at each life stage due to their, often unpaid, caring responsibilities. 1 in 10 working age women care for both older and younger relatives, making them part of the so-called “sandwich generation”⁸.

Historic gender inequality leads to a stark divide for those approaching retirement. When surveyed, female members say that they are less likely than men to postpone retirement past their State Pension Age (“SPA”) (38% to 50%) – though many older working women are facing an unexpected increase in their SPA so may be already planning to work longer than they once envisaged.

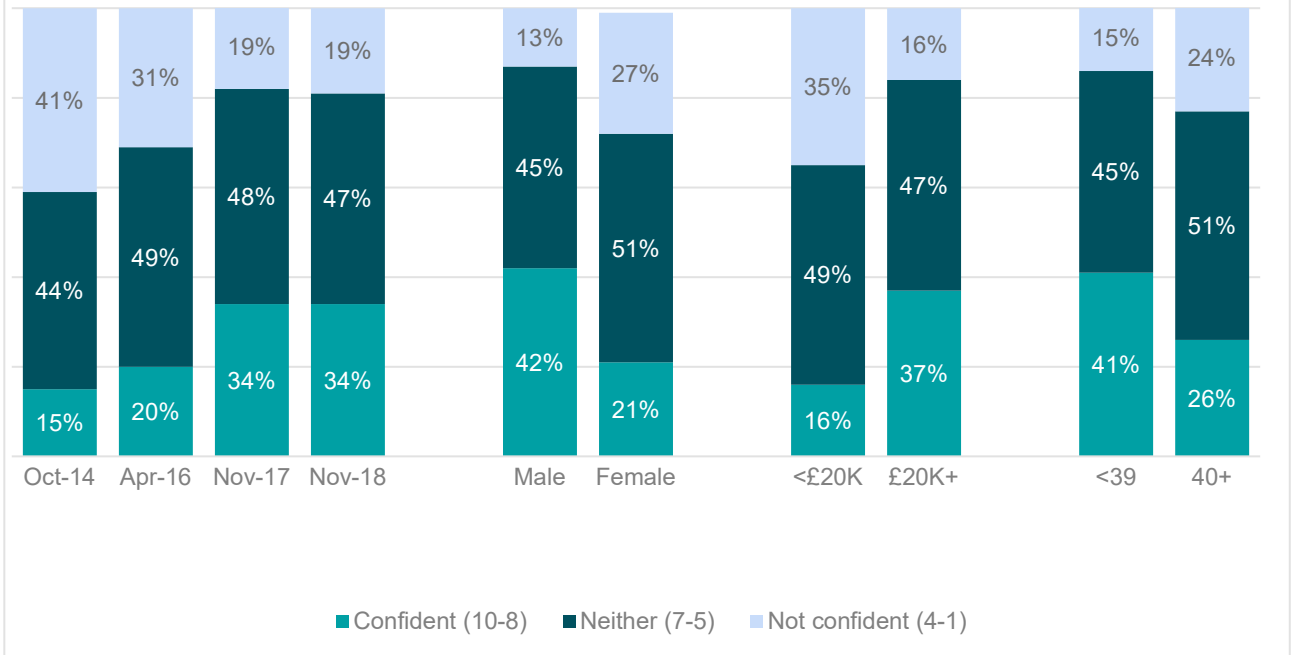
But women who say that they may work past the SPA are twice as likely as men to say that it is to “afford to pay for essentials”. Meanwhile men are most likely to say they will postpone retirement “because I won’t be ready to stop working”.

Similarly, female members are much less likely to be confident than men that they will have sufficient income in retirement as the following graph shows.

8 https://www.cii.co.uk/media/7413538/womens_risk_in_life_research_report_c9.pdf

Confidence that current plans will provide sufficient income in retirement

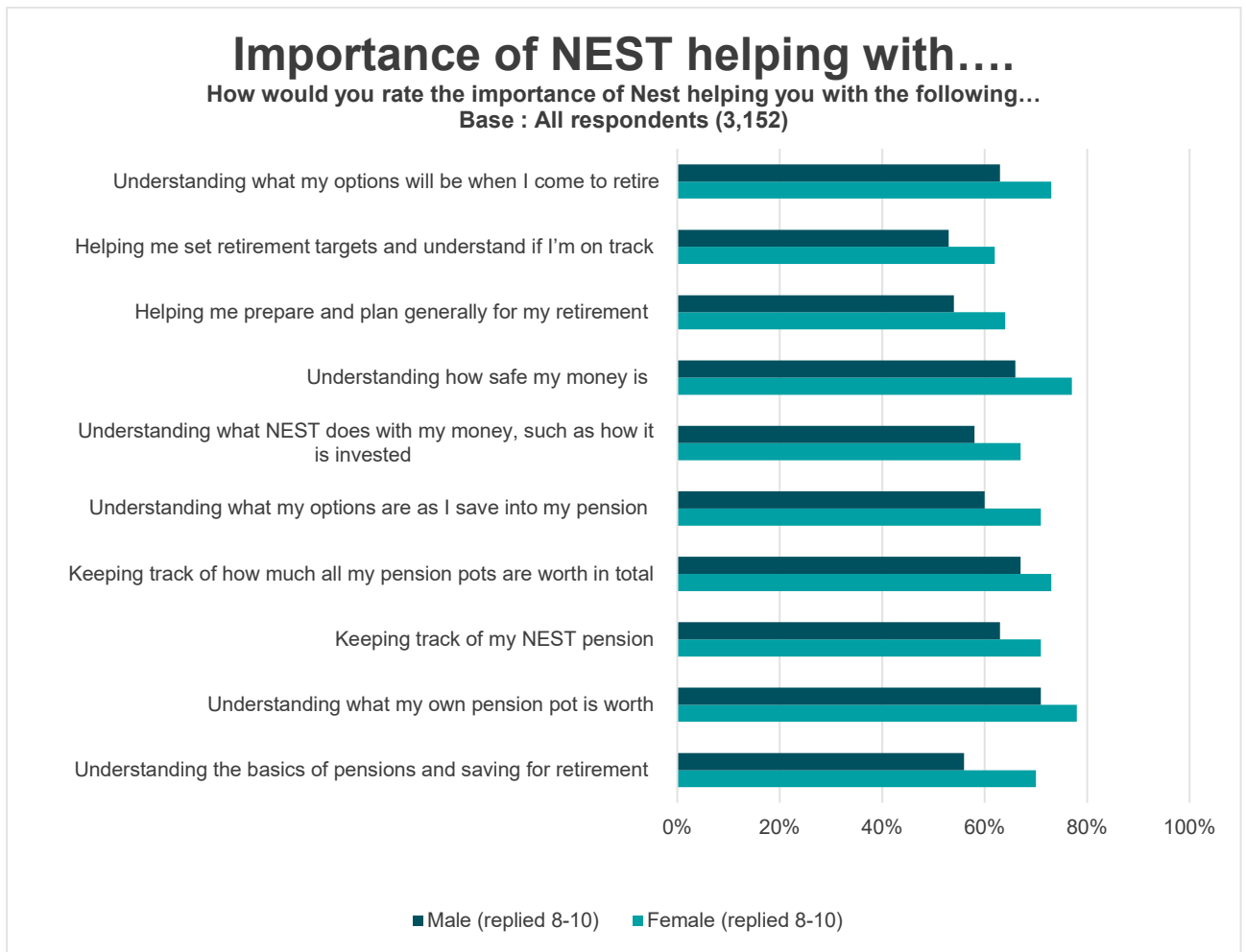
How confident are you today that what you have put in place so far and what you plan to put in place in the future will be sufficient to provide for you in retirement?: All work



52% of women in their late 20s say they do not understand enough to make decisions about retirement saving, compared with 38% of men.⁹

Nest's customer insight research provides significantly more nuance to this view among Nest members. For the questions asked in the graph below, a higher proportion of female members rated each topic as more important to them for every question. This suggests a strong demand for communicating more with members on these topics generally, and in particular with female members.

9 https://www.cii.co.uk/media/7413538/womens_risk_in_life_research_report_c9.pdf



The Panel's key messages set out some of the ways that we believe public policy should improve women's pensions.

3 The Panel's activities

The Panel has met four times during the year, held one workshop session on Nest Corporation's investment approach and joined with the Trustee and Employers' Panel for a joint session on member engagement. The Panel made a formal submission to the Department for Work and Pensions ("DWP") consultation on the pension dashboard which is outlined in the key messages section.

At each meeting, Panel members receive dashboard reports on the operation of the scheme and updates on the results of our representations. Issues that arise between meetings can be discussed by email and conference call. Some issues have been raised throughout the year such as the Panel's interest in, and support for, the sidecar savings pilot and Nest support for the self-employed.

The Panel has continued its practice this year of scheduling one major item for discussion at each meeting, chosen to give the Panel the best opportunity to participate in Nest's decision making and also to allow us to make wider representations on behalf of Nest members. This year the major theme linking these discussions has been why and how best Nest should engage with members at different stages of their savings journey, helping Nest move from the end of staging new employers to an even stronger focus on serving members.

- › In July the major discussion was on how the opportunities and priorities for Nest to engage with members changed as they got older.
- › In September the meeting had detailed discussion on a number of Nest engagement initiatives including email and video content. The meeting also discussed with the Chair of Nest, Otto Thoresen, how to further integrate the Members' Panel into Nest's decision making.
- › In November the Trustee, the Members' and Employers' Panels held a well-attended joint meeting to discuss "What should employers do to help their employees understand more about pensions?". While there was a recognition that different employers had different capabilities and attitudes, the Panel believed employers should be encouraged to do more, particularly to assist Nest's basic engagement activities such as encouraging members to register.
- › In December the Panel discussed its work programme for 2019 and agreed that the main focus should continue to be on engagement, providing feedback and generating ideas as Nest further develops its communications with members. In addition, the Panel had a substantial discussion on a range of investment issues, including some technical changes to the Statement of Investment Principles.
- › In January the Members' and Employers' Panels had a joint workshop on Nest investment strategies and how they were evolving. In particular, the Panel reaffirmed its support for Nest setting up an investment subsidiary so that it could undertake appropriate regulated activities, and a joint letter from the Panels to the DWP was subsequently approved supporting this change. The Panel continues to welcome the emphasis placed on Environmental, Social and Governance ("ESG") issues within Nest's investment strategy and is encouraged by research showing that members are interested in ESG issues and that it can help drive interest and engagement.
- › In March a further discussion took place on Nest's future plans for engagement. In particular the Panel considered an issue that has long been of particular concern to the Panel of how best to get new members to register their details with Nest, and the Panel was pleased with some encouraging early results for Nest pilot initiatives.

4 Key Messages

The Panel has formal tasks under statute and as set out in the Nest Order and Rules. We also provide advice and assurance to the Nest Corporation. But in order to properly serve the interests of Nest members and potential members – those on low and modest incomes who make up the great majority of the working population – we seek to present their needs and interests to a wider audience. We therefore use this annual report to highlight our key messages for the year.

a. Member engagement

The major theme of our meetings over the last year has been member engagement. Auto-enrolment has been designed to make the most of people's natural inertia and to ensure that workers do not need to engage to ensure they are enrolled in a good value and appropriate scheme. This approach has been based on a recognition that getting people to engage in the long timescales of pension saving is difficult, and that few feel confident to take tricky decisions about saving. For example, few are ever going to want to make fund choices – the responsibility lies with schemes to provide good default investments. Any worthwhile pensions system must work for those who do not engage, as well as those who do.

But even limited engagement can deliver outcomes for savers that can better reflect their preferences. This is why the Panel believes engagement should concentrate on targeted and achievable objectives as members go through their savings journey:

- i. to be aware and proud that they are saving,
- ii. to think about whether they are saving enough, and
- iii. to be prepared for the decisions about when and how best to turn their savings into post-retirement income, choices that cannot be avoided even by the least engaged.

To encourage this, schemes need to be able to contact members. The Panel has long been concerned about the relatively low level of member registrations, leaving Nest without up-to-date contact details for many of its members as the personal information provided by their employers may well not last a change of job. Currently around 1 in 5 (19 per cent) of Nest members have registered with Nest and employers have not provided emails for 38 per cent of members.

We welcome the new approaches and priority being given to stimulating registration and member contact by Nest, and there are some encouraging early results. But even a big increase in registrations could still leave many unregistered, particularly those for whom Nest does not hold email details.

This is not just a problem for Nest. Other auto-enrolment schemes face the same issues – including some who may not want to make the same efforts to engage with their members. We therefore support a national debate about how schemes, government and appropriate public bodies can work together to drive awareness and stimulate an achievable level of engagement that that best benefits members. As auto-enrolment and pension saving becomes 'normal' and growing pot sizes raise awareness, this should become easier. But a pre-requisite for this is up-to-date contact details and part of the debate should be whether - within appropriate data safeguards - it can be made easier for schemes to keep in touch with those who have pots, whether or not they are still contributing to them.

b. The Dashboard Consultation

This year the Panel made a formal submission to the DWP's consultation on the proposed Pensions Dashboard. In brief:

- i. The Panel welcomed the idea of a dashboard. Engaged savers will value the opportunity to see their pots and entitlements all in one place. It will be particularly useful as savers approach retirement and help providers acting in their member's interest devise a default pathway to retirement income of the kind the Panel supports that is best tailored to an individual's circumstances.
- ii. However, we are sceptical that the creation of a dashboard will in itself will drive a significant increase in engagement by those not already engaged.
- iii. The Panel is concerned that for-profit providers might use commercial versions of a dashboard to sell poor value or inappropriate consolidation or decumulation products that do not represent good value or make sense for the individual saver. Lengthy experience of how people use a not-for-profit dashboard will be needed before considering wider use, and there will need to be strong safeguards to avoid mis-selling.
- iv. The Panel is against a flat rate per member funding model. Given Nest's size, such a model could end up with Nest members meeting most of the costs of the dashboard even though Nest members tend to be lower paid, younger and have smaller pots than members of other pension schemes.

c. The earnings trigger and its impact on women and the low paid

Women have undoubtedly gained from the introduction of auto-enrolment and many are now saving for the first time.

But many women are missing out on pensions saving. This is because they are more likely to have lower paid and/or part-time jobs that pay less than the earnings trigger. Those with more than one job may have overall earnings above the trigger but do not reach it in any of their jobs.

Two arguments have been put forward for the earnings trigger:

- i. First, for the lowest paid it would not "pay to save" as small pension entitlements could reduce means-tested benefits in retirement. Yet the introduction of the flat-rate pension means many fewer pensioners will rely on means-tested benefits (though help with housing and council tax will still have some impact). Nor should we assume that a worker who is part-time and low paid this week will continue to be so for the rest of her working life. Nor can we assume she will be on benefits in retirement. These are usually means-tested against the wealth and income of the household and not just her income and assets.
- ii. Secondly, there is a '*de minimis*' argument that making very small contributions is not worth the trouble of collecting them. This argument has merit but there has been little debate about what the threshold should be - even though it has changed over time. The parameters of this debate are about to change significantly when contributions are collected from the first pound of earnings which the government has said will start in the mid-2020s. If we keep the trigger level at the current level someone earning just below the trigger earnings level will lose out on contributions on all their pay, not just on pay above the bottom of the earnings band.

The table below shows how much someone earning exactly the trigger earnings adds to their savings has changed over time. This can also be seen as the amount lost by anyone earning just under the trigger earnings level – and, by implication, the minimum saving that public policy considers worthwhile. This figure depends on three factors: the bottom of the earnings band, the trigger earnings level and the percentage contributions payable (which has increased with phasing in 2017/18 and 2019/20).

Year	Bottom of the earnings band	Trigger	Percentage difference between band and trigger	Contribution paid at trigger
2012/13	£5,564	£8,105	45.7%	£51
2013/14	£5,668	£9,440	66.5%	£75
2014/15	£5,772	£10,000	73.3%	£85
2015/16	£5,824	£10,000	71.7%	£84
2016/17	£5,824	£10,000	71.7%	£84
2017/18	£5,876	£10,000	70.2%	£206
2018/19	£6,032	£10,000	65.8%	£198
2019/20	£6,136	£10,000	63.0%	£309

If the bottom of the earnings band was set at the first pound, as the government plans, without changing the £10,000 trigger earnings level the contribution paid at trigger earnings would be £800 (8 per cent of £10,000). This is clearly a worthwhile amount to save, and someone earning just under the trigger would lose out on £400 of employer contributions and tax relief. The case for a big cut in the earnings trigger is strong.

Those who are currently low-paid and earn around the earnings trigger today, will start to build up bigger pots once contributions are levied from the first pound in the 'mid 2020s'. There is therefore much less need to worry that low paid workers today are only building up tiny pots - they will be able to build on them in the future.

To summarise, the Panel calls for the earnings trigger to be lowered because:

- › Those excluded from auto-enrolment are predominantly women.
- › The increase in contributions now that phasing has completed means they are missing out on significantly more than in previous years.
- › The introduction of contributions from the first pound will make it worthwhile – even on the logic of today's system – for many more low-paid workers to be auto-enrolled. They should be given a head start as soon as possible.

Of course, those on the lowest pay may not be able to afford contributions and will want to opt-out. Poverty does not allow for voluntary savings. The Panel recognises this will be a factor in the debate about whether there should be a future '*de minimis*' earnings trigger, and if so what it should be.

The Panel understands the advantage of phasing changes in pensions and giving plenty of notice of change. This helps employers plan and maintains consensus.

There is therefore a strong argument for announcing a phased reduction in the earnings trigger that will kick in now before contributions from the first pound are introduced. As this is already determined annually, this would not require primary legislation, but a clear statement of intent would be likely to win political consensus and allow employers and schemes to plan.

The Panel strongly supports levying contributions from the first pound of earnings, and is concerned that a starting date of the mid-2020s is not specific enough and could drift. It would help employers and providers plan and reassure consumers if the government were to provide a timetable for both reducing the earnings trigger and the move to contributions from the first pound.

d. Nest's charging structure

The Members' Panel has a specific right to be consulted about how Nest charges its members. As in previous reports we wish to reaffirm our support for a simple Annual Management Charge ("AMC") rather than the current dual structure of an AMC and initial contribution charge. A single AMC is easier for members to understand and would bring Nest into line with the vast majority of other pension schemes. We also believe an AMC is fairer for Nest members – the contribution charge loads costs onto those who are members of Nest for a short period or who join when they are older.

A single charging structure also provides greater transparency and clarity for employers when choosing a pension scheme for their workers, making comparison with other providers easier.

e. Retirement income

We continue to be concerned that public policy is failing to support savers when they come to turn their savings into retirement income. While those with big pots and financial expertise will be able to use the "freedom and choice" reforms to shape their retirement, those with neither will find it very hard to navigate their retirement journey, not just because difficult choices are involved but because there are a few products designed for savers with small pots. This will be yet another issue that disadvantages women savers.

Nest does not have the powers it needs to fully develop its own retirement solutions. We therefore renew our call for Nest to be given the freedoms to develop the products its members need to make the most of their retirement. Nest – and other schemes - require the same approach to defaults in retirement as we have in saving. People should of course be free to opt-out or choose different arrangements, but most savers need to at least start their planning with a default route map set by schemes acting in the member interest.

Getting the accumulation stage right through auto-enrolment and the establishment of Nest came through the hard work and detailed research of the Pensions Commission and a real effort to build consensus. This process did not happen with the changes in how people turn their pension savings into post-retirement income. But the Panel does not believe it is too late to establish a similar process for decumulation. Indeed, this process can now be informed by evidence of how people are behaving under the new freedoms and what the industry has done to meet savers' needs.

Conclusion

This has been a successful year both for the Panel and for Nest. We thank the Trustee and Executive for further developing their co-operation with the Panel and engaging with our suggestions and concerns. In particular, we thank the Nest Corporation Secretariat for servicing and facilitating the Panel's work in their usual highly efficient way.

The Panel remains committed to doing all we can to help Nest remain a successful, innovative and growing pension scheme and to ensure that Nest savers and the many others on low to moderate incomes are given a voice in the national pensions debate.

Annex A - The Members' Panel : Functions and Modus Operandi

The Members' Panel provides advice to Nest Corporation on the operation, development or amendment of the scheme from a Scheme Member perspective (section 69, Pensions Act 2008, article 8, Nest Order).

The Members' Panel is to be formally consulted whenever the Statement of Investment Principles is revised by the Trustee and where changes are proposed to Nest's Order and Rules.

Annex B - Members' Panel Terms of Reference

Terms of Reference

1. Remit

The Members' Panel will provide an advisory role to the Trustee (Nest Corporation) on the operation, development or amendment of the scheme from the perspective of scheme members and potential members (section 69, Pensions Act 2008).

To participate in the recruitment and selection of Trustee Members of Nest Corporation (article 5, Nest Scheme Order 2010).

2. Responsibilities

Review of functions

Under the Nest Rules (rule 5.4.2) the Terms of Reference must document:

- a) the functions of the panel;
- b) matters relating to the administration and operation of the relevant panels consistent with their functions.

The functions of the panel as set out in the Pensions Act 2008, Nest Order 2010 and the Nest Rules will be:

- › To provide comments to the Trustee where the panel is consulted on the preparation or revision of the statement of investment principles (SIP) (article 8(2) (e) (iii) of the Scheme Order).
- › To give any assistance or advice that the Trustee may require or that the panel may consider expedient, in connection with the operation, development or amendment of the scheme (article 8(2) (e) (iv) of the Nest Order). Where the panel identifies areas for discussion/consideration these should be raised with the panel Chair in the first instance. The panel Chair will then raise this with the Trustee for consideration.
- › To be consulted by the Trustee before the Trustee gives consent to the Secretary of State for Work and Pensions on changes to the Nest Order 2010 (section 71(4) of the Pensions Act 2008).
- › To be consulted by the Trustee before the Trustee makes any rules under Section 67 of the Pensions Act 2008 and before the Trustee gives consent to the Secretary of State for Work and Pensions (section 72(8)(a)(b) Pensions Act 2008).
- › To participate in the process for the appointment of an individual as a Trustee Member or Chair of Nest Corporation as set out below:
 - Provide comment to Nest Corporation in respect of any job description or selection criteria that the corporation proposes to use;
 - The panel must nominate one of its members to participate in any meeting or other discussion that is to be held by the corporation with respect to the creation of a shortlist of candidates, and in any interview of any candidate

- The corporation must supply the nominated member (as per the above) with a copy of any documents that the corporation is to consider when it decides who should be included in the shortlist, or who should be appointed, and must take into account any views expressed by that member before it makes a decision.
- › To report to the Trustee on the exercise of the panel's functions as set out in the format below, or any other format requested by the Trustee:
 - Minutes from the panel meetings to be reported to the trustee member meetings
 - At the request of the trustee members the chair or another panel member may be called to give a report to the trustee member meeting.
- › In each financial year, make a report on the extent to which the Trustee has taken into account the views of members of the Scheme and the views of the members' panel (with respect to views which the panel is able to express pursuant to its functions), when the Trustee makes decisions about the operation, development or amendment of the Scheme.
- › To be consulted by the Trustee before they:
 - determine the method of calculating how to make deductions from members accounts (i.e. the charge structure) (once the initial period¹⁰ has ended)
 - make changes to the level of deductions from members' pension accounts.

3. Terms of Reference

These Terms are made under the National Employment Savings Trust Order 2010 and the Rules of the National Employment Savings Trust 2010. The Trustee must ensure that the terms of reference are reviewed at such intervals, and on such occasions, as the Trustee may reasonably determine and, if necessary revise. A copy of the terms of reference will be available on the Nest Corporation website.

4. Procedures

Meetings

The Panel will aim to meet around 4 times a year. Apologies for absence for any meeting of any category shall be given in advance to the Secretariat.

The Panel Members can request additional meetings through the Chair of the Panel.

Individuals who are unable to attend a meeting are invited to raise any points with the Chair in advance of the meeting to which they relate. The use of telephone conferencing will be permitted.

Quoracy

The quorum for Panel meetings will be 4 Panel Members.

Agendas

Agendas and papers will generally be circulated with the aim of being received by 5 working days before the meeting date, which will confirm the timings and location. Panel Members may at any time suggest items for the agenda either to the Chair or via the Secretariat provided that they notify such items as early as possible (particularly if preparation of relevant papers is required). Once an agenda

¹⁰ The Secretary of State must determine the method of calculating how to make deductions during an initial period and for how long the initial period applies.

has been finalised, exceptional matters of business will be considered at the actual meeting itself under 'any other business' at the Chair's discretion.

The tabling of papers without notice is unacceptable. Exceptions may be made for urgent issues and/or where there are rapidly changing situations and any meeting will be adjourned for enough time to allow consideration of any associated papers before any decision would be taken.

Trustee Members can propose items for inclusion on the agenda, this will be discussed and agreed with the Panel Chair.

Voting rights

A Panel Member may call for a vote. Where necessary, voting will be by a show of hands and in any equality of voting the Chair of each meeting shall have the casting vote. A full record of voting will be included in the Minutes of that meeting.

Secretariat Support

All meetings will be provided with a Secretariat service managed by the General Counsel.

The Secretariat will maintain Minutes and other records associated with the Panel meetings, in accordance with Nest's current records management and retention policies.

Minutes

The Secretariat shall minute the proceedings and resolutions of all meetings. Minutes will record decisions reached including specific actions requested by the Panel Members, reports considered and where appropriate the main points of discussion and will provide sufficient 'clear' background to those decisions for perpetuity.

6. Confidentiality

Written material provided to and discussed by the Panel and invited attendees from other organisations at any meeting, and that has not been published, is considered to be confidential to Nest. All Panel Members will be expected to adhere to Nest's security policy on data (in compliance with ISO27001).

In addition, the Nest Corporation, as an NDPB, is subject to any confidentiality and security requirements imposed by the Cabinet Office or the Departmental Steward as specified in the Framework Agreement.

Inasmuch as it is exempt from disclosure under the FOI Act, such material, and any other matters which the Chair of a meeting deems to be confidential, shall not be disclosed to any parties external to Nest. If in doubt the Panel Chair should consult the Secretariat.

All written material relating to the Panel meetings may be subject to the Freedom of Information Act 2000. Some items may be published through Nest's publication scheme. Information that is not published will be considered for release on request, subject to the exemptions from release allowed for under the Act.

Version	Date	Recommended by	Approved by	Effective from
V1	17-07-2019	Executive	Nominations and Governance Committee	04-04-2013

Annex C - Panel Biographies

Rebecca Campbell

Dr Rebecca Campbell is a Fellow in the Department of Management at the London School of Economics and Political Science. Her PhD was on the psychology of pension decision making and her research interests include pay and pensions. Before her career in academia she worked in the retail industry, where she was the director of a women's wear fashion company. She is a member of Nest.

Nigel Cotgrove

Nigel is a National Officer at the Communication Workers Union which has around 200,000 members. This role involves negotiating on terms and conditions, occupational matters and pensions in the telecoms, IT and financial services sectors. Nigel has been the lead negotiator on pension issues in these sectors since 2000 dealing with private sector defined benefit and defined contribution schemes. Nigel is a member of the Airwave Solutions Ltd Pension Governance Committee, and a trustee of the CWU 2000 defined benefit pension. Previously Nigel was a Research Officer for the CWU briefing on terms and conditions, regulatory, policy and political issues.

Leon Fellas

Leon Fellas is a Chartered Accountant and qualified financial planner. He is a member of the Institute of Chartered Accountants in England and Wales, the Chartered Institute of Securities and Investments and the UK CFA Society. He spent his career in the City as a forensic accountant and valuation specialist, where he advised on financial elements of litigations, international arbitrations and M&A transactions. Since then Leon has worked as a freelance writer and runs a popular finance and investing blog where he writes about pensions, saving and investing.

Leon believes that saving for retirement is a crucial step to lifelong happiness. He hopes that by being part of the Nest Members' Panel he can help to increase members' engagement in saving for retirement.

Rachel Haworth

Rachel is currently Policy Manager at ShareAction, a charity established to promote transparency and responsible investment practices by pension funds and other institutional investors. ShareAction's vision is of an investment system that better serves savers and communities and protects the environment for the long term. While in this role, she has engaged with UK policy makers, responded to consultations and produced briefings on a range of issues relating to the rules governing pension funds, the investment system and corporate reporting. She previously trained as a solicitor in the City of London, gaining experience in pensions and financial services law.

Rachel hopes to contribute an understanding of what it means to be a younger pension saver dealing with higher costs of living and lower income than recent generations have experienced. Rachel first became involved with Nest when she was enrolled into ShareAction's pension scheme in 2016.

David Hilton

David has a wealth of auto enrolment experience, having worked at the National Employment Savings Trust (Nest) from 2012 to 2015. As Senior Account Manager, David helped a wide range of employers and intermediaries set up and administer their Nest schemes. David remains a member of Nest, now works closely with payroll software and payroll users at Systemsync Solutions LTD, to ease the burden of

auto enrolment administration. He focuses on automating the delivery of member data from payroll to multiple pension providers through Pensionsync. He holds the PMI Certificate in Auto Enrolment.

Earlier in his career, David worked in various consultant and project manager roles at Aquila Heywood implementing pension administration software for public and private sectors, having started out as a trainee actuary with BBS.

Aaron Porter

Aaron Porter has a wide range of experience in the education sector. He has held various positions largely focussed on higher education, including one as Associate Director at the Leadership Foundation, Director of Insights for the Hotcourses Group and is on the statutory education committee of the General Chiropractic Council. He was previously the President of the National Union of Students (NUS) and has served on a number of governing bodies and boards including the University of Leicester, the Universities and Colleges Admission Service, the Higher Education Funding Council for England and Endsleigh Insurance. He's also a School governor in South London, a qualified football referee and a fellow of the Royal Society of the Arts.

Tim Sharp

Tim Sharp is a Senior Policy Officer specialising in employment rights issues in the Rights, International, Social and Economics Department of the TUC. He previously worked on pensions policy at the TUC. The TUC represents 5.5 million members organised in 48 unions. Before joining the TUC, Tim was the London-based City Editor for Scotland's Herald newspaper reporting on business, investment and pensions matters. Tim is a Trustee of the TUC's pension scheme. Earlier in his career Tim was a journalist for various specialist publications covering investment and pensions issues.

Nigel Stanley (Panel Chair)

Nigel was a Trustee Member of Nest Corporation from 2011 until June 2016 serving on the remuneration, determinations and investment committees. Nigel is also a board member of the Pensions Quality Mark and a Trustee of the Fair Life Charity. He is a member of Nest.

Nigel was Head of Campaigns and Communications at the Trades Union Congress (TUC) from 1997 until 2015. In this role, he played pivotal part in the TUC's work on pensions reform following the report of the Pensions Commission. He joined the TUC as its first ever Parliamentary Officer in 1994, after a period freelancing in public affairs and journalism. Before this he worked first for Robin Cook MP and then for Bryan Gould MP.

Catherine Walker

Catherine Walker qualified as a barrister and the majority of her early career was spent as an Investment Banker at NatWest and Schroders. She currently holds a judicial appointment with the Ministry of Justice hearing appeals in Tribunal from decisions of the Department of Work and Pensions on health and disability benefits. She is Practice Director of a firm of employment solicitors and is a Non-Executive Director of Kent and Medway NHS and Social Care Partnership Trust. She has an interest in educational standards and governance and held a long-term role as Governor and Director of an Academy Trust in Kent ranked outstanding by OFSTED. She is a Lay Representative for Health Education England involved in reviewing the quality of medical education in the London teaching hospitals. She is a member of Nest.

Andrew Whiley

Andrew is a communications professional, possessing a depth of experience and knowledge in not-for-profit, member-based organisations. Andrew has worked in the UK and Australian pension markets at both a board and executive level. His professional background includes retirement incomes policy, corporate governance, scheme administration and assurance from a member benefit perspective. He also gained experience in contemporary ESG issues in investment.

Andrew currently works for Climate Bonds Initiative (CBI) as Head of Communications & Media. CBI is an international, investor-focused not-for-profit organisation with the objective of mobilising the \$100 trillion bond market for climate change solutions. Andrew also has an understanding of member-based principles and ethos in organisational values and operational objectives which he believes will add value to the Members' Panel.

Rosemary Whitehead

Rosemary Whitehead was a Pension Manager within the Timpson Group where she worked for over 30 years before retiring. In this position she managed the company defined benefit pension scheme and also acted as Secretary to the Trustee.

More recently, she has been responsible for the selection and implementation of Nest as the group's auto enrolment scheme and is a member of Nest herself. Her earlier career was spent in scientific research, including periods in the Theoretical Chemistry Departments at both the University of Cambridge and the City University of New York.



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