

ELEVEN NEW PROCESSING RECORDS SET INCLUDING:

6.222 BILLION
transactions processed
(up 3%)

109.3 MILLION
transactions processed in a
single day (up 5%)

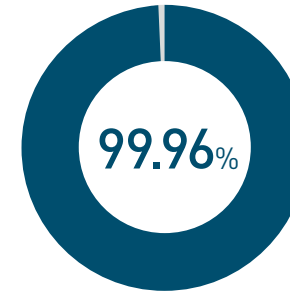
4.07 BILLION
Direct Debits processed
(up 4.9%)

at a value of
£1.26 TRILLION
(up 4.1%)

£3.518 TRILLION
Bacs Direct Credits processed
(up 4.9%)

REVIEW OF THE BANK REFERENCE DATA SERVICE

including delivery of an independent
method of allocating sort codes,
and the launch of a new Sort Codes
information website



99.96% of key processing
components available
within the service window



Supported
13 APPLICANTS
through the Cash ISA take
on and testing process


New, vibrant CASS
advertising campaign
and website developed
and launched, with the
advert reaching

10.5 MILLION
people in one night and
achieving a record
**78% CONSUMER
AWARENESS**
of the service



DIRECT DEBIT SERVICE USER GUIDE AND RULES

Design, development and introduction of a new document harnessing web technology, including engagement with/support from a range of stakeholders. This resulted in a review of all Scheme documentation (c 15 docs) including all the relevant pages on the website and all eLearning courses



WE RETAINED OUR STATUS AS A CARBON NEUTRAL ORGANISATION FOR THE FOURTH YEAR IN A ROW

Our carbon footprint was measured at 3,480 tonnes, and this was offset through projects in the Brazilian rainforest as well as tree planting and solar panel donations in the UK

Delivered the first commercial use of the Bulk Payment Redirection Service (BPRS). In its first year, there have been 5 successful implementations, with the largest (by volume) hosting **154,286 ACCOUNTS**



In our Great Places to Work employee survey, 100% of staff who responded gave a positive response to "Bacs is a great place to work." which was well ahead of the Financial Service & Insurance sector (86%) and Non-Profit sector (84%)

Developed and launched **ESSENTIALS OF USING BACS** mandatory eLearning course for all new service users, including a new online registration procedure



CASS

Achieving designation for CASS under the Payment Account Directive (PAD) from the PSR

The successful migration of all direct and indirect participant banks, and

118,000 SERVICE USERS

and Bureaux to new connection protocols

RISK

Member of the (Bank of England led) SIMEX16 design group, and participated in final industry exercise, involving 60+ major UK banks and firms. Clarified Bacs' relationship with the Authorities in the event of settlement outage

Managed services (CASS and Cash ISA) data was migrated to the risk management system alongside Bacs data so all three services risk data are managed through a single database

Major update to codes of conduct as part of participant (members) risk management which enhances our ability for evidencing assurance of compliance, whilst being a more user-friendly experience for new joiners.

Enhancements were made to the Bacs enterprise risk management Framework (ERMF) towards the end of 2016 and will be further developed during 2017.

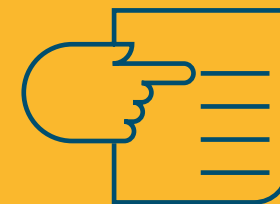


CHAMPIONED GENDER EQUALITY AND DIVERSITY

in the finance sector by becoming an early signatory to the Women in Finance Charter (first PSO to commit)

DIRECT DEBIT SERVICE USER GUIDE AND RULES

Responded to calls from the PSR to address concerns over the indemnity claim process, agreeing changes to the DDIC challenge, counter claim reasons and concerns relating to the ability of FM Clients to switch FM Provider



EMERGING PAYMENT ASSOCIATION AWARDS

Our marketing campaigns won the EPAs Best Charity Initiative award in October