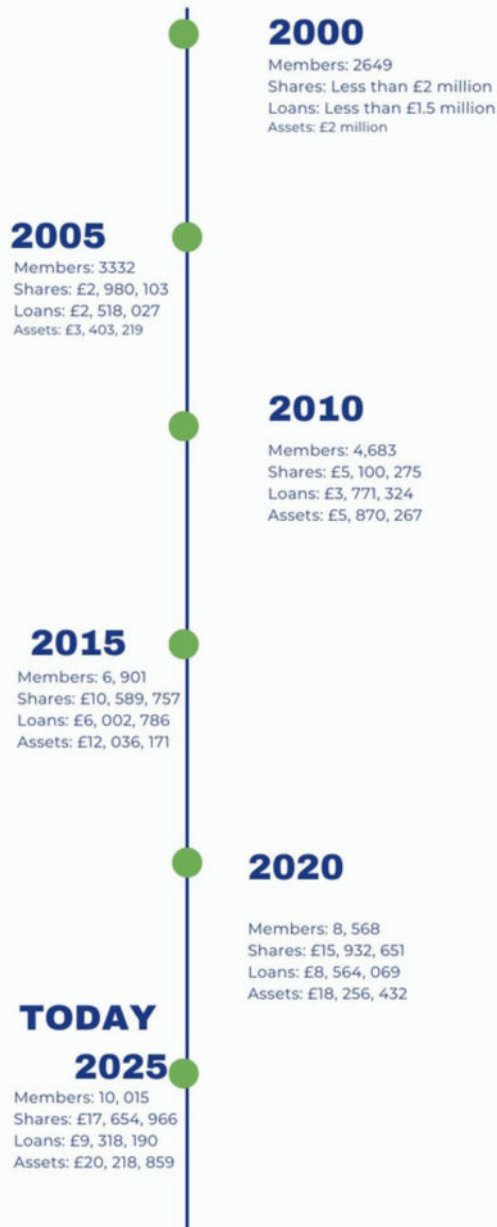


TIMELINE OF EVENTS AS CEO



• **Joining the Credit Union:**

- Vicky Harrison joined in 2000 as a part-time Member Services Officer before becoming CEO.
- The credit union had less than 1,500 members and operated from a modest office in a police house provided by the Lancashire Constabulary.

• **Early Days:**

- The year 2000 was marked by the Millennium bug scare.
- No Google for problem-solving and no iPhones.
- Savings withdrawals were by cheque, and loan applications were paper-based.

• **Transformation and Growth:**

- Vicky's commitment, vision, and determination transformed the credit union.
- Now serves over 10,200 members across the North West of England and beyond.

• **Leadership and Achievements:**

- Became CEO in 2018.
- Secured over 90 payroll partnerships.
- Continuous work with founder member payroll, Lancashire Police.
- Over 18 years with Lancashire County Council.
- 15 years with various education establishments and NHS trusts.
- Expanded services, extended common bond, and increased products across Savings and Lending.

• **Recognition and Gratitude:**

- Michael Beeston, current Chair, expressed gratitude for Vicky's dedication and passion.
- Vicky's leadership has helped support many individuals in accessing fair and ethical financial services.

• **Innovations and Adaptations:**

- Spearheaded new initiatives and ensured good governance.
- Oversaw the transition from paper-based systems to online systems, including Faster Payments.

Reflecting on her career to-date, Vicky said: "It is an absolute privilege to be part of this incredible organisation. What started as a small, local workplace credit union has grown into a thriving financial organisation that truly makes a difference in people's lives and all from the support of an organised & committed Board and our members with a passion to support their fellow colleagues. I have had the pleasure of and continue to work with, many dedicated colleagues, volunteers and directors who all share the same mission—to provide ethical savings and loans for our 10,000+ strong membership constantly reviewing our products and services to maintain a high level of service to our members in these changing savings markets without which this credit union would not be what it is today.

