

RBS Launches Sustainability Report 2015 How We Make a Difference

“We’re building a bank where long term success will be determined by doing a great job for customers. By being strong, simple and fair, we will earn their trust, and live up to our responsibilities. That is the best way to deliver sustainable success.”

Ross McEwan, RBS CEO

RBS is a UK-based banking and financial services company, headquartered in Edinburgh. RBS provides a wide range of products and services to personal, commercial and large corporate and institutional customers through its two main subsidiaries, the Royal Bank of Scotland and NatWest, as well as through a number of other well known brands including Ulster Bank and Coutts.

2015 was another year of hard work and good progress for RBS. We went further, faster in cutting costs, restructuring our international presence to become largely a UK and Republic of Ireland business, and dealing with our legacy conduct and litigation issues. We are backing more businesses than any other bank in Britain, and challenging industry practices that are not in our customers’ interests.

We’re also determined to rebuild this trust by striving to help our customers out rather than catch them out with unexpected charges, short-term offers and products they do not need. We are making it easier and quicker for customers to do business with us by simplifying our business processes and systems, whilst not forgetting the core principles of responsible business and reducing the impact of our operations.

The report provides a summary of our progress on these areas in 2015 and our areas of focus for the years ahead.

Report highlights

- ‘Strength and Sustainability’ continues to be a bank priority, and part of our ambition of being number one bank in the UK for customer service, trust and advocacy
- MoneySense celebrated it’s 21st birthday - one of the longest running financial education programmes and the only programme that supports 5-18 year olds both at school and at home
- We supported 142,424 people through the Inspiring Enterprise programme from 2012 to 2015
- £4.1m investment in partnership with Entrepreneurial Spark. Over 1,000 entrepreneurs supported since 2014 and 660 entrepreneurs since 2015
- Launched a new Skills & Opportunities Fund, which offers £2.5 million each year to not-for-profit organisations, schools and state-funded colleges across the UK and Ireland to help people in disadvantaged communities to develop skills that will help them to find employment or start a business
- Provided £1billion of funding to over 500 UK customers in 2015, supporting their sustainable energy ambitions
- Recorded £43.5m community investment for 2015, which was measured using the London Benchmarking Group standard
- Recognised as Times Top 50 Employer for Women
- Listed within Top 30% of the Stonewall Workplace Equality Index

For further details contact RBS Sustainability.