

## RBS Group values



The statements below are taken from the 2006 Corporate Responsibility Report. In your opinion why are these values important to the RBS Group?

### Lending Practice

"It is not in our, or our customers' interests to lend more than they can afford"

### Customer Service

"We aim to maintain long-term relationships with our customers."

### Financial Crime and Corruption

"It is critical we continue to combat financial crime successfully."

### Employment

"We want to attract the best people, enable them to fulfill their potential and secure their commitment."



### **Environment**

“We are committed to reducing the carbon intensity of our business.”

### **Equator Principle**

“We arrange finance for renewable energies.”

### **Supporting Enterprise**

“We encourage entrepreneurs and help small and medium sized enterprises.”

### **Community Investment**

“Our programme spans issues such as financial inclusion, money management, charitable giving and support for enterprise.”

