

Manufacturing



▲ Manufacturing supported the launch of contactless debit card when the AT&T Williams Formula 1 Team made the UK's first public transaction in East London.

► We launched a new customer service commitment, where we aim to refund customers who have been innocent victims of fraud within 24 hours of contact.



Highlights

- Manufacturing played a central role in developing Tesco Compare, a website allowing customers to compare and buy motor insurance from more than 30 different brands in the UK.
- If a customer's debit card is lost or stolen, we can help them access emergency cash from over 7,000 ATMs.
- Our Property team managed the development of new offices in India, Singapore and Paris, as well as refurbishing and expanding the Ulster Bank branch network.

Total costs (£m)

07	2,914
06	2,872

Our Manufacturing division had a very strong year, supporting the development of our businesses while continuing our rigorous focus on cost control.

We invested significantly to protect our customers from fraud in 2007, introducing Chip & PIN to our branches in the UK and Ireland and launching 2 Factor Authentication for online banking transactions. Our Identity Theft Support Team now helps victims of crime in the UK; and the introduction of improved processes means we now aim to refund those customers who have suffered fraud within 24 hours of contact.

Manufacturing was at the forefront of a range of innovations. In August, RBS became the first UK bank to use Contactless Payment technology. Manufacturing also supported the launch of mobile phone banking in September.

Our eSourcing programme continues to deliver savings, helping us limit total cost growth to 1%. This online tool is used across all divisions and geographies to source goods and services. Savings are realised more quickly through reducing tender time, helping to make this programme one of the top ten in the world.