

We are building a more sustainable bank

Bitesize factbook



“ We are building a more sustainable bank; a more responsible company, doing business in a more sustainable way. We consider the long-term impacts of our actions in our decision making, and we are proud that our enterprise and financial education programmes show the difference we’re making for our customers and communities. Continuing to live by our values and providing, simple and fair banking will help us to build trust for the long term.”

Kirsty Britz, Director of Sustainability

Customer Focused

Digital banking

757 branches now have Digital Zones where customers can sign up for our digital banking services.



Faster experience

DigiDocs service helped more than 40,000 customers benefit from a faster, more convenient and secure application experience this year.

Multiple channels for serving customers

RBS continues to provide multiple physical channels for serving customers, including Post Office branches, mobile banking vans alongside our existing network of branches and ATMs.



Foundation accounts opened

We opened a further 40,860 Foundation accounts in 2016. Foundation accounts are an improved version of our Basic bank account.



Responsible Business

Integration

This year, for the first time, we have chosen to integrate our financial and non-financial performance to show how we are building a more sustainable bank.

Outperforming our targets

We outperformed our 2020 targets of 20% carbon, 5% water and 50% paper reduction targets during 2016.



UK Modern Slavery Act

We published an interim statement in December 2016 setting out our approach to the UK Modern Slavery Act.

Determined to Make a Difference

We engaged colleagues via bank wide 'Determined to Make a Difference' campaigns and logged over 2,500 activities to reduce our environmental impact.

Awarded for achievements

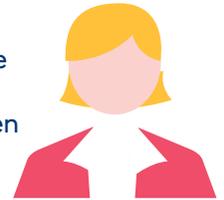
Recorded highest level of external recognition winning multiple awards for our sustainability achievements.



Working at RBS

Female leaders

We increased the number of female leaders to 34% in 2016. Our 2020 target is to have at least 30% women in our top three leadership layers by business area.



Top 50

Times Top 50 Employer for Women.

Up 19 places since 2015

13th in the Top 100 Stonewall Index (+ 19 places since 2015).



Leadership training

Delivered leadership training to almost 16,000 leaders through a comprehensive 'Determined to lead' programme.

Gold award

Won a Gold award from Ministry of Defence Employer recognition scheme.



Silver status

We attained Silver status in the Business Disability Forum's Disability Standard.

Customer focused



MoneySense, our 22 year flagship financial education programme, has helped an estimated 4.5 million young people understand all about money.



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We protected customers from 498,000 fraud attempts in the UK, which stopped £303 million being stolen.



DigiDocs service helped more than 40,000 customers benefit from a faster, more convenient and secure application experience this year.



We have 'Act Now' text alert service to help customers manage their money and avoid charges.



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Launched Boost – a free advice and expertise service for small businesses – regardless of whether they bank with us or not.



We have over 400 accredited Women in Business specialists in the UK who offer specialist expertise in supporting women in business.



We have been accredited by the Royal National Institute for Blind People for having an accessible mobile app for blind and partially sighted customers.



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We published an interim statement in December 2016 setting out our approach to the UK Modern Slavery Act.



According to InfraDeals, RBS has been the leading lender to the UK renewables sector by number of transactions over the past 5 years (2012-2016).



We recorded one of our highest levels of external recognition winning multiple awards for our sustainability achievements



We outperformed our 2020 environmental targets of 20% carbon, 5% water and 50% paper reduction targets during 2016.



Our Skills & Opportunities Fund distributed £2.5m to 125 organisations, that support people from disadvantaged communities start-up in business or get into employment.



Continued supporting UK start-up and scale up businesses in partnership with Entrepreneurial Spark by opening 6 new hubs in 2016, bringing the total to 12.



Prince's Trust

40 year partnership – In 2016 our partnership with the Prince's Trust directly helped over 2,000 young people, with more than 120 supported in running their own business.



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Times Top 50 Employer for Women.



We attained Silver status in the Business Disability Forum's Disability Standard.



13th in the Top 100 Stonewall Index (+ 19 places since 2015).



Won the Global Corporate Challenge World Most Active Organisation Gold Award.



Delivered leadership training to almost 16,000 leaders through a comprehensive 'Determined to lead' programme.



Top 10 Employer by Working Families.