

Sustainable Business Principles



Secure

Maintaining our financial health whilst meeting our responsibilities to customers, employees and suppliers.
Keeping our customers' and employees' data and assets safe.
Protecting against fraud and corruption



Supportive

Meeting our customers' needs.
Supporting sustainable and inclusive economic growth.
Helping customers in financial difficulty.



Open

Consulting with and listening to our stakeholders.
Showing transparency in the way we run our business.
Publicly communicating our efforts to be responsible and sustainable.



A responsible citizen

Working within both the letter and spirit of the legislation and abiding by relevant codes of practice and voluntary standards. Supporting the communities we work in.
Respecting human rights throughout our sphere of influence.
Upholding environmental responsibility within the bank, and through our customers and suppliers



A good employer

Providing our people with tools and support to their jobs effectively and develop their skills.
Valuing and promoting diversity in all areas of recruitment and employment.
Rewarding our people fairly for their work.

