

# Building a purpose-led bank.

We champion potential, helping people, families and businesses to thrive.



Click or hover wherever you see these symbols for interactive content.

# In these challenging times our purpose has never been more important.

We champion potential, so the 19 million people, families and businesses we serve in communities throughout the UK and Ireland can rebuild and thrive.

## If our customers and communities succeed, so will we.

We believe that when we work to benefit society, we will deliver long-term value and sustainable returns. At the centre of our approach is the belief that we have a reciprocal relationship with society and the communities where we operate and that we can only deliver on our purpose-led strategy by continuing and deepening our relationships with all of our stakeholders.

As we do this, we are working with Blueprint for Better Business and focusing on how we can be honest and fair with our customers and suppliers, a good citizen, a responsive and responsible employer and a guardian for future generations.

We serve 19 million customers and support 1 in 4 business customers in every region in the UK and Ireland.

## Our strategy

Our strategy is to deliver on our purpose and drive sustainable returns to shareholders through four strategic priorities.

Click the video below for more about our purpose:



Being purpose-led is about balancing the needs of all our stakeholders and not avoiding the tough decisions. It is about accepting and recognising the difficulties and challenges, and bringing the right people into decision-making.

## Areas of focus

There are three focus areas of our purpose where we can make a meaningful contribution to our customers, colleagues and communities.

Click the video below to hear our CEO talk about our purpose-led strategy.



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## 2020 was a year like no other.

The dramatic spread of COVID-19 disrupted lives and livelihoods, affecting communities and businesses worldwide. **The last year accelerated the need for purpose-led business.**

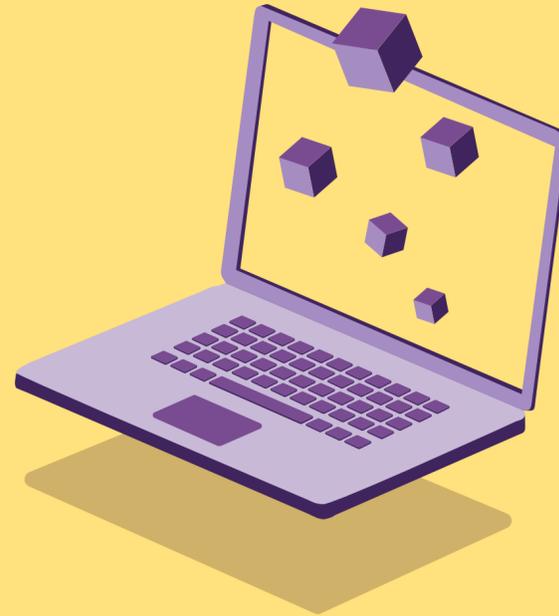
It meant we worked fast to put in place both financial and non-financial support to help those that needed it most. Our purpose has acted as our north star throughout, guiding our behaviour and decision-making and we remain committed to providing help and support to those who need it the most.

Click below to find out more about how we supported our customers, colleagues and society in 2020:

## Supporting our colleagues has been a priority during the crisis:

### 37,000

pieces of equipment delivered enabling 50,000 colleagues to work from home.



Trusted our colleagues to balance home and work responsibilities, knowing that their wages were secure from the very start of the pandemic.



### 37,500+

views of a Wellbeing Hub launched for colleagues.



## Supporting our customers by pivoting our operations at pace:



### £14.1bn

of lending approved through government schemes.

### 258,000

mortgage repayment holidays.



### 480,000

customers in vulnerable situations contacted to check on their welfare.

### £5m

cash to vulnerable customers without ATM access.



## Supporting our communities by helping the most vulnerable in society:



**£10m** raised for the National Emergencies Trust (NET) by matching customer donations.



**£1m** donated to eight not-for-profit debt management organisations, including Citizens Advice.



**1 million meals** produced for those in need since the start of March with help from a charity distribution hub at our Edinburgh head office.\*

\*helping Social Bite, Trussell Trust and Cyrenians

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## Our progress so far.

Despite a challenging year, we've made progress and our purpose-led strategy is beginning to have impact.

We've revised and relaunched our **Yes Check** to encourage purpose-led decision-making and to guide colleagues' thinking, making sure we consider the perspectives of different stakeholders before making the best decisions. Our areas of focus also contribute to the **UN Sustainable Development Goals** (SDGs).

**In the last 12 months we have...**

## Supported our customers in improving their financial capability:

### 2.9 million

Reached around 2.9 million people in 2020 to improve their financial capability...



### 945,000

Carried out over 945,000 Financial Health Checks with Retail Banking customers.\*



\* This 945,000 contributes to the overall 2.9m.

...including taking our **MoneySense programme** online through MoneySense Mondays during lockdown and helping an additional 1.4m young people learn good money skills.†

† This 1.4m contributes to the overall 2.9m.

### 600,000

Helped 600,000 customers to start to save.‡

‡ Includes instances where customers had existing savings with other banks and transferred them into their NatWest Group account.



## Taken key steps in removing barriers to enterprise:



### 1000+ jobs

Moved our Entrepreneur Accelerator Programme online, supporting over 1,200 entrepreneurs to create more than 1,000 jobs.



### £1bn

£1bn of debt funding to support female entrepreneurs announced in January 2020 has been deployed.



### Over 14,200

Launched our digital Business Builder, with over 14,200 registrations since lockdown began.

## And taken key actions to play our part in tackling the climate challenge:



Became principal banking partner for **COP26**.

£12 billion in funding and financing for **Climate and Sustainable Finance** in 2020.

1st major UK bank to sign up to the **Partnership for Carbon Accounting Financials**.

**Embedding climate goals**, measures and targets into Executive Director and ExCo performance measures and remuneration decisions.

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# Look ahead to 2021.

**We know that people are facing challenging times ahead and there is still much we need to do.**

We are committed to embedding our purpose at the core of our business allowing us to make a positive contribution to society, working with and alongside our stakeholders.

By championing potential and helping people, families and businesses to thrive, we will succeed together, enabling NatWest Group to deliver sustainable, long-term returns to shareholders.

## As we continue on our journey to being a purpose-led bank, here are some of our commitments for the year ahead:

Take a lead in the fight against **climate change** as we gear up for COP26.



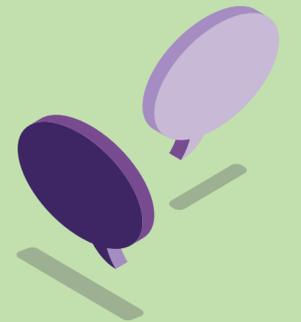
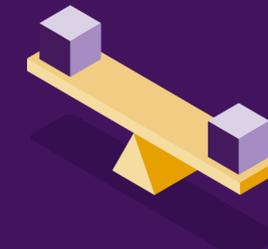
We are deepening our work in understanding and supporting **diverse local communities**, both through internal research and via external partnerships.



Support our colleagues by launching a new **Talent Academy** open to all employees in all locations.



We recently announced a further £1 billion in funding to **support female-led businesses** recover from the disruption caused by COVID-19.



## We will continue towards our longer-term targets on:

### Enterprise



Help create an additional **50,000** businesses by 2023, by inspiring and supporting **>500k** people.

**60%** female-led.

**20%** Black, Asian and Minority Ethnic led.

**75%** outside London and SE.

### Learning



**2.5m** people reached each year to improve their financial capability.

**2m** additional customers helped to start saving by 2023.

**100%** of frontline colleagues professionally qualified within first 18 months in role.

### Climate



**At least halve** the climate impact of our financial activity by 2030.

**£20bn** additional funding and financing for climate and sustainable finance. We expect to exceed our £20bn target during 2021.

Make our operations climate positive by 2025.

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