

# Work Life Balance in action

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# Setting the scene

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# Setting the scene

## Introduction

What does CSR mean to RBS and how does Work Life Balance fit?

What is RBS doing with Work Life Balance?

Is it working?

# What does CSR mean to RBS and how does Work Life Balance fit?

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# What does CSR mean to RBS?

## Where we were

- A narrow definition
- Limited to 'Community Volunteering' and Generic Social Issues
- Too many themes
- Consuming time, resource and money, but...
- No commercial business case, and...
- Minimal society benefits

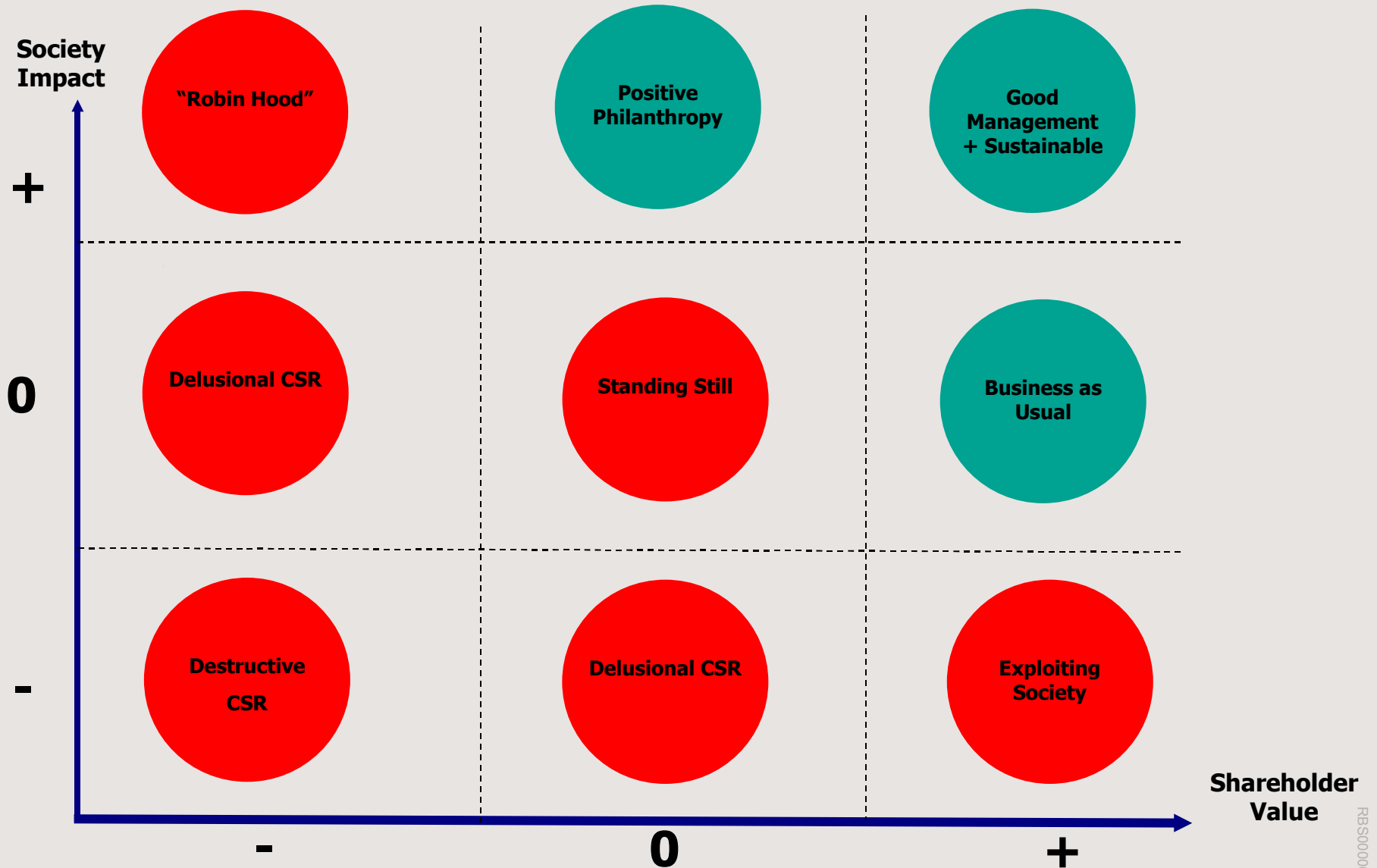
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# What does CSR mean to RBS?

## Where we are now

- A broader definition
- More than 'Community Volunteering'
- One Community Theme – Face to Face with Finance
- An even greater investment in time, resource and money, but...
- A compelling commercial business case, and...
- Major society benefits

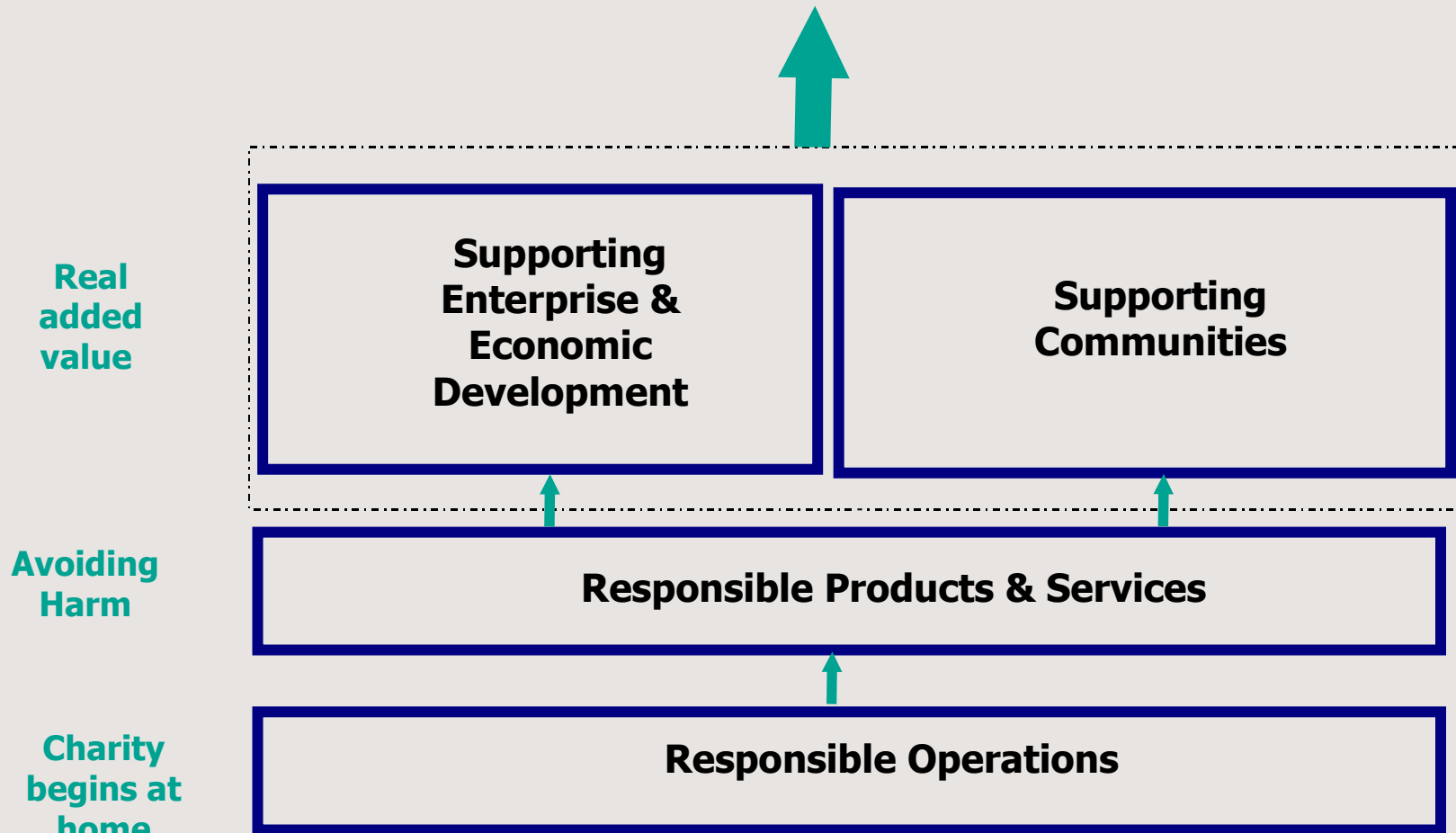
# What does CSR mean to RBS?



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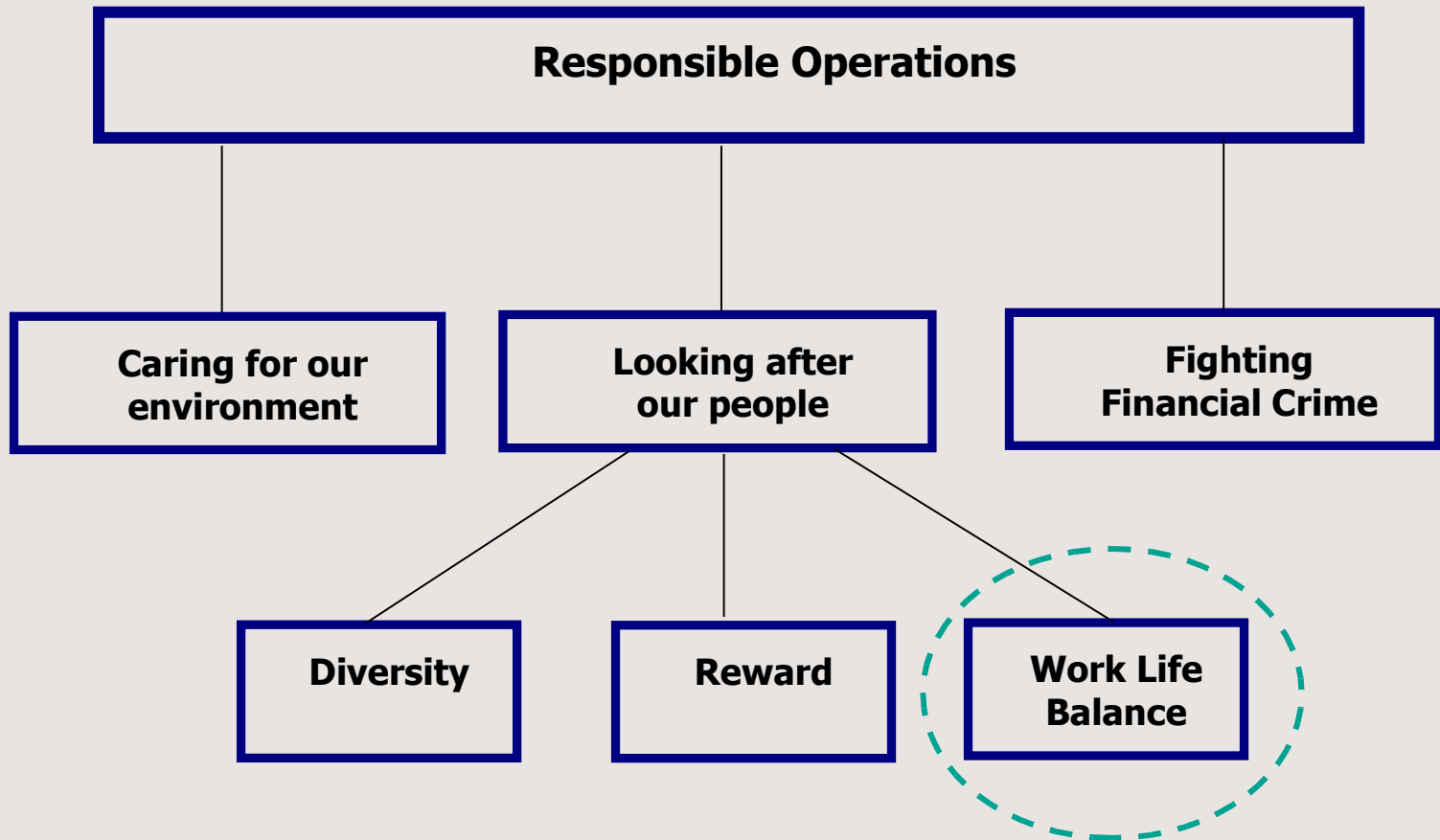
## Delivering society and shareholder benefits



# What does CSR mean to RBS?

How does Work Life Balance fit?

Charity  
Begins at  
home



# What is RBS doing with Work Life Balance?

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# What is RBS doing with Work Life Balance?

## An overview

“We believe that only when our people are able to balance their professional and personal commitments successfully, can they achieve their best”

- What has RBS done?
  - Created a Group Health & Well Being department
  - Conducted extensive research into the needs that arise in the lives of our people
  - Developed an award range of policies

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# What is RBS doing with Work Life Balance?

## Our policies – Your Time

- Flexible Working Hours
- Compressed Hours
- Homeworking
- Job Sharing
- Adoption Leave
- Dependants Leave

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# What is RBS doing with Work Life Balance?

## Our policies – Your Time

- Long Term Employment Break
- Maternity Leave
- Maternity or Adoption Phase Back to Work
- Part Time Working
- Term Time Working
- Variable Working Hours
- Lifematters - our Employee Assistance Programme

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# What is RBS doing with Work Life Balance?

## The business case

- Attracting and retaining talent/intellectual capital
- Sustainable individual performance leading to a sustainable business
- Improved Employee Engagement
- Diversity – Focused Women Group
- Cost saving in terms of office space
- More efficient for on-the-road sales people
- Absenteeism/Sick Leave

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# What is RBS doing with Work Life Balance?

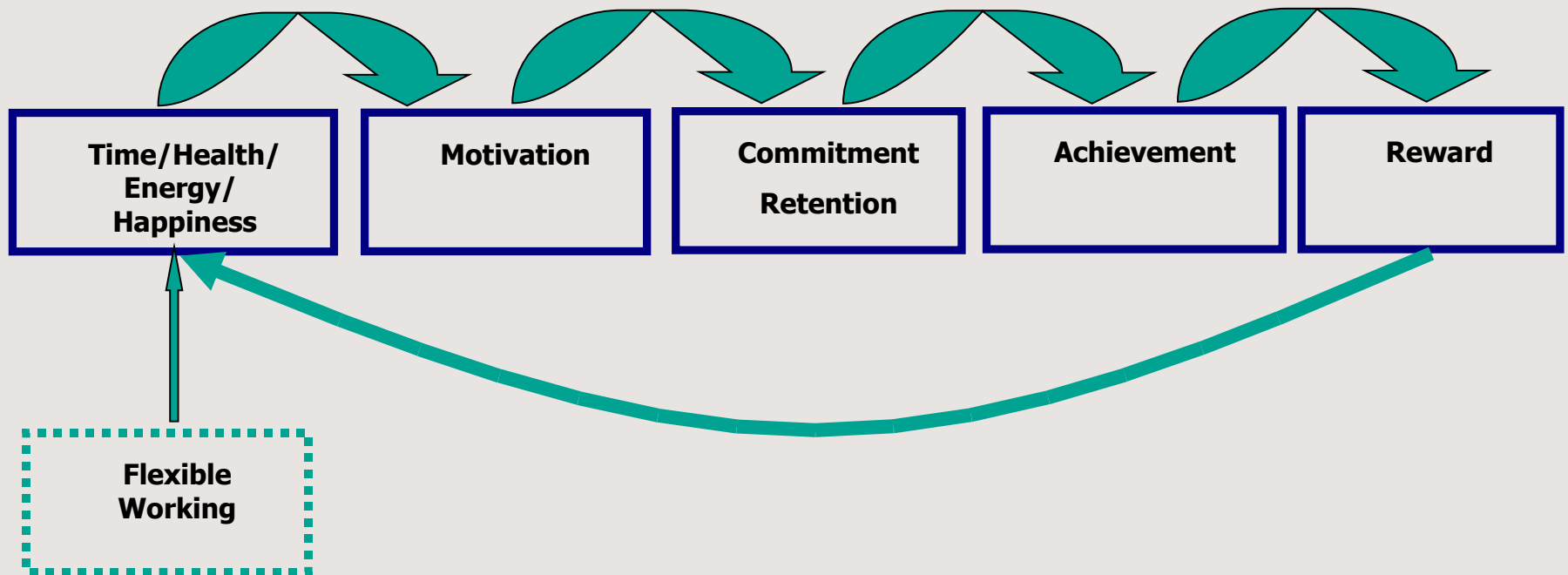
## The business case

“Our people need to manage both personal commitments at certain points in their life while ensuring that they can sustain their individual performance and meet business requirements”

“When our people are trying to juggle the various demands of life such as family, studying or even the challenge of commuting with the need to perform effectively in the business, we have found particular value in our flexible working practices”

# What is RBS doing with Work Life Balance?

## The business case



Is it working?

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# Is it working?

## The results so far..

- At least 22% of our employees work flexibly
- Employment Opinion Survey shows that 76% of employees are 'very satisfied' with their Work Life balance
- Diversity increased