

We have a
vacancy



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Welcome

We're delighted you're considering a move to RBS.

This booklet aims to help you understand a little bit more about what it's like to work at RBS.

Please also visit rbs.com for more information about our businesses, our customers, and our strategy as we begin to move forward to rebuild RBS into an organisation we can all be proud of again.

To learn more about the people who make up RBS visit rbs.com/rbsworld to see our employee magazine and website.



For more info

www.rbs.com

RBS World

www.rbs.com/rbsworld

*Right; Jackie, Customer Services
Manager and Netball Coach*

*Far Right; Jonathan, HR Recruitment
Specialist and a dab hand in the kitchen*



*Anne-Marie, Finance
Business Manager and
marathon runner*



Where can we take you?

On an exciting journey with a forward thinking organisation.

It's a great time to be thinking about a career with RBS. We've gone through the most turbulent period in our history. But we have a clear goal and we're making steady progress towards it. We're working together to become one of the world's most admired, valuable and stable banks. To do that we need good people. People who are passionate about delivering great service for our customers and working hard for each other. We're starting an exciting new chapter in our history – it's a big challenge, but it's also a great opportunity.

Careers at RBS come in all shapes and sizes, because there's so many different ways we serve our customers. We're made up of a number of different businesses, like NatWest and Coutts in the UK, Ulster Bank in Ireland, and Citizens in the USA.

These companies are managed through a global structure which splits the Group into different areas called divisions, you can see how they all fit together in the diagram on the right.



For more info
www.jobs.rbs.com

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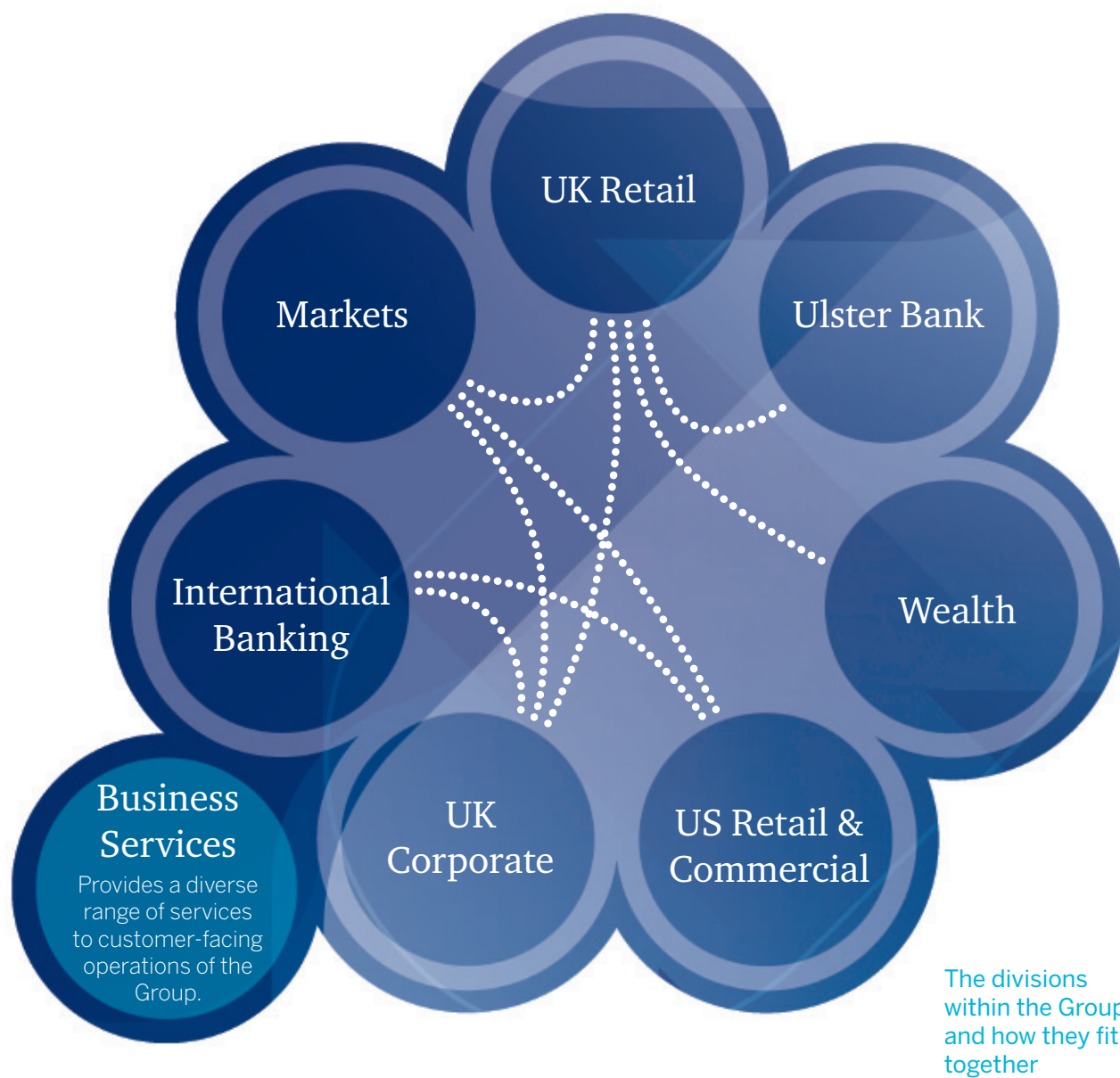
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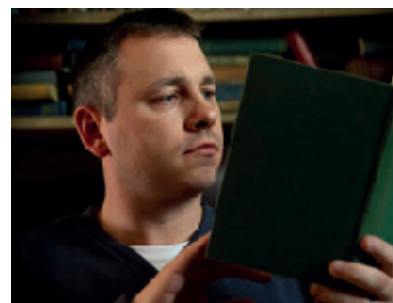


Where can we take you? (continued)



Right; Marloes de Laat, Security & Risk
Co-ordination officer

Far Right; Richard, Head of Asset
Servicing, enjoys a good book



How can I help you today?

Some of our most exciting and rewarding roles are helping our customers, either in a branch or over the telephone.



Above; Jackie, Customer Services Manager and Netball Coach

Customers are at the centre of everything we do and giving them great service is something we all take pride in.

Of course, we have to work hard at it, but here at RBS you'll find a lot of different ways to take your mind off work as well.

Jackie

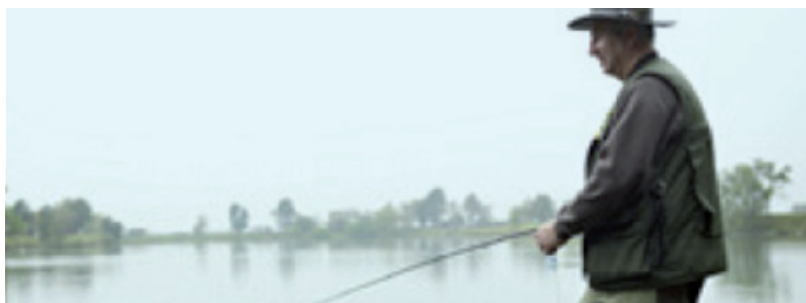
Jackie is a Customer Services Manager and has been with RBS for 24 years. She likes the competitive nature of her department. And that her netball team's back from winning big in Australia.

“Here at RBS, we’re not only interested in you from 9 to 5.”

Gordon

Gordon is a Relationship Manager. Every day he searches high and low to find new business opportunities for our customers. And one day, that same patience and dedication will help him land that elusive 15lb rainbow trout. Here at RBS, what interests you, interests us.

“Here at RBS, what interests you, interests us.”



Right; Gordon, Relationship Manager and fishing enthusiast

What do we offer you?

Put simply, opportunity. We believe that every day we have the opportunity to make a difference, to rebuild trust, to do things better.

We ask a lot of our people – we won't succeed without them – so in return we offer support that's second to none, a benefits package that puts you in control, and colleagues who will be with you every step of the way. So, if you want to be part of our story, we'd love to hear from you. As a new member of our team, you'll be given every possible help to succeed.

Your Choice

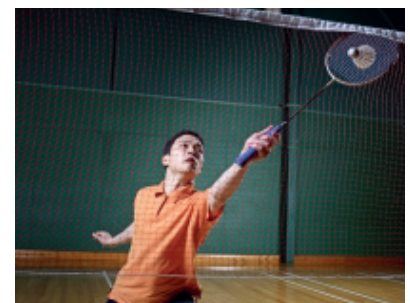
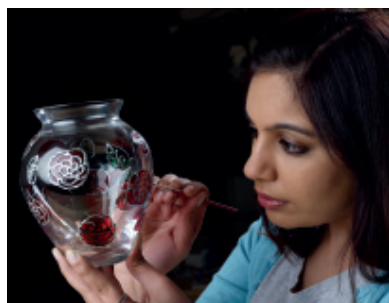
Your needs and priorities are individual to you. That's why it's so important that you're able to customise how you use

your pay, banking products and development to suit your circumstances and career.

Your Choice offers a wide selection of programmes, services, support and exclusive offers. Help a good cause, get a mortgage deal, take more time off, drive a new car, shop for less, do some extra training, the choice is yours.

Right; Pretti, Lean Change Agent and glass painter

Far Right; Quiming, Risk Assessment Manager and badminton player



Right; Alan, Senior Client Partner at Coutts and pilot

Far Right; Raymond, Customer Service Officer, enjoys walking



Your Choice

How it could work for you. We make sure all employees know what they need to achieve each year and how it contributes to the Group's performance.

Case Study A

I'd been looking for a little car for ages and a colleague told me about the employee Your Car scheme. I chose a fabulous little Mini. All my tax, servicing and maintenance is included and I couldn't believe it costs less than £200 every month. I love my car and the great thing is, if anything goes wrong with it, it's included in the price.

I also make great use of the banking benefits that are available exclusively for employees. My pay goes directly into my Royalties Gold current account. Royalties Gold includes benefits such as travel insurance and 25% off concert tickets. That usually costs £12.50 a month, but staff receive a discount which means I get travel insurance as well as cheap tickets for gigs and festivals for £6.50 per month – last year I got £70 off some T in the Park tickets! I also get preferential rates on loans and credit cards, and a 55% discount on my home insurance.

Case study B

I've always given something to charity and the Group's payroll giving scheme allows me to make regular monthly donations without paying tax on them. The Group also matches my donation pound for pound so the charity actually receives double what I donate.

The team I'm in also get involved with local charities. Earlier this year we spent two days out the office creating a sensory garden for partially sighted and deaf elderly people. It was great fun and, as well as helping out our local community, it helped us develop as a team and work better together when we got back to the office.



Will I fit in here?

At RBS, we value the diversity of our employees and have a working environment that's inclusive to all.



Samantha Scobie, co-chair of Edinburgh's branch of Women in Banking and Finance

“Achieving your potential is a very personal thing as everyone has different goals, but whatever the goals are, we'd like to try and help.”

We embrace people's differences, whether related to physical characteristics, such as gender, race, age or disability, or their personality, opinions, preferences and beliefs.

We have two of the largest employee led internal networks within the Banking industry; Focused Women Network (gender equality) and the Rainbow Network (sexual orientation equality). Both aim to support, inspire, lead, coach, motivate and create opportunities to fulfil employees' potential.

We also hold strong partnerships with leading diversity organisations and charities within the UK. In 2011 the Group won the Gold Standard Award from Opportunity Now and we're in the Stonewall Top 100 Employers Workplace Equality Index for Lesbian, Gay and Bisexual people and in The Times top 50 Companies 'Where women want to work'. In 2010 we won the Champion for Women

in the Women in Banking and Finance Awards for Achievement and were shortlisted for Employee Engagement and Innovation Awards by Workingmums. In the same year we placed in the Top 30 A-Z Employers for Working Families and were shortlisted for Best Maternity, Best Back up Childcare and Best in Financial Services Awards.

An RBS employee and co-chair of Edinburgh's branch of Women in Banking and Finance (WiBF), Samantha Scobie is determined to help her members achieve their true potential, whatever that potential may be.

Samantha combines her day job at RBS with her WiBF role, but making a real difference to women's lives is her driving force. “There is a commitment in terms of my time, but I love it so much I'm prepared to put in the extra effort,” she says.



Right; RBS Women's Network Scoop 'Fundraiser of the Year' award, June 2010.

Far Right: Rainbow Network's Charity Fundraising Dinner, October 2011.



I'm interested – what now?

Our recruitment process is two-way. Obviously, we want to hire the best people. But we also want to give you the chance of doing your best.

Our selection process helps us assess your skills and experience against the demands of the role you've applied for. We want our process to be thorough, transparent and fair. We also want to make sure you have all the information and support you need to demonstrate your abilities and make an informed decision about a career in RBS.

The selection process will vary depending on the role you're applying for but will typically include these stages:

□ **Learn about the roles available**
To find out where we can take you in your career visit www.jobs.rbs.com to search our current vacancies.

□ **Register your personal details**
As part of your application we'll ask you to register your personal details on the site. This means we can keep in touch with you and can contact you when new vacancies come up.

□ **Complete the online application**
Once you've found your perfect role we'll ask you to provide some background information. This will usually involve completing an application form or submitting a CV. For some roles you'll be directed

through to an online assessment process. For other roles our recruitment team will contact you after reviewing your CV.

□ **Further selection process**

When a member of our recruitment team contacts you they'll talk you through the hiring process and what it's like to work for RBS. They'll also be able to answer any questions you have. You'll then be invited to interview – the format this takes depends on the role you're applying for. For some roles, you may be invited to an initial telephone interview. This will assess your skills and experience and will typically last 30-40 minutes.

□ **Conditional offer**

If you've been successful in your application we'll make you an offer and give you a provisional start date. Our recruitment team will then stay in touch with you, answering any questions and helping you with the practicalities involved in confirming your offer and starting your new job.

□ **Pre-employment screening**

Before we can employ any individual, we need to carry out a number of checks to establish their identity and history. These vary from country to country and the recruitment team will be able to talk you through the process.

Where can we take you?

There's always a lot to think about when you're looking for a new job. We hope we've given you a taste of where a career with RBS can take you.

For further information please contact your recruiting manager or go to jobs.rbs.com

We're waiting to hear from you

