

# Our Culture

**Our distinctive culture and long-term approach are embedded throughout the organisation and embody our values.**

This culture combines our values of service, expertise and relationships with our ways of working: teamwork, integrity and prudence. These values ensure we continue to provide excellent service for our customers and clients over the long term, bringing out the best in our people and supporting our strong reputation.



<p><b>Service</b></p>	<p>We pride ourselves on our excellent level of service and on encouraging thinking that is both entrepreneurial and disciplined.</p>	<p><b>92%</b> of colleagues believe Close Brothers puts customers and clients at the centre of business decisions (2022: 92% see colleagues go the extra mile to meet the needs of customers and clients)</p>
<p><b>Expertise</b></p>	<p>We are committed to fostering a culture that attracts and retains talent, whilst also growing and building the expertise of our people.</p>	<p><b>97%</b> of colleagues believe they have the skills and knowledge to do their job well (2022: 97%)</p>
<p><b>Relationships</b></p>	<p>We take the time to understand our customers and clients, and build strong long-term relationships with them.</p>	<p><b>High</b> customer satisfaction and strong levels of repeat business across the group</p>
<p><b>Teamwork</b></p>	<p>We promote teamwork in a fair and open environment, where individuals and their contributions are valued and respected.</p>	<p><b>97%</b> of colleagues feel their immediate team supports each other to get the job done (2022: 97%)</p>
<p><b>Integrity</b></p>	<p>We insist on trustworthy behaviour and always acting with integrity – “doing the right thing”, internally and externally.</p>	<p><b>97%</b> feel their colleagues act with integrity (2022: 96% believe our culture encourages us to treat customers and clients fairly)</p>
<p><b>Prudence</b></p>	<p>We always take a prudent, robust and transparent approach to risk management.</p>	<p><b>93%</b> of colleagues feel confident in the ability of people in their area to identify risks (2022: 95% of colleagues believe we are committed to prudent risk management)</p>