

Our Purpose

Close Brothers' purpose is to help the people and businesses of Britain thrive over the long term.

This means supporting our colleagues, customers and clients, and the communities and environment in which they operate, for the benefit of all our stakeholders. It means helping people and businesses unlock their potential and plan for the future with confidence, building relationships that stand the test of time. And it means that we continue to be there for the long term, whatever the climate, making decisions that are right for today and for generations to come.

To achieve this, our long-term strategic approach places exceptional service at

the heart of everything we do. Each of our diverse, specialist businesses have a deep industry knowledge, so they can understand the challenges and opportunities that our customers and clients face. We support the unique needs of our customers and clients to ensure that they thrive, rather than simply survive, whatever the market conditions.

We believe in putting our customers and clients first. Our cultural attributes bring out the very best of our people, skills and strong reputation that we have built with our stakeholders over many years. A

combination of expertise, service and relationships with teamwork, integrity and prudence underpins our approach and gives us the tools to thrive over the long term.

And we recognise that to help the people and businesses of Britain thrive, we also have a responsibility to help address the social, economic and environmental challenges facing our business, employees and clients, now and into the future.



Our Culture

Our culture combines expertise, service and relationships with teamwork, integrity and prudence.

Adhering to these attributes ensures that we continue to provide excellent service for our customers and clients over the long term and supports the strong reputation we have built with our stakeholders.

We're proud of our people whose expertise, passion and willingness to go the extra mile really set us apart. It's what builds our long-term relationships with clients and customers that stand the test of time.

Expertise

We are committed to fostering a culture that attracts talent, grows and builds the expertise of our employees.

Teamwork

We promote teamwork in a fair and open environment, where individuals and their contributions are valued and respected.

Integrity

We insist on trustworthy behaviour and always acting with integrity – “doing the right thing”, internally and externally.

Service

We care about delivering excellent service and thinking that's both entrepreneurial and disciplined.

Prudence

We take a prudent, robust and transparent approach to risk management.

Relationships

We take the time to understand and build strong long-term relationships with our clients, customers and all our stakeholders.