

Our Responsibility

Responsibility is key to

our success

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Adrian Sainsbury Chief Executive



Our responsibility to help address the social, economic and environmental challenges facing our business, employees, customers and clients, now and into the future.

Acknowledging this responsibility and making it part of our DNA broadens our perspective and encourages us to look at how we operate our business and the decisions we take, in the best interests of all our stakeholders, the environment and the society we operate in.

In doing so, we can and will make a greater difference and a positive impact as a business every day, and we already have some great foundations and much to be proud of.

From an environmental perspective, we are supportive of the goals of the Paris Agreement and are targeting becoming operationally net zero through our Scope 1 and 2 carbon emissions by 2030. We have already lowered these emissions by 23% over the last financial year, an achievement which builds upon several consecutive years of reductions.

We take great pride in helping SMEs achieve their ambitions and recognise that putting customers' interests at the heart of our business is central to our success. By aiming to create long-term value and a lasting, positive impact on society, engaging with local communities is integral to how we operate and conduct business.

We recognise the value of a diverse and inclusive workplace, and have made commitments to further increase our diversity through signing up to the Women in Finance Charter, the 30% Club campaign and the Race at Work Charter. We are making great progress towards our targets in these areas, while our ongoing partnerships with organisations such as the Business Disability Forum continue to help us nurture our inclusive culture.

Social mobility is an issue that is closely linked to many other aspects of inclusion. I truly believe that recognising many are not afforded the opportunities of others, and trying to help level the playing field, is a remarkable thing to be able to do. That's why I am really proud that we, as a company, are partnering with organisations like the Social Mobility Foundation and UpReach, connecting us with a new pool of talented young people from disadvantaged backgrounds.

We are particularly proud of our charitable giving and following our donation of £1 million to NHS Charities Together last year we have continued to support those most severely impacted by the pandemic through more recent donations to Bookmark and The Trussell Trust.

Acting responsibly and sustainably is not a new concept for our business; it has always been our business. The last year has made it abundantly clear that we can do amazing things when we support each other and when we work together. But while this is not the beginning of our responsibility journey, it is one that I want to emphasise the importance of, as I firmly believe it will be one of the keys to our future long-term success.

Adrian Sainsbury



Pride in Our Charitable Giving

We are proud of the positive impact we have through our charitable partnerships, and to date we have collectively raised over £500,000 for Cancer Research as part of our long-standing partnership with them. In recognition of this achievement and being named joint Corporate Fundraising Team of the Year, Close Brothers received a Flame of Hope Award from Cancer Research UK. Thanks to staff efforts, we have also helped grant 49 wishes through the Make-A-Wish Foundation by donating over £122,000 over the last two years.

In addition to supporting our two main charity partners, we have increased our overall charitable commitment this year and made donations of £100,000 to two charities we feel faced significant challenges through the pandemic: the children's literacy charity Bookmark, which we have worked with for some time, and the foodbank The Trussell Trust. Both charities make a material difference to children's and families' lives throughout the UK and these donations enable us to help support some of the most vulnerable in our communities.

This year, we were proud to continue to support the NHS Charities Together, in recognition of the vital role that NHS frontline and support staff have in combating Covid-19, by encouraging staff to participate in the NHS' 73rd birthday celebrations and match fund donations from colleagues to this charity.