



DRIVING VALUE IN A SHARED SERVICES CENTRE ENVIRONMENT

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BUSINESS SERVICES

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LBG: WHO WE ARE

Lloyds Banking Group is made up of many strong, recognisable brands, operating through a multi channel network of branches, telephony and online

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HELPING BRITAIN PROSPER – A CLEAR PURPOSE

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- Core to our strategy
- People, Businesses and Communities
- Our Values

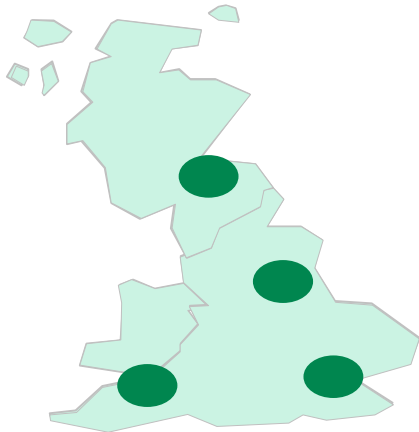


FINANCE IN LBG



Finance plays a significant role in supporting the operations of Lloyds Banking Group

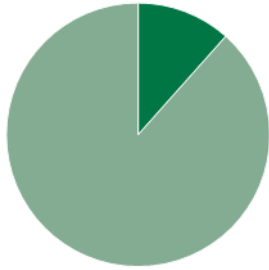
- LBG Finance consists of c3,000 Colleagues spread across four main hubs
- Finance Strategy is at the heart of the LBG Group Strategy, *securing and building the financial strength and performance of the Bank*



FBS: WHO WE ARE



The Finance Business Services team (FBS) is Finance's only cross-Divisional shared services centre



13%

of LBG Finance – 400 FTE providing Finance Shared Services to all Finance Divisions



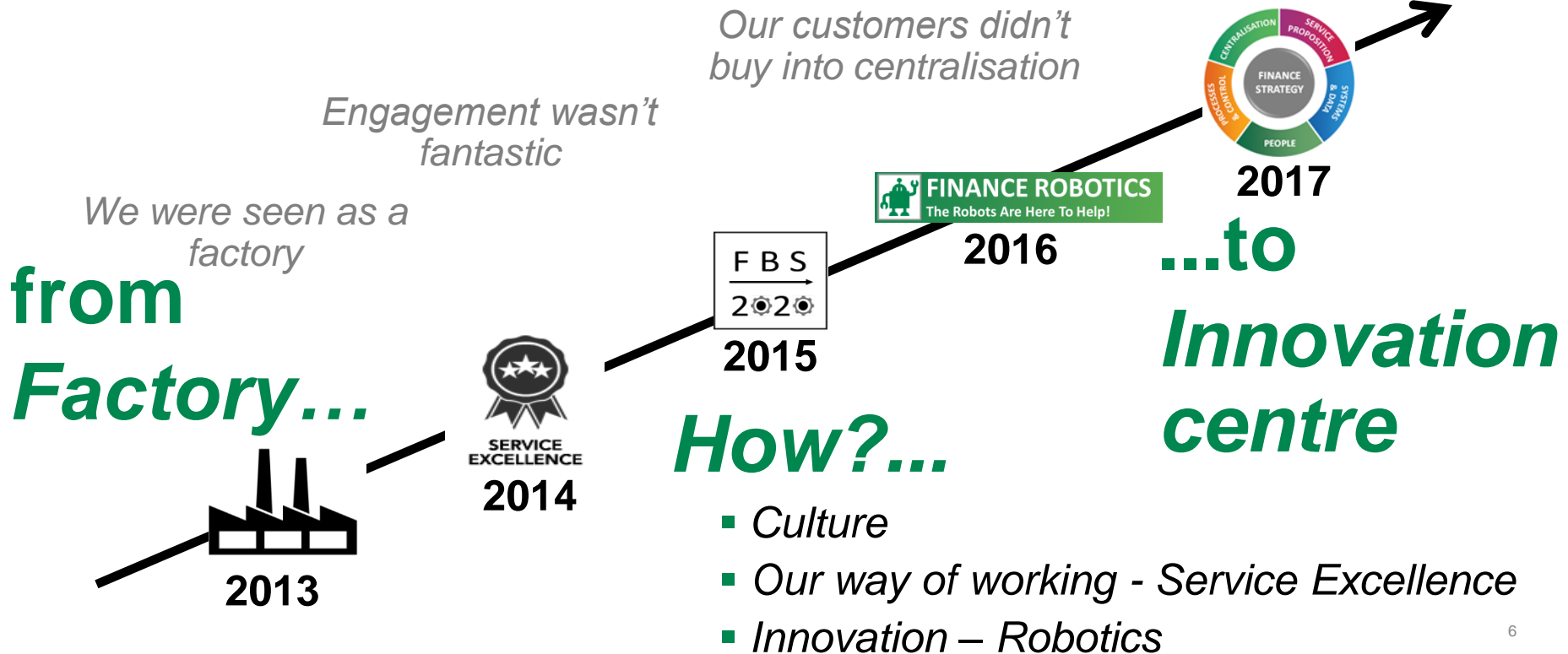
“ *Simplifying processes*
Reducing cost, driving efficiency
Enabling our Business Partners ”

FBS: OUR JOURNEY SO FAR

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The team has grown and evolved in the last six years and we have worked hard to change perceptions and provide value to Finance



OUR JOURNEY: CULTURE MADE THE DIFFERENCE



By focusing on Culture and investing time in our people we have become a part of the business that others are keen to join



LINE MANAGEMENT DEVELOPMENT PROGRAMME

Challenge

Empowerment



WORK LIFE BALANCE

Agile

Compressed Hours

Feedback

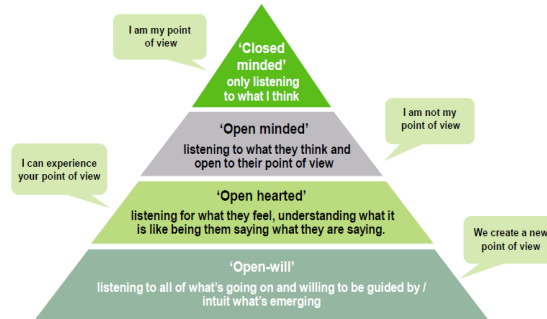
Colours

Job sharing

Technology



The BOX!



Toolkits

OUR JOURNEY: CULTURE MADE THE DIFFERENCE

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We give our people a say in the team that they are part of

“Our initiatives **empower** Colleagues, giving them a chance to **develop**, identify **opportunities** for **improvements** whilst having **fun!**”



FBS
UNITED



OUR JOURNEY: FOCUS ON SERVICE EXCELLENCE



Service Excellence is a way of working that we have adopted in LBG Finance with FBS leading the way

- Early scepticism – now we work to sustain
- Initially adopted in FBS to generate capacity savings – now a **way of working**
- Used to **engage** teams, focus on priorities, ensure we are spreading workload effectively

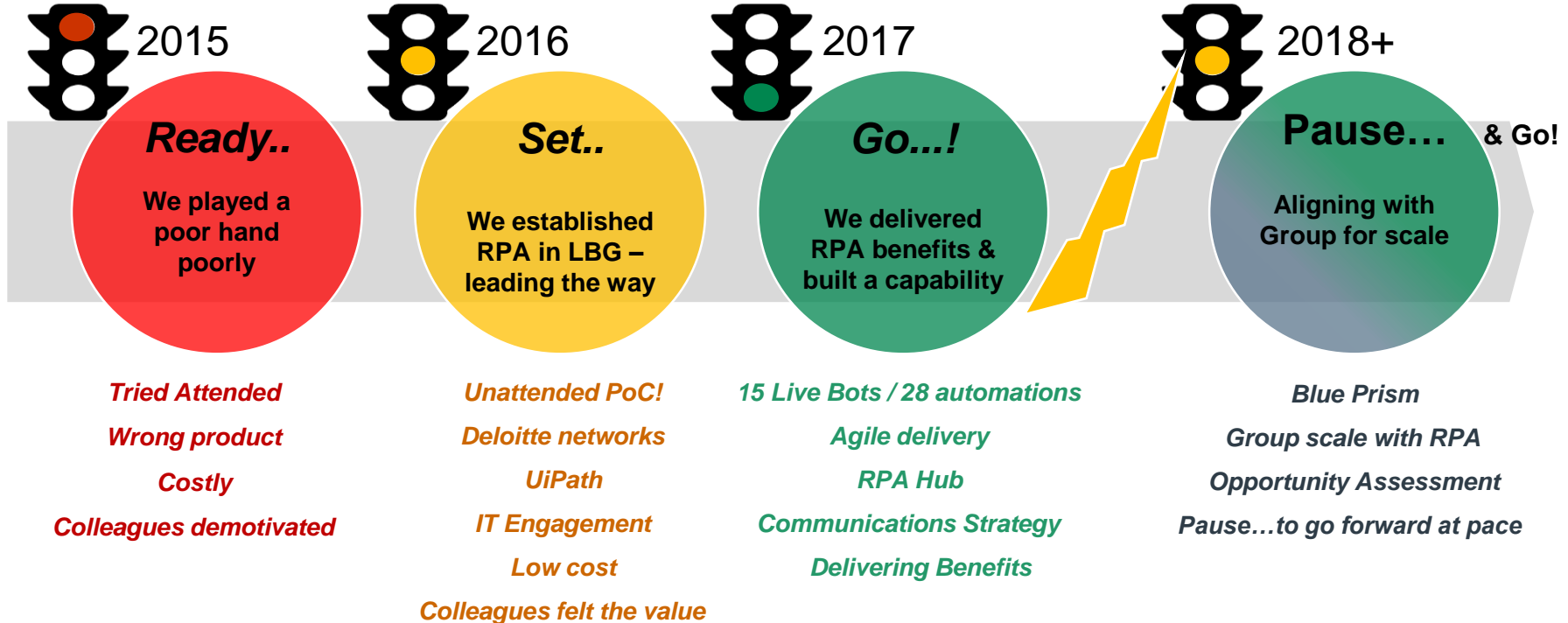
“*Mood?
Capacity?*”



OUR JOURNEY: FOCUS ON ROBOTICS



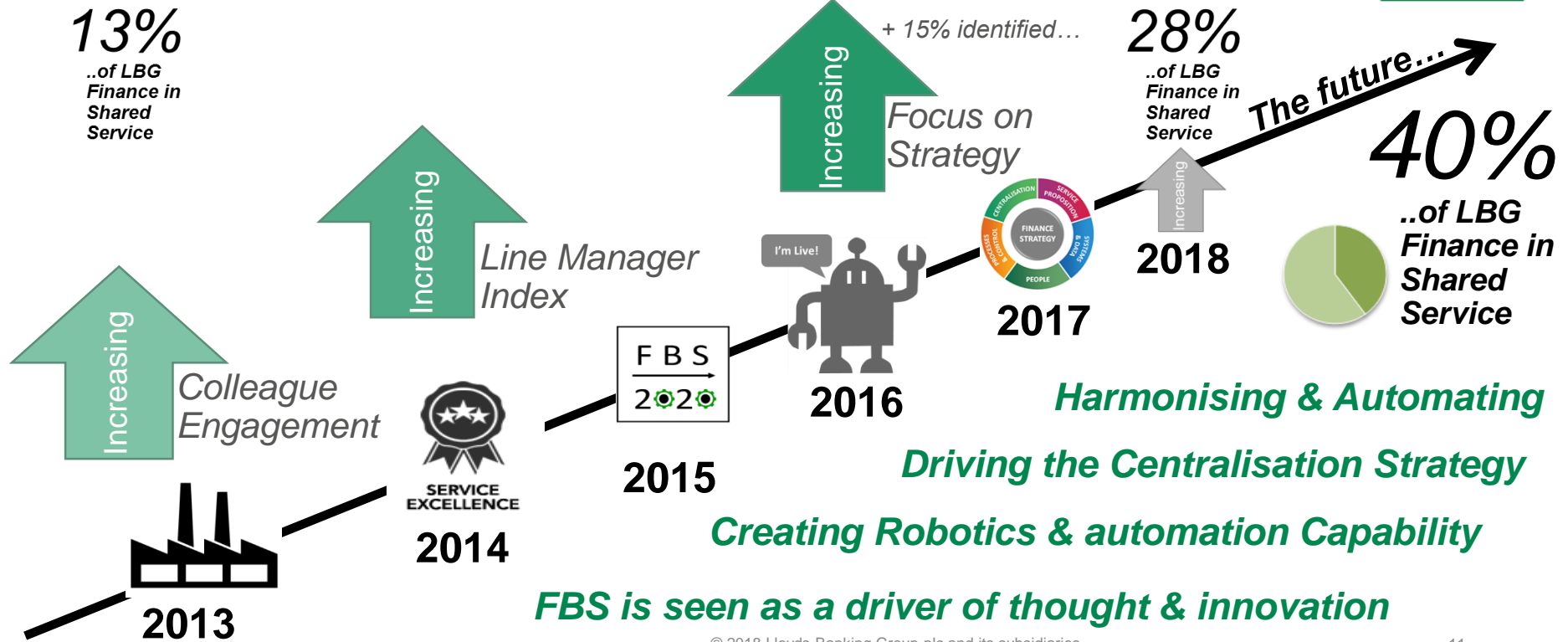
We had a bumpy Robotics journey and learnt a lot from it



OUR JOURNEY: CHANGING PERCEPTIONS



From scepticism to success and at the heart of the Finance strategy – FBS is seen as a place where Colleagues want to work



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THANK YOU

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