

RoS values

Impartial

We act without bias in our dealings with our customers, stakeholders and each other, keeping information secure and presenting it accurately.

Forward thinking

We must always add value for the public of Scotland, finding better ways to deliver what they and the Scottish economy need, whilst developing skills and opportunities for our people.

Customer-focused

We strive to understand what our customers need and why, so that we can design our processes and services for them.

Professional

We recognise that customers need us to be efficient, effective and to work with pace, passion and pride.