



## STATEMENT OF VALUES

### Responsibility ethic

To base all conduct on the responsibility ethic, which commits us to be always oriented toward service, integrity, transparency, fair dealing, the protection of the environment, and respect for all people.

### Putting customers first

To listen and thus to pay attention to customers, improving the quality of services offered and customer satisfaction through constant attention to efficiency and effectiveness in the processes of production and the performance of services.

### Attention to change

To cultivate purpose-driven attention to the future, an openness to innovation and flexibility in doing our jobs, at the same time valuing the strong points handed down to us by tradition.

### Initiative and proactive attitude

To maintain a sense of initiative at all levels of responsibility, anticipating problems, offering proposals and solutions, assuming responsibility proper to our professional level.

### Enthusiasm for professional skills

To be a model of reference through the development of best practices and a concept of professionalism oriented toward training and self-improvement in key skills, on both the personal and the company-wide levels.

### Team spirit and cooperation

To communicate in order to maintain and develop team spirit, improving cooperation, shared tasks and skills, and the capacity to help others: our aim is to be responsible members, with the goal of seeking and fostering the success of Monte dei Paschi di Siena by respecting its ethical premises.

MPS Group Statement of Values, 2000