Standard Chartered

Sustainability Summary 2015

Driving investment, trade and the creation of wealth across Asia, Africa and the Middle East

Contents

"Sustainability remains a priority to us and we are committed to promoting economic and social development in the markets where we operate in the short, medium and long term. We are committed to the United Nations Global Compact and integrate its Ten Principles on human rights, labour standards, environment and anti-corruption into our business"

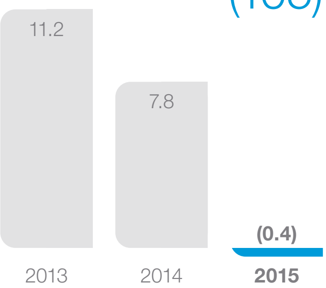
Bill Winters, Group Chief Executive

Our performance

Repositioning the Group in a challenging environment

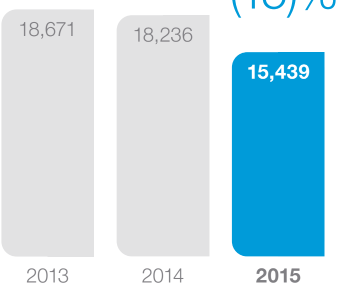
Normalised return on equity[1] %

(105)%



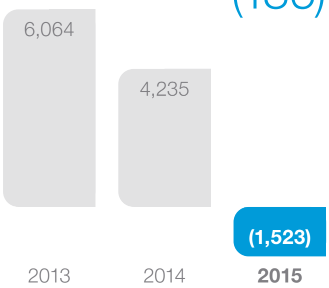
Operating income[2] $million

(15)%



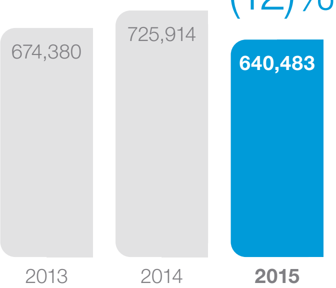
Profit before taxation $million

(136)%



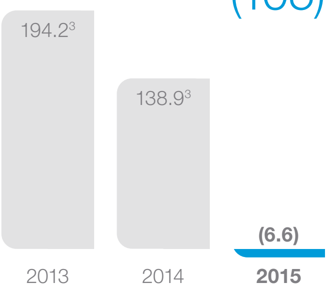
Total assets $million

(12)%



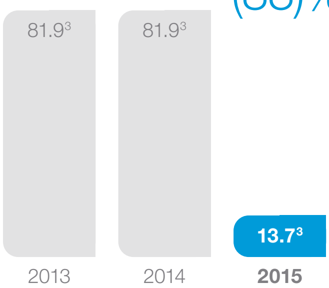
Normalised earning per share[1] cents

(105)%

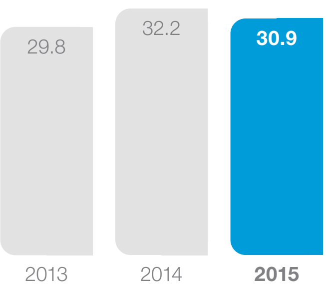


Dividend per share[4] cents

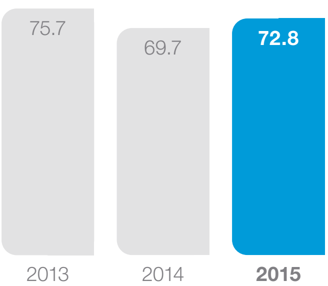
(83)%



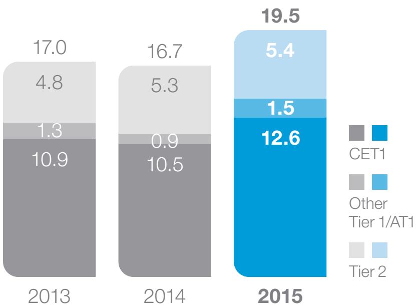
Liquid asset ratio[5] %



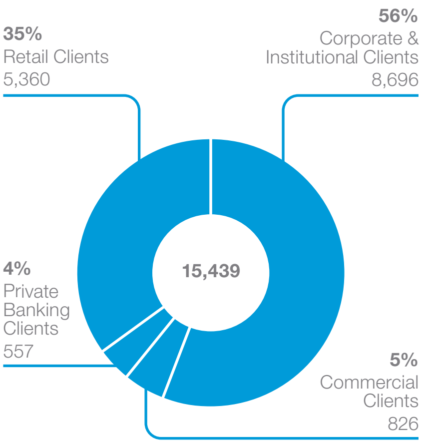
Advances-to-deposits ratio[6] %



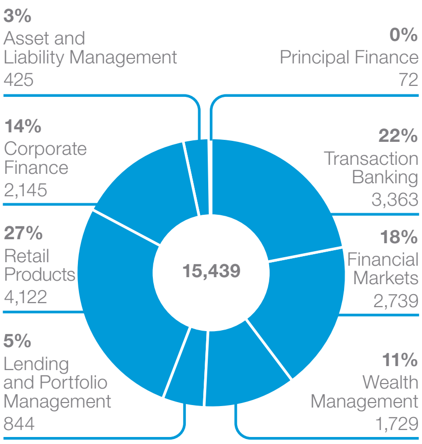
Capital ratio %



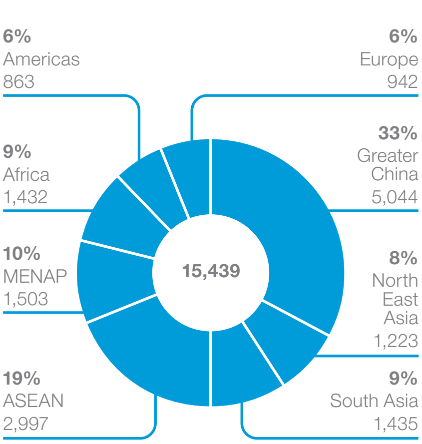
Operating income by segment $million



Operating income by product $million



Operating income by region $million



1. Results on a normalised basis reflect the results of Standard Chartered PLC and its subsidiaries (the 'Group') excluding items in the 2015 Annual Report and Accounts note 14 of the financial statements
2. Excludes own credit adjustment of $495 million (2014: $100 million), net gains on business disposals of $218 million (2014: $2 million loss) and $863 million valuation losses in respect of credit valuation and funding valuation adjustment
3. Prior years' earnings per share amounts and interim and final dividend per share amounts declared and paid prior to the rights issue in November 2015 (including 2015 interim dividend per share) have been restated as explained in the 2015 Annual Report and Accounts in note 44 of the financial statements
4. Represents the total dividend per share for the respective years together with the interim dividend per share declared and paid in those years
5. Further details on liquid asset ratio are set out in the 2015 Annual Report and Accounts on page 192
6. Further details on advances-to-deposits ratio are set out in the 2015 Annual Report and Accounts on page 192

Group Chief Executive's review

A relentless focus on execution

> "We have made substantial strides in securing the Group's foundations, we continue to take action to get leaner and more focused, and we are creating capacity to invest"
>
> **Bill Winters,** *Group Chief Executive*

I admired Standard Chartered from the outside for years. I recognised a bank with a differentiated franchise in some of the world's most exciting markets; a bank with outstanding client relationships and bankers who preserve and promote those relationships; a bank with a comprehensive set of products which are directly relevant to the clients it serves. Having now spent almost nine months at the helm, I am delighted to share my view that my perceptions from the outside are fully correct.

It is clear that we have real challenges to fully realise our potential – challenges we created for ourselves and those produced by a difficult external environment. Our Management Team and I have undertaken the root-and-branch review that I promised when I first joined, and sought to address every issue we have identified. With the launch of our strategy in November 2015, I am committed to demonstrating real discipline in execution and, starting from now, will update on our progress at each set of results.

The economic and geo-political backdrop for the Group clearly deteriorated over 2015 and has not improved into 2016. Chinese equity markets have been increasingly volatile, impacting sentiment around the world, and commodity markets have plumbed new lows. This combination of headwinds has had an impact on our performance, in particular in the second half of last year.

However, the weakness in our performance in 2015 is also partly the result of deliberate management actions. We have accelerated the necessary repositioning of our main businesses, tightened risk tolerances, reduced and liquidated risk concentrations, and restructured our organisation, including a significant reduction in staff numbers. The immediate impact of these actions has been reduced income following business disposals and asset reductions, upfront costs to gain future efficiencies, and higher levels of impairment. These actions impacted our profits in 2015, but they were essential to secure the foundations and to reposition us for stronger returns and achieve our ambition of at least 8 per cent return on equity (ROE) by 2018 and 10 per cent by 2020.

The challenging external environment is not an excuse for our performance. We are not unwitting victims. Rather, the external challenges increase our urgent need to take all necessary steps to address the structural and operational issues we have identified as critical to improving returns. During 2015, we stepped up our cost reduction targets, built more capital, reduced risk exposures ahead of many of our competitors, and maintained an acute focus on returns. In this environment, these are the essential priorities that will ensure we stay fit and able to take advantage of attractive opportunities as they become available, and when other banks may be less able to react.

Our strategy, announced in November 2015, will address our performance issues and reposition our business on a strengthened platform. We have made good progress in a number of areas, though there is much work still to do during 2016 and beyond. The strategy's three core priorities are to secure our foundations, get lean and focused and invest and innovate in our franchise.

By executing our aggressive transformation programme, we will position the Group for much improved profitability and create the capacity to continue to invest in our key areas of strength. We are investing into areas such as the role we play in the ongoing opening of China, our differentiated presence in Africa, and our strong position serving the rising affluent populations in our markets.

Securing the foundations

During 2015, and in particular since November 2015, we have built a stronger and more diverse balance sheet. We have organised the Group to be more efficient, assigning clearer accountability for results. Our strong balance sheet and clearer structure will underpin our ability to achieve our goals, in particular at a time when the external conditions are challenging.

- In July 2015, we reorganised the Group around a new and simpler organisation structure, stripping out duplication and inefficiency and shifting greater accountability for performance to business and regional managers. While this simplification substantially reduces our cost base, the primary benefit is our ability to clarify accountability and improve decision-making speed and quality
- The Management Team was completed with the hiring of Mark Smith as the new Group Chief Risk Officer in January 2016, and Simon Cooper who joins to head our Corporate and Institutional Banking business in April 2016. Both Mark and Simon have significant global experience and deep knowledge of our businesses
- With strong shareholder support of our rights issue, we strengthened our financial position, delivering a Common Equity Tier 1 capital ratio of 12.6 per cent, temporarily suppressed by our restructuring initiatives, a liquid asset ratio of 30.9 per cent and a leverage ratio of 5.5 per cent
- We outlined a tightened risk tolerance covering every area of the Group, including operational risk, conduct risk, market risk and credit risk. As a result, we identified a portfolio of around $20 billion of risk-weighted assets (RWAs) that includes a small number of exposures that have, over recent years, made the Group more sensitive to idiosyncratic risks. These positions are being assertively managed out. With

exposures that are more diverse and less concentrated, the remaining portfolio should be less sensitive to adverse economic and credit cycles

- We have made progress on identifying and optimising $50 billion of low-returning relationship RWAs in Corporate and Institutional Banking and Commercial Banking. Early indications suggest that a significant proportion of these relationships can be retained at materially improved returns. We are aiming to complete this exercise within the next 18-24 months
- Finally, we highlighted two markets for specific focus. One is Indonesia where we will continue to explore the best way to achieve a single, properly scaled entity, via the merger of our two entities or through selling one or the other. The second is Korea, where we launched a Special Retirement Plan covering over 1,000 staff exits with annualised savings of over $100 million per annum. We have also started to reshape our branch network through our new association with Shinsegae. Our returns in Korea remain challenging but we are determined to reduce our losses there and return the business to profitability

Collectively, our restructuring actions have cost $1.8 billion so far. We remain confident in the original estimated cost for our planned restructuring of around $3 billion.

There is clearly more work to do to restructure these portfolios and to demonstrate the financial benefit, but we are making good progress and believe these actions will deliver sustainable improvements in returns over time.

Getting lean and focused

In addition to the immediate actions on the Group's foundations, we have also made significant progress in reducing costs and improving efficiency. Our early efforts have resulted in Group operating costs, excluding the UK bank levy and regulatory costs, reducing by 7 per cent year-on-year. As part of our ongoing cost management, we also launched a Group-wide redundancy exercise as part of the planned restructuring, which was largely completed at the end of the year.

We have identified opportunities for future savings, launched our key investment initiatives and accelerated the transformation of each of our client segments. We have aligned key support functions closely with business managers, giving the members of our Management Team the ability to manage their businesses from end to end – improving efficiency and accountability. In 2015, we announced a new organisation structure, including reducing the current eight geographic regions to four and aligning key products with their most appropriate client segment. We also made several client transfers, notably combining Local Corporate Clients with our Commercial Clients. Each of these changes will only be reflected in our disclosures from the 2016 financial year. However, a restatement of prior periods will be provided early in 2016.

Building returns in Corporate and Institutional Banking

The returns we are currently earning from Corporate and Institutional Banking are well below the 10 per cent minimum threshold we have set for each of our businesses. Returns have been impacted by loan impairments, income pressures and high expenses as a proportion of income. We are acting on concrete plans to address each component of the profitability challenge.

Our core Corporate and Institutional Banking business is profitable and will grow in a less severe external environment. Our Corporate and Institutional Banking clients value our services, a fact reinforced by early progress in our RWA optimisation exercise to either reduce RWAs or manage up the returns on a portfolio of approximately $40 billion RWAs. We have differentiated offerings in products that deliver good returns and in markets that will resume strong growth once through the current period of economic consolidation. We win a good proportion of regional cash management and financing mandates across our markets. We are leading the expansion of renminbi services across the world. And we have deep local-currency financial markets knowledge and capabilities.

We have been repositioning our balance sheet so that the underlying strengths of our business become our areas of focus, reducing the distraction of volatile and adverse impairments. Our management and staff are well aware of the required changes and are operating at full speed to reposition our business and improve our returns.

Overhauling Commercial Banking

Our Commercial Banking business is very uneven across our markets with some presences more established than others. Overall performance has been poor with high loan impairments and weak income. To address a prior lack of focus on this client base, we created the Commercial client segment in 2014 with the larger corporate clients coming out of our Retail business and the smallest of our Corporate & Institutional Clients. At the end of 2015, we roughly doubled the size of the segment by adding Local Corporate Clients from Corporate and Institutional Banking. We have established Commercial Banking as a focused division of small and medium-sized corporate clients whose needs are substantially local but who can leverage the Group's strong cross-border capabilities. We are rebuilding a consistent coverage and risk management organisation model to deal with this client base.

We have put a management structure in place for Commercial Banking with experienced regional managers and we are substantially upgrading our credit risk approach. We exited the former small and medium-sized enterprise business in the UAE and will continue to reduce operational risk through the completion of our customer due diligence remediation programme. To improve returns, we will upgrade or exit almost $10 billion of low returning RWAs, close to one-quarter of this client base.

From these secure foundations, we are looking to build the Commercial Banking business of our future. We continue to build out our network proposition, partnering with our Corporate and Institutional Banking business to bank their buyers and suppliers. Finally, the Commercial Banking team, has a renewed focus on expanding the client base with almost 3,000 new customers added across the network in 2015.

Given our starting point, there is no quick solution to achieving sustainably better returns from this segment. However, with a consistent and client-focused approach, we will build a competitive business that leverages the best of Standard Chartered to serve this important client base in our markets.

Transforming Retail Banking

Our Retail Banking transformation is well under way and has continued to make good progress in 2015. We have taken upfront charges of some $400 million to reduce ongoing costs, notably in Korea, and are investing to build a much more robust, efficient and nimble systems infrastructure across the Group. In many of our markets, our brand resonates with the growing affluent and emerging affluent client segments and we will invest to reinforce that brand. This, combined with a plan to deepen our presence in core cities where there is a large and growing affluent client base, is powering the growth of Priority Clients. Excluding transfers of clients into Priority, this client sub-segment grew income by over 10 per cent year-on-year. Priority Clients contributed 35 per cent of Retail Clients income in 2015, up from 27 per cent in 2014.

Our Retail business in core cities, excluding China and Korea, already generates equity returns well in excess of 10 per cent. We aim to replicate this success across the rest of our focus cities via selective investment and disciplined optimisation of branches. Where we cannot see a route to improved returns in an acceptable timeframe, we will scale down or exit our presence in cities and markets.

As mentioned above, we have taken action to manage our expense base in Korea and focus on growth through operational improvements and our cooperation with Shinsegae. Nevertheless, we expect our Korean retail operation to be challenged for some time.

Over the course of 2016, we will implement the first stages of our infrastructure overhaul, driving improved efficiency and service quality. We will substantially improve our digital offerings both at the point of client interface as well as through our operational processes. Taken together, we are confident that delivery against these targets will drive returns and growth to strong levels over the next three years.

Investing in Private Banking and Wealth Management

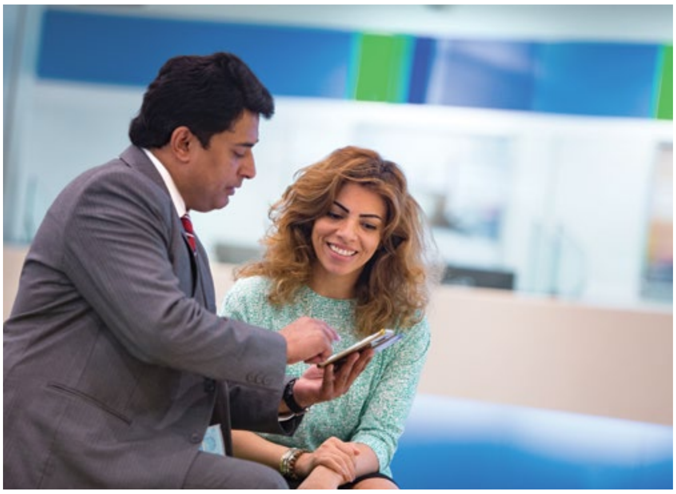
We have an outstanding distribution platform for wealth products delivered through our Retail and Private Banking segments. We will substantially increase our investment in both the Wealth platform and the Private Banking coverage channels in addition to the Retail investments mentioned above. Our primary focus in Wealth Management is to upgrade our infrastructure to improve our digital offering and service quality. We will seek to grow our assets under management sourced through our Private Bank by increasing the number of relationship managers, increasing the number of clients sourced through our corporate relationships and upgrading appropriate Retail Clients.

We have real competitive advantages in these business areas. Our strong Wealth Management platform, local presence, strong brand and advice capabilities position us very well versus local and global competition. The underlying demographic trends make this a particularly natural place for investment.

Our 2015 performance was severely impacted by a concentrated credit loss of $94 million in the first half. We have reviewed, and will continue to strengthen, our credit process to avoid a repeat. Our revised business model will focus less on concentrated lending and more on the distribution of Wealth Management products and advice. As such, we began our investment process in 2015, announcing the addition of a new head of the Private Banking and Wealth Management business, recruiting relationship managers and beginning our technology investment programme.

Establishing best-in-class control and conduct capabilities

Our commitment to improve our conduct and controls is factored into every strategic and operational decision we make. We are on the front line in the fight against financial crime and take this responsibility most seriously. We have invested significant amounts in people and into our underlying conduct and compliance infrastructure with a total cost in 2015 of over $1 billion, up 40 per cent year-on-year. We continue to cooperate fully with the US authorities and the Financial Conduct Authority in their ongoing investigations. As we stated in November 2015, we remain unable to determine when these investigations will conclude or the size of any potential fines that might result. We will provide further updates in due course.



We have invested significant amounts in people and into our underlying conduct and compliance infrastructure

Summary and outlook

We have a good and valuable franchise, core financial strength, outstanding client relationships, and the right team of people. We have made substantial strides in securing the Group's foundations, we continue to take action to get leaner and more focused, and we are creating capacity to invest.

Given current market conditions and the early stage of implementation of our strategy, we expect the financial performance of the Group to remain subdued during 2016. We will continue to take the necessary and sometimes painful actions to reposition the Group for returns and disciplined growth. We will increase the value of our franchise through the relentless focus on execution that we set out alongside our strategy announced in November 2015. We will continue to balance support for strong, high-returning clients with discipline on our tightened risk tolerances. We will continue to take out substantial costs and invest much of these savings into the future of the Group. We will also retain a strong balance sheet which both protects us from economic volatility and positions us for future opportunity when conditions allow.

Finally, I would like to thank our clients, all the staff at Standard Chartered and you, our shareholders, for your support. The past year has been tough for everyone in the Group and for all of us as shareholders. We are the custodians of a fabulous franchise and, through continued hard work and clear decisions, we intend to achieve our ambition of delivering at least 8 per cent ROE by 2018 and 10 per cent by 2020.

Bill Winters
Group Chief Executive
23 February 2016

Our strategy and business model

How we create value

Through our business model, we aim to create long-term value for a broad range of stakeholders.

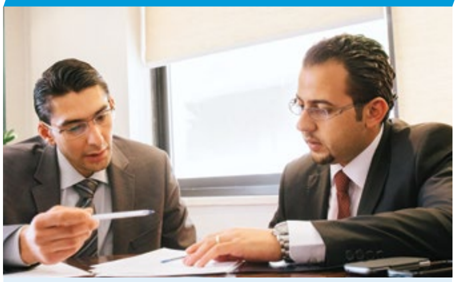
We have a sustainable approach to our business, which is reflected in our brand promise, Here for good

- **Focusing on clients**
  Developing long-term relationships with clients
- **Contributing to sustainable economic growth**
  Ensuring that our core business of banking supports sustainable growth and job creation
- **Being a responsible company**
  Managing our operations to deliver long-term value for our stakeholders
- **Investing in communities**
  Working with local communities to promote social and economic development

We add value for our clients by using our distinctive strengths

- **Strong brand**
  A leading international banking group with a 150-year history in our markets, clear strategic objectives and a strong focus on client satisfaction
- **International network**
  A proven track record in providing banking services across Asia, Africa, and the Middle East
- **Local connectivity**
  Supporting clients at a regional level by drawing on deep local knowledge and collaborating through country franchises
- **Investment approach**
  Investing in our business and its systems to improve our services and drive long-term value for our clients
- **Our people**
  A diverse and inclusive workforce that is highly skilled and committed to the highest standards of conduct and integrity

Our business is structured to allow us to serve our clients better



- **Corporate and Institutional Banking**
  Allowing companies and financial institutions to operate and trade globally by serving them across multiple markets
- **Commercial Banking**
  Providing mid-sized companies with financial solutions and services that help them achieve their ambitions of international expansion and growth
- **Private Banking**
  Supporting high net worth individuals with their banking needs across borders and offering access to global investment opportunities
- **Retail Banking**
  Offering small businesses and affluent and emerging affluent individuals a full spectrum of banking support

Our business activity is founded on a robust Risk Management Framework

- We manage our risks to build a sustainable franchise, in the interests of all our stakeholders
- We only take risk within our risk tolerances and risk appetite, and where consistent with our approved strategy
- We manage our risk profile so as to maintain a low probability of an unexpected loss event that would materially undermine the confidence of our investors
- We seek to anticipate material future risks, learn lessons from events that have produced adverse outcomes and ensure awareness of known risks

We provide solutions that meet our clients' evolving needs

- **Retail Products**
  Deposits, savings, mortgages, credit cards and personal loans, and other retail banking products
- **Wealth Management**
  Investments, portfolio management, insurance and advice and planning services
- **Transaction Banking**
  Cash management, payments and transactions, securities holdings and trade finance products
- **Corporate Finance**
  Financing, strategic advice, mergers and acquisitions, and equity and principal financing
- **Financial Markets**
  Investment, risk management and debt capital markets

Through our activities we aim to generate income, profits and return on equity

- **Income**
  Net interest income, fee income and trading income
- **Profits**
  Income gained from providing our products and services minus expenses, impairment and taxes
- **Return on equity**
  Profit generated relative to the equity invested

We create long-term value for a broad range of stakeholders

- **Shareholders**
  Aiming to deliver robust returns and long-term sustainable value for shareholders
- **Clients**
  Enabling individuals to grow and protect their wealth, and helping businesses to invest, trade, transact, and expand
- **Regulators, governments and industry bodies**
  Supporting governing bodies in their drive for monetary and fiscal improvement
- **Communities**
  Supporting growth and job creation, delivering financial innovation and having a low environmental impact
- **Employees**
  Providing learning and development opportunities and forming a collegial, values-driven team

Additional information on our approach to stakeholder engagement is available on page 13

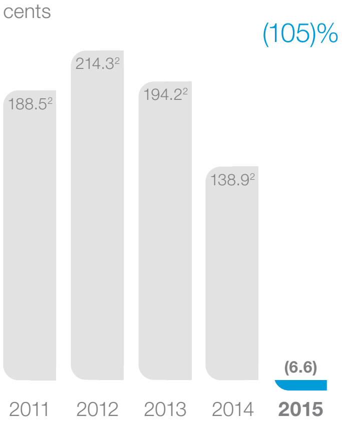
We execute our business to the highest standards of conduct

- We uphold the Group's brand promise, Here for good, and our Code of Conduct, through the way we conduct our business
- Good conduct is the creation and execution of an appropriate business strategy aligned to our stated risk tolerances
- We are guided by both the letter and the spirit of laws and regulations
- Our success in living up to the highest standards of conduct is measured by our ability to achieve fair outcomes for clients, investors, our reputation and the markets in which we operate

Key performance indicators

1 Deliver sustainable improvements in returns over time

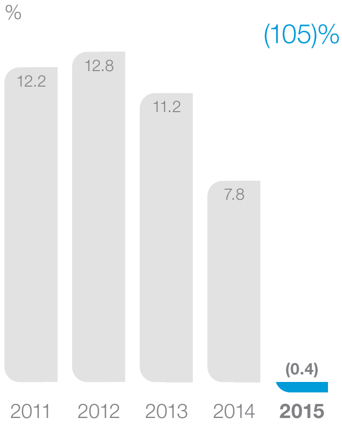
Normalised earnings per share[1]
cents



Aim
To deliver earnings per share (EPS) growth.

Analysis
EPS declined sharply compared to 2014, reflecting a challenging market environment and actions taken to reposition the Group and drive sustainably better returns over time.

Normalised return on equity[3]
%



Aim
To deliver return on equity of over 10 per cent in the medium term.

Analysis
Returns declined sharply compared to 2014, reflecting a challenging market environment and actions taken to reposition the Group and drive sustainably better returns over time.

2 Build trusted relationships with clients

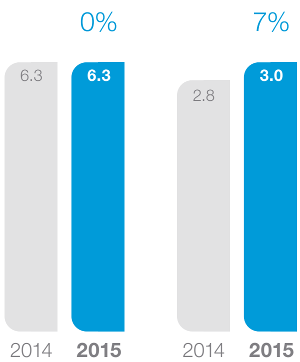
Retail Clients' Net Promoter Score (NPS) relative to market average[4]

Aim
To increase customer satisfaction with our products and services and to become the bank that clients recommend.

Analysis
We maintained our relative global NPS at four points above the market average.

Corporate & Institutional Clients' depth of client relationships[5]

Average products per client | Average markets per client

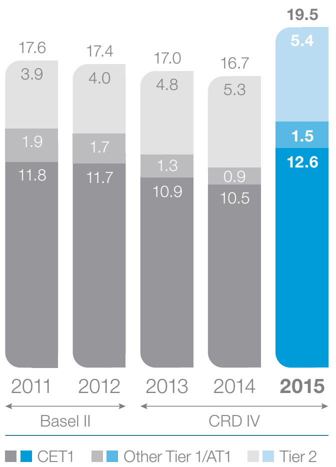


Aim
To use our network and product capabilities to increase the number of markets and products per client.

Analysis
The average number of products and average number of markets per client were stable.

3 Maintain a strong capital position to support the execution of our strategy

Capital ratios[6]
%



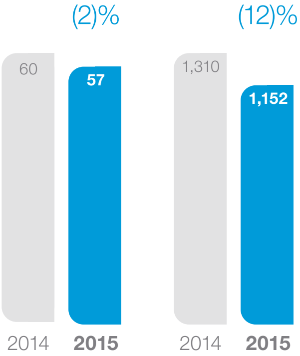
Aim
To maintain a strong capital base and accrete capital to a Common Equity Tier 1 (CET1) ratio of between 11 and 12 per cent in 2015 and thereafter. In November 2015, in recognition of the changing external environment, we increased this target range to between 12 and 13 per cent.

Analysis
Including shareholder support of our rights issue, we strengthened our financial position, increasing our CET1 ratio to 12.6 per cent.

The key performance indicators (KPIs) below are aligned to the Group's strategy for the majority of 2015. KPIs for our new strategy, announced 3 November 2015, will be reflected in the 2016 Annual Report and Accounts. Details on how we will track progress in implementing our new strategy can be found in the 2015 Annual Report and Accounts, in the Our strategy and business model section on pages 13 to 17.

4 Be recognised as a leader in growing and protecting our clients' wealth

Private Banking Clients[7]



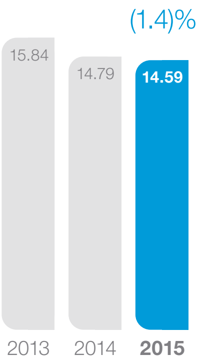
Aim
To grow and deepen client relationships and add new clients.

Analysis
We added 1,152 new clients compared to 1,310 in 2014. Our assets under management (AUM) decreased by 2 per cent.

5 Protect the environment, contributing to sustainable economic and social development

Total Scope 1, 2 and 3 Greenhouse Gas emissions/$million operating income[8]

Tonnes CO_2 equivalent/$million operating income



Aim
To reduce Greenhouse Gas emissions arising from our operations.

Analysis
We continued to reduce our Greenhouse Gas emissions relative to operating income. Starting in 2014, we include Scope 3 emissions arising from air travel in this measure.

1. **Normalised earnings per share**
   This KPI is calculated as profit attributable to ordinary shareholders of the Group as normalised for certain one-off or irregular items – as defined in the Glossary – divided by the weighted average of the shares in issue during the year
   Source: *this measure is reported in the 2015 Annual Report and Accounts in note 14 of the Group's audited financial statements*
2. Prior years earnings per share amounts and interim and final dividend per share amounts declared and paid prior to the rights issue in November 2015 (including 2015 interim dividend per share) have been restated as explained in the 2015 Annual Report and Accounts in note 44 of the financial statements
3. **Normalised return on shareholders' equity**
   This KPI is calculated as the normalised profit attributable to ordinary shareholders as a percentage of average ordinary shareholders' equity
   Source: *this measure is derived from information within the Group's audited financial statements, being normalised earnings (2015 Annual Report and Accounts, note 14) as a percentage of average shareholders' equity (excluding preference shares)*
4. **Retail Clients: relative Net Promoter Score (NPS)**
   'Net Promoter Score' and 'NPS' are trademarks of Satmetrix Systems Inc., Bain & Company, and Fred Reichheld. Standard Chartered uses Bain methodology recalibrated for financial services to calculate NPS. In 2014, we began to move to a new methodology, progressively changing our sampling periods and method to create greater transparency, and benchmarking our NPS against the overall market. NPS gauges client support for the retail banking products and services we provide. We ask our clients, "How likely are you to recommend Standard Chartered to a friend or colleague?" and apply a 10-point scale where 10 is most likely. We then derive the NPS by subtracting the percentage of detractors (those who score zero to six) from the percentage of promoters (those who score nine to 10). NPS operates on a scale from –100 (all detractors) to +100 (all promoters)
   Source: *Market Probe & RFI Customer Satisfaction Survey (20 markets on average each year). The survey uses interviews completed in 2015*
5. **Corporate & Institutional Clients' depth of relationships**
   Average number of markets and products per client
   Source: *Standard Chartered data*
6. **Capital ratios**
   The components of the Group's capital are summarised in the 2015 Annual Report and Accounts on page 219. The Tier ratios are measured by the ratio of respective capital to risk-weighted assets; the 2010-2012 ratios are calculated on a Basel II basis, and the 2013-2015 ratios on a CRD IV basis
   Source: *this measure is reported in the Capital section in the 2015 Annual Report and Accounts on page 218 to 225*
7. **Private Banking Clients**
   Represents total AUM for Private Banking Clients, and the gross number of clients added to the segment during the year
   Source: *Standard Chartered data*
8. **Total Scope 1, 2 and 3 Greenhouse Gas emissions**
   The emissions within our reporting inventory correspond to a reporting period of 1 October 2014 to 30 September 2015 to allow sufficient time for independent assurance to be gained. Accordingly, the operating income used in this inventory corresponds to the same period rather than calendar year used in financial reporting, consistent with international carbon reporting practice. Additional information on our environmental impact is available in the 2015 Annual Report and Accounts on page 148.
   Source: *Standard Chartered data*

My Voice employee survey gap score: during 2015, the Group undertook a significant reorganisation. As a result, we decided to defer the next scheduled survey until 2016. This key performance indicator will be reinstated in the 2016 Annual Report and Accounts.

Contributing to sustainable economic growth

We use our core capabilities as a Bank to support sustainable economic growth. We partner with our clients to extend access to financial services and to promote responsible finance across our markets.

Sovereign ratings advisor to

10 governments

Connected to mobile wallets* in

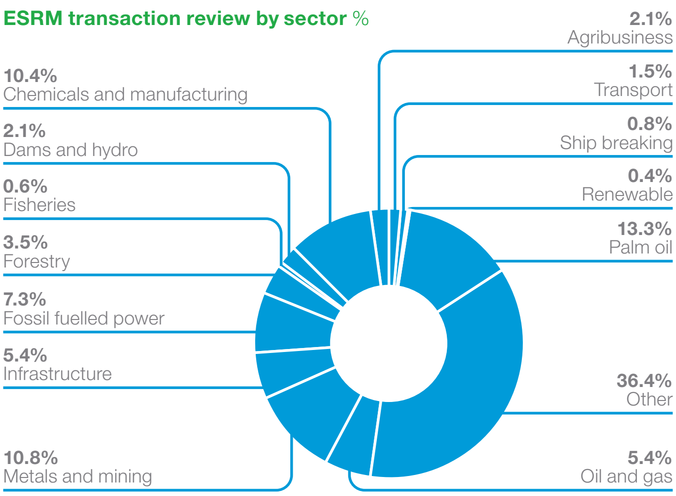
7 new markets, totalling 11 markets

* A mobile wallet is a service that enables clients to make and receive payments to and from both banked and unbanked individuals

Reviewed >480

client relationships and transactions on environmental and social risk management (ESRM)

ESRM transaction review by sector %



Supporting the economy against Ebola

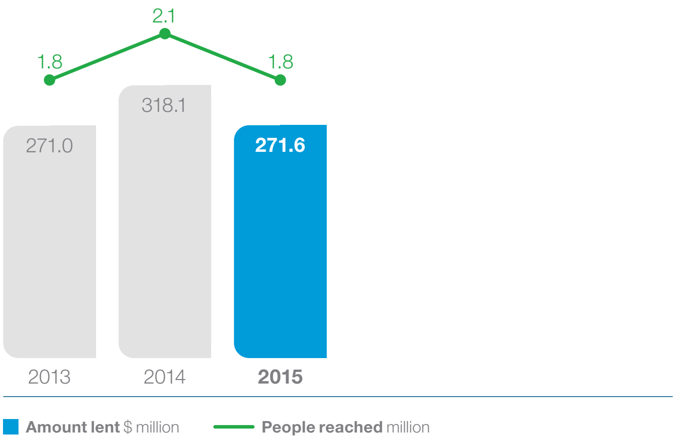
In response to the Ebola Virus Disease (EVD) crisis, in 2015 we partnered with CDC Group plc (CDC), the UK's development finance institution, to support and enable businesses in Sierra Leone to continue to operate.

Our agreement with CDC supported new working capital lending of up to $50 million to businesses in Sierra Leone. This enabled us to increase the number of short-term loans and overdrafts we made, thereby allowing businesses to continue to operate and expand despite slower economic growth.

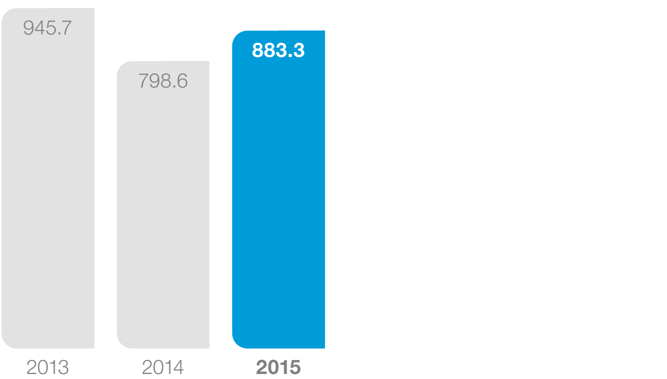
Many of the companies who benefited from this agreement were able to scale up their operations to supply consumer goods such as food, building materials and hygiene products to affected areas.

CDC Chief Executive, Diana Noble, said: 'The exceptional circumstances presented by Ebola require a unique response from the international community – both in terms of humanitarian efforts and economic support. Standard Chartered is a trusted partner with an excellent network and understanding of the market in Sierra Leone. By working together in a risk-sharing deal we can support the working capital needs of businesses whose survival and growth is vital to the country's economic health'.

Microfinance



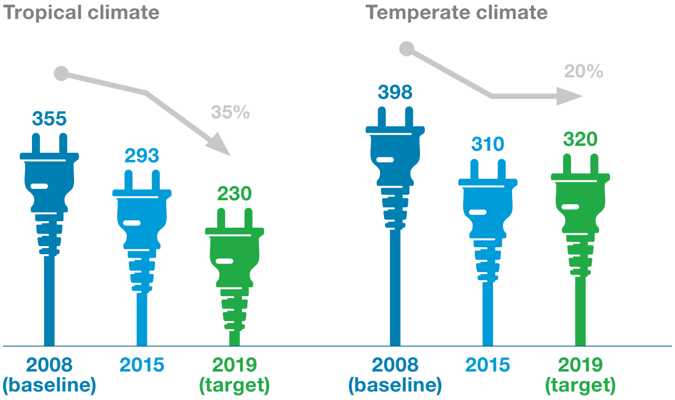
Value of funds provided and facilitated in clean technology $million



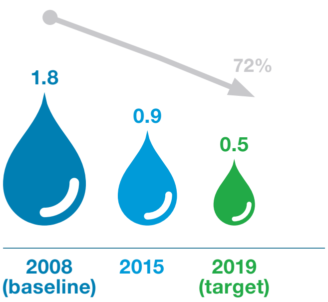
Being a responsible company

We seek to promote strong governance, prevent financial crime, minimise our environmental impact and embed our culture and values across the Group to be a responsible company in our markets.

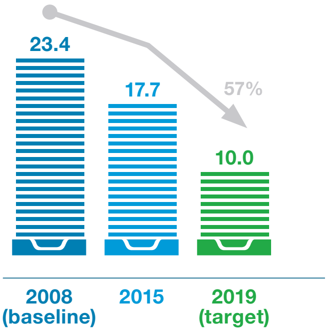
Annual energy use of our properties per square metre kWh/m²/year



Annual water use in our properties per square metre kL/m²/year



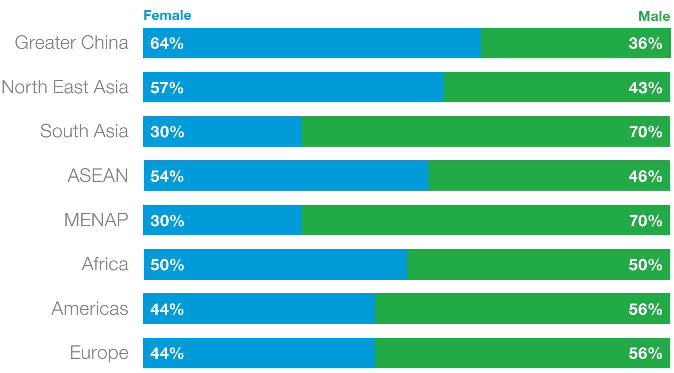
Annual office paper use per staff kg/FTE/year



Female representation

Female executive and non-executive director	Female senior management	Global female headcount
23%	12%	47%
2014: 11%	**2014:** 15%	**2014:** 47%

Female representation by region



Lighting the way with LED

We continue to find ways to reduce the environmental impact of our properties.

We estimate that lighting consumes around 20 per cent of a building's energy. To lessen our demand on electricity and other imported power sources, we are replacing our existing lighting with energy efficient lighting such as LED lighting with motion sensor controls. LED lights use around 80 per cent less energy than conventional lighting.

In 2015, eight markets upgraded their lighting systems to LEDs, which saved us over $250,000 in operating costs. In Singapore, we opened a new office that uses LED lighting and provides us with greater control over our energy use. In Hong Kong, installing LED lighting has helped us to achieve the highest green building certification with the Leadership in Energy and Environmental Design (LEED) programme. In Nigeria, our energy consumption reduced by 54 per cent in 2015 in part as a result of LED lighting.

We aim to install LED lighting in all of our new buildings and offices. In 2016, we will upgrade our office lighting in the UK, Ghana, Zambia and China.

Staff completing anti-bribery and corruption e-learning

92,066*

* Staff who were recorded as active in the Bank in 2015

Staff receiving training

93%

Staff re-committing to the Group Code of Conduct

98.5%

Investing in communities

We support our communities to address local social and economic needs. We work closely with local partners and our employee volunteers to deliver programmes focused on health and education.

Our global community programmes include Seeing is Believing to address avoidable blindness; Goal to help empower adolescent girls and young women through sports and life skills training; and financial education to build the financial capability of youth and entrepreneurs.

Community expenditure $60.3m	**Employee volunteering days taken** 77,900
Youth reached by Financial Education for Youth >103,600	**Non-client business owners reached through Education for Entrepreneurs** >1,200

The goal of employment

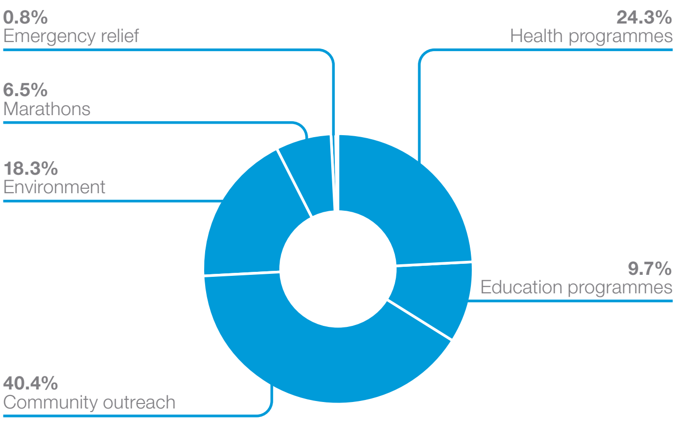
Across our markets, many girls and women lack access to employment opportunities, affecting the economy and society.

In 2015 in New Delhi, India, we piloted an employability programme with the top 110 graduates of Goal, our global education programme for adolescent girls and young women. The employability programme involved training on CV preparation, career planning and workplace communications. Our clients offered exposure visits and work experience to the participants, and our staff helped by identifying job opportunities and mentoring the girls.

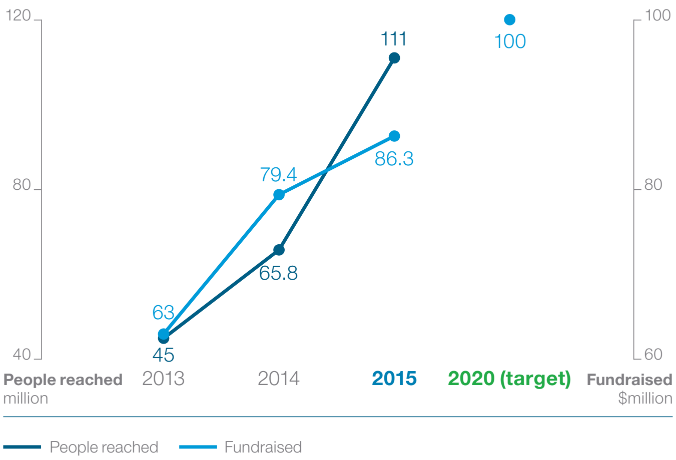
As a result of the pilot, 34 girls secured paid jobs and 29 decided to pursue additional education and make career plans. Through these successes, and feedback from girls, we have learned valuable lessons to help us refine our approach. For example, girls need more opportunities to learn about the career paths available to them; many were not aware of their options, or their aspirations did not match entry-level roles available.

A graduate of Goal, Jyoti Kumari, secured a job as a Human Resources Associate with Precision Testing Private Limited through the employability pilot. Before joining Goal, Jyoti worked in telephone sales. She was on low wages, and lacked the skills and guidance to progress. By participating in the pilot, she improved her English language skills and decided to pursue a Master's degree in management. This will widen her future career opportunities.

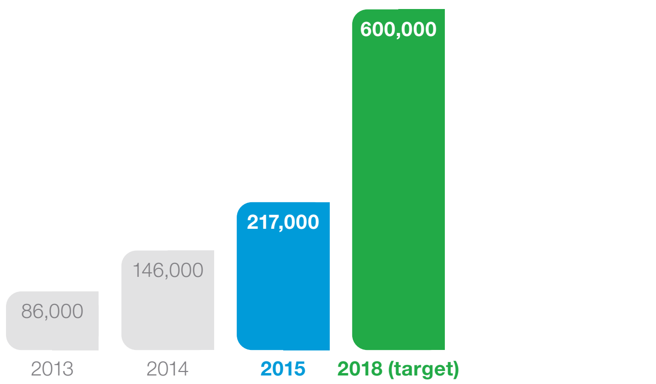
Employee volunteering by theme



Seeing is Believing fundraising and people reached from 2003 to 2015



Girls reached by Goal from 2006 to 2015



Our public commitments and stakeholder engagement

We continue to advance our public commitments. The table below highlights our progress in 2015 and summarises how our commitments support the Sustainable Development Goals (SDGs).

Theme	Commitment	Target	Timeline	Progress in 2015	SDG
Contributing to sustainable economic growth	Bolster investment in power generation across Sub-Saharan Africa through Power Africa	$5 billion. Expected to add up to 7,500 megawatts of generation capacity	2013 – 2018	3.4 gigawatts	7, 9
Being a responsible company	Increase women on the Board	25% women	2013 – 2017	23%	5
	Reduce energy use intensity	35% in tropical locations 20% in temperate locations	2008 – 2019	Reduced by 22% tropical, 17% temperate locations	7, 12
	Reduce water use intensity	71%	2008 – 2019	44%	6, 12
	Reduce office paper use	10 kg per full-time employee (FTE)	2012 – 2020	17.7 kg per FTE	13, 15
Investing in communities	Invest in our local communities	0.75% of prior year operating profit (PYOP)	Annual	1.42%	17
	Raise funds to tackle avoidable blindness	$100 million	2003 – 2020	$86.3 million	3
	Empower girls through education and sport	600,000 girls	2006 – 2018	217,000 girls	4, 5, 8
	Educate micro and small businesses	5,000 micro and small businesses, with 20% women-owned or led	2013 – 2018	>1,200 entrepreneurs, including 71% women	4, 5, 8

Stakeholder engagement

We maintain ongoing dialogue with our stakeholders to inform our business strategy, identify new opportunities and manage risks.

Clients: we engage with our clients to ensure that the products and services we offer meet their personal and business needs. Net Promoter Score (NPS) surveys across our markets measure client satisfaction with our products and services. In 2015, our relative global NPS was four points above the market average.

Employees: we have ongoing dialogue with our employees for feedback on our role as an employer. To measure staff engagement related to employee volunteering, we conduct an annual survey through True Impact, an independent organisation. In 2015, we found that 97 per cent of employees surveyed indicated that volunteering was a positive contributor to their job satisfaction.

Communities: we work with local and international organisations to understand the social and economic issues in the communities where we operate. Through our Seeing is Believing (SiB) programme, we work with non-governmental organisations (NGOs) and governments across 29 markets to deliver eye health projects.

Investors: we engage with investors and analysts on our business strategy through one-to-one meetings and roundtables, and announced our new strategy in November 2015. We also participate in sustainability surveys and indices including the Dow Jones Sustainability Index, FTSE4Good and the Carbon Disclose Project.

Regulators, governments and industry bodies: we work with regulators and governments to promote the development of financial markets, products and services. In 2015, we continued our role as sovereign ratings advisor to 10 governments. In addition, we engage with industry bodies and global forums such as the Clinton Global Initiative and the Banking Environment Initiative to address sustainability issues in our markets.

Additional information on our approach to stakeholder engagement is available at sc.com/SustainabilityStakeholders

Sustainability data

Contributing to sustainable economic growth

Access to financial services

Microfinance

	2015	2014	2013
Loans extended ($million)	**271.6**	318.1	271.0
Individuals impacted (million)[1]	**1.8**	2.1	1.8

1. Based on an assumption of average loan size of $150 in local currency

Clean technology

	2015	2014	2013
Value of funds provided and facilitated ($million)	**883.3**	798.6	945.7

Environmental and social risk management

Employees trained in environmental and social risk management[1]

	2015	2014	2013
Employees trained[2]	**1,708**	2,477	1,374

1. Data in this table has been restated from 2013
2. Employees targeted for training are those in client-facing roles and relevant support teams

Equator principles

Project finance mandates

	Cat A[1]	Cat B[2]	Cat C[3]
Total 2012	3	17	–
Total 2013	9	29	3
Total 2014	3	11	–
Total 2015	**4**	**9**	**–**
2015			
Sector			
Mining	–	–	–
Infrastructure	–	2	–
Oil and Gas	1	3	
Renewables	–	1	–
Telecoms	–	–	–
Power	3	3	–
Other	–	–	–
Region			
Greater China	–	–	–
North East Asia	–	–	–
South Asia	–	1	–
ASEAN	1	1	–
MENAP	1	3	–
Africa	1	2	–
Americas	1	2	–
Europe	–	–	–
Designation[4]		–	
Designated	–	3	–
Non-designated	4	6	–
Independent review			
Yes	4	8	–
No	–	1	–

1. 'Cat A' or Category A are projects with potential significant adverse environmental and social risks and/or impacts that are diverse, irreversible or unprecedented
2. 'Cat B' or Category B are projects with potential limited adverse environmental and social risks and/or impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures
3. 'Cat C' or Category C are projects with minimal or no adverse environmental and social risks and/or impacts
4. 'Designation' is split into designated and non-designated countries. Designated countries are deemed by the Equator Principles to have robust environmental and social governance, legislation systems and institutional capacity designed to protect their people and the natural environment. Non-designated countries are countries that are not found on the list of designated countries. The list of countries can be found at www.equator-principles.com

Project-related corporate loans

	Cat A	Cat B	Cat C
Total 2012	–	–	–
Total 2013	–	–	–
Total 2014	1	4	–
Total 2015	**–**	**1**	**–**
2015			
Sector			
Mining	–	–	–
Infrastructure	–	–	–
Oil and Gas	–	–	–
Renewables	–	–	–
Telecoms	–	–	–
Power	–	–	–
Other	–	**1**	–
Region			
Greater China	–	–	–
North East Asia	–	–	–
South Asia	–	**1**	–
ASEAN	–	–	–
MENAP	–	–	–
Africa	–	–	–
Americas	–	–	–
Europe	–	–	–
Designation			
Designated	–	–	–
Non-designated	–	**1**	–
Independent review			
Yes	–	–	–
No	–	**1**	–

Project advisory mandates

	Mandates
Total 2012	7
Total 2013	4
Total 2014	5
Total 2015	**0**

Industry and Retail Products analysis by geographic region

	2015								
	Greater China $million	North East Asia $million	South Asia $million	ASEAN $million	MENAP $million	Africa $million	Americas $million	Europe $million	Total $million
Industry									
Energy	1,041	275	83	5,689	881	508	2,628	8,576	19,681
Manufacturing	7,490	1,846	2,145	2,589	1,851	869	1,076	3,023	20,889
Financing, insurance and non-banking	4,182	780	700	5,443	955	267	3,948	15,183	31,458
Transport, telecom and utilities	2,804	1,654	919	3,075	945	713	723	5,646	16,479
Food and household products	1,498	232	668	4,716	1,399	1,083	906	1,126	11,628
Commercial real estate	4,680	2,091	1,460	3,200	1,037	87	–	473	13,028
Mining and quarrying	1,261	408	594	2,364	341	617	389	2,581	8,555
Consumer durables	3,905	574	1,160	927	1,116	319	295	2,563	10,859
Construction	945	362	653	1,256	1,123	211	28	724	5,302
Trading companies and distributors	642	235	96	602	451	277	29	97	2,429
Government	1,171	1,247	–	3,191	131	19	128	325	6,212
Other	929	579	293	1,425	548	211	227	1,093	5,305
Retail Products									
Mortgages	35,869	13,397	2,345	18,519	1,878	367	–	1,313	73,688
CCPL and other unsecured lending	5,902	3,582	995	3,798	2,038	1,147	–	90	17,552
Auto	–	–	38	407	345	6	–	–	796
Secured wealth products	3,673	54	31	7,725	98	–	–	2,505	14,086
Other	257	1,393	1,035	655	697	61	–	15	4,113
	76,249	28,709	13,215	65,581	15,834	6,762	10,377	45,333	262,060
Portfolio impairment provision	(169)	(69)	(50)	(158)	(56)	(43)	(8)	(104)	(657)
Total loans and advances to customers[1]	76,080	28,640	13,165	65,423	15,778	6,719	10,369	45,229	261,403
Total loans and advances to banks	21,376	4,596	515	7,777	2,266	957	10,532	18,750	66,769

1. Presented on the basis of booking location and not customer location

Being a responsible company

Financial crime prevention[1]

	2015	2014
Number of staff completing anti-money laundering (AML) and sanctions e-learning	87,612	85,586
Number of staff completing anti-bribery and corruption e-learning	92,066	94,920

1. Staff who were recorded as active in the Bank in 2015

Tax payments

Consistent with European Union requirements, external disclosure on country-by-country tax payments for 2015 will be available on sc.com on, or before, 31 December 2016.

Environment

	2015		2014		2013	
	Measured	**Scaled-up**	Measured	Scaled-up	Measured	Scaled-up
Offices reporting	**190**	**–**	201	–	201	–
Net internal area of occupied property (m^2)	**846,480**	**1,261,320**	891,338	1,308,959	879,815	1,354,541
Green lease clause inclusion[1] (%)	**67**	**–**	–	–	–	–
Occupied net internal area where data is collected (%)	**73**	**–**	75	–	72	–
Full-time employees (FTE)	**58,528**	**84,076**	78,216	90,940	73,851	86,640
Annual operating income ($m) from 1 October to 30 September ($m)	**–**	**17,566**	–	18,105	–	19,298
Greenhouse gas emissions – Absolute (tonnes CO_2eq/year)						
Scope 1 emissions (combustion of fuels)	**8,865**	**16,904**	11,307	20,144	13,687	23,878
Scope 2 emissions (purchased electricity)	**132,030**	**184,912**	140,825	192,403	161,877	226,727
Scope 1 & 2 emissions	**140,895**	**201,816**	152,132	212,547	175,564	250,605
Scope 3 emissions without distance uplift (air travel)	**54,519**	**54,519**	54,216	55,296	50,220	55,127
Scope 3 emissions with distance uplift (air travel)	**59,426**	**59,426**	59,095	60,273	54,739	60,087
Scope 1, 2 & 3 emissions	**195,414**	**256,335**	206,348	267,843	225,784	305,732
Scope 3 emissions (Global Data Centre)[2]	**–**	**19,339**	–	–	–	–
Greenhouse gas emissions – Intensity						
Scope 1 & 2 emissions/m^2 (kg CO_2eq/m^2/year)	**166**	**160**	171	162	200	185
Scope 1 & 2 emissions/FTE (tonnes CO_2eq/FTE/year)	**2.41**	**2.40**	1.95	2.34	2.38	2.89
Scope 3 emissions/FTE without distance uplift (tonnes CO_2eq/FTE/year)	**0.64**	**0.65**	0.54	0.54	0.63	0.63
Scope 3 emissions/FTE with distance uplift (tonnes CO_2eq/FTE/year)	**0.69**	**0.71**	0.58	0.58	0.69	0.69
Scope 1, 2 & 3 emissions/m^2 (kg CO_2eq/m^2/year)	**231**	**203**	232	205	257	226
Scope 1, 2 & 3 emissions/FTE (tonnes CO_2eq/FTE/year)	**3.34**	**3.05**	2.64	2.95	3.06	3.53
Scope 1 & 2 emissions/$m operating income (tonnes CO_2eq/$m/year)	**–**	**11.49**	–	11.74	–	12.99
Scope 1, 2 & 3 emissions/$m operating income (tonnes CO_2eq/$m/year)	**–**	**14.59**	–	14.79	–	15.84
Environmental resource efficiency						
Energy						
Indirect non-renewable energy consumption[3] (GWh/year)	**201**	**284**	215	298	226	328
Indirect renewable energy consumption[4] (GWh/year)	**14**	**13**	8	8	13	13
Direct non-renewable energy consumption[5] (GWh/year)	**36**	**68**	46	86	51	90
Direct renewable energy consumption[6] (GWh/year)	**–**	**–**	–	–	–	–
On-site renewable energy consumption[7] (MWh/year)	**276**	**276**	115	115	115	115
Energy consumption[8] (GWh/year)	**252**	**365**	287	405	291	431
Energy consumption/FTE (kWh/FTE/year)	**4,306**	**4,341**	3,669	4,453	3,940	4,975
Energy consumption/m^2 (kWh/m^2/year)	**298**	**289**	322	309	334	320
Water						
Water consumption (ML/year)	**793**	**1,037**	814	1,191	838	1,902
Water consumption/FTE (m^3/FTE/year)	**14**	**12**	10	13	11	22
Water consumption/m^2 (kL/m^2/year)	**0.94**	**0.82**	1.03	0.91	1.06	1.40
Paper						
Print paper consumption (ktonnes/year)	**1.04**	**1.50**	1.51	1.75	1.51	1.77
Print paper consumption/FTE (kg/FTE/year)	**17.70**	**17.70**	19.25	19.25	20.43	20.43
Waste						
Waste (ktonnes/year)	**5.2**	**6.6**	5.9	7.2	5.5	8.1
Waste/FTE (kg/FTE/year)	**89**	**79**	75	79	74	93
Waste reused or recycled (%)	**27**	**27**	28	28	30	30
Retired IT equipment reused or recycled (ktonnes/year)	**0.19**	**0.19**	0.16	0.28	0.11	0.15

1. Percentage of green lease clause inclusion in all new and renewed leases within the reporting year, please refer to the eco efficiency criteria for more information
2. Scope 3 emissions calculated from total energy consumption from our outsourced global data centres
3. Indirect non-renewable energy refers to purchased electricity from non-renewable sources
4. Indirect renewable energy refers to purchased electricity from off-site renewable sources
5. Direct non-renewable energy refers to the gross calorific values of fuels consumed on-site
6. Direct renewable energy refers to the gross calorific values of renewable fuels consumed on-site
7. On-site renewable energy refers to renewable energy generated and consumed on-site
8. The 2014 measured energy total of 287 GWh includes an estimated 18 GWh of energy for locations where invoices were not available at the reporting date

Additional notes on environment data

The emissions within our inventory correspond to a reporting period of 1 October 2014 to 30 September 2015. This is to allow sufficient time for independent assurance to be gained prior to the publication of results. Accordingly, the operating income used in this inventory corresponds to the same period rather than the calendar year used in financial reporting. This is consistent with international carbon reporting practice.

'Measured' data is collected from Global Environment Management System (GEMS) properties, defined as all properties that are over 10,000 square feet for energy and water. For paper and business travel, it is defined per full-time employee.

'Scaled-up' data is an extrapolation made from measured data to account for 100 per cent of the Group's occupied property footprint for energy and water. For paper and business travel, it is defined per full-time employee (as at the end of the reporting period).

Carbon abatement benefit from indirect renewable energy is not taken into account.

Total energy use is normalised to reflect periods of vacancy in certain sites during the reporting period.

Net internal areas used for water use intensity do not include sites that have reported zero water consumption in demised areas.

Warehouses, empty land, car parks, unoccupied sites for business continuity purposes, residential properties, space occupied by automated teller machines, vaults and space sub-let to tenants are excluded from this extrapolation.

Scope 3 emissions are drawn from reliable data collected from 36 countries, based on seating class and distance flown.

As we operate largely outside of the UK, all flights domestic or international with flight distance of less than 463km, labelled by the Department for Environment, Food and Rural Affairs (DEFRA) as 'domestic flights', have been classified as 'short haul'. All flights with distance flown ranging from 463 to 1,108km, labelled by DEFRA as 'short haul' have been classified as 'medium haul'.

PwC is our independent third-party assurance provider for Greenhouse Gas (GHG) emissions. In 2015, our measured Scope 1 and Scope 2 emissions were assured by PwC, ensuring the accuracy and credibility of our reporting. For additional information, review the Independent Assurance Report on www.sc.com/EnvironmentalAssurance

People

Countries

	2015	2014	2013
Global	**67**	71	71

Workforce profile

Headcount

	2015	2014	2013
Global total	**84,076**	90,940	86,640
of which businesses	**42,036**	49,638	46,892
of which support services	**42,040**	41,302	39,748
(Decline)/growth	**(6,864)**	4,300	(2,418)
(Decline)/growth percentage	**(8.0)%**	5.0%	(2.7)%

Location of employees (by region)

	2015 %	2014 %	2013 %
Greater China	**20**	21	22
North East Asia	**5**	6	7
South Asia	**27**	25	24
ASEAN	**25**	25	25
MENAP	**9**	9	9
Africa	**10**	10	9
Americas	**1**	1	1
Europe	**3**	3	3

Employee attrition

	2015 %	2014 %	2013 %
Employee turnover rate	**21.7**	18.5	19.5
Employee voluntary turnover rate	**16.7**	15.1	15.9

Years of service

	2015 %	2014 %	2013 %
0-5 years	**59**	61	58
5-10 years	**23**	22	25
> 10 years	**18**	17	17

Age of employees

	2015 %	2014 %	2013 %
< 30 years	**29**	32	33
30-50 years	**65**	62	61
> 50 years	**6**	6	6

Gender

	2015 %	2014 %	2013 %
Female representation	**47**	47	47
Female senior management[1]	**12**	15	16
Female executive and non-executive director[2]	**23**	11	14

1. Director, bands 1 and 2
2. As at 31 December 2015, the Board comprised 23 per cent women. As at 23 February 2016, the Board comprised 20 per cent women

Gender per region (female)

	2015 %	2014 %	2013 %
Greater China	**64**	63	63
North East Asia	**57**	50	50
South Asia	**30**	30	30
ASEAN	**54**	54	54
MENAP	**30**	30	30
Africa	**50**	50	50
Americas	**44**	43	42
Europe	**44**	44	44

Nationalities (aggregate number)

	2015	2014	2013
Global	**135**	133	132
Senior management[1]	**32**	29	27

1. Director, bands 1 and 2

Nationalities (percentage of total workforce)

	2015 %	2014 %	2013 %
Greater China	**20**	20	21
North East Asia	**5**	6	7
South Asia	**31**	28	27
ASEAN	**21**	21	21
MENAP	**6**	7	7
Africa	**10**	10	9
Americas	**2**	2	2
Europe	**3**	4	4
Other	**2**	3	4

Talent management, learning and development

Learning

	2015	2014	2013
Employees receiving training (%)	**93**	94	97
High potential employee receiving training (%)	**91**	97	100
Average number of training days per employee	**3.3**	3.2	3.4
Average spend on training per employee ($)	**781**	764	800

Talent deployment

	2015	2014	2013
Graduate recruitment programmes	**223**	375	382
Internal cross-border moves initiated in year	**264**	204	235

Performance and reward

Performance management

	2015 %	2014 %	2013 %
Employees appraised	**99**	98	99
Employees reviewed against agreed objectives and values	**99**	100	99

Reward

	2015	2014	2013
Total staff costs ($million)	**7,119**	6,788	6,570
Discretionary annual incentives pool ($million)	**855**	1,098	1,208

Absenteeism

	2015 %	2014 %	2013 %
Sick leave absence/days lost	**0.8**	0.8	0.9
Employees that have taken sick leave	**43**	37	42

Investing in communities

Community expenditure

	2015 $million	2014 $million	2013 $million
Cash contributions	**24.5**	25.2	15.4
Employee time (non-cash item)	**20.0**	23.6	24.2
Gifts in Kind (non-cash item)[1]	**0.1**	0.1	0.2
Management costs	**5.5**	5.8	6.0
Total (direct investment by the Group)	**50.1**	54.7	45.7
Leverage[2]	**10.2**	9.5	8.4
Total (incl. leverage)[3]	**60.3**	64.2	54.1
Percentage of prior year operating profit (PYOP)	**1.42**	1.06	0.79

1. Gifts in Kind comprises all non-monetary donations
2. Leverage data relates to the proceeds from staff and other fundraising activity
3. Total figures subject to rounding

Independent Limited Assurance Report to the Directors of Standard Chartered PLC

The Board of Directors of Standard Chartered PLC ("Standard Chartered") engaged us to provide limited assurance on the information described below and set out in Standard Chartered's Sustainability Summary 2015.

Our conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information for the year 1 October 2014 to 30 September 2015 has not been prepared, in all material respects, in accordance with the Reporting Criteria.

This conclusion is to be read in the context of what we say in the remainder of our report.

Selected Information

The scope of our work was limited to assurance over selected information in Standard Chartered's Sustainability Summary (the "Selected Information").

The Selected Information and the Reporting Criteria against which it was assessed are summarised in the table below. Our assurance does not extend to information in respect of earlier periods or to any other information included in Standard Chartered's Sustainability Summary 2015.

The Selected Information is for the period 1 October 2014 to 30 September 2015, and consists of:

- Scope 1 emissions (combustion of fuels);
- Scope 2 emissions (purchased electricity);
- Energy consumption (GWh/year); and
- Green lease clause inclusion (%).

We assessed the Selected Information using Standard Chartered's Eco Efficiency Reporting Criteria 2015 as set out at:[1] https://www.sc.com/en/resources/global-en/sustainabilityEnvironment_Reporting_Criteria.pdf

Professional standards applied and level of assurance

We performed a limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) 'Assurance Engagements other than Audits and Reviews of Historical Financial Information' and, in respect of the greenhouse gas emissions, in accordance with International Standard on Assurance Engagements 3410 'Assurance Engagements on Greenhouse Gas Statements', issued by the International Auditing and Assurance Standards Board. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

Our Independence and Quality Control

We applied the Institute of Chartered Accountants in England and Wales (ICAEW) Code of Ethics, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

We apply International Standard on Quality Control (UK & Ireland) 1 and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our work was carried out by an independent team with experience in sustainability reporting and assurance.

Understanding reporting and measurement methodologies

The Selected Information needs to be read and understood together with the Reporting Criteria, which Standard Chartered is solely responsible for selecting and applying. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measurement techniques and can affect comparability between entities and over time. The Reporting Criteria used for the reporting of the Selected Information are as at 30 September 2015.

Work done

We are required to plan and perform our work in order to consider the risk of material misstatement of the Selected Information. In doing so, we:

- made enquiries of Standard Chartered's management, including those with responsibility for environmental management and group environment reporting;
- evaluated the design of the key structures, systems, processes and controls for managing, recording and reporting the Selected Information. This included analysing 16 countries, selected on the basis of their inherent risk and materiality to the group, to understand the key processes and controls for reporting site performance data to the Group Sustainability team;
- performed limited substantive testing on a selective basis of the Selected Information in relation to 29 sites out of 196 to check that data had been appropriately measured, recorded, collated and reported; and
- considered the disclosure and presentation of the Selected Information.

Standard Chartered's responsibilities

The Directors of Standard Chartered are responsible for:

- designing, implementing and maintaining internal controls over information relevant to the preparation of the Selected Information that is free from material misstatement, whether due to fraud or error;
- establishing objective Reporting Criteria for preparing the Selected Information;
- measuring and reporting the Selected Information based on the Reporting Criteria; and
- the content of the Standard Chartered Sustainability Summary 2015.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Selected Information is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the Directors of Standard Chartered.

This report, including our conclusions, has been prepared solely for the Board of Directors of Standard Chartered in accordance with the agreement between us, to assist the Directors in reporting Standard Chartered's environmental performance and activities. We permit this report to be disclosed in the Standard Chartered Sustainability Summary 2015, to assist the Directors in responding to their governance responsibilities by obtaining an independent assurance report in connection with the Selected Information. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Board of Directors and Standard Chartered for our work or this report except where terms are expressly agreed between us in writing.

PricewaterhouseCoopers LLP
Chartered Accountants
London
11 February 2016

1. The maintenance and integrity of Standard Chartered's website is the responsibility of the Directors; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Selected Information or Reporting Criteria when presented on Standard Chartered PLC's website

Major awards 2015

Banking awards

Asia Risk Awards 2015
- Credit Derivatives House of the Year – Regional
- Currency Derivatives House of the Year – Regional

The Asset Benchmark Research Awards 2015
- Top Bank in the Secondary Market – Government Bonds (Offshore), Rank 1 – China
- Top Bank in the Secondary Market – Government Bonds, Rank 1 – Hong Kong
- Top Bank in the Secondary Market – Government Bonds, Rank 2 – India
- Top Bank in the Secondary Market – Government Bonds, Rank 3 – Indonesia
- Top Bank in the Secondary Market – Government Bonds (Offshore), Rank 1 – Korea
- Top Bank in the Secondary Market – Government Bonds, Rank 3 – Malaysia
- Top Bank in the Secondary Market – Government Bonds, Rank 1 – Singapore
- Top Bank in the Secondary Market – Government Bonds, Rank 1 – Thailand
- Top Bank in the Secondary Market – Corporate Bonds, Rank 2 – Hong Kong
- Top Bank in the Secondary Market – Corporate Bonds (Offshore), Rank 3 – Korea
- Top Bank in the Secondary Market – Offshore Renminbi, Rank 2 – Asia

The Asset Servicing, Fund Management and Investor Awards 2015
- Best Fund Administrator – Retail Funds
- Best Subcustodian
- Custody Specialist – Best Custody Specialist – Africa
- Mandate of the Year – Best Fund Administration Mandate (Retail Funds) – Global
- Best Domestic Custody – India – Rising Star
- Best Fund Administrator (Retail Funds) – India – Rising Star
- Best Fund Administrator (Retail Funds) – Korea
- Best SubCustody – Pakistan
- Best SubCustody – Vietnam
- Best Domestic Custody – Vietnam
- Best Fund Administrator (Retail Funds) – Vietnam

The Asset Triple A Country Awards 2015
- Best Bank in Vietnam
- Best M&A Advisor in Korea

The Asset Triple A Islamic Finance Awards 2015
- Best Loan House
- Sukuk House of the Year, Middle East
- Sukuk House of the Year, UAE

The Asset Triple A Treasury, Trade and Risk Management Awards 2015
- Best Structured Trade Finance Bank – Regional
- Best Renminbi Bank – Regional
- Best Regional Specialist FI/NBFI – Asia
- Best Treasury and Cash Management Bank – MENAP
- Best Treasury and Cash Management Bank – North Asia
- Best Working Capital Trade Finance Bank – South Asia
- Best Working Capital Trade Finance Bank – MENAP
- SME Bank for Treasury/ Working Capital Management – Hong Kong
- SME Bank for Treasury/ Working Capital Management – Korea
- SME Bank for Treasury/ Working Capital Management – Pakistan
- MNC/Large Corporate Bank for Treasury/Working Capital Management – Bangladesh
- MNC/Large Corporate Bank for Treasury/Working Capital Management – India
- MNC/Large Corporate Bank for Treasury/Working Capital Management – Pakistan
- MNC/Large Corporate Bank for Treasury/Working Capital Management – Sri Lanka
- FI and NBFI Bank for Treasury/ Working Capital Management – China
- NBFI Bank for Treasury/ Working Capital Management – India
- FI and NBFI Bank for Treasury/ Working Capital Management – Pakistan
- FI and NBFI Bank for Treasury/ Working Capital Management – Vietnam
- Best Transaction Bank – South Korea
- Best Cash Management Bank – Bangladesh
- Best Cash Management Bank – Hong Kong
- Best Cash Management Bank – South Korea
- Best Cash Management Bank – Pakistan
- Best Liquidity Management Bank – China
- Best Renminbi Bank – Hong Kong
- Best Structured Trade Finance Bank – Indonesia
- Best Structured Trade Finance Bank – Thailand
- Best Structured Trade Finance Bank – South Korea
- Best Trade Finance Bank – Bangladesh
- Best Trade Finance Bank – India

Awards for Excellence 2015 (poll)
- Trade Finance Awards – Best Trade Bank in Sub-saharan Africa

The Banker Transaction Banking Awards 2015
- Best Transaction Bank – Africa

The Banker Transaction Banking Awards 2015
- Best Transaction Bank for Payments

Central Banking Awards 2015
- Foreign Exchange Dealer of the Year – Global

EMEA Finance Achievement Awards 2015
- Best Islamic Finance House

Euromoney Awards for Excellence 2015 – Country awards (Africa)
- Best Bank in Zambia

Euromoney Awards for Excellence 2015 – Regional awards (Africa)
- Best Transaction Services House in Africa

Euromoney Awards for Excellence 2015 – Regional awards (Middle East)

- Best Risk Advisor in the Middle East
- Best Flow House in the Middle East

Global Finance Stars of China 2015

- Best Subcustodian – China
- Best for Small Business Lending – China

Global Finance Stars of China 2015

- Best Supply Chain Finance Provider – China

Global Finance World's Best Subcustodian Banks Award 2015

- Best Subcustodian Bank (Country) – Indonesia
- Best Subcustodian Bank (Country) – Jordan
- Best Subcustodian Bank (Country) – Vietnam

Power in Africa Awards

- The Investors Spirit of Africa Award

Sustainability indices

Dow Jones Sustainability Index

We were included in the Dow Jones Sustainability Index (DJSI) World Index and Europe Index. We were noted for our strong performance in brand management, environmental reporting, corporate citizenship, stakeholder engagement and financial inclusion.

FTSE4Good

We were listed in the FTSE4Good Index. The FTSE4Good measures the performance of companies that meet globally recognised corporate responsibility standards.

Carbon Disclosure Project

We were selected for the UK FTSE Carbon Disclosure Leadership Index and for the second consecutive year were on the A List: The Carbon Disclosure Project (CDP) Climate Performance Leadership Index.