



SUSTAINABILITY SUMMARY 2018

# Here for good

Driving commerce and prosperity through our unique diversity



# Standard Chartered is a leading international banking group

Our heritage and values are expressed in our brand promise, Here for good. Our operations reflect Our Purpose, which is to drive commerce and prosperity through our unique diversity. We are present in 60 markets and serve clients in a further 85. Our businesses serve four client segments in four regions, supported by eight global functions.

➤ Visit [sc.com](http://sc.com) to download our 2018 Annual Report

## How we are organised

### OUR CLIENT SEGMENTS

#### GLOBAL

#### Corporate & Institutional Banking

Serving over 5,000 large corporations, governments, banks and investors.

#### Private Banking

Helping over 8,000 clients grow and protect their wealth.

#### Local

#### Commercial Banking

Supporting over 45,000 local corporations and medium-sized enterprises across Asia, Africa and the Middle East.

#### Retail Banking

Serving over nine million individuals and small businesses.

### OUR REGIONS

#### Europe & Americas

Centred in London and New York with a presence across both continents. A key income originator for the Group.

#### Africa & Middle East

Present in 25 markets, of which the most sizeable by income are the UAE, Nigeria, and Kenya.

#### ASEAN & South Asia

Our largest markets by income are Singapore and India. We are active in all 10 ASEAN countries.

#### Greater China & North Asia

Serving clients in China, Hong Kong, Korea, Japan, Taiwan and Macau. The Group's largest region by income.

#### About this report

For more information about our sustainability performance, visit [sc.com/sustainability](http://sc.com/sustainability)

Sustainability reporting is embedded throughout our 2018 Annual Report and Accounts. Visit [sc.com/annualreport](http://sc.com/annualreport)

#### Photo competition

In 2018 we ran our Annual Report staff photo competition again, this time showcasing our three valued behaviours. The top three entrants can be found on the front and back covers.



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[linkedin.com/company/standard-chartered-bank](https://www.linkedin.com/company/standard-chartered-bank)



[facebook.com/standardchartered](https://www.facebook.com/standardchartered)

Unless another currency is specified, the word 'dollar' or symbol '\$' in this document means US dollar and the word 'cent' or symbol 'c' means one-hundredth of one US dollar.

Unless the context requires, within this document, 'China' refers to the People's Republic of China and, for the purposes of this document only, excludes Hong Kong Special Administrative Region (Hong Kong), Macau Special Administrative Region (Macau) and Taiwan. 'Korea' or 'South Korea' refers to the Republic of Korea. Greater China & North Asia (GCNA) includes China, Hong Kong, Japan, Korea, Macau and Taiwan; ASEAN & South Asia (ASA) includes Australia, Bangladesh, Brunei, Cambodia, India, Indonesia, Laos, Malaysia, Myanmar, Nepal, Philippines, Singapore, Sri Lanka, Thailand and Vietnam; and Africa & Middle East (AME) includes Bahrain, Egypt, Iraq, Jordan, Lebanon, Oman, Pakistan, Qatar, Saudi Arabia and the United Arab Emirates (UAE).

Within the tables in this report, blank spaces indicate that the number is not disclosed, dashes indicate that the number is zero and nm stands for not meaningful. Standard Chartered PLC is headquartered in London.

The Group's head office provides guidance on governance and regulatory standards. Standard Chartered PLC stock codes are: HKSE 02888; LSE STAN.LN; and BSE/NSE STAN.IN.

# Introduction

## Progressing sustainability



“Financing and sustainability go hand in hand. We deliver our commitment to sustainable and responsible banking through our business, the priorities set out in our Sustainability Aspirations and industry and global collaborations, including our participation in the UN Global Compact.”

**Bill Winters**  
Group Chief Executive

### 2018 SUSTAINABILITY HIGHLIGHTS



**\$20.8bn**  
mobilised for infrastructure



**\$103m**  
for Seeing is Believing from 2003 to 2018



**100k**  
girls reached through Goal



**No. 2**  
bank globally for blended finance by leading network Convergence



**\$690m**  
for microfinance institutions



**99.6%**  
of employees recommitted to Group Code of Conduct

[Read more about our 2018 performance on pages 6-11](#)

### OUR REFRESHED STRATEGIC PRIORITIES

The Bank has defined refreshed strategic priorities for the next three years. Purpose and People, which incorporates our commitment to sustainable and responsible banking, are at the centre of these priorities.



### Measuring our progress

Our new Group KPI measures how well we are embedding sustainable and responsible practices across our business, operations and through our community programmes by looking at progress against the targets set out in our 11 Sustainability Aspirations.

In 2017 – the first year we reported progress on the Aspirations – 88.6 per cent were achieved or on track. This increased to 90.9 per cent in 2018 demonstrating our progress.

#### % of Sustainability Aspirations achieved or on track

<b>2017</b>	<b>2018</b>
<b>88.6%</b>	<b>90.9%</b>

[For more, go to sc.com/annualreport](#)

# Embedding sustainability across our business



“In 2018, we laid the foundations for an ambitious transformation of our approach to sustainability.”

At Standard Chartered, sustainability and our purpose are core to who we are as an organisation. For 160 years, we have drawn on the unique diversity of our people, markets, skills and expertise to support commerce across and within our markets. We help individuals to manage their finances as they develop their wealth, and connect global capital with emerging markets to promote prosperity. We do this to deliver on our promise to be Here for good.

We are present in markets that are home to two-thirds of the world's population and so have seen the benefits that free trade has delivered. We believe it has been an overwhelming force for good. The benefits of globalisation, however, have not been shared equally. We believe we can support markets to address significant sustainability challenges, such as inequality and climate change, through our commitment to sustainable and responsible banking.

In 2018, we laid the foundations for an ambitious transformation of our sustainability performance. We clarified our approach and positions on key sustainability issues, introduced new governance frameworks to further integrate sustainability across the Bank and reorganised business teams to increase our focus on sustainable finance. We advanced our work on climate change, taking the decision to not only stop funding new coal-fired power plants, but also to develop a methodology to measure, manage and ultimately reduce the emissions associated with our financing to clients.

I am proud of our work with clients to promote sustainable economic growth in our markets. Since their launch in 2016, our Sustainability Aspirations have provided a valuable framework for demonstrating our sustainability performance, and in 2018 we achieved several business-focused Aspirations early. We have surpassed our target to fund and facilitate \$25 billion for infrastructure between 2017 and 2019, mobilising \$20.8 billion in 2018 and more than \$33 billion between 2017 and 2018.

We achieved our target to provide \$6 billion for our smaller Business Banking clients and continued to build on our \$1 billion commitment to microfinance institutions with a further \$690 million provided in 2018.

As a responsible company, we have set ourselves ambitious commitments to manage our own performance, including reducing our environmental impact and fighting financial crime. As part of our Fair Pay Charter commitments, all employed workers in our markets will be paid a Living Wage in 2019, and we are looking into whether we can extend this to non-employed workers in our supply chain.

We continued to transform people's lives through our community programmes with employees contributing more than 65,000 volunteering days. We surpassed our \$100 million target for Seeing is Believing, our initiative to tackle avoidable blindness and visual impairment, two years early. Building on SiB's success, we have set ourselves another challenge for the next five years.

Our target is to raise \$50 million for Futuremakers by Standard Chartered, our new global initiative to tackle inequality and promote greater economic inclusion in our communities, between 2019 and 2023. Through Futuremakers, we aim to support disadvantaged young people, especially girls and the visually impaired, with programmes focused on education, employability and entrepreneurship.

This report summarises our progress in 2018 and our plans for 2019. As part of our sustainability journey, we will continue to engage our stakeholders to ensure we learn and evolve our approach and live up to our promise to be Here for good.

**Tracey McDermott**  
Group Head, Corporate Affairs,  
Brand & Marketing, Conduct,  
Financial Crime and Compliance



## CASE STUDIES

# Sustainable and responsible banking

## Extending finance through digital banking

In 2018, we worked with UNHCR, the UN Refugee Agency, to deliver faster, safer payments to 4,000 people in the Meheba Refugee Camp in Zambia, using our mobile wallet Straight2Bank.

We replaced inefficient cash distributions with digital money transfers direct to recipients' mobile phones. The trackable payments reach beneficiaries quickly and the solution is now being considered by other UN agencies.



## Supporting the fight against financial crime

We work with clients and counterparties to raise standards through our Correspondent Banking Academies. Between 2015 and 2018, we trained 5,000 people from 1,200 organisations in more than 70 countries. This training focuses on 'de-risking through education' to build understanding and improve anti-money laundering and financial crime compliance controls.

➤ For more, visit [sc.com/fightingfinancialcrime](https://sc.com/fightingfinancialcrime)

# Our approach to sustainability



Our purpose is to drive commerce and prosperity through our unique diversity.

By focusing on three sustainability pillars – contributing to sustainable economic growth, being a responsible company and investing in communities – we believe we can achieve our purpose, in line with our valued behaviours, and deliver on our promise to be Here for good. The pillars are supported by our Sustainability Aspirations, which provide measurable targets to demonstrate how we are achieving sustainable outcomes across our business.

Launched in 2016, the Aspirations are aligned to the United Nations (UN) Sustainable Development Goals (SDGs). Details of our progress delivering the Aspirations can be found on the subsequent pages.

### Balancing economic, environmental and social needs

Recognising that our most significant environmental and social impact comes from the business we finance, in 2018 we set out

how we balance economic, environmental and social needs in our decision-making through our Sustainability Philosophy. For the first time, we publicly shared the list of Prohibited Activities that the Bank will not finance. The list includes restrictions involving child and forced labour, trade in endangered wildlife, and Arctic and tar sands exploration and production. The full list can be found at [sc.com/prohibitedactivities](http://sc.com/prohibitedactivities)

Following a comprehensive review, in 2018 we released our revised cross-sector environmental and social risk framework and updated Position Statements, which are consolidated across five sectors and two themes. These draw on International Finance Corporation (IFC) Performance Standards, the Equator Principles and global best practice, setting out the conditions under which we will support the activities of clients operating in sectors with high potential environmental or social impact. The review resulted in a revised position on power generation and a decision to end financing for new coal-fired power plants, save where we have an existing commitment.

## OUR SOCIO-ECONOMIC IMPACT

# Measuring our impact in East Africa



Since 2009, we have measured the socio-economic impact of our financing in markets to better understand how we contribute to sustainable economic growth. To date, we have commissioned independent socio-economic impact studies in Bangladesh, Ghana, Indonesia and Sub-Saharan Africa. In 2018, we published our latest report assessing the contribution we make in Kenya, Uganda and Tanzania.

East Africa is on the rise. Growing trade in the region is supported by the East African Community through a customs union and common regional market. It has a young and growing labour force, rapid adoption of technology and steadily improving living standards. We want to ensure that the business we do in the region supports sustainable development.

Using 2016 data, the report illustrates the positive socio-economic impact of our financing. We provided \$3.4 billion in financing to businesses, consumers and government agencies helping key sectors like manufacturing to expand and connecting the region to global markets. We supported a further \$2.8 billion of value-added impact through salaries, tax and local company profits – equivalent to 2.1 per cent of the region's GDP. We directly and indirectly supported more than one million jobs with our clients and their associated value chains.

To further integrate sustainability and responsibility across the organisation, we created a new Bank-wide Sustainability Forum, with members nominated by the Management Team (MT) and chaired by a member of the MT, to develop and deliver the Bank's sustainability strategy.

The forum, which is supported by a new Sustainable Finance Working Group, and strengthened working groups on human rights and climate change, reports regularly to the MT and the Brand, Values and Conduct Committee of the Board.

### Identifying opportunities

Our ambition is to increase our support for sustainable finance. In 2018, we set up a dedicated team to identify and develop opportunities for sustainable finance in our markets.

The Sustainable Finance team brings together our business expertise with our capabilities in environmental and social risk management. Its role is to identify opportunities to develop new financial products and services that have a positive impact while also ensuring that environmental and social considerations are incorporated into banking decisions.

### Supporting our communities

In 2018, we launched Futuremakers by Standard Chartered to tackle inequality and promote greater economic inclusion in our markets. We aim to raise \$50 million between 2019 and 2023 to provide disadvantaged young people with the opportunity to learn new skills and improve their chances of getting a job or starting their own business.

## Understanding our sustainability themes

During the year, we consulted stakeholders on increasing our commitment to sustainable finance and adapting our community programmes to respond to the changing economic and social needs in our communities. These consultations contributed to our enhanced ambition to promote sustainable finance and economic inclusion in our communities.

In addition, we deepened our engagement across a range of sustainability themes that matter to stakeholders and impact our business, including coal, climate change and human rights. The outcomes of the limited-scope materiality review we conducted in 2017 continue to represent the key themes raised by stakeholders in 2018.

We share how we manage and measure progress against these issues through policies and statements on sc.com, our Annual Report and Accounts and this publication. The table below sets out where stakeholders can find responses to the top five issues identified.

ENVIRONMENTAL AND SOCIAL ISSUES	RESPONSES
Climate change	<ul style="list-style-type: none"> <li>→ Position Statements (<a href="https://sc.com/positionstatements">sc.com/positionstatements</a>)</li> <li>→ Climate change disclosure aligned to the Taskforce on Climate-related Financial Disclosures (<a href="https://sc.com/tcfd">sc.com/tcfd</a>)</li> <li>→ Climate change Aspiration (p7)</li> <li>→ Principal Uncertainty in Risk &amp; Capital Review (p213 of the 2018 Annual Report &amp; Accounts)</li> </ul>
Conduct, values and ethics	<ul style="list-style-type: none"> <li>→ Group Code of Conduct (<a href="https://sc.com/codeofconduct">sc.com/codeofconduct</a>)</li> <li>→ Conduct Aspiration (p9)</li> <li>→ Our Stakeholders and responsibilities (p42 of the 2018 Annual Report and Accounts)</li> </ul>
Environmental and social risk management	<ul style="list-style-type: none"> <li>→ Sustainability Philosophy (<a href="https://sc.com/sustainabilityphilosophy">sc.com/sustainabilityphilosophy</a>)</li> <li>→ Position Statements (<a href="https://sc.com/positionstatements">sc.com/positionstatements</a>)</li> <li>→ Environmental and Social Risk Assessment (<a href="https://sc.com/esrisk">sc.com/esrisk</a>)</li> <li>→ Our standards and policies (<a href="https://sc.com/standardsandpolicies">sc.com/standardsandpolicies</a>)</li> </ul>
Human rights	<ul style="list-style-type: none"> <li>→ 2018 Modern Slavery Statement (<a href="https://sc.com/modernslavery">sc.com/modernslavery</a>)</li> <li>→ Position Statements (<a href="https://sc.com/positionstatements">sc.com/positionstatements</a>)</li> <li>→ Our Stakeholders and responsibilities (p42 of the 2018 Annual Report and Accounts)</li> </ul>
Talent attraction and engagement	<ul style="list-style-type: none"> <li>→ People Aspiration (p9)</li> <li>→ Our Stakeholders and responsibilities (p42 of the 2018 Annual Report and Accounts)</li> <li>→ Colleagues (p44-46 of the 2018 Annual Report and Accounts)</li> </ul>

## Pillar 1

# Contributing to sustainable economic growth



> New 2019 Sustainability Aspirations are in the gatefold at the back of this document

### Objective

We use our core business of banking to promote sustainable development in our markets.

### Overview

As set out in our Sustainability Aspirations, we partner with clients to deliver sustainable finance. In 2018, we mobilised \$20.8 billion for infrastructure development, including \$2.9 billion towards clean technology, and helped our clients issue \$9.1 billion in green bonds. We exceeded our Power Africa commitment by supporting more than \$5 billion of power generation projects between 2013 and 2018.

We closely manage lending to high-impact sectors and continue to progress our approach to climate change. In 2018, we reviewed 827 transactions against our Position Statements and trained more than 1,300 front-line colleagues on our revised environmental and social risk framework. We set out our intention to develop a Bank-wide climate risk management framework and published our first report aligned to the recommendations of the Taskforce on Climate-related Financial Disclosures (TCFD).

We set a climate change Aspiration in 2016 as an important first step toward understanding the impact of climate change on our clients and portfolio. Since then, we have developed assessment criteria for energy utilities clients and expanded this to other high emitting sectors in 2018. Given that the complexity of this issue necessitates a holistic and strategic approach, we have not yet introduced these criteria into our decision-making processes and therefore have marked this Aspiration as Not Achieved. We are building on this work as we develop our climate risk management framework.

In 2019, we will develop a Bank-wide sustainable finance strategy, extend environmental and social risk reviews to Private Bank transactions and take forward the targets in our updated Climate change Aspiration.

## SUSTAINABLE FINANCE

# Supporting green lending in the Middle East



In 2018, we acted as green loan coordinator on a transaction that repriced and extended a \$2 billion conventional and Murabaha (Islamic) revolving credit facility to DP World.

DP World is a leading enabler of global trade through its ports and terminals, maritime services, industrial parks, logistics and economic zones.

Recognising DP World's ambition to be a pioneer in the region's capital markets and a leader in sustainability, we proposed a green loan that would incentivise the company to become more environmentally efficient. The deal is the Middle East's first green loan that links pricing to the company's carbon emissions, and the first with this link in an Islamic format. The loan provides DP World with a financial incentive to improve its environmental performance.

Aligned to our Sustainability Philosophy, the transaction supports our commitment to find innovative ways to mobilise capital to have a positive environmental and social impact in our markets.



Aspirations

### Infrastructure

Everyone should have access to safe, reliable and affordable power and infrastructure which transforms lives and strengthens economies



### Climate change

Climate change is one of today's greatest challenges and addressing it is essential to promote sustainable economic growth



### Entrepreneurs

Entrepreneurs are the heart of local economies, creating jobs and empowering people



### Digital:

Everyone should have access to digital banking products enabling safe, efficient and inclusive banking



### Commerce

Trade creates jobs and contributes to economies by enabling people to connect across borders



### Impact and sustainable finance

Innovative financial products and partnerships can help us solve global development challenges and improve the lives of millions in our markets



**Target: We will work with our clients to:**

→ Provide advisory, financing, debt structuring services and policy advice for \$25 billion of infrastructure projects, including \$4 billion toward clean technology

→ Introduce criteria to assess alignment to a 1.5-degree climate scenario for energy sector clients and transactions  
→ Expand climate assessment criteria to other high-emitting sectors

→ Provide \$6 billion to Business Banking clients  
→ Grow our lending to smaller business clients in our Commercial Bank by 20% as measured by assets

→ Continue to provide 'last mile' payments and collections to clients in our footprint through our Straight2Bank wallet

→ Bank 8,000 of our clients' international and domestic networks of suppliers and buyers through banking the ecosystem programmes.

→ Provide \$1 billion of financing to microfinance institutions to extend access to finance  
→ Facilitate opportunities for our Private Bank clients to invest in impact investing funds in our markets  
→ Continue to promote blended finance capabilities

**Target date**

→ Jan 2017 – Dec 2019 (infrastructure)  
→ Jan 2016 – Dec 2020 (clean technology)

→ May 2016 – Dec 2017 (partially met in 2017; carried forward to 2018)  
→ Jan 2018 – Dec 2018

→ Jan 2017 – Dec 2019  
→ Jan 2017 – Dec 2019

→ Jan 2017 – Dec 2019

→ Jan 2017 – Dec 2020

→ Jan 2016 – Dec 2020

→ Jan 2016 – Dec 2020

→ Jan 2016 – Dec 2020

**Progress**

<b>Achieved / Ongoing</b>	
2018: \$20.8 billion 2017 – 2018: \$33.6 billion	
<b>Achieved / Ongoing</b>	
2018: \$2.9 billion 2016 – 2018: \$4.9 billion	
<b>Not Achieved</b>	
See facing page for more information	
<b>Achieved</b>	
Worked with the United Nations Environment Programme Finance Initiative (UNEP-FI) and 15 banks to pilot climate assessment criteria for additional sectors including oil and gas and transportation, and reported publicly through UNEP-FI. This has informed our approach to managing climate risks	
<b>Achieved / Ongoing</b>	
2018: \$3.2 billion 2017 – 2018: \$6.0 billion	
<b>Ongoing</b>	
2017 – 2018: 14%	
<b>Ongoing</b>	
2018: 14 mobile wallet markets – down from 15 in 2017 2018: 39% increase in average mobile money transactions to more than 97,725 per month	
<b>Ongoing</b>	
2018: 2,625 new clients 2017 – 2018: 4,724 new clients	
<b>Achieved / Ongoing</b>	
2018: \$690 million 2016 – 2018: \$1.7 billion	
<b>Ongoing</b>	
2018: 3 funds available	
<b>Ongoing</b>	
Ranked number 2 bank in the world for blended finance by Convergence, a leading global network for blended finance	

Aspirations progress key

- On track
- Not on track
- Achieved
- Not achieved

## Pillar 2

# Being a responsible company



➤ New 2019 Sustainability Aspirations are in the gatefold at the back of this document

### Objective

We manage our company responsibly by promoting good conduct, supporting the fight against financial crime, integrating our valued behaviours and managing our environmental impact.

### Overview

We are committed to embedding responsible practices across our operations. Central to this is upholding our Group Code of Conduct. In 2018, 99.6 per cent of employees recommitted to the Code. During 2018, 1,469 concerns were raised through our confidential and anonymous whistleblowing channel, Speaking Up, of which 606 were within scope and investigated.

We continue to lead the fight against financial crime with 99.9 per cent of colleagues completing training on anti-bribery and corruption (ABC) and anti-money laundering (AML).

Responsible practices are reinforced through our valued behaviours and in 2018, we integrated these into the way we hire, recognise, reward and develop colleagues. In addition, we defined a new long-term approach to diversity and inclusion, launched a global wellbeing programme and set a new target to pay a Living Wage in our markets by 2020.

We continue to reduce our own environmental impact. In 2018, we achieved our energy target for properties in temperate climates one year early, advanced our tropical climate target and set new Science-Based Targets to reduce our greenhouse gas emissions. Although we reduced water use by 57 per cent between 2008 and 2018, we are currently not on-track to achieve our 72 per cent target by 2019. We are working across our properties to find innovative ways to achieve it.

We updated our Aspirations for people, environment, conduct and financial crime compliance and will focus on delivering against these targets in 2019.

## ENVIRONMENTAL PERFORMANCE

# Conserving water in India



Freshwater scarcity is an issue in some of our markets. In India, our Global Business Services (GBS) team is finding ways to recycle and reuse the water needed for its 11 properties across Chennai and Bangalore.

Chennai faces significant water shortages and our Haddows Road campus, with 500,000 square feet of office space operating 24 hours a day, seven days a week, uses more than 300 kilolitres of water every day. Most of this is supplied by water tankers and is used to keep IT servers cool, but it is also needed for the cafeteria, washrooms and landscaping.

In 2018, the Chennai property team saw an opportunity to improve wastewater processing and reduce freshwater use at the same time. As part of a required upgrade to the sewage treatment plant at the Haddows Road campus, they are creating a zero-discharge solution that will reuse treated water to meet the water needs of the cooling towers, landscaping and washrooms.

Commissioning began in September 2018 and once fully operational, the plant is due to save approximately 100 kilolitres of water daily and up to \$35,000 per year.

**Aspirations**

**People**

Our people are our greatest asset, and our diversity drives our business success



**Environment**

Reducing our own impact on the environment will protect our planet for the benefit of our communities



**Conduct**

Good conduct and high ethical standards are essential in achieving fair outcomes for our clients.



**Financial crime compliance**

Financial crime has serious social and economic consequences, harming individuals and communities



**Target: We will**

- Increase gender representation: 30% women in senior roles
- Roll-out a comprehensive employee wellness programme across four key markets (UK, US, Singapore and Hong Kong)
- Roll-out a refreshed diversity and inclusion strategy Bank-wide
- Reduce annual energy use by 35% to 230 kWh/m<sup>2</sup>/year in our tropical climate locations (80% of portfolio)
- Reduce annual energy use by 31% to 275 kWh/m<sup>2</sup>/year in our temperate climate locations (20% of portfolio)
- Reduce our annual water use by 72% to 0.5kL/m<sup>2</sup>/year
- Reduce annual office paper use by 57% to 10kg/FTE/year
- Effectively embed the conduct management framework so that all staff are able to identify, mitigate and manage conduct risk
- All eligible bank staff to complete relevant ABC, AML and sanctions training with less than 2% overdue
- Deliver at least 10 correspondent banking academies

**Target date**

- Sept 2016 – Dec 2020
- Jan 2018 – Dec 2018
- Jan 2018 – Dec 2018
- Jan 2008 – Dec 2019
- Jan 2008 – Dec 2019
- Jan 2008 – Dec 2019
- Jan 2012 – Dec 2020
- Jan 2018 – Dec 2018
- Ongoing
- Jan 2018 – Dec 2018

**Progress**

<b>Ongoing</b> 2018: 27.7% in senior roles	
<b>Achieved</b>	
<b>Achieved</b>	
<b>On track</b> 2008 – 2018: 33% reduction	
<b>Achieved/Ongoing</b> 2008 – 2018: 35% reduction	
<b>Ongoing</b> 2008 – 2018: 57% reduction	
<b>Ongoing</b> 2012 – 2018: 24% reduction	
<b>Achieved</b> 99.6% of employees reconfirmed commitment to the Code of Conduct in September 2018  Conduct identified as new Risk Type in the Enterprise Risk Management Framework	
<b>Ongoing</b> 99.9% of employees completed ABC training 99.9% of employees completed AML training 99.9% of employees completed sanctions training	
<b>Achieved</b> 21 Correspondent Banking Academies delivered	

**Aspirations progress key**

- On track
- Not on track
- Achieved
- Not achieved

# Pillar 3

## Investing in communities



> New 2019 Sustainability Aspirations in the gatefold at the back of this document

### Objective

We seek to promote economic and social development in our communities.

### Overview

We work closely with local partners to deliver programmes that foster healthy and economically -empowered communities. In 2018, we invested \$49.2 million in our communities and our colleagues contributed more than 65,000 volunteering days.

It was a milestone year as we surpassed our \$100 million fundraising target for Seeing is Believing (SiB), our global initiative to tackle avoidable blindness and visual impairment. We raised \$5.2 million through fundraising and Bank-matching in 2018 and \$103.6 million between 2003 and 2018, reaching 176 million people through SiB projects globally.

As we approached our SiB target, we engaged with stakeholders to understand the challenges facing our communities and where we could make the greatest impact. Our response is Futuremakers by Standard Chartered, our new global initiative to tackle inequality and promote greater economic inclusion in our markets. We aim to raise \$50 million between 2019 and 2023 to empower the next generation to learn, earn and grow.

Through Futuremakers, we will build on Goal, our existing education programme, and develop new programmes focused on employability and entrepreneurship. Goal reached more than 100,000 girls in 2018. We will integrate financial education into all of our programmes. In 2018, we provided financial education training to more than 111,000 young people and over 5,400 entrepreneurs, of whom 90 per cent were women.

We updated our Aspiration for community engagement to reflect our new Futuremakers initiative and will focus on delivering against these targets in 2019.

### COMMUNITY INVESTMENT

## Essential elements for girls' economic empowerment



Many girls growing up in our markets must overcome multiple hurdles to achieve personal and economic empowerment.

To understand more about the social, cultural and economic barriers that prevent girls from reaching their full potential, we co-authored a report with Dalberg Advisors, released on International Women's Day in March 2018, that identified eight essential elements for girls' economic empowerment. These include freedom of movement, freedom from violence and access to education, healthcare and contraception.

For girls to overcome barriers, they need more training to become employable; more men, boys and older women to champion them; more goods and services made for them; and more role models and support networks, such as those provided by Goal, our girls' empowerment programme.

Through Goal, girls gain the confidence, knowledge and skills they need to be economic leaders in their families, communities and society. To support girls further, we offer work readiness as part of the Goal curriculum. In 2018, 1,421 girls received work readiness training with 336 girls securing paid roles as a direct result of participating in the programme.

Aspiration

## Community engagement

Health and education are vital for thriving and prosperous communities



Target: We will

- Invest 0.75% of prior year operating profit (PYOP) in our communities
- Raise \$100m to tackle avoidable blindness
- Empower 600,000 girls through education and sport
- Educate 5,000 micro and small businesses, with 20% women-owned or led

Target date

- Jan 2006 – Dec 2020
- Jan 2003 – Dec 2020
- Jan 2006 – Dec 2020
- Jan 2013 – Dec 2020

Progress

<b>Achieved / Ongoing</b>	
2018: \$49.2 million community expenditure, which represents 2.04% of PYOP	
<b>Achieved</b>	
2018: \$5.2 million raised and matched by the Bank	
2003 – 2018: \$103.6 million raised and matched by the Bank	
<b>Ongoing</b>	
2018: 100,189 girls participated in Goal	
2006 – 2018: 481,978 girls participated in Goal	
<b>Achieved</b>	
2018: 5,438 micro and small businesses – 90% women-owned or led	
2013 – 2018: 10,995 micro and small businesses – 73% women-owned or led	

Aspirations progress key

- On track
- Not on track
- Achieved
- Not achieved

COMMUNITY INVESTMENT

# Celebrating with Seeing is Believing



Avoidable blindness is a key health issue across our markets. In 2003, to celebrate the Bank's 150th anniversary, our employees committed to raise enough money for 28,000 sight-restoring surgeries – one for every employee at the time. They succeeded and their commitment grew into Seeing is Believing, our global initiative to tackle avoidable blindness and visual impairment.

In 2011, we set an ambitious target to raise \$100 million between 2003 and 2020, through fundraising and Bank-matching. We reached the target two years early, raising a total of \$103.6 million for SiB between 2003 and 2018.

By funding projects run by local and international eye health organisations, SiB provides access to affordable and quality eye health services to people in low- and middle-income countries. SiB has reached more than 176 million people through medical interventions, eye examinations, eye health education and training over the past 15 years.

We are delivering SiB projects until the end of 2020 and building on SiB's legacy through our support for the Vision Catalyst Fund, a proposed \$1 billion global eye-care fund. Our support for visually-impaired people continues through Futuremakers by Standard Chartered, our new global initiative to promote greater economic inclusion.

# Sustainability data

## Contributing to sustainable economic growth

### Microfinance

	2018	2017	2016
Loans extended (\$million)	<b>690.0</b>	591.4	409.9

### Clean technology

	2018	2017	2016
Value of funds provided and facilitated (\$million)	<b>2,860.0</b>	1,228.0	800.8

### Employees trained in environmental and social risk management (ESRM)

	2018	2017	2016
Employees trained <sup>1</sup>	<b>1,308</b>	568	118

<sup>1</sup> Employees targeted for training are those in client-facing roles and relevant support teams. Higher training numbers in 2018 are due to the roll-out of the revised environmental and social risk framework in Commercial Bank and targeted training on topics such as modern slavery

### ESRM clients and transactions

	2018	2017	2016
ESRM clients and transactions reviewed	<b>827</b>	487	328

### Transactions reviewed by sector

	2018 (%)	2017 (%)	2016 (%)
Chemicals & Manufacturing	<b>24.4</b>	17.9	28
Infrastructure & Transport	<b>11.6</b>	11.7	16.5
Oil & Gas	<b>8.7</b>	9.2	12.5
Mining and Metals	<b>8.8</b>	11.9	8.8
Fossil Fuel Power	<b>12.7</b>	14.8	13.1
Forestry	<b>0.4</b>	0.0	0.6
Palm Oil	<b>1.6</b>	1.2	3.7
Agribusiness	<b>7.4</b>	9.0	4.6
Ship Breaking	<b>0.1</b>	0.2	0.9
Nuclear Energy	<b>0.5</b>	1.0	0.3
Renewables	<b>2.5</b>	1.9	1.8
Dams & Hydropower	<b>1.6</b>	1.4	1.2
Other	<b>19.6</b>	19.3	6.7
Tobacco	<b>0.1</b>	0.4	1.2

## Contributing to sustainable economic growth (continued)

### Equator Principles

	Project finance mandates			Project-related corporate loans			Project advisory mandates
	Cat A <sup>1</sup>	Cat B <sup>2</sup>	Cat C <sup>2</sup>	Cat A	Cat B	Cat C	
Total 2016	7	6	–	–	–	–	2
Total 2017	1	9*	1	1	2	–	1
<b>Total 2018</b>	<b>4</b>	<b>7</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>3</b>

### 2018

#### Sector

Mining	–	–	–	–	–	–	–
Infrastructure	1	3	–	–	–	–	1
Oil & Gas	1	2	–	–	–	–	2
Renewables	1	–	–	–	–	–	–
Telecoms	–	–	–	–	–	–	–
Power	1	2	–	–	–	–	–
Other	–	–	–	–	–	–	–

#### Region

Greater China	–	–	–	–	–	–	–
North East Asia	–	–	–	–	–	–	–
South Asia	–	2	–	–	–	–	–
ASEAN	–	1	–	–	–	–	1
MENAP	2	2	–	–	–	–	1
Africa	1	1	–	–	–	–	1
Americas	–	1	–	–	–	–	–
Europe	1	–	–	–	–	–	–

#### Designation<sup>4</sup>

Designated	1	2	–	–	–	–	–
Non-Designated	3	5	–	–	–	–	–

#### Independent Review

Yes	4	6	–	–	–	–	–
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](http://www.equator-principles.com)

\* This number has been restated from 2017. Details of the revised 2017 data are available in our EP submission and at [www.sc.com/en/equator-principles-reporting-2017/](http://www.sc.com/en/equator-principles-reporting-2017/)

## Investing in communities

### Community expenditure

	2018 \$million	2017 \$million	2016 <sup>3</sup> \$million
Cash contributions	22.9	22.1	21.3
Employee time (non-cash item)	18.8	18.1	17.3
Gifts in Kind (non-cash item) <sup>1</sup>	0.1	0.1	–
Management costs	4.5	4.5	4.7
<b>Total (direct investment by the Group)</b>	<b>46.3</b>	<b>44.8</b>	<b>43.3</b>
Leverage <sup>2</sup>	2.9	5.0	9.6
<b>Total (incl. leverage)</b>	<b>49.2</b>	<b>49.8</b>	<b>52.9</b>
<b>Percentage of prior year operating profit (PYOP)</b>	<b>2.04</b>	<b>12.18</b>	<b>–</b>

1 Gifts in Kind comprises all non-monetary donations

2 Leverage data relates to the proceeds from staff and other fundraising activity

3 PYOP for 2016 was not meaningful based on 2015 operating profit

## Being a responsible company

### People

Global <sup>1</sup>	2018	2017	% change
Full-time Equivalent (FTE)	85,336	85,931	(0.7)
Headcount (year end)	85,402	86,021	(0.7)
Employed workers	82,827	82,838	0.0
Fixed term workers	2,575	3,183	(19.1)
Non-employed workers	12,064	15,043	(19.8)
Headcount (12-month average)	86,269	86,794	(0.6)
Male			
FTE	46,139	46,634	(1.1)
Headcount	46,153	46,658	(1.1)
Female			
FTE	39,198	39,297	(0.3)
Headcount	39,249	39,363	(0.3)
Nationalities	125	125	0.0
<b>Position type</b>	<b>2018</b>	<b>2017</b>	<b>% change</b>
Executive and non-executive director (Board and Management Team)	13	13	0.0
Female executive and non-executive director	4	4	0.0
Senior management (Bands 1–2)	258	255	1.2
Female senior management	53	43	23.3
Middle management (Bands 3–4)	3,836	3,635	5.5
Female middle management	1,082	956	13.2
Rest of headcount	81,308	82,131	(1.0)
Female rest of headcount	38,114	38,364	(0.7)
<b>Employment type</b>	<b>2018</b>	<b>2017</b>	<b>% change</b>
Business FTE	38,598	40,594	(4.9)
Business headcount	38,621	40,636	(5.0)
Business female headcount	19,586	20,219	(3.1)
Support services FTE	46,739	45,337	3.1
Support services headcount	46,781	45,385	3.1
Female support services headcount	19,663	19,144	2.7
<b>Region</b>	<b>2018</b>	<b>2017</b>	<b>% change</b>
Greater China & Northeast Asia (GCNA) FTE	20,757	20,428	1.6
GCNA headcount	20,771	20,451	1.6
GCNA female headcount	13,128	12,894	1.8
ASEAN & Southeast Asia (ASA) FTE	47,350	47,794	(0.9)
ASA headcount	47,371	47,814	(0.9)
ASA female headcount	18,748	18,981	(1.2)
Africa & Middle East (AME) FTE	13,182	13,928	(5.4)
AME headcount	13,184	13,941	(5.4)
AME female headcount	5,594	5,831	(4.1)
Europe & Americas (EA) FTE	4,047	3,782	7.0
EA headcount	4,076	3,815	6.8
EA female headcount	1,779	1,657	7.4



## Being a responsible company (continued)

<b>Age</b>	<b>2018</b>	2017	% change
< 30 years FTE	<b>20,812</b>	22,890	(9.1)
< 30 years headcount	<b>20,819</b>	22,898	(9.1)
< 30 years female headcount	<b>10,962</b>	11,856	(7.5)
30–50 years FTE	<b>58,652</b>	57,639	1.8
30–50 years headcount	<b>58,692</b>	57,696	1.7
30–50 years female headcount	<b>25,647</b>	25,128	2.1
> 50 years FTE	<b>5,872</b>	5,402	8.7
> 50 years headcount	<b>5,891</b>	5,427	8.5
> 50 years female headcount	<b>2,640</b>	2,379	11.0
<b>Talent management</b>	<b>2018</b>	2017	% change
Global voluntary turnover rate (%)	<b>13.2</b>	13.0	1.5
Global turnover rate (%)	<b>16.4</b>	17.3	(5.2)
Male (%)	<b>16.7</b>	16.9	(1.3)
Female (%)	<b>16.0</b>	17.6	(8.9)
GCNA (%)	<b>16.5</b>	18.2	(9.1)
ASA (%)	<b>17.7</b>	17.7	(0.1)
AME (%)	<b>12.3</b>	14.9	(17.4)
EA (%)	<b>13.9</b>	15.2	(8.3)
< 30 years (%)	<b>23.9</b>	24.2	(1.2)
30–50 years (%)	<b>13.7</b>	14.4	(5.0)
> 50 years (%)	<b>14.6</b>	16.7	(12.7)
Average tenure (years) – Male	<b>6.4</b>	6.2	4.5
Average tenure (years) – Female	<b>6.7</b>	6.5	3.7
Roles filled internally (%)	<b>42.4</b>	37.5	13.1
of which filled by females (%)	<b>41.0</b>	44.5	(7.9)
Employees with completed performance appraisal <sup>2</sup> (%)	<b>99.7</b>	99.9	(0.2)
Absenteeism rate <sup>3</sup> (%)	<b>1.38</b>	1.35	2.2
<b>Learning</b>	<b>2018</b>	2017	% change
Employees receiving training (%)	<b>95.6</b>	95.7	(0.1)
Employees receiving training excluding mandatory learning (%)	<b>82.7</b>	89.2	(7.3)
Senior management (%)	<b>94.9</b>	92.6	2.5
Management (%)	<b>97.7</b>	97.2	0.5
Average number of training days per employee (including mandatory learning)	<b>2.88</b>	3.17	(9.1)
Average cost of training per employee <sup>4</sup>	<b>751</b>	640	17.3

1 For all metrics expressed as a percentage, percentage change means percentage point change

2 Employees with completed performance appraisal numbers are based on 30 September 2018 eligible population

3 Absenteeism rate excludes Korea

4 Average cost of training per employee was updated in 2018 to include in-business headcount performing training roles

## Environment

In 2018, our measured Scope 1 and Scope 2 emissions were assured by The Carbon Trust, our independent third-party assurance provider for greenhouse gas (GHG) emissions, ensuring the accuracy and credibility of our reporting.

- [Review the methodology used to measure and assess our environmental performance data at sc.com/environmentcriteria](https://www.sc.com/environmentcriteria)  
[Download the independent assurance report for 2018 performance at sc.com/environmentalassurance](https://www.sc.com/environmentalassurance)

	2018		2017		2016	
	Measured	Scaled Up	Measured	Scaled Up	Measured	Scaled Up
Offices reporting	174	–	188	–	189	–
Net internal area of occupied property (m <sup>2</sup> )	822,623	1,185,929	814,886	1,194,363	840,510	1,237,043
Green lease clause inclusion <sup>1</sup> (%)	78	–	76	–	71	–
Occupied net internal area where data is collected (%)	69	–	85	–	72	–
Full-time employees (FTE) <sup>2</sup>	62,420	85,402	64,648	86,021	58,699	86,693
Annual operating income from 1 October to 30 September (\$m)	–	14,958	–	14,614	–	12,515
<b>Greenhouse gas emissions – Absolute (tonnes CO<sub>2</sub>eq/year)</b>						
Scope 1 emissions (combustion of fuels)	4,467	8,584	5,870	7,922	6,312	13,562
Scope 2 emissions (purchased electricity)	104,267	139,366	113,908	180,014	136,570	186,553
Scope 1 & 2 emissions	108,734	147,950	119,777	187,936	142,882	200,115
Scope 3 emissions without distance uplift (air travel)	62,113	62,113	59,179	59,179	49,393	52,056
Scope 3 emissions with distance uplift (air travel)	67,704	67,704	64,505	64,505	53,839	56,741
Scope 1, 2 & 3 emissions	170,847	210,063	178,956	247,115	192,275	252,171
Scope 3 emissions (Global Data Centre) <sup>3</sup>	–	21,523	–	23,904	–	22,653
<b>Greenhouse gas emissions – Intensity</b>						
Scope 1 & 2 emissions/m <sup>2</sup> (kg CO <sub>2</sub> eq/m <sup>2</sup> /year)	132	125	147	157	170	162
Scope 1 & 2 emissions/FTE (tonnes CO <sub>2</sub> eq/FTE/year)	1.74	1.73	1.85	2.18	2.43	2.31
Scope 3 emissions/FTE without distance uplift (tonnes CO <sub>2</sub> eq/FTE/year)	1.00	0.73	0.69	0.69	0.57	0.60
Scope 3 emissions/FTE with distance uplift (tonnes CO <sub>2</sub> eq/FTE/year)	1.08	0.79	0.75	0.75	0.62	0.65
Scope 1, 2 & 3 emissions/m <sup>2</sup> (kg CO <sub>2</sub> eq/m <sup>2</sup> /year)	208	177	220	207	229	204
Scope 1, 2 & 3 emissions/FTE (tonnes CO <sub>2</sub> eq/FTE/year)	2.74	2.46	2.77	2.87	3.28	2.91
Scope 1 & 2 emissions/\$m operating income (tonnes CO <sub>2</sub> eq/\$m/year)	–	9.89	–	12.86	–	15.99
Scope 1, 2 & 3 emissions/\$m operating income (tonnes CO <sub>2</sub> eq/\$m/year)	–	14.04	–	16.91	–	20.15
<b>Environmental resource efficiency</b>						
<b>Energy</b>						
Indirect non-renewable energy consumption <sup>4</sup> (GWh/year)	162	224	168	277	185	245
Indirect renewable energy consumption <sup>5</sup> (GWh/year)	17	17	21	19	23	20
Direct non-renewable energy consumption <sup>6</sup> (GWh/year)	18	31	24	32	26	47
Direct renewable energy consumption <sup>7</sup> (GWh/year)	–	–	–	–	–	–
On-site renewable energy consumption <sup>8</sup> (MWh/year)	458	458	330	330	247	247
Energy consumption (GWh/year)	198	272	213	327	234	312
Energy consumption/FTE (kWh/FTE/year)	3,167	3,187	3,291	3,807	3,986	3,599
Energy consumption/m <sup>2</sup> (kWh/m <sup>2</sup> /year)	240	230	261	274	278	252
<b>Water</b>						
Water consumption (ML/year)	605	916	649	1,149	917	1,181
Water consumption/FTE (m <sup>3</sup> /FTE/year)	10	11	10	13	16	14
Water consumption/m <sup>2</sup> (kL/m <sup>2</sup> /year)	0.74	0.77	0.80	0.96	1.09	0.95
<b>Paper<sup>9</sup></b>						
Print paper consumption (ktonnes/year)	1.05	1.49	1.62	1.89	–	–
Print paper consumption/FTE (kg/FTE/year)	17.70	–	21.97	–	–	–
<b>Waste<sup>10</sup></b>						
Waste (ktonnes / year)	5.1	–	4.8	–	5	–
Waste/FTE (kg/FTE/year)	81	–	74	–	85	–
Waste reused or recycled (%)	46	–	24	–	38	–
Retired IT equipment reused or recycled (ktonnes/year)	0.19	–	0.19	–	0.15	–

1 Percentage of green lease clause inclusion in all new and renewed leases within the reporting year. Refer to the eco-efficiency criteria for more information

2 For environmental reporting purposes, full time employees (FTE) refers to the Group's headcount at 31 December 2018

3 Scope 3 emissions calculated from total energy consumption from our outsourced global data centres

4 Indirect non-renewable energy refers to purchased electricity from non-renewable sources

5 Indirect renewable energy refers to purchased electricity from off-site renewable sources

6 Direct non-renewable energy refers to the gross calorific values of renewable fuels consumed on-site

7 Direct renewable energy refers to the gross calorific values of renewable fuels consumed on-site

8 On-site renewable energy refers to renewable energy generated and consumed on-site

9 New methodology to measure paper consumption, introduced in 2017, resulted in 2016 data no longer being representative. It is, therefore, not shown

10 We are reviewing our methodology for measured and scaled-up waste. Scaled-up waste data is not representative and is therefore not shown









ASPIRATIONS SUMMARY

# 2019 Sustainability Aspirations





# Sustainability Aspirations 2019

Our Sustainability Aspirations build on our three sustainability pillars with measurable targets to demonstrate how we are achieving sustainable outcomes across our business. These also allow us to measure our contribution to the United Nations Sustainable Development Goals (SDGs).

## PILLAR 1: CONTRIBUTING TO SUSTAINABLE ECONOMIC GROWTH

Aspirations	Targets: We will work with our clients to:	Target date
<b>Infrastructure</b> Everyone should have access to safe, reliable and affordable power and infrastructure which transforms lives and strengthens economies 	→ Provide advisory, financing, debt structuring services and policy advice for \$25 billion of infrastructure projects, including \$4 billion toward clean technology	→ Jan 2017 – Dec 2019 (infrastructure) → Jan 2016 – Dec 2020 (clean technology)
<b>Climate change</b> Climate change is one of today's greatest challenges and addressing it is essential to promote sustainable economic growth 	→ Develop a methodology to measure, manage and ultimately reduce the emissions related to the financing of our clients	→ Jan 2019 – Dec 2020
<b>Entrepreneurs</b> Entrepreneurs are the heart of local economies, creating jobs and empowering people 	→ Provide \$6 billion to Business Banking clients → Grow our lending to smaller business clients in our Commercial Bank by 20% as measured by assets	→ Jan 2017 – Dec 2019
<b>Digital</b> Everyone should have access to digital banking products enabling safe, efficient and inclusive banking 	→ Continue to provide 'last mile' payments and collections to clients in our footprint through our Straight2Bank wallet	→ Jan 2017 – Dec 2019
<b>Commerce</b> Trade creates jobs and contributes to economies by enabling people to connect across borders 	→ Bank 8,000 of our clients' international and domestic networks of suppliers and buyers through banking the ecosystem programmes	→ Jan 2017 – Dec 2020
<b>Impact and sustainable finance</b> Innovative financial products and partnerships can help us solve global development challenges and improve the lives of millions in our markets 	→ Provide \$1 billion of financing to microfinance institutions to extend access to finance → Facilitate opportunities for our Private Bank clients to invest in impact investing funds in our markets → Continue to promote blended finance capabilities	→ Jan 2016 – Dec 2020 → Jan 2016 – Dec 2020 → Jan 2016 – Dec 2020

## PILLAR 2: BEING A RESPONSIBLE COMPANY

Aspirations	Targets: We will:	Target date
<b>People</b> Our people are our greatest asset, and our diversity drives our business success 	→ Increase gender representation: 30% women in senior roles (Bands 1–4) → Commit to pay a Living Wage in all our markets by 2020 and support this by: → Defining and implementing a Living Wage for all employed workers → Conduct a feasibility analysis for incorporating a Living Wage into agreements for non-employed workers	→ Sept 2016 – Dec 2020 → Jan 2019 – Dec 2019 → Jan 2019 – Dec 2019
<b>Environment</b> Reducing our own impact on the environment will protect our planet for the benefit of our communities 	→ Reduce annual energy use by 35% to 230 kWh/m <sup>2</sup> /year in our tropical climate locations (80% of portfolio) → Reduce annual energy use by 31% to 275 kWh/m <sup>2</sup> /year in our temperate climate locations (20% of portfolio) → Reduce annual water use by 72% to 0.5kL/m <sup>2</sup> /year → Reduce annual office paper use by 57% to 10kg/FTE/year → Reduce annual greenhouse gas emissions by 90% to 18,000 tonnes by 2050* with interim targets of 36% to 121,000 tonnes by 2025 and 55% to 84,000 tonnes by 2030	→ Jan 2008 – Dec 2019 → Jan 2008 – Dec 2019 → Jan 2008 – Dec 2019 → Jan 2012 – Dec 2020 → Jan 2019 – Dec 2050
<b>Conduct</b> Good conduct and high ethical standards are essential in achieving fair outcomes for our clients 	→ Effectively embed conduct risk considerations into the Group's product governance activities, with all businesses expected to implement the revised standards	→ Jan 2019 – Dec 2019
<b>Financial crime compliance</b> Financial crime has serious social and economic consequences, harming individuals and communities 	→ All eligible Bank staff to complete relevant ABC, AML and sanctions training with less than 2% overdue → Deliver at least 10 correspondent banking academies	→ Ongoing → Jan 2019 – Dec 2019

## PILLAR 3: INVESTING IN COMMUNITIES

Aspirations	Targets: We will:	Target date
<b>Community engagement</b> Health and education are vital for thriving and prosperous communities 	→ Invest 0.75% of prior year operating profit (PYOP) in our communities → Raise \$50m for Futuremakers by Standard Chartered → Education: Reach one million girls and young women through Goal** → Employability: Reach 100,000 young people → Entrepreneurship: Reach 50,000 micro and small businesses → Support the development of the Vision Catalyst Fund	→ Jan 2006 – Dec 2020 → Jan 2019 – Dec 2023 → Jan 2006 – Dec 2023 → Jan 2019 – Dec 2023 → Jan 2019 – Dec 2023 → Jan 2019 – Dec 2020

\* From a 2017 baseline of 187,936 tonnes

\*\* Includes 481,978 girls reached through Goal between 2006 and 2018

### Further information

Our online resources provide further information to support this document.

### Annual Report

For a full review of our performance during 2018 visit [sc.com/annualreport](https://sc.com/annualreport)

### Approach to sustainability

You can learn more about our sustainability philosophy and our approach at [sc.com/sustainability](https://sc.com/sustainability)

### Position Statements

For details of our environmental and social standards and how we apply these in our work with clients, visit [sc.com/positionstatements](https://sc.com/positionstatements)

### Code of Conduct

You can download our Code of Conduct at [sc.com/codeofconduct](https://sc.com/codeofconduct)

### Tax reporting

You can find complete country by country tax reporting at [sc.com/cbcr](https://sc.com/cbcr)

### Included in

FTSE4Good

### Contact us

If you have any comments or questions about the information in this report, contact us at [sustainability.feedback@sc.com](mailto:sustainability.feedback@sc.com)

