

# **Standard Chartered Bank Ghana Ltd.**

## **COMMUNICATION ON PROGRESS - 2009**

### **STATEMENT BY CEO**

*In Standard Chartered, as we undertake activities that enhance our business performance now and for the long-term, we also look for ways to ensure the economic development of the countries we operate in, how to have a positive impact on the environment and society, as well as contributing to good governance.*

*We therefore remain committed and will continue to support the Global Compact. Standard Chartered maintains an integrated view of how we do business - that takes into account economic factors, the environment, community, and good governance.*

*We have identified seven sustainability priorities by consulting key stakeholders such as government, academics, socially responsible investors (SRIs), non-governmental organisations (NGOs) and our peers.*

*We will deliver on this agenda by using the core skills and talents of our employees; providing quality financial services; and leveraging our geographical footprint and international status to be a 'force for good'.*

*Standard Chartered is a great place to work and we have enhanced our labour and employment practices through our collective bargaining agreements with the Local Union and focused interaction with all labour regulatory authorities and agencies thus demonstrating the promotion of the principles of human and labour rights. The Bank also has a Diversity & Inclusion (D&I) Council which drives the Bank's D&I policy, ensuring the migration of international best practice policies into the Ghanaian market.*

*We operate in a rapidly changing world, with multiple stakeholders, and global challenges, such as climate change and poverty. Building a sustainable business is our response to these issues – ensuring we have a positive long-term impact on the world and to continue to be high performing.*

- Hemen Shah, CEO, Ghana & Area General Manager, West & Central Africa

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Global Compact Principle	Action Taken & Impact Achieved and/or Plans for the upcoming Year
<p><b>1: Businesses should support and respect the protection of internationally proclaimed human rights;</b></p>	<ul style="list-style-type: none"> <li>▪ In Standard Chartered, we believe that the biggest contribution we can make to the communities we work in, is through operating a commercially successful, sustainable business in a responsible way. Standard Chartered works both independently and in collaboration with others in addressing ethical issues of importance, such as climate change and human rights.</li> <li>▪ We have a workplace policy that ensures fair and equal treatment, diversity and inclusion and provision of opportunities for employees to fulfil their potential within an appropriate and fair working environment. This supports the Bank's commitment to providing a professional working environment in which all individuals are treated with dignity and respect, free from harassment, bullying and discrimination. This encourages good and productive working operations, decreased staff attrition, high morale and engagement. This policy applies throughout Standard Chartered Plc.</li> <li>▪ The key principles of the policy are recognition of HIV/AIDS as a workplace and business issue, non discrimination and stigmatization, gender equality, promoting social dialogue, prevention of screening for the purpose of exclusion, confidentiality, and continuation of employment, prevention of new infections providing care and support, and community outreach.</li> <li>▪ Awareness, education and advocacy programs are held throughout each year. In 2009 the Bank educated over 10,000 people on HIV/AIDS across several educational institutions, media organisations and selected communities in Ghana as part of its commitment towards SCB Plc's pledge to the Clinton Global Initiative to educate 1million people by 2010. The Bank also migrated its Workplace HIV/AIDS policy to a number of its SME clients and Media partners and also organised Voluntary Counselling and Testing (VCT) exercises for its staff.</li> </ul>
<p><b>2: and make sure that they are not complicit in human rights abuses.</b></p>	<ul style="list-style-type: none"> <li>▪ In Standard Chartered, we do not tolerate human rights abuses in our operations and we extend the same conditions to our third party service providers. Our third party service providers' contracts specify the conditions of service for their employees (outsourced) to ensure there are no abusive conditions of service. As at January 2010, we had no records of</li> </ul>

		<p>Human Rights abuses.</p> <ul style="list-style-type: none"> <li>▪ Protection of the human rights and dignity of HIV infected persons, including people with AIDS, is essential to the prevention and control of HIV/AIDS. Employees with HIV infection need to be treated in the same way as other staff and subject to their health, may want to continue working for as long as possible.</li> </ul>
	<p><b>3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;</b></p>	<ul style="list-style-type: none"> <li>▪ Standard Chartered respects the rights of employees to associate. To this effect there are currently (2) employee associations/unions operating in the company: <ul style="list-style-type: none"> <li>• The Local Union of the Union of Industry and Finance Workers of Ghana (UNICOF) – membership subscribed by all junior staff</li> <li>• The Professional and Managerial Staff Union (PMSU) of Union of Industry, Commerce and Finance Workers (UNICOF) - for some supervisors and middle management staff.</li> </ul> </li> <li>▪ Collective Bargaining Agreement (CBA) is negotiated every two years and a wage opener every year.</li> <li>▪ The executives of the Local Union and UNICOF collaborate with Top Management in the formulation and review of terms of conditions of service.</li> <li>▪ The company holds at least two staff Townhall meetings in a year – a general meeting of all staff with the Management Committee members (Manco). The meeting is chaired by the Chief Executive Officer (CEO). It is an open forum in which the discussions centre on the general “Health and welfare” of the Company.</li> <li>▪ There is a strict adherence to schedules for Negotiations and wage openers timed such that implementation of agreements is effected January 1, each year for the Local Union and April 1 for the PMSU.</li> <li>▪ The bank seeks to foster a collaborative style of management daily directly with its employees. The bank promotes and maintains a healthy relationship with the union and staff representatives for a peaceful industrial atmosphere.</li> </ul>

	<p><b>4: the elimination of all forms of forced and compulsory labour;</b></p>	<ul style="list-style-type: none"> <li>▪ Standard Chartered is committed to ensuring that, as a world class organization, we operate with high standards of social, ethical and environmental considerations in every aspect of our business.</li> <li>▪ Social &amp; Human Rights - All suppliers operate their business without violating any human rights policies, for example discrimination, workplace safety, forced labour, etc</li> </ul>
	<p><b>5: the effective abolition of child labour;</b></p>	<ul style="list-style-type: none"> <li>▪ Standard Chartered does not encourage child labour. Every recruitment package includes the collection of a birth certificate which helps the bank to check age before employment.</li> <li>▪ The bank is in strict compliance with the National Labour law, and does not employ minors or persons less than 18 years.</li> </ul>
	<p><b>6: and the elimination of discrimination in respect of employment and occupation.</b></p>	<ul style="list-style-type: none"> <li>▪ Standard Chartered permits the employment of qualified relatives or friends as long as such employment does not create actual or perceived conflict of interest.</li> <li>▪ The bank is committed to providing equal opportunities in employment and aims to ensure that it will not discriminate without lawful justification in its recruitment and employment policies, terms, procedures, processes and decisions on the grounds of race, colour, nationality, national or ethnic origins, gender, marital status, sexual orientation, part-time or fixed-term status, disability, age, religion or belief.</li> <li>▪ The Bank is an equal opportunity employer and will not use HIV testing when recruiting job candidates. The Bank will ensure that job candidates who are known to have HIV/AIDS are treated no differently from those who have any other life-threatening and non- contagious disease.</li> </ul>
	<p><b>7: Businesses should support a precautionary approach to environmental challenges;</b></p>	<ul style="list-style-type: none"> <li>▪ Standard Chartered as much as possible, conducts business with individuals &amp; organizations that are environmentally friendly. Our Procurement &amp; Vendor Management Unit champions this cause.</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Presently our Bank engages in waste-sorting &amp; paper recycling. The Bank's Environment Champions have built and continue to drive environmental awareness amongst staff, to widen and deepen the desired impact on our society.</li> <li>▪ In 2010, we aim to further challenge other corporate organisations to adopt waste-sorting and recycling initiative to create and heighten Environmental Responsibility.</li> </ul>
	<p><b>8: undertake initiatives to promote greater environmental responsibility;</b></p>	<ul style="list-style-type: none"> <li>▪ Energy conservation is a prime activity on Standard Chartered's agenda, aimed at entrenching energy efficient habits into daily routines of individuals &amp; groups.</li> <li>▪ In 2009, we celebrated World Environment Day with a weeklong activity, launched by the Minister of Environment, Science and Technology aimed at promoting greater environmental responsibility and planted 20,000 trees across our entire footprint in the country.</li> <li>▪ Presented Position Statements to the Ministry of Environment, Science and Technology, challenging businesses to adopt environmentally-friendly policies Undertaken cleanup activities in our communities as part of employee volunteering actions.</li> <li>▪ Ensured a successful observance of Earth Hour in Accra on 28 March.</li> <li>▪ We revamped our paper recycling initiative which involves the separation of waste into separate bins for paper, plastic and trash. The paper waste is collected by a paper products manufacturing entity for recycling. <ul style="list-style-type: none"> <li>– Standard Chartered continues to roll out initiatives across our markets to reduce waste by running a paperless campaign, thereby encouraging staff to reduce demand for paper to help protect the environment. Managing and reducing our own direct operational impact.</li> <li>– Engaging employees, customers and suppliers to reduce waste</li> <li>– Initiating paperless meetings</li> <li>– Making lending decisions that help protect the environment</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>- Developing products and services that promote the reduction of carbon emissions</li> </ul>
	<p><b>9: and encourage the development and diffusion of environmentally friendly technologies.</b></p>	<ul style="list-style-type: none"> <li>▪ Standard Chartered encourages the use of printers that print front and back to avoid paper waste</li> <li>▪ The Bank has introduced i-banking to cut down on paper consumption.</li> </ul>
	<p><b>10: Businesses should work against all forms of corruption, including extortion and bribery.</b></p>	<ul style="list-style-type: none"> <li>▪ In Standard Chartered, our Group Code of Conduct is one example of our absolute commitment to our values (Courageous, Responsive, International, Creative and Trustworthy) and the highest standard of ethical behaviour.</li> <li>▪ Planned systems audits are conducted on regular schedules by our Country Operational Risk and Assurance team, regulators and external auditors. Fidelity of personnel in very sensitive positions of our operations is guaranteed before employment.</li> <li>▪ Audit findings have prompted systems improvements to close and eliminate gaps that could lead to fraud in our operations.</li> <li>▪ The introduction of Anti-Money Laundering (AML), Know Your Customer (KYC) and Speaking-Up Policies has vastly improved our capacity to deter, frustrate and tackle financial crime.</li> <li>▪ In 2009, we organized Operational Risk Week, an innovative approach to embedding a high risk awareness culture among staff and to strengthen the Bank's Operational Risk Management and Assurance Framework with new Assurance methodology to meet demands of our regulators and Basel II. We believe that one of our greatest contributions to our economic development will be to prevent crimes which can harm our growth and damage our communities by fuelling poverty and inequality.</li> </ul>