

GLOBAL COMPACT ANNUAL COMMUNICATION ON PROGRESS

Company Name	Oversea-Chinese Banking Corporation Limited	Date	
Unit (if applicable) Address	65 Chulia Street #32-01, OCBC Centre Singapore 049513	Membership date	
Country	Singapore	Number of employees	
Contact name Contact Position Contact telephone no.		Sector	Banking and Finance

Brief description of nature of business

OCBC Bank, established in 1912, is the second largest financial services group in Southeast Asia by assets. It is among the world's highest rated banks, with a long term credit rating of Aa1 from Moody's. OCBC Bank and its subsidiaries offer a broad array of specialist financial services, ranging from consumer, corporate, investment, private and transaction banking to treasury, insurance, asset management and stockbroking services.

OCBC Bank's key markets are Singapore, Malaysia, Indonesia and Greater China. It has a network of more than 530 branches and representative offices in 15 countries and territories, including 411 branches and offices in Indonesia operated by its subsidiary, Bank OCBC NISP.

OCBC Bank's insurance subsidiary, Great Eastern Holdings, is the largest insurance group in Singapore and Malaysia by assets, and its asset management subsidiary, Lion Global Investors, is one of the largest private sector asset management companies in Southeast Asia.

For more information, please visit www.ocbc.com

Statement of support

Refer to OCBC's annual report 2009.

Signature

Position

PRINCIPLE 1 BUSINESS SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

Our Commitment or Policy

As Banker to the community, OCBC Bank supports and respects the protection of internationally proclaimed human rights within our internal operations as well as externally in the community.

As one of the key corporate members of the United Nations Global Compact and its affiliate in Singapore, the Singapore Compact for Corporate Social Responsibility, we have a Corporate Social Responsibility (CSR) programme designed to support the community.

Our CSR programme which is centred on helping children and youths realise their full potential and promoting education, continues from the legacy of our founder, Lee Kong Chian, who in the 1950s actively made contributions to schools and libraries and helped many children and youths fulfil their

aspirations through education. OCBC Bank continues to encourage and support academic excellence by awarding book prizes and scholarships to outstanding youths from Singapore, Malaysia, Indonesia and China, to pursue higher education in Singapore, without any conditions attached.

We are committed to contributing to the community, in the geographies where we have a presence.

A brief description of our Processes or Systems

Beyond cash contributions, our employees also offer their time and skills to enrich the lives of the children and youths in the key countries that OCBC Bank operates in.

Actions implemented in the last year / planned for next year

In Singapore, our chosen charity partner is the Singapore Children's Society (SCS), which is dedicated to help protect and nurture children and youth of all races and religions, especially those who are abused, neglected, and/or come from dysfunctional families. Our support started from 2004, when we committed to donate \$2.5 million over a period of five years to SCS. We continued our support with an additional donation of \$2.5 million for the period from 2009 to 2013, bringing our total donation to the Society to \$5 million over 10 years. The funds go towards specific SCS programmes such as supporting the musical talents of the youth, Bully-Free programmes to prevent bullying in schools, and student care centre programmes.

Measurable Results or Outcomes

In Singapore, our staff volunteers have enriched the lives of the children at SCS through various initiatives. These include conducting computer workshops, reading programmes to arranging outings to various places of interest.

PRINCIPLE 2 BUSINESS SHOULD ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES

Our Commitment or Policy

Our Human Resource policies, programmes and practices are aligned with our Core Value of People, which requires us to treat one another fairly and with respect, regardless of our race, language, nationality and colour. We have invested heavily in developing our talent pool, putting in place policies and programmes to help our employees realize their full potential.

A brief description of our Processes or Systems

OCBC introduced a structured three-year development programme that charts the learning roadmaps for individual employees during their first 3 years of service with us. Thereafter, they have opportunities to hone their skills through on the job training, in-house training programmes and by attending courses through the Training Continuing Education Scheme and other Management Development programmes.

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

PRINCIPLE 3 BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING

Our Commitment or Policy

Our rank and file and officers are unionised and OCBC has good relations with these unions

A brief description of our Processes or Systems

In Singapore, we have an open communication channel with the two relevant labour unions, namely, the Singapore Bank Employees' Union and the Singapore Bank Officers' Association. These two unions are linked to the International Labour Organisation, and by implication we abide by the core principle of Human Rights. In Malaysia, the unions which we work with closely are the National Union of Bank Employees, the Association of Bank Officers, the Sarawak Bank Employees' Union and the Sabah Bank Employees' Union.

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

PRINCIPLE 4 BUSINESS SHOULD SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR

Our Commitment or Policy

We support the elimination of all forms of forced and compulsory labour.

A brief description of our Processes or Systems

As a signatory to the United Nations (UN)-led Global Compact, a network of companies, governments, non-governmental and labour organizations, OCBC has agreed to work with the UN to support ten principles in the areas of human rights, labour, the environment and anti-corruption

Actions implemented in the last year / planned for next year

The Bank is committed to providing all employees with an overall average of 5 training days (37.5 training hours) per employee per year.

Measurable Results or Outcomes

PRINCIPLE 5 BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR

Our Commitment or Policy

We do not support child labour. Our employment policies are aligned to Singapore's employment act which stipulates the minimum age for employment, which is 16 years. In countries where we have a market presence, we will abide by the respective country's labour laws.

A brief description of our Processes or Systems

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

PRINCIPLE 6 BUSINESS SHOULD SUPPORT THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

Our Commitment or Policy

We support fair employment and do not support any form of discrimination against employees. We hire employees on the basis of their merit.

A brief description of our Processes or Systems

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

PRINCIPLE 7 BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES

Our Commitment or Policy

The green journey is an unending one. We started ours several years back by adopting environmentally friendly practices such as introducing energy saving measures in our practices, encouraging recycling initiatives and offering our customers the choice of receiving electronic statements of accounts.

We have also installed energy-saving light and air-conditioning systems and automatic sensor taps in toilets, and setting up recycling bins in our office premises.

Through our ongoing efforts, we hope to complement and support the growth and development of green practices in the wider community.

A brief description of our Processes or Systems

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

PRINCIPLE 8 BUSINESS SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY

Our Commitment or Policy

From early 2007, we started work on some areas in our day-to-day operations and culture where we can do our part to preserve the environment. To engage and influence our employees to change their practices and behaviours, we raise their eco-consciousness by sharing tips on how to think green and act on it in our monthly in-house newsletter.

We have ascertained our carbon footprint in 2007 and are working towards reducing it in whatever way we can. The green journey is an unending one. This journey has just started at OCBC and we will continue to look at ways to develop and promote greater environmentally friendly practices and initiatives. We hope that in our own way, we can complement and support the growth and development of good green practices in the wider community in which we operate.

A brief description of our Processes or Systems

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

PRINCIPLE 9 BUSINESS SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

Our Commitment or Policy

Our Credit Card customers can choose to receive electronic statements of their accounts. At our Data Centre, we use virtualisation technology and energy-efficient light bulbs. On the procurement front, we adhere to a policy of purchasing thinner paper and energy-efficient electronic items and recycling used toner cartridges. We regularly conduct meetings with our overseas colleagues or partners using video and web technology to minimise travel. We have also used light-saving and air-conditioning saving systems and automatic sensor taps in toilets.

A brief description of our Processes or Systems

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

PRINCIPLE 10 BUSINESS SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY

Our Commitment or Policy

We have zero tolerance for corrupt practices.

A brief description of our Processes or Systems

OCBC Group's purpose is to help individuals and businesses across communities achieve their aspirations by providing innovative financial services that meet their needs.

We regard all our staff as stakeholders of our organisation and want them to share in our purpose and embrace our core OCBC Values of, Customers, People, Teamwork, Integrity, Prudent Risk Taking and Effectiveness.

The OCBC Code of Conduct (the Code) outlines the principles, policies and regulations that govern the activities of the OCBC Group which our employees must adhere to. All employees are expected to comply not just with the letter but also with the spirit of the Code and work together to maintain high standards of integrity and professionalism in dealings with customers.

Each division or entity may issue separate policies and procedures in addition to the Code. In the case of Host Country Laws, where the rules and regulations of the host country and the Code conflict, the overseas branch, agency, representative office or subsidiary should comply with the rules and regulations of the host country.

The Code of Conduct is benchmarked against the ABS Code of Conduct for Banks and Bank Staff.

Actions implemented in the last year / planned for next year

Measurable Results or Outcomes

How do you intend to make this COP available to your stakeholders?

The COP will be available online on the corporate website: www.ocbc.com