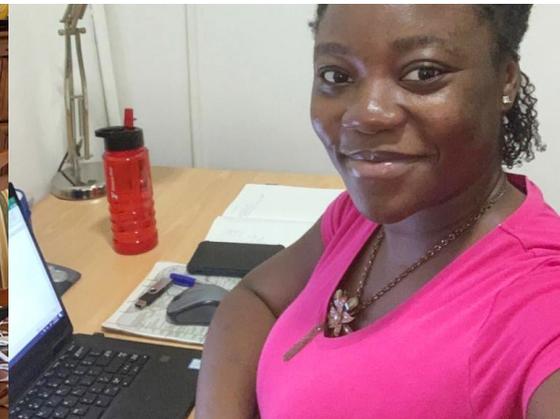




Sustainability Summary 2020

Supporting our clients,
colleagues and communities
Here for good



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 provide a wide range of banking and financial products and services to personal and business clients, serving four client segments:

- Corporate & Institutional Banking
- Commercial Banking
- Private Banking
- Retail Banking

We achieve this with 83,562 colleagues and 11,632 non-employed workers, spread across our markets. A significant majority of those working for us are skilled professional workers.



Creating sustainable prosperity



The future is exciting; we have bold ambitions and I am confident that we have the people, the capabilities and the connectivity across our network to deliver and drive more sustainable and inclusive economies.

Our ambition is to embed sustainability and responsibility into everything we do as a bank and to be the leading private sector catalyser of finance for the SDGs where it matters most, across Asia, Africa and the Middle East. This vision is reflected in the decision in 2020 to elevate sustainability to one of the four core pillars of our Group Strategy. Our unique footprint, including many of the world's fastest growing and most dynamic markets, together with the skills, experience and diversity of our people, gives us a unique opportunity to offer financial services that drive commerce and prosperity. We contribute to raising standards across the world and support the fight against climate change while playing our part in reducing poverty and global inequality.

The events of 2020 have made our ambition more important than ever. The economic and social disruption brought by the COVID-19 pandemic has been devastating to millions of people; particularly those located within our footprint. We have long focused on sustainable development that generates wealth, protects our natural environment and enhances the health, wellbeing and dignity of people. That ambition is now more critical than ever.

In response to COVID-19, in 2020, we increased our focus on protecting our colleagues and clients and supporting the communities where we operate. As the pandemic deepened and our communities faced a public health emergency and potential economic downfall, we responded by setting up a \$50 million Global Charitable Fund to support communities impacted by COVID-19.

Within this fund, we provided \$27.8 million to community organisations across our markets for emergency relief, with the remainder focused on supporting the economic recovery of young people through Futuremakers by Standard Chartered. I am humbled by the dedication of our colleagues who through several fundraising events, including a global, virtual running challenge and payroll giving, raised \$3.6 million to support Futuremakers.

In 2020, we made significant progress in developing and delivering our Climate Risk capability with an increased focus on supporting our clients as they make the transition to a low-carbon economy.

We have continued to deliver sustainable finance solutions where they are needed the most. This included mobilising \$2.4 billion towards sustainable infrastructure and \$18.4 billion for clean technology. Since 2018, we have pledged to align the emissions from our financing of clients to the Paris Agreement goals, and in 2021 will set out our detailed plan to meet the higher ambition of net zero by 2050.

Our first annual Sustainable Finance Impact Report, released in 2020, reveals the impact of our Sustainability Bond issued in 2019 and discloses the \$3.9 billion of Sustainable Assets aligned to the SDGs in our Sustainable Finance portfolio. To further our approach, we worked with external specialists Sustainalytics to update our Green and Sustainable Product Framework, which sets out how we define green and sustainable economic activity.

We made good progress towards our commitment to be net zero in our own operations by 2030. We continued progress towards building a more energy and water efficient portfolio. In Nigeria, for example, we agreed a remote gas turbine power purchase contract to replace the use of on-site diesel generators, saving 3,500 tonnes of carbon annually. Meanwhile, to educate and reward our colleagues for their part in maintaining our vision, we created a dedicated sustainability category in the Bank's Recognition Awards in 2020.

Through a turbulent year, we have shown that our business and the work we do within our operations and communities can change quickly for the better. I am pleased to provide more details on our progress in this report. Our work during the pandemic has given me great hope for the future. We have seen change and challenges that we could never have imagined and shown great resilience and the ability to adapt. The future is exciting; we have bold ambitions and I am confident that we have the people, the capabilities and the connectivity across our network to deliver and drive more sustainable and inclusive economies.

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

Sustainability Summary 2020



2020 Sustainability highlights

Measuring our progress

We embed sustainable and responsible practices across our business, operations and communities by measuring progress against the targets set out in our Sustainability Aspirations. In 2020, we released updated Sustainability Aspirations with new annual and multi-year performance targets. At the end of 2020, 78.4 per cent of our Aspirations are on track or achieved. This is a decrease from 93.1 per cent in 2019 as COVID-19 has impacted the delivery of several Aspirations. We remain focused on scaling-up delivery in subsequent years to achieve our targets.

Sustainability Aspirations on track or achieved

78.4%

Delivering the Sustainability Aspirations %



Credit approved to help clients fight COVID-19

\$579m

Mobilised funding for clean technology

\$18.4bn

Reduction in our carbon footprint

37%

Women in senior roles

29.5%

Donated towards COVID-19 emergency relief

\$27.8m

Supported young people through Futuremakers

168,000

Over the course of the last year, we have changed the ways we live and work in response to the health and climate crises. It has become ever more clear that we must step up the pace of change towards a sustainable future. At Standard Chartered, we remain committed to embed our Sustainability Aspirations across every aspect of our business, operations and communities.

Bill Winters
Group Chief Executive



Our approach to sustainability



Our approach

Our purpose is to drive commerce and prosperity through our unique diversity, embedding sustainability and responsibility across our business, operations and communities. By focusing on three pillars – Sustainable Finance, Responsible Company and Inclusive Communities – we believe we can deliver sustainable prosperity in line with our valued behaviours and our promise to be Here for good.

This approach is framed around a Sustainability Philosophy that informs our decision-making, Position Statements that set out our environmental and social client standards, a Supplier Charter that shares the principles of the behaviours we expect from our suppliers and a list of Prohibited Activities that sets out the activities that the Bank will not finance.

Our approach is underpinned by our Sustainability Aspirations, which provide tangible targets for sustainable business outcomes aligned to the United Nations Sustainable Development Goals (SDGs). During 2020, we refreshed our Aspirations to reflect that some had concluded, and introduced new goals to support our evolving strategy, such as developing a suite of Retail Banking sustainable finance products. To ensure accurate and trustworthy data, we have engaged Deloitte to provide assurance over performance data related to selected Sustainability Aspirations. The findings of this assurance exercise will contribute towards our continued work to strengthen how we track and report progress on our Aspirations, including as part of our commitment to the UN Principles for Responsible Banking.

We participate in a number of industry platforms and working groups, supporting

our progress and that of the industry as we demonstrate our contribution to achieving the UN SDGs.

Climate change has widespread and proven impacts on the physical environment, human health and potential adverse impact on economic growth. This, coupled with the global impact of COVID-19 and the methods in place for recovery, has shown that now, more than ever, we need to act to reduce our impact on the environment and meet the goals of the Paris Agreement on Climate Change. Further information on climate can be found in our Taskforce on Climate-related Financial Disclosures (TCFD) report.

Governance

Good governance is vital to understand, respond to and manage our stakeholders' priorities. The Board is responsible for ensuring that high standards of responsible business are maintained and receives information to identify and assess significant risks and opportunities related to environmental and social matters, including climate change. The Brand, Values and Conduct Committee (BVCC) of the Board has responsibility for reviewing the Group's sustainability priorities. We have established a cross-Group Sustainability Forum, led by a member of the Group Management Team (the Group Head, CABM and CFCC) to develop and monitor delivery of the Group's broader sustainability strategy and to champion sustainability across the Group.

The BVCC retains Board-level oversight responsibility for Reputational Risk. Oversight from an operational perspective falls under the remit of the Group Risk Committee (GRC) and the Board Risk Committee (BRC). The Group Responsibility and Reputational Risk Committee

(GRRRC), appointed by the GRC, ensures the effective management of Reputational and Sustainability Risk across the Group. In 2020, the GRRRC's remit was extended to include sustainability related risks.

The Sustainable Finance Governance Committee, appointed by the GRRRC provides leadership, governance and oversight for delivering the Group's sustainable finance offering including our Green and Sustainable Bond Framework. During 2020, we refreshed the framework with independent review from Sustainalytics and showed how activities in the framework were aligned to the EU Sustainable Finance Taxonomy.

We have recognised Climate Risk as an emerging risk since 2017. It was elevated to a material cross cutting risk in 2019. The BRC has oversight of Climate Risk. At the executive level, the GRC oversees implementation of the Climate Risk workplan. The Group Chief Risk Officer (GCRO) has the ultimate second line and senior management responsibility for Climate Risk. The GCRO has also appointed a Climate Risk Management Forum to oversee the development and implementation of the Climate Risk framework.

Engaging stakeholders

In 2020, as the world faced unprecedented change, we continued to build upon our strong relationships with government, regulators, investors and civil society on a variety of topics that impact our business, including climate change, human rights, sustainable finance and biodiversity. Key themes of discussion were first identified through a limited-scope materiality review in 2017 and continue to represent the main topics raised by stakeholders.

Sustainability Summary 2020



Our approach to sustainability continued

In 2020, we continued to see supervisory activity on sustainability in the financial sector, led by efforts on Climate Risk. This included continued preparations for the UK's Prudential Regulation Authority's climate stress tests (as part of the 2021 Biennial Exploratory Scenario analysis) and the Financial Conduct Authority's announcement of future, mandatory Taskforce on Climate-related Financial Disclosures (TCFD) reporting. Human rights outcomes are a growing area of supervisory interest. We continue our efforts to integrate the OECD Guidelines and Due Diligence Guidance into our processes and systems, and provide dedicated reporting on our response to modern slavery and human trafficking.

Recognising the growing role of sustainable finance taxonomies, we sponsored and participated in a European Banking Federation/United Nations Environment Programme Finance Initiative (UNEP-FI) pilot project on applying the EU Sustainable Finance Taxonomy to banking, with the report published in January 2021. In addition, we responded to a range of consultations including on the European Commission's Renewed Sustainable Finance Strategy where we provided both our [own response](#) and supported development of a response through the UN Global Investors on Sustainable Development (GISD) platform.

We also supported consultations and engaged on policy proposals in some of our key markets in Asia and the Middle East, such as Hong Kong, Singapore and Dubai. Where we respond to formal regulatory consultations, we publish these on sc.com/politicalengagement to support transparency and engagement.

The COVID-19 pandemic highlighted the importance of biodiversity and our global ecosystem. In 2020, we added biodiversity to our material themes for engagement. To help support assessment and integration of biodiversity into financial decision-making, we are part of a group of banks working with the University of Cambridge assessing the financial risks of biodiversity loss and land degradation.

This requires robust data, so we are participating in the working group to launch a Taskforce on Nature-related Financial Disclosures (TNFD). Our work on this theme was the focus of a stakeholder workshop we hosted on nature and its value to international supply chains at the Business Fights Poverty Global Summit 2020.

We set out how we engage through policies and statements on sc.com and report progress in the Group's Annual Report and Accounts. In 2021, we will continue to actively engage our stakeholders and will conduct a refreshed perception survey. The table below sets out where stakeholders can find responses to the top six themes identified.

Understanding our sustainability themes

Environmental and social issues	Responses	Further information
 Climate change	<ul style="list-style-type: none"> Sustainable Finance Framework Position Statements Climate Change Disclosure Climate Change 2021 Aspirations Material Cross-Cutting Risk in Risk & Capital Review 	<ul style="list-style-type: none"> + Download our Framework + Visit sc.com/positionstatements + Visit sc.com/tcfd + Read more on page 26 + See 2020 Annual Report & Accounts, page 179
 Biodiversity	<ul style="list-style-type: none"> Position Statements 	<ul style="list-style-type: none"> + Visit sc.com/positionstatements
 Conduct, values and ethics	<ul style="list-style-type: none"> Group Code of Conduct Conduct Aspiration Our Stakeholders and Responsibilities 	<ul style="list-style-type: none"> + Visit sc.com/codeofconduct + Read more on page 23 + See 2020 Annual Report & Accounts, page 54
 Environmental and social risk management	<ul style="list-style-type: none"> Environmental and Social Risk Assessment Our Standards and Policies Prohibited Activities List 	<ul style="list-style-type: none"> + Visit sc.com/esrisk + Visit sc.com/sustainability + Visit sc.com/prohibitedactivities
 Human rights	<ul style="list-style-type: none"> 2020 Modern Slavery Statement Position Statements Our Stakeholders and Responsibilities 	<ul style="list-style-type: none"> + Visit sc.com/modernslavery + Visit sc.com/positionstatements + See 2020 Annual Report & Accounts, page 54
 Economic inclusion	<ul style="list-style-type: none"> Futuremakers Forum 	<ul style="list-style-type: none"> + Visit sc.com/futuremakersforum

Climate change

Tackling the climate crisis

We know that solutions to big problems require bold ambitions. We are committed to net zero in both our operations and financing, and are building solutions that will support our action and that of others in achieving this goal.

[Read more](#)



Supporting economic inclusion

▶ Unleashing economic potential ◀

The global COVID-19 pandemic has highlighted the continued challenge of inequality in many of our markets. We support greater social and economic inclusion by improving access to finance and by empowering underserved groups through our community programmes.

[Read more](#)



Managing our products responsibly

We're with you every step of the way

We aim to treat clients fairly by designing and offering products based on their needs.

[Read more](#)

Pillar I Business: Sustainable Finance



We use our core business to promote sustainable development in our markets, while managing the environmental and social risks associated with our financing activities.

[Our 2021 Sustainability Aspirations >](#)

Overview

Our unique footprint across emerging markets enables us to focus sustainable finance where it matters most, delivering finance that drives positive social and economic impact and managing environmental and social risks associated with our financing activities. We have seen significant growth in demand for Sustainable Finance products, particularly in our CCIB client segment.

In 2020, we continued to build momentum through our dedicated Sustainable Finance team and advanced our Aspirations, mobilising \$2.4 billion towards sustainable infrastructure and \$18.4 billion towards clean technology. We provided \$509.5 million to microfinance institutions reaching over 1.3 million people in emerging markets including Nepal, Tanzania and Bangladesh. We published our first annual Sustainable Finance Impact Report, which quantifies the impact of our Sustainability Bond issued in 2019 and discloses our \$3.9 billion of Sustainable Assets that are aligned to the SDGs.

In response to the COVID-19 pandemic, we announced a \$1 billion not-for-profit facility to help clients produce goods and services in the fight against COVID-19 and by year end had credit approved \$579 million. The COVID-19 pandemic impacted the pace of delivering three new Aspirations set in 2020 focused on infrastructure, microfinance and retail. These Aspirations underpin sustainable development and we remain committed to progressing these targets and the COVID-19 facility in 2021.

We closely manage lending to high impact sectors by training our employees and reviewing transactions that present potential specific risks against our Position Statements. In 2020, we trained 1,604 employees in environmental and social risk management and reviewed 1,090 transactions. After our coal-dependent client review during 2020, four clients across our portfolio were identified as 100 per cent dependent on thermal coal. We have ceased new business with all four clients and are exiting these relationships subject to any outstanding contractual arrangements.

We work with clients, regulators and peers across the finance sector to continuously improve environmental and social standards. In 2020, we reviewed all of our Position Statements and refreshed documents will be released in 2021. We also achieved a number of milestones under our Chairmanship of the Equator Principles (EP) Association. These include launching the EP Association Strategy, publishing guidance on implementing EP during the pandemic and publishing guidance on implementing EP4, including specific notes on climate change, human rights and indigenous people.

In 2021, we will continue to deliver our Aspirations and grow our Sustainable Finance business to support our clients with the low-carbon transition and provide financing that supports sustainable development across our markets through innovative financial products and partnerships.



In response to the COVID-19 pandemic, we announced a \$1 billion not-for-profit facility to help clients produce goods and services in the fight against COVID-19 and by year end had credit approved \$579 million

Building shared capacity

▶ **Imperial
College climate
partnership** ◀

[Read more >](#)

Sustainability Summary 2020



Pillar 1, Business: Sustainable Finance continued

Aspirations – Sustainable Finance

Aspirations	Target	Target date	Progress
Digital³  Everyone should have access to digital banking products enabling safe, efficient and inclusive banking	<ul style="list-style-type: none"> Roll out digital-only bank in a total of 12 markets Double the number of clients we bank in Africa and the Middle East to 3.2 million 	<ul style="list-style-type: none"> Jan 2020 – Dec 2021 Jan 2020 – Dec 2021 	2020: 9 markets  2020: 500,000 new clients 
Impact finance  Innovative financial products and partnerships can help us solve global development challenges and improve the lives of millions in our markets	<ul style="list-style-type: none"> Introduce ESG scores for equity investments for Private Banking clients allowing them to tailor their investment choices in a sustainable manner Develop a tailored Impact Profile for all Private Bank clients providing a framework that enables them to understand their passions and harness capital market solutions to support the SDGs Increase the proportion of Private Bank investment solutions (across funds, bonds, structured products and discretionary mandates) with a sustainability lens from below 10% to 50% 	<ul style="list-style-type: none"> Jan 2020 – Dec 2020 Jan 2020 – Dec 2024 Jan 2020 – Dec 2024 	2020: Equities: 96% coverage  2020: 6% Private Bank investment solutions with a sustainability lens 

Concluded in the year

 Achieved  Not achieved

Ongoing Aspirations

 On track  Not on track

3. These were originally merged into one Aspiration. We have split them to allow for accurate reporting.



Pillar 2 Operations: Responsible Company



We strive to manage our business sustainably and responsibly, drawing on our purpose, brand promise, valued behaviours and Code of Conduct to enable us to make the right decisions.

[Our 2021 Sustainability Aspirations](#) >

Overview

Good governance is a priority for us and our stakeholders. Along with our purpose, brand promise and valued behaviours, our Code of Conduct sets out our conduct expectations and supports good decision-making. In 2020, we refreshed the mandatory Code e-learning with updated content and targeted key messages.

Speaking Up is our confidential and anonymous whistleblowing channel. In 2020, 1,209 concerns were raised through Speaking Up. Of these, 474 were in scope of the programme and were investigated or resolved. Developing an internal Threats and Themes report is one of our ongoing Aspirations and one of the ways we use the findings of whistleblowing investigations to improve management of Conduct Risk. The report is based on the findings of substantiated whistleblowing investigations (excluding phishing) and provides senior managers with examples of where things have gone wrong, and can be used for proactive risk management in formal conduct plans, business process improvement and enhanced training content. It will be circulated internally in 2021.



In the fight against financial crime, we believe education is the best way to protect our business, clients and wider communities from its damaging effects. In 2020, 99.9 per cent of employees completed anti-bribery and corruption, anti-money laundering and sanctions training. We surpassed our Aspiration for financial crime compliance delivering 18 training sessions to more than 2,900 people from more than 500 client banks in 70 countries through our Correspondent Banking Academies.

We continued to progress towards an inclusive culture. In 2020, we secured a place in the top 100 organisations in the Bloomberg Gender Equality Index and ranked as a Diversity Leader in the Financial Times report on Diversity and Inclusion in Europe. We are the first financial institution in Singapore to be granted Economic Dividends for Gender Equality certification. We achieved our ambition to complete disability confidence assessments for 44 of our larger markets and made material progress in advancing senior female diversity, improving from 25.3 per cent at the start of the period in 2016 to 29.5 per cent at the end of 2020. We remain focused on meeting our Aspiration of 35 per cent of women in senior roles by 2025.

We advanced our commitments to reduce the environmental impact of our operations, including our targets to achieve net zero emissions from our operations and only use renewable energy sources by 2030. In 2020, we achieved a 19 per cent energy reduction of Scope 1 and 2 emissions across our portfolio. Paper use decreased by 34 per cent and waste by 35 per cent per full time employee.

We remain slightly off target on paper use and our recycling rate has dropped from 35 to 23 per cent from 2019 to 2020. This is due to the increased use of personal protective equipment. We will continue to deliver waste recycling campaigns to promote behavioural change and progress our targets. In 2020, RE100 was closed to new financial sector participants while they reviewed their entry criteria. We are committed to joining in 2021.

In 2021, we will take forward our Aspirations for people, environment, conduct and financial crime compliance with a focus on promoting an inclusive culture, advancing our net zero commitment and leading the way in fighting financial crime.

Building shared capacity

▶ **Innovating diesel reduction in Pakistan** ◀

[Read more](#) >

Sustainability Summary 2020



Pillar 2, Operations: Responsible Company continued

Aspirations – Responsible Company

Aspirations	Target	Target date	Progress
People  Our people are our greatest asset, and our diversity drives our business success	<ul style="list-style-type: none"> Conduct a feasibility analysis to incorporate a Living Wage into agreements for all non-employed workers Complete disability confidence assessments for 44 of our larger markets Embed an integrated health and wellbeing strategy to support building and re-skilling a future-ready, diverse workforce Support all employees to develop a personalised growth plan to reflect the future skills needed to respond to the changing and digitised nature of work Increase gender representation: 35% women in senior roles with an interim target of Dec 2020: 30% (Not achieved) Increase our 'Culture of Inclusion' score to 84.5% with an interim target: Dec 2021: 80% 	<ul style="list-style-type: none"> Jan 2019 – Dec 2020 Jan 2020 – Dec 2020 Jan 2020 – Dec 2021 Jan 2020 – Dec 2021 Sept 2016 – Dec 2025¹ Jan 2020 – Dec 2024 	<ul style="list-style-type: none">      2020: 29.5% women in senior roles  2020: 81.7%  2020: 117,859 tCO₂e  2020: 7.4% sourced  2020: 63.9% reduction Due to reduced travel    2020: 11.20kg/FTE/year  2020: 64kg/FTE/year  2020: 23% recycled Down from 35% in 2019 
Environment  Reducing our own impact on the environment will protect our planet for the benefit of our communities	<ul style="list-style-type: none"> Reduce annual greenhouse gas emissions (Scope 1 and 2) to net zero by 2030 with an interim target: Dec 2025: 60,000 tCO₂e Source all energy from renewable sources Reduce our Scope 3 value chain emissions from business travel by 7% Introduce an emissions offset programme for Scope 3 travel emissions Join the Climate Group 'RE100' Reduce annual office paper use by 57% to 10kg/FTE/year Reduce waste by 50% per colleague to 40kg/FTE/year Recycle 90% of waste 	<ul style="list-style-type: none"> Jan 2019 – Dec 2030 Jan 2020 – Dec 2030 Jan 2020 – Dec 2020 Jan 2020 – Dec 2020 Jan 2020 – Dec 2020 Jan 2012 – Dec 2020 Jan 2020 – Dec 2025 Jan 2020 – Dec 2025 	<ul style="list-style-type: none">  2020: 7.4% sourced  2020: 63.9% reduction Due to reduced travel    2020: 11.20kg/FTE/year  2020: 64kg/FTE/year  2020: 23% recycled Down from 35% in 2019 

Concluded in the year

 Achieved  Not achieved

Ongoing Aspirations

 On track  Not on track

1. Target date changed from Dec 2024 to Dec 2025.

Sustainability Summary 2020



Pillar 2, Operations: Responsible Company continued

Aspirations – Responsible Company continued

Aspirations	Target	Target date	Progress
Conduct   <p>Good conduct and high ethical standards are essential in achieving fair outcomes for our clients</p>	<ul style="list-style-type: none"> Learn from risks identified through concerns raised via our Speaking Up programme and conduct plans and publish an annual Threats and Themes Report Develop enhanced internal policies and guidelines on privacy, data ethics and algorithmic fairness, and embed a new governance framework for all data-related risks 	<ul style="list-style-type: none"> Ongoing Jan 2020 – Dec 2021 	  
Financial Crime Compliance   <p>Financial crime has serious social and economic consequences, harming individuals and communities</p>	<ul style="list-style-type: none"> Tackle financial crimes such as the laundering of the proceeds of the illegal wildlife trade by contributing to the development of red flags for financial flows, training frontline staff to identify potential suspicious transactions and participating in public-private partnerships to share intelligence and good practices Deliver at least 18 correspondent banking academies 	<ul style="list-style-type: none"> Ongoing Jan 2020 – Dec 2020 	  2020: 18 Corresponding Banking Academies delivered

Concluded in the year

 Achieved  Not achieved

Ongoing Aspirations

 On track  Not on track



Pillar 3 Inclusive Communities



We aim to create more inclusive economies by sharing our skills and expertise, and developing community programmes that transform lives.

[Our 2021 Sustainability Aspirations](#) >

Overview

In 2020, we increased support for communities in response to the COVID-19 pandemic. We invested \$95.7 million, including the COVID-19 Global Charitable Fund, in communities and 26 per cent of employees took part in volunteering. Despite COVID-19 restrictions limiting volunteering, employees still contributed more than 36,000 volunteering days to communities, many taking advantage of new opportunities for virtual volunteering.

Vulnerable and disadvantaged young people have been hit hard by the economic impact of the pandemic. Through Group donations and fundraising from our employees and clients, we surpassed our \$50 million target and provided funding of \$52.8 million through the COVID-19 Global Charitable Fund. This includes donations of \$27.8 million to partners supporting emergency relief across 59 markets. The remaining \$25 million will support youth-focused economic recovery projects as part of Futuremakers by Standard Chartered. This increases our total commitment to Futuremakers from \$50 million to \$75 million between 2019 and 2023. Fundraising from employees and partners in 2020 raised \$3.6 million to support Futuremakers, including support for COVID-19 economic recovery.

We reached more than 168,000 young people through Futuremakers programmes in 2020, and more than 366,000 young people between 2019 and 2020 across 35 markets. The Standard Chartered Foundation is our lead partner in delivering Futuremakers. The roll-out of programmes continued in 2020 despite the challenging environment.

While some were delayed or paused, many programmes overcame COVID-19 restrictions by moving to alternative methods of delivery.

Goal, our girls' empowerment programme, replaced its sports-based sessions with a new digital curriculum delivered through phone messaging, radio or online. In 2020, Goal reached more than 56,000 girls and young women, and more than 646,000 girls between 2006 and 2020. Youth to Work reached more than 19,000 young people through employability projects and we reached almost 6,500 young people and small businesses through entrepreneurship activities including our Women in Technology Incubators.

During 2020, we developed new tools to measure Futuremakers' impact, including a theory of change and results framework to track progress. Our inaugural Futuremakers Forum, involving business leaders, policy experts, clients and Futuremakers participants, came up with recommendations for greater youth economic inclusion. These included improving connections between young people and employers; resolving the challenges of financing for young entrepreneurs; and sharing best practice for greater diversity in supply chains.

We marked the final year of our partnership with The International Agency for the Prevention of Blindness. Between 2003 and 2020, we raised \$104.2 million through fundraising and Group matching and reached more than 250 million people through Seeing is Believing, our global initiative to tackle avoidable blindness. We continued our support for the eye health sector through the development of the Vision Catalyst Fund and by supporting people with visual impairments through Futuremakers.

In 2021, we will continue to advance our Aspirations with a focus on reaching more girls through Goal, which is slightly off track due to COVID-19, allocating COVID-19 economic recovery funding through the Standard Chartered Foundation, sharing skills through employee volunteering and building partnerships through the Futuremakers Forum, focused on the future of work.

We reached more than 168,000 young people through Futuremakers programmes

Building shared capacity

▶ **Measuring our impact in Ghana** ◀

[Read more](#) >

Sustainability Summary 2020



Pillar 3, Inclusive Communities continued

Aspirations – Inclusive Communities

Aspirations	Target	Target date	Progress	
Community Engagement 	Everyone deserves economic opportunities that enable them to learn, earn and grow	<ul style="list-style-type: none"> Invest 0.75% of prior year operating profit (PYOP) in our communities 	<ul style="list-style-type: none"> Jan 2006 – Dec 2020 	2020: \$95.7 million community expenditure, which represents 2.6% of PYOP
		<ul style="list-style-type: none"> Raise \$75 million for Futuremakers by Standard Chartered 	<ul style="list-style-type: none"> Jan 2019 – Dec 2023 	2020: \$40.6 million contributed through fundraising and donations by the Group 2019 – 2020: \$50 million contributed through fundraising and donations by the Group
		<ul style="list-style-type: none"> Education: Reach one million girls and young women through Goal 	<ul style="list-style-type: none"> Jan 2006 – Dec 2023 	2020: 56,049 girls participated in Goal 2006 – 2020: 646,438 girls participated in Goal¹
		<ul style="list-style-type: none"> Employability: Reach 100,000 young people 	<ul style="list-style-type: none"> Jan 2019 – Dec 2023 	2020: 19,335 young people reached 2019 – 2020: 21,169 young people reached
		<ul style="list-style-type: none"> Entrepreneurship: Reach 50,000 young people, micro and small businesses 	<ul style="list-style-type: none"> Jan 2019 – Dec 2023 	2020: 6,419 young people, micro and small businesses reached 2019-2020: 15,668 young people, micro and small businesses reached
		<ul style="list-style-type: none"> Support the development of the Vision Catalyst Fund 	<ul style="list-style-type: none"> Jan 2019 – Dec 2020 	
		<ul style="list-style-type: none"> Increase participation for employee volunteering to 55% 	<ul style="list-style-type: none"> Jan 2020 – Dec 2023 	2020: 26% employees volunteered

Concluded in the year

Achieved Not achieved

Ongoing Aspirations

On track Not on track

1. The increase in the cumulative reach number from 2019 is due to stating the actual instead of rounded numbers.

2021 Sustainability Aspirations

As part of our commitment to delivering sustainable and responsible banking, our Sustainability Aspirations continue to provide a robust set of performance targets to support sustainable outcomes aligned to the UN SDGs.

Pillar 1: Sustainable Finance

Theme	Aspiration	Target Date
Infrastructure 	Everyone should have access to safe, reliable and affordable power and infrastructure which transforms lives and strengthens economies	Facilitate project financing services for \$40 billion of infrastructure projects that promote sustainable development that align to our verified Green and Sustainable Product Framework
Climate change 	Climate change is one of today's greatest challenges and addressing it is essential to promote sustainable economic growth	Facilitate \$35 billion worth of project financing services, M&A advisory, debt structuring, transaction banking and lending services for renewable energy that align to our verified Green and Sustainable Product Framework
	Only provide financial services to clients who are:	Jan 2020 – Jan 2030
	<ul style="list-style-type: none"> By Jan 2021, less than 100% dependent on earnings from thermal coal (based on % EBITDA at group level) By Jan 2025, less than 60% dependent on earnings from thermal coal (based on % EBITDA at group level) By Jan 2027, less than 40% dependent on earnings from thermal coal (based on % EBITDA at group level) By Jan 2030, less than 5% dependent on earnings from thermal coal (based on % EBITDA at group level) 	
	Commit to measuring, managing and reducing emissions associated with our financing of clients to support our objective to achieve net zero by 2050. We will develop and consult with shareholders, investors, clients and civil society on a definition, methodology, targets and timeline	Jan 2021 – Dec 2021
Entrepreneurs 	Entrepreneurs are the heart of local economies, creating jobs and empowering people	Provide \$15 billion of financing to small business clients (Business Banking)
	Provide \$3 billion of financing to microfinance institutions	Jan 2020 – Dec 2024
Retail Banking 	Enabling individuals to contribute to sustainable development through core banking products	Launch a suite of five core sustainability-focused retail banking products in selected markets across our footprint
Commerce 	Trade creates jobs and contributes to economies by enabling people to connect across borders	Bank 10,000 of our clients' international and domestic networks of suppliers and buyers through banking the ecosystem programmes
Digital 	Everyone should have access to digital banking products enabling safe, efficient and inclusive banking	Roll out digital-only bank in a total of 12 markets
	Double the number of clients we bank in Africa and the Middle East to 3.2 million	Jan 2020 – Dec 2021
Impact Finance¹ 	Innovative financial products and partnerships can help us solve global development challenges and improve the lives of millions in our markets	Develop a tailored Impact Profile for all Private Bank clients providing a framework that enables them to understand their passions and harness capital market solutions to support UN Sustainable Development Goals
	Triple the percentage of sustainable investing Assets Under Management	Jan 2020 – Dec 2024
	Roll out Environmental, Social and Governance (ESG) scores for single holding investments and funds where applicable ESG scores are available from third party data providers	Jan 2021 – Dec 2021

Pillar 2: Responsible Company

Theme	Aspiration	Target Date
People 	Our people are our greatest asset, and our diversity drives our business success	Embed an integrated health and wellbeing strategy to support building and re-skilling a future-ready, diverse workforce
	Support all employees to develop a personalised growth plan to reflect the future skills needed to respond to the changing and digitised nature of work	Jan 2020 – Dec 2021
	Increase gender representation: 35% women in senior roles	Sept 2016 – Dec 2025
	Increase our 'Culture of Inclusion' score to 84.5% with an interim target:	Jan 2020 – Dec 2024
	<ul style="list-style-type: none"> Dec 2021: 80% 	
Environment 	Reducing our own impact on the environment will protect our planet for the benefit of our communities	Reduce annual greenhouse gas emissions (Scope 1 and 2) to net zero by 2030 with interim targets:
	<ul style="list-style-type: none"> Dec 2021: 106,000 tCO₂e Dec 2025: 60,000 tCO₂e 	Jan 2019 – Dec 2030
	Source all energy from renewable sources	Jan 2020 – Dec 2030
	Join the Climate Group 'RE100'	Jan 2021 – Dec 2021
	Achieve and maintain flight emissions 28% lower than our 2019 baseline of 94,000 tonnes	Jan 2021 – Dec 2023
	Reduce waste per colleague to 40kg/FTE/year	Jan 2020 – Dec 2025
	Recycle 90% of waste	Jan 2020 – Dec 2025
	Develop a methodology to measure Scope 3 emissions from our supply chain	Jan 2021 – Dec 2021
	Offset all residual emissions from our operations (Scope 1 and 2, Scope 3 flights, waste and data centres)	Jan 2021 – Dec 2021
Conduct 	Good conduct and high ethical standards are essential in achieving fair outcomes for our clients	Learn from risks identified through concerns raised via our Speaking Up programme and conduct plans and publish an annual Threats and Themes Report
	Develop enhanced internal policies and guidelines on privacy, data ethics and algorithmic fairness, and embed a new governance framework for all data-related risks	Jan 2020 – Dec 2021
Financial Crime Compliance 	Financial crime has serious social and economic consequences, harming individuals and communities	Tackle financial crimes by contributing to developing typologies and red flags for financial flows, training frontline staff to identify potential suspicious transactions, and participating in public-private partnerships to share intelligence and good practices
	Deliver at least 50 correspondent banking academies	Jan 2021 – Dec 2023

Pillar 3: Inclusive Communities

Theme	Aspiration	Target Date
Community Engagement 	Everyone deserves economic opportunities that enable them to learn, earn and grow	Invest 0.75% of prior year operating profit (PYOP) in our communities
	Raise \$75m for Futuremakers by Standard Chartered	Jan 2019 – Dec 2023
	Education: Reach one million girls and young women through Goal	Jan 2006 – Dec 2023
	Employability: Reach 100,000 young people	Jan 2019 – Dec 2023
	Entrepreneurship: Reach 50,000 young people, micro and small businesses	Jan 2019 – Dec 2023
	Increase participation for employee volunteering to 55%	Jan 2020 – Dec 2023

1. This Aspiration has been updated for 2021 to reflect a measurement basis of Assets Under Management instead of portion of solutions.



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Sustainable Finance

Microfinance

Loans extended (\$ million)

	2020	2019	2018
Loans extended (\$ million)	509.5	710	690

Employees trained in environmental and social risk management

Employees trained¹

	2020	2019	2018
Employees trained ¹	1,604	1,149	1,308

1. Employees targeted for training are those in client-facing roles and relevant support teams.

Environmental and social risk management

Number of transactions reviewed

	2020	2019	2018
Number of transactions reviewed	1,090	1,127	827

Transactions by Sector

	2020 (%)	2019 (%)	2018 (%)
Agribusiness	5.3	9	7.4
Chemicals & Manufacturing	23.1	20	20.4
Dams & Hydropower	0.7	1.4	1.6
Forestry	2.0	1.1	0.4
Fossil Fuel Power	9.3	8.3	12.7
Infrastructure & Transport	20.3	17.2	11.6
Mining & Metals	8.7	8.7	8.8
Other	12.8	17.6	19.6
Nuclear Energy	0.1	0.4	0.5
Oil & Gas	10.9	9.9	8.7
Palm Oil	2.0	1.8	1.6
Renewables	4.4	4.2	2.5
Ship Recycling	0.1	0.1	0.1
Tobacco	0.2	0.3	0.1



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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
5. To align with the Equator Principles reporting requirements, the data in this document has been restated since our 2019 Annual Report. The information restated includes the change of 1 financial product, 1 country and 1 industry.

Equator Principles

	Project finance mandates			Project-related corporate loans			Project advisory mandates
	Cat A ¹	Cat B ²	Cat C ³	Cat A	Cat B	Cat C	
Total 2017	1	9 ⁵	1	1	2	-	1
Total 2018	4	7	-	-	-	-	3
Total 2019	6	7	-	1	1	2	-
Total 2020	4	8	-	2	1	-	-

2020

Sector

Mining	-	-	-	-	-	-
Infrastructure	-	-	-	-	1	-
Oil & Gas	1	2	-	1	-	-
Renewables	2	5	-	-	-	-
Telecoms	-	-	-	-	-	-
Power	1	1	-	-	-	-
Other	-	-	-	1	-	-

Region

GCNA	1	-	-	1	-	-
ASA	-	3	-	-	-	-
Americas	2	4	-	1	-	-
EA	1	1	-	-	1	-

Designation⁴

Designated	1	1	-	-	1	-
Non-Designated	3	7	-	2	-	-

Independent Review

Yes	4	8	-	2	1	-
No	-	-	-	-	-	-



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People

Global	2020	2019	% change ¹
Full-time equivalent (FTE)	83,601	84,332	(0.9)
Headcount (year end)	83,657	84,398	(0.9)
Employed workers	82,084	82,494	(0.5)
Fixed term workers	1,573	1,904	(17.4)
Non-employed workers (NEW)	11,632	11,104	4.8
Non-outsourced NEW ²	5,765	6,102	(5.5)
Outsourced NEW ³	5,867	5,002	17.3
Headcount (12-month average)	84,740	83,938	1.0
Male			
FTE	45,632	45,504	0.3
Headcount	45,644	45,518	0.3
Female			
FTE	37,969	38,828	(2.2)
Headcount	38,013	38,880	(2.2)
Nationalities	131	129	1.6
Position type	2020	2019	% change
Executive and non-executive director	13	13	-
Female executive and non-executive director	4	4	-
Senior management ⁴	4,196	4,076	2.9
Female senior management	1,236	1,162	6.4
Rest of employees	79,461	80,322	(1.1)
Female rest of employees	36,777	37,718	(2.5)

Employment type	2020	2019	% change
Business FTE	34,883	37,091	(6.0)
Business headcount	34,905	37,117	(6.0)
Business female headcount	18,016	19,254	(6.4)
Support services FTE	48,717	47,241	3.1
Support services headcount	48,752	47,281	3.1
Female support services headcount	19,997	19,626	1.9
Region	2020	2019	% change
GCNA FTE	20,045	20,842	(3.8)
GCNA headcount	20,057	20,857	(3.8)
GCNA female headcount	12,779	13,244	(3.5)
ASA FTE	48,312	47,597	1.5
ASA headcount	48,328	47,619	1.5
ASA female headcount	18,831	18,909	(0.4)
AME FTE	10,694	11,579	(7.6)
AME headcount	10,695	11,581	(7.7)
AME female headcount	4,652	4,966	(6.3)
EA FTE	4,550	4,314	5.5
EA headcount	4,577	4,341	5.4
EA female headcount	1,751	1,761	(0.6)



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- For all metrics expressed as a percentage, percentage change means percentage point change.
- Non-outsourced NEWs are resources engaged on a time and materials basis where task selection and supervision is the responsibility of the Bank, such as agency workers.
- Outsourced NEWs are arrangements with a third party vendor where the delivery is based on a specific service or outcome at an agreed price, irrespective of the number of resources required to perform the service. These resources are not considered as the Bank's headcount.
- Senior management is defined as Managing Directors and Bands 4 (including Management Team).
- Represents health related absence including quarantine in respect of COVID-19. The metric has been updated to include disability related leave and 2019 has been refreshed for comparison. Excludes Korea.
- Learning metrics have been updated to reflect only active employees at year end rather than active and terminated employees. 2019 has been updated for comparison.
- Average cost of training per employee includes cost of learning management system.
- Includes commuting.
- Per UK HSE definition. 2019 has been updated due to recategorisation.

People continued

Age	2020	2019	% change ¹
< 30 years FTE	15,979	19,079	(16.2)
< 30 years headcount	15,984	19,087	(16.3)
< 30 years female headcount	8,409	10,163	(17.3)
30-50 years FTE	60,881	59,027	3.1
30-50 years headcount	60,912	59,063	3.1
30-50 years female headcount	26,641	25,965	2.6
> 50 years FTE	6,741	6,226	8.3
> 50 years headcount	6,761	6,248	8.2
> 50 years female headcount	2,963	2,752	7.7

Learning	2020	2019	% change
Employees receiving training (%)	98.0%	97.8%	0.2
Employees receiving training (excluding mandatory learning) (%)	97.9%	97.6%	0.3
Senior management (%) ⁴	99.7%	99.8%	(0.04)
Average number of training days per employee (including mandatory learning)	3.6	3.2	10.8
Average cost of training per employee ⁷	567	773	(26.6)

Health & Safety	2020	2019	% change
Fatalities ⁸	1	3	(66.7)
Major injuries ⁹	23	46	(50.0)

Talent management	2020	2019	% change
Global voluntary turnover rate (%)	7.3%	12.7%	(42.8)
Global turnover rate (%)	9.8%	16.1%	(39.0)
Male (%)	9.9%	16.8%	(40.9)
Female (%)	9.7%	15.3%	(36.6)
GCNA (%)	9.8%	15.1%	(35.0)
ASA (%)	9.8%	17.0%	(42.3)
AME (%)	9.6%	14.7%	(35.0)
EA (%)	10.7%	15.4%	(30.6)
< 30 years (%)	14.1%	23.6%	(40.3)
30-50 years (%)	8.2%	13.6%	(39.9)
> 50 years (%)	12.7%	15.3%	(17.1)
Average tenure (years) – Male	7.0	6.7	5.6
Average tenure (years) – Female	7.6	7.0	8.2
Roles filled internally (%)	39.6%	34.2%	15.5
of which filled by females (%)	41.1%	42.6%	(3.4)
New female employees (%)	39.6%	45.2%	(12.3)
Employees with completed performance appraisal (%)	97.7%	99.9%	(2.2)
Absenteeism rate ⁵ (%)	1.3%	1.6%	(16.8)



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Inclusive Communities: Community Expenditure

Total (\$ million)	2020	2019	2018
Cash contributions	71.5	27.5	22.9
Employee time (non-cash item)	11.6	16.9	18.8
Gifts In Kind (non-cash item) ¹	1.1	0.3	0.1
Management costs	4.4	4.5	4.5
Total (direct investment by the Group)	88.6	49.2	46.3
Leverage ²	7.1	1.9	2.9
Total (incl. leverage)	95.7	51.1	49.2
Percentage of prior year operating profit (PYOP)	2.58	2.01	2.04

1. Gifts In Kind comprises all non-monetary donations.

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

Leverage breakdown (\$ million)

	2020
Funds raised for Futuremakers	1
Funds raised for COVID-19 relief	2.7
Funds raised for the COVID-19 Global Charitable Fund – Futuremakers economic recovery	2.6
Give as you earn (GAYE) UK	0.8
Total	7.1

COVID-19 Global Charitable Fund allocation (\$ million)

	2020
Phase 1: Relief – Group donations	25.1
Phase 1: Relief – Fundraising	2.7
Phase 2: Economic Recovery – Group donations	22.4
Phase 2: Economic Recovery – Fundraising	2.6
Total	52.8



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In 2020, our measured Scope 1 and Scope 2 emissions and water and waste data was assured by Global Documentation, our independent third-party assurance provider for greenhouse gas (GHG) emissions.

+ Read our independent assurance report at [sc.com/environmentalassurance](https://www.sc.com/environmentalassurance)

+ Read our carbon emission criteria at [sc.com/environmentcriteria](https://www.sc.com/environmentcriteria)

	2020		2019		2018	
	Measured	Scaled Up	Measured	Scaled Up	Measured	Scaled Up
Offices reporting	756		164	–	174	–
Net internal area of occupied property (m ²)	933,132	1,050,414	825,088	1,154,999	822,623	1,185,929
Green lease clause inclusion (%) ¹	85		82	–	78	–
Occupied net internal area where data is collected (%)	89%		71	–	69	–
Full-time employees (FTE) ²	74,316	83,657	73,094	84,398	62,420	85,402
Annual operating income from 1 October to 30 September (\$ million)		15,233	–	15,200	–	14,958
Greenhouse gas emissions – Absolute (tonnes CO₂eq/year)						
Scope 1 emissions (combustion of fuels)	3,589	3,988	3,435	4,542	4,467	8,584
Scope 2 emissions (purchased electricity)	102,477	113,870	98,383	141,771	104,267	139,366
Scope 1 & 2 emissions	106,066	117,858	101,818	146,313	108,734	147,950
Scope 3 emissions with distance uplift (air travel) ³	31,617	33,811	87,295	94,043	106,636	121,464
Scope 3 emissions (Global Data Centre) ⁴	–	29,562	–	46,362	–	21,523
Scope 1, 2 & 3 emissions ⁵	137,683	181,231	189,113	286,718	215,370	290,937
Greenhouse gas emissions – Intensity						
Scope 1 & 2 emissions/m ² (kg CO ₂ eq/m ² /year)	114	112	123	127	132	125
Scope 1 & 2 emissions/FTE (tonnes CO ₂ eq/FTE/year)	1.43	1.41	1.39	1.73	1.74	1.73
Scope 3 emissions/FTE with distance uplift (tonnes CO ₂ eq/FTE/year) ⁵	0.40	0.40	1.11	1.11	1.42	1.42
Scope 1, 2 & 3 emissions/m ² (kg CO ₂ eq/m ² /year) ⁵	148	173	229	248	262	245
Scope 1, 2 & 3 emissions/FTE (tonnes CO ₂ eq/FTE/year) ⁵	1.85	2.17	2.59	3.40	3.45	3.41
Scope 1 & 2 emissions/\$ million operating income (tonnes CO ₂ eq/\$ million/year)	–	7.74	–	9.63	–	9.89
Scope 1, 2 & 3 emissions/\$ million operating income (tonnes CO ₂ eq/\$ million/year) ⁵	–	11.90	–	18.86	–	19.45
Environmental resource efficiency						
Energy						
Indirect non-renewable energy consumption (GWh/year) ⁶	164	184	154	223	162	224
Indirect renewable energy consumption (GWh/year) ⁷	13	14	16	17	17	17
Direct non-renewable energy consumption (GWh/year) ⁸	15	16	14	19	18	31
On-site renewable energy consumption (MWh/year)	707	796	537	555	458	458
Energy consumption (GWh/year)	192	216	184	258	198	272
Energy consumption/FTE (kWh/FTE/year)	2,260	2,544	2,522	3,061	3,167	3,187
Energy consumption/m ² (kWh/m ² /year)	205	205	223	224	240	230



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	2020		2019		2018	
	Measured	Scaled Up	Measured	Scaled Up	Measured	Scaled Up
Water						
Water consumption (ML/year)	363	483	425	654	605	916
Water consumption/FTE (m ³ /FTE/year)	4	6	6	8	10	11
Water consumption/m ² (kL/m ² /year)	0.39	0.46	0.51	0.57	0.74	0.77
Paper						
Print paper consumption (ktonnes/year)	0.93		1.41		1.05	1.49
Print paper consumption/FTE (kg/FTE/year)	11.2		16.96	–	17.70	–
Waste ⁹						
Waste (ktonnes/year)	3.67	–	4.8	–	5.1	–
Waste/FTE (kg/FTE/year)	43	–	66	–	81	–
Waste reused or recycled (%)	23	–	35	–	46	–
Retired IT equipment reused or recycled (ktonnes/year)	0.25		0.33	–	0.19	

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 as at 31 December 2020.

3. Scaled up figures for prior periods, and derivatives of this figure, have been restated.

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

5. From 2020 we have consolidated Scope 3 emissions from datacentres into our total scope 1, 2 & 3 emissions figure. Prior periods, and derivatives of this figure, have been restated.

6. Indirect non-renewable energy refers to purchased electricity from non-renewable sources.

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

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

9. Measured waste produced overall has reduced year on year mainly due to COVID-19. However more non-recycled PPE was disposed of, reducing our recycling rate accordingly. We currently don't measure waste in properties <10,000 square feet so the scaled up value allows for this. We currently do not measure waste in properties <10,000 square feet so the scaled up value allows for this.

Additional notes on environment data

- The emissions within our inventory correspond to a reporting period of 1 October 2019 to 30 September 2020. 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.
- We use measured data to calculate our energy and water use from across our properties, which we then scale up to reflect the portion of the portfolio we do not gather measurements from. For 2020, we significantly increased the proportion of our property portfolio from which we gathered measured data, which is measured

on a square footage basis. For paper and business travel, it is defined per full-time employee.

- 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 37 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 Business, Energy and Industrial Strategy (DBEIS) as domestic flights, have been classified as short haul. All flights with distance flown ranging from 463km to 1,108km, labelled by DBEIS as short haul have been classified as medium haul.
- We use an independent third-party assurance provider to verify our greenhouse gas (GHG) emissions. In 2020, our measured Scope 1 and Scope 2 emissions were assured by Global Documentation Ltd, ensuring the accuracy and credibility of our reporting.

Further Information

Our online resources provide further information to support this document.



Annual Report

For a full review of our performance during 2020 visit sc.com/annualreport



Approach to sustainability and climate change

Learn more about our sustainability philosophy and our approach at sc.com/sustainability

Read about our approach to climate change in our Taskforce on Climate-related Financial Disclosures (TCFD) report sc.com/tcf



Position Statements

For details on our environmental and social standards and how we apply these in our work with clients, visit sc.com/positionstatements



Contact us

If you have any comments or questions about the information in this report, contact us at sustainability.feedback@sc.com



Learn more

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Our consultation responses on regulations that impact the Group at sc.com/politicalengagement

Our country by country tax reporting at sc.com/cbcr

Our Ratings

AA

MSCI

28.7

SUSTAINALYTICS

WDi
2020 RESPONDER

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CDP
DISCLOSURE INSIGHT ACTION