

Summary of Approach on Diversity & Inclusion

Responsibility

The Board is responsible for diversity of the Board and, through the Brand, Values and Conduct Committee, is responsible for reviewing the way the Group develops and manages its culture and valued behaviours, including the Group's approach to diversity and inclusion and employee engagement.

The Global Diversity and Inclusion Council is responsible for overseeing the Group's development and delivery of the Diversity and Inclusion strategy, activities, initiatives, policies and actions it will and will not do/apply in line with the Group's purpose, valued behaviours and brand promise.

All People Leaders are responsible for ensuring that both they and their direct line reports comply with this approach, including attending any training related to delivery of this approach.

All Employees are individually responsible for ensuring that they comply with this approach.

Equal Opportunities

The Group is committed to diversity and inclusion, policies, standards and practices that provide equality of opportunity for all, protect the dignity of employees and promote respect at work. All employees and contractors are required to take personal and individual responsibility to comply with the approach, behave in a non-discriminatory way and not to participate in acts of inappropriate behaviour or conduct, harassment or bullying.

The Group is committed to provide equal opportunities and fair treatment in employment. We do not accept unlawful discrimination in our recruitment or employment practices on any grounds including but not limited to; sex, gender, nationality, ethnicity, race, colour, native or indigenous origin, disability, age, marital or civil partner status, pregnancy and maternity, sexual orientation, gender identity, expression or reassignment, HIV or AIDS status, parental status, employment status, military and veterans status, flexibility of working arrangements, religion or belief.

The Group shall make reasonable workplace adjustments, including for disabilities and religious practices.

Dignity and Respect

The Group is committed to implementing and promoting measures to protect the dignity of employees and encourage respect for others at work. This is achieved by creating a work environment free from harassment, sexual harassment, bullying, racism, discrimination and disrespectful behaviour, by dealing effectively with any complaints of such conduct, and by welcoming diversity, fostering a culture of inclusion and promoting employment equality.

We strive to maintain a work environment that promotes positive wellbeing and healthy lifestyle choices where all employees are treated with respect and dignity. The combined and consistent effort, standards, valued behaviours, and Code of Conduct contribute to a positive employee relations climate, which in turn allows the Group to thrive and individuals to prosper. For these reasons, attitudes and behaviours that do not contribute to a positive environment are detrimental to everyone and therefore, will not be tolerated.

Diversity and Inclusion Strategy

Our purpose is to drive commerce and prosperity through our unique diversity. We will build a culture of inclusion that is a critical lever to our business success and will enable us to be the best place to work, the best place to bank and contribute to creating prosperous communities. To enable this, there are three key objectives for our diversity and inclusion agenda:

- To attract, engage, develop, and retain diverse talent to maximise performance
- To deliver banking products and services that meet the needs of our diverse client base
- To support a diverse and responsible supply chain and investment in our communities

Our diversity and inclusion will enable our teams to unlock innovation, make better decisions, deliver our business strategy, live our valued behaviours, and embody “Here for Good.”

Measurable Objectives

The Global Diversity and Inclusion Council will set global Key Performance Indicators aligned to the Group Diversity and Inclusion Strategy. Progress against these Key Performance Indicators are reviewed each year and disclosed in our annual report (https://av.sc.com/corp-en/content/docs/SCB_ARA_2018_FINAL.pdf)

The diversity of the Board is addressed in the Board Diversity Policy (<https://www.sc.com/en/about/our-people/>). The Executive pipeline below the Board and the Board’s diversity, including progress being made on reaching the Board’s gender target, is reported annually.

Discrimination, Harassment, Sexual Harassment and Bullying

The Group does not tolerate any bullying, harassment, sexual harassment discrimination against, or victimisation of Staff, Clients, or visitors of the Group, whether verbal, written, physical or psychological. All Staff have a duty to treat all those with whom they come into contact through work with dignity and respect at all times.

Reporting and Breaches to this Approach

Discrimination, harassment, sexual harassment, bullying and victimisation are not tolerated within the Group and are contrary to the standards of behaviour set out in our Code of Conduct ([sc.com/codeofconduct](https://www.sc.com/codeofconduct)) and our valued behaviours. As part of its commitment to building a respectful workplace culture, the Group is committed to resolving any issues that are brought to its attention.

Staff have a responsibility to Speak Up ([sc.com/speakingup](https://www.sc.com/speakingup)) through the Speaking Up programme if they have known or suspected concerns in relation to the activities of the Group, including, for example, if they suspect or believe any actual, planned or potential wrongdoing that breaches any law, regulation, Group policy or Group controls has occurred, is occurring or may occur. It is not necessary for there to be proof of the concern before Speaking Up as long as the concern is based on a reasonable foundation. However, the Group does not tolerate disclosures made in bad faith where Staff know or should have known the disclosure to be false.

This approach does not affect the right of a discloser to raise concerns in an appropriate manner directly with a regulator or external auditor as permitted by local law or regulation.