Sustainability Aspirations 2019
Our Sustainability Aspirations built 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

Infrastructure
Everyone should have access to safe, reliable and affordable power and infrastructure which stimulates job creation and economic growth.

Targets & actions
- Provide access to financing, and scaling service delivery through projects, including 3 billion towards clean technology.
- Provide access to financing of 3 billion for our clients.

Target date
- Jan 2016 – Dec 2020

Climate change
Climate change is one of the greatest challenges and addressing it is essential to prevent unsustainable economic growth.

Targets & actions
- Developing a methodology to measure, manage and report on the impacts of our clients.
- Achieve $6 billion of financing for clean technologies.
- Invest $2 billion in our business-to-business clients.

Target date
- Jan 2017 – Dec 2019

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

Targets & actions
- Achieve 50% of all new customers to be entrepreneurs.
- Support 50,000 micro and small businesses.

Target date
- Jan 2017 – Dec 2019

Digital
Everyone should have access to digital banking products and services, which are safe, efficient and in balance with the environment.

Targets & actions
- Achieve 8 million of our clients’ information and data being stored on our cloud through our digital platform.
- Reduce annual greenhouse gas emissions by 90% to 18,000 tonnes by 2050* with interim targets of 36% by 2020, 66% by 2025 and 89% by 2030.

Target date
- Jan 2012 – Dec 2020

Commerce
Trade creates jobs and contributes to economies by providing services to connect across borders.

Targets & actions
- Reduce annual office paper use by 57% to 10kg/FTE/year.
- Achieve 100% of all non-employed workers’ wage into agreements for non-employed workers.

Target date
- Ongoing

Impact and sustainable finance
Innovation-based products can help improve the lives of millions of people and improve the lives of millions in our markets.

Targets & actions
- Reduce annual office paper use by 57% to 10kg/FTE/year.
- Support 100% of all non-employed workers’ wage into agreements for non-employed workers.

Target date
- Ongoing

PILLAR 2: BEING A RESPONSIBLE COMPANY

Responsiveness
Our people are our greatest asset, and our identity drives our business success.

Targets & actions
- Provide advisory, financing, debt structuring services to our clients through our ABC, AML and sanctions training with less than 2% overdue.
- Effectively embed conduct risk considerations into our culture.

Target date
- Ongoing

Health and education are vital for thriving economies.

Targets & actions
- Achieve 0.75% of prior year operating profit (PYOP) to be invested in education, health and welfare initiatives.
- Deliver at least 10 correspondent banking academies.

Target date
- Jan 2019 – Dec 2023

Conduct
Good conduct and high ethical standards are essential in serving our customers.

Targets & actions
- All eligible Bank staff to complete relevant ABC, AML and sanctions training.
- Achieve 100% success rate for all employee training.

Target date
- Ongoing

Financial crime compliance
Money laundering and financial crime are significant risks, for our business and our clients.

Targets & actions
- Conduct financial crime compliance testing with less than 2% overdue.
- Reduce annual greenhouse gas emissions by 90% to 18,000 tonnes by 2050* with interim targets of 36% by 2020, 66% by 2025 and 89% by 2030.

Target date
- Jan 2019 – Dec 2023

PILLAR 3: INVESTING IN COMMUNITIES

Aspirations
We invest in communities to extend access to finance.

Targets & actions
- Achieve 100% of our clients’ information and data being stored on our cloud through our digital platform.
- Reduce annual office paper use by 57% to 10kg/FTE/year.

Target date
- Ongoing

Entrepreneurship: Reach 50,000 micro and small businesses.

Targets & actions
- Achieve 50,000 micro and small businesses.

Target date
- Jan 2019 – Dec 2023

Employability: Reach 100,000 young people.

Targets & actions
- Achieve 100,000 young people.

Target date
- Jan 2019 – Dec 2023

Education: Reach one million girls and young people.

Targets & actions
- Achieve one million girls and young people.

Target date
- Jan 2019 – Dec 2023

Footnotes
* Prior to 2012 targets of 100% compliance.
** Includes RMB 3.2 billion raised through Dual Green bond 2018 and 2019.