












# 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
<b>Infrastructure</b> 	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 Jan 2020 – Dec 2024
<b>Climate change</b> 	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 Jan 2020 – Dec 2024  Only provide financial services to clients who are: <ul style="list-style-type: none"> <li>By Jan 2021, less than 100% dependent on earnings from thermal coal (based on % EBITDA at group level)</li> <li>By Jan 2025, less than 60% dependent on earnings from thermal coal (based on % EBITDA at group level)</li> <li>By Jan 2027, less than 40% dependent on earnings from thermal coal (based on % EBITDA at group level)</li> <li>By Jan 2030, less than 5% dependent on earnings from thermal coal (based on % EBITDA at group level)</li> </ul> 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
<b>Entrepreneurs</b> 	Entrepreneurs are the heart of local economies, creating jobs and empowering people	Provide \$15 billion of financing to small business clients (Business Banking) Jan 2020 – Dec 2024 Provide \$3 billion of financing to microfinance institutions Jan 2020 – Dec 2024
<b>Retail Banking</b> 	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 Jan 2021 – Dec 2022
<b>Commerce</b> 	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 Jan 2020 – Dec 2024
<b>Digital</b> 	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 Jan 2020 – Dec 2021 Double the number of clients we bank in Africa and the Middle East to 3.2 million
<b>Impact Finance<sup>1</sup></b> 	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 Jan 2020 – Dec 2024 Triple the percentage of sustainable investing Assets Under Management Jan 2021 – 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
<b>People</b> 	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 Jan 2020 – Dec 2021 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: <ul style="list-style-type: none"> <li>Dec 2021: 80%</li> </ul> Jan 2020 – Dec 2024
<b>Environment</b> 	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"> <li>Dec 2021: 106,000 tCO<sub>2</sub>e</li> <li>Dec 2025: 60,000 tCO<sub>2</sub>e</li> </ul> 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
<b>Conduct</b> 	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 Ongoing 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
<b>Financial Crime Compliance</b> 	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 Ongoing Deliver at least 50 correspondent banking academies Jan 2021 – Dec 2023

## Pillar 3: Inclusive Communities

Theme	Aspiration	Target Date
<b>Community Engagement</b> 	Everyone deserves economic opportunities that enable them to learn, earn and grow	Invest 0.75% of prior year operating profit (PYOP) in our communities Ongoing 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

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