Further information
Our online resources provide further information to support this document.

Annual Report
For a full review of our performance during 2018 visit sc.com/annualreport

Approach to sustainability
You can learn more about our sustainability principles and our approach at sc.com/sustainability

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

Code of Conduct
You can download our Code of Conduct at sc.com/codeofconduct

Tax reporting
You can find complete country-by-country tax reporting at sc.com/cbcr

Included in FTSE4Good

Contact us
If you have any comments or questions about the information in this report, contact us at sustainability.feedback@sc.com
Our purpose: to drive commerce and prosperity through our unique diversity.

Our heritage and values are expressed in our brand promise, Here for good. Our operations are governed by our three valued behaviours. The top three entrants will be featured on the front and back covers.

Photo competition
For more information about our sustainability performance, please visit sc.com to download our 2018 Annual Report.

Sustainability reporting is embedded throughout our 2018 Sustainability Summary 2018.

Our Sustainability Aspirations

Our Sustainability Aspirations build 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

Examples:
- Entrepreneurs
- Climate change
- Facilitate opportunities for our Private Bank clients to

PILLAR 2: BEING A RESPONSIBLE COMPANY

Examples:
- People
- Environment
- Conduct
- Financial crime compliance

PILLAR 3: INVESTING IN COMMUNITIES

Examples:
- Community engagement
- Impact and sustainable finance
- Innovation

Our heritage and values are expressed in our brand promise, Here for good. Our operations are governed by our three valued behaviours. The top three entrants will be featured on the front and back covers.

Photo competition
For more information about our sustainability performance, please visit sc.com to download our 2018 Annual Report.

Sustainability reporting is embedded throughout our 2018 Sustainability Summary 2018.

Our Sustainability Aspirations

Our Sustainability Aspirations build 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

Examples:
- Entrepreneurs
- Climate change
- Facilitate opportunities for our Private Bank clients to

PILLAR 2: BEING A RESPONSIBLE COMPANY

Examples:
- People
- Environment
- Conduct
- Financial crime compliance

PILLAR 3: INVESTING IN COMMUNITIES

Examples:
- Community engagement
- Impact and sustainable finance
- Innovation

Our heritage and values are expressed in our brand promise, Here for good. Our operations are governed by our three valued behaviours. The top three entrants will be featured on the front and back covers.

Photo competition
For more information about our sustainability performance, please visit sc.com to download our 2018 Annual Report.

Sustainability reporting is embedded throughout our 2018 Sustainability Summary 2018.

Our Sustainability Aspirations

Our Sustainability Aspirations build 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

Examples:
- Entrepreneurs
- Climate change
- Facilitate opportunities for our Private Bank clients to

PILLAR 2: BEING A RESPONSIBLE COMPANY

Examples:
- People
- Environment
- Conduct
- Financial crime compliance

PILLAR 3: INVESTING IN COMMUNITIES

Examples:
- Community engagement
- Impact and sustainable finance
- Innovation

Our heritage and values are expressed in our brand promise, Here for good. Our operations are governed by our three valued behaviours. The top three entrants will be featured on the front and back covers.

Photo competition
For more information about our sustainability performance, please visit sc.com to download our 2018 Annual Report.

Sustainability reporting is embedded throughout our 2018 Sustainability Summary 2018.

Our Sustainability Aspirations

Our Sustainability Aspirations build 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

Examples:
- Entrepreneurs
- Climate change
- Facilitate opportunities for our Private Bank clients to

PILLAR 2: BEING A RESPONSIBLE COMPANY

Examples:
- People
- Environment
- Conduct
- Financial crime compliance

PILLAR 3: INVESTING IN COMMUNITIES

Examples:
- Community engagement
- Impact and sustainable finance
- Innovation

Our heritage and values are expressed in our brand promise, Here for good. Our operations are governed by our three valued behaviours. The top three entrants will be featured on the front and back covers.

Photo competition
For more information about our sustainability performance, please visit sc.com to download our 2018 Annual Report.

Sustainability reporting is embedded throughout our 2018 Sustainability Summary 2018.

Our Sustainability Aspirations

Our Sustainability Aspirations build 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

Examples:
- Entrepreneurs
- Climate change
- Facilitate opportunities for our Private Bank clients to

PILLAR 2: BEING A RESPONSIBLE COMPANY

Examples:
- People
- Environment
- Conduct
- Financial crime compliance

PILLAR 3: INVESTING IN COMMUNITIES

Examples:
- Community engagement
- Impact and sustainable finance
- Innovation

Our heritage and values are expressed in our brand promise, Here for good. Our operations are governed by our three valued behaviours. The top three entrants will be featured on the front and back covers.

Photo competition
For more information about our sustainability performance, please visit sc.com to download our 2018 Annual Report.

Sustainability reporting is embedded throughout our 2018 Sustainability Summary 2018.
Introduction

Progressing sustainability

“Financing and sustainability go hand in hand. We deliver our commitment to sustainable and responsible banking through our business, the priorities set out in our Sustainability Aspirations and industry and global collaborations, including our participation in the UN Global Compact.”

Bill Winters
Group Chief Executive

2018 SUSTAINABILITY HIGHLIGHTS

- $20.8bn mobilised for infrastructure
- $103m for Seeing is Believing from 2003 to 2018
- 100k girls reached through Goal
- No. 2 bank globally for blended finance by leading network Convergence
- $690m for microfinance institutions
- 99.6% of employees recommitted to Group Code of Conduct

Read more about our 2018 performance on pages 6-11

OUR REFRESHED STRATEGIC PRIORITIES

The Bank has defined refreshed strategic priorities for the next three years. Purpose and People, which incorporates our commitment to sustainable and responsible banking, are at the centre of these priorities.

Purpose and People

- Deliver our network
- Transform and disrupt with digital
- Grow our affluent business
- Improve productivity
- Optimise low-returning markets

Measuring our progress

Our new Group KPI measures how well we are embedding sustainable and responsible practices across our business, operations and through our community programmes by looking at progress against the targets set out in our 11 Sustainability Aspirations.

In 2017 – the first year we reported progress on the Aspirations – 88.6 per cent were achieved or on track. This increased to 90.9 per cent in 2018 demonstrating our progress.

% of Sustainability Aspirations achieved or on track

<table>
<thead>
<tr>
<th>Year</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>88.6%</td>
<td>90.9%</td>
</tr>
</tbody>
</table>

For more, go to sc.com/annualreport
Embedding sustainability across our business

At Standard Chartered, sustainability and our purpose are core to who we are as an organisation. For 160 years, we have drawn on the unique diversity of our people, markets, skills and expertise to support commerce across and within our markets. We help individuals to manage their finances as they develop their wealth, and connect global capital with emerging markets to promote prosperity. We do this to deliver on our promise to be Here for good.

We are present in markets that are home to two-thirds of the world’s population and so have seen the benefits that free trade has delivered. We believe it has been an overwhelming force for good. The benefits of globalisation, however, have not been shared equally. We believe we can support markets to address significant sustainability challenges, such as inequality and climate change, through our commitment to sustainable and responsible banking.

In 2018, we laid the foundations for an ambitious transformation of our sustainability performance. We clarified our approach and positions on key sustainability issues, introduced new governance frameworks to further integrate sustainability across the Bank and reorganised business teams to increase our focus on sustainable finance. We advanced our work on climate change, taking the decision to not only stop funding new coal-fired power plants, but also to develop a methodology to measure, manage and ultimately reduce the emissions associated with our financing to clients.

I am proud of our work with clients to promote sustainable economic growth in our markets. Since their launch in 2016, our Sustainability Aspirations have provided a valuable framework for demonstrating our sustainability performance, and in 2018 we achieved several business-focused Aspirations early. We have surpassed our target to fund and facilitate $25 billion for infrastructure between 2017 and 2019, mobilising $20.8 billion in 2018 and more than $33 billion between 2017 and 2018.

We achieved our target to provide $6 billion for our smaller Business Banking clients and continued to build on our $1 billion commitment to microfinance institutions with a further $690 million provided in 2018. As a responsible company, we have set ourselves ambitious commitments to manage our own performance, including reducing our environmental impact and fighting financial crime. As part of our Fair Pay Charter commitments, all employed workers in our markets will be paid a Living Wage in 2019, and we are looking into whether we can extend this to non-employed workers in our supply chain.

We continued to transform people’s lives through our community programmes with employees contributing more than 65,000 volunteering days. We surpassed our $100 million target for Seeing is Believing, our initiative to tackle avoidable blindness and visual impairment, two years early. Building on SIB’s success, we have set ourselves another challenge for the next five years.

Our target is to raise $50 million for Futuremakers by Standard Chartered, our new global initiative to tackle inequality and promote greater economic inclusion in our communities, between 2019 and 2023. Through Futuremakers, we aim to support disadvantaged young people, especially girls and the visually impaired, with programmes focused on education, employability and entrepreneurship.

This report summarises our progress in 2018 and our plans for 2019. As part of our sustainability journey, we will continue to engage our stakeholders to ensure we learn and evolve our approach and live up to our promise to be Here for good.

Tracey McDermott
Group Head, Corporate Affairs, Brand & Marketing, Conduct, Financial Crime and Compliance
Shaping our response to climate change

Climate change is one of the greatest challenges facing society today. Recognising the scale and complexity of the challenge, we are collaborating with clients and external stakeholders to find solutions that support the Paris Agreement.

In 2018, we reinforced our commitment to addressing climate change. We announced our decision to end financing for new coal-fired power plants anywhere in the world, save where we have an existing commitment. This followed extensive consultation with investors, civil society organisations and government representatives that informed our decision.

Before the announcement, we engaged with affected clients to discuss our position and its implications for them. Given coal’s role in power generation in our markets, this decision required us to decline participation in potential transactions.

To support clients through the low-carbon transition, we have committed to develop a methodology to measure, manage and ultimately reduce emissions related to the financing we provide. This has implications beyond our own business. As such, we are collaborating with other financial institutions via the Science Based Targets Expert Advisory Group and through signing the Katowice Commitment to progress this work.

We have updated our Aspiration for climate change to reflect these new commitments and will focus on delivering against these targets in 2019.

CASE STUDIES

Sustainable and responsible banking

Extending finance through digital banking

In 2018, we worked with UNHCR, the UN Refugee Agency, to deliver faster, safer payments to 4,000 people in the Meheba Refugee Camp in Zambia, using our mobile wallet Straight2Bank.

We replaced inefficient cash distributions with digital money transfers direct to recipients’ mobile phones. The trackable payments reach beneficiaries quickly and the solution is now being considered by other UN agencies.

Supporting the fight against financial crime

We work with clients and counterparties to raise standards through our Correspondent Banking Academies. Between 2015 and 2018, we trained 5,000 people from 1,200 organisations in more than 70 countries. This training focuses on ‘de-risking through education’ to build understanding and improve anti-money laundering and financial crime compliance controls.

For more, visit sc.com/fightingfinancialcrime
Our approach to sustainability

Our purpose is to drive commerce and prosperity through our unique diversity. By focusing on three sustainability pillars – contributing to sustainable economic growth, being a responsible company and investing in communities – we believe we can achieve our purpose, in line with our valued behaviours, and deliver on our promise to be Here for good. The pillars are supported by our Sustainability Aspirations, which provide measurable targets to demonstrate how we are achieving sustainable outcomes across our business.

Launched in 2016, the Aspirations are aligned to the United Nations (UN) Sustainable Development Goals (SDGs). Details of our progress delivering the Aspirations can be found on the subsequent pages.

Balancing economic, environmental and social needs

Recognising that our most significant environmental and social impact comes from the business we finance, in 2018 we set out how we balance economic, environmental and social needs in our decision-making through our Sustainability Philosophy. For the first time, we publicly shared the list of Prohibited Activities that the Bank will not finance. The list includes restrictions involving child and forced labour, trade in endangered wildlife, and Arctic and tar sands exploration and production. The full list can be found at sc.com/prohibitedactivities

Following a comprehensive review, in 2018 we released our revised cross-sector environmental and social risk framework and updated Position Statements, which are consolidated across five sectors and two themes. These draw on International Finance Corporation (IFC) Performance Standards, the Equator Principles and global best practice, setting out the conditions under which we will support the activities of clients operating in sectors with high potential environmental or social impact. The review resulted in a revised position on power generation and a decision to end financing for new coal-fired power plants, save where we have an existing commitment.

OUR SOCIO-ECONOMIC IMPACT

Measuring our impact in East Africa

Since 2009, we have measured the socio-economic impact of our financing in markets to better understand how we contribute to sustainable economic growth. To date, we have commissioned independent socio-economic impact studies in Bangladesh, Ghana, Indonesia and Sub-Saharan Africa. In 2018, we published our latest report assessing the contribution we make in Kenya, Uganda and Tanzania.

East Africa is on the rise. Growing trade in the region is supported by the East African Community through a customs union and common regional market. It has a young and growing labour force, rapid adoption of technology and steadily improving living standards. We want to ensure that the business we do in the region supports sustainable development.

Using 2016 data, the report illustrates the positive socio-economic impact of our financing. We provided $3.4 billion in financing to businesses, consumers and government agencies helping key sectors like manufacturing to expand and connecting the region to global markets. We supported a further $2.8 billion of value-added impact through salaries, tax and local company profits – equivalent to 2.1 per cent of the region’s GDP. We directly and indirectly supported more than one million jobs with our clients and their associated value chains.
To further integrate sustainability and responsibility across the organisation, we created a new Bank-wide Sustainability Forum, with members nominated by the Management Team (MT) and chaired by a member of the MT, to develop and deliver the Bank’s sustainability strategy.

The forum, which is supported by a new Sustainable Finance Working Group, and strengthened working groups on human rights and climate change, reports regularly to the MT and the Brand, Values and Conduct Committee of the Board.

### Identifying opportunities

Our ambition is to increase our support for sustainable finance. In 2018, we set up a dedicated team to identify and develop opportunities for sustainable finance in our markets.

The Sustainable Finance team brings together our business expertise with our capabilities in environmental and social risk management. Its role is to identify opportunities to develop new financial products and services that have a positive impact while also ensuring that environmental and social considerations are incorporated into banking decisions.

### Supporting our communities

In 2018, we launched Futuremakers by Standard Chartered to tackle inequality and promote greater economic inclusion in our markets. We aim to raise $50 million between 2019 and 2023 to provide disadvantaged young people with the opportunity to learn new skills and improve their chances of getting a job or starting their own business.

### Understanding our sustainability themes

During the year, we consulted stakeholders on increasing our commitment to sustainable finance and adapting our community programmes to respond to the changing economic and social needs in our communities. These consultations contributed to our enhanced ambition to promote sustainable finance and economic inclusion in our communities.

In addition, we deepened our engagement across a range of sustainability themes that matter to stakeholders and impact our business, including coal, climate change and human rights. The outcomes of the limited-scope materiality review we conducted in 2017 continue to represent the key themes raised by stakeholders in 2018.

We share how we manage and measure progress against these issues through policies and statements on sc.com, our Annual Report and Accounts and this publication. The table below sets out where stakeholders can find responses to the top five issues identified.

<table>
<thead>
<tr>
<th>ENVIRONMENTAL AND SOCIAL ISSUES</th>
<th>RESPONSES</th>
</tr>
</thead>
</table>
| Climate change                | ➔ Position Statements (sc.com/positionstatements)  
                               | ➔ Climate change disclosure aligned to the Taskforce on Climate-related Financial Disclosures (sc.com/tcfd)  
                               | ➔ Climate change Aspiration (p7)  
                               | ➔ Principal Uncertainty in Risk & Capital Review (p213 of the 2018 Annual Report & Accounts) |
| Conduct, values and ethics    | ➔ Group Code of Conduct (sc.com/codeofconduct)  
                               | ➔ Conduct Aspiration (p9)  
                               | ➔ Our Stakeholders and responsibilities (p42 of the 2018 Annual Report and Accounts) |
| Environmental and social risk management | ➔ Sustainability Philosophy (sc.com/sustainabilityphilosophy)  
                                           | ➔ Position Statements (sc.com/positionstatements)  
                                           | ➔ Environmental and Social Risk Assessment (sc.com/esrisk)  
                                           | ➔ Our standards and policies (sc.com/standardsandpolicies) |
| Human rights                  | ➔ 2018 Modern Slavery Statement (sc.com/modernslavery)  
                               | ➔ Position Statements (sc.com/positionstatements)  
                               | ➔ Our Stakeholders and responsibilities (p42 of the 2018 Annual Report and Accounts)  
                               | ➔ Colleagues (p44-46 of the 2018 Annual Report and Accounts) |
| Talent attraction and engagement | ➔ People Aspiration (p9)  
                                   | ➔ Our Stakeholders and responsibilities (p42 of the 2018 Annual Report and Accounts)  
                                   | ➔ Colleagues (p44-46 of the 2018 Annual Report and Accounts) |
Pillar 1

Contributing to sustainable economic growth

Objective
We use our core business of banking to promote sustainable development in our markets.

Overview
As set out in our Sustainability Aspirations, we partner with clients to deliver sustainable finance. In 2018, we mobilised $20.8 billion for infrastructure development, including $2.9 billion towards clean technology, and helped our clients issue $9.1 billion in green bonds. We exceeded our Power Africa commitment by supporting more than $5 billion of power generation projects between 2013 and 2018.

We closely manage lending to high-impact sectors and continue to progress our approach to climate change. In 2018, we reviewed 827 transactions against our Position Statements and trained more than 1,300 front-line colleagues on our revised environmental and social risk framework. We set out our intention to develop a Bank-wide climate risk management framework and published our first report aligned to the recommendations of the Taskforce on Climate-related Financial Disclosures (TCFD).

We set a climate change Aspiration in 2016 as an important first step toward understanding the impact of climate change on our clients and portfolio. Since then, we have developed assessment criteria for energy utilities clients and expanded this to other high emitting sectors in 2018. Given that the complexity of this issue necessitates a holistic and strategic approach, we have not yet introduced these criteria into our decision-making processes and therefore have marked this Aspiration as Not Achieved. We are building on this work as we develop our climate risk management framework.

In 2019, we will develop a Bank-wide sustainable finance strategy, extend environmental and social risk reviews to Private Bank transactions and take forward the targets in our updated Climate change Aspiration.

Sustainable Finance

Supporting green lending in the Middle East

In 2018, we acted as green loan coordinator on a transaction that re-priced and extended a $2 billion conventional and Murabaha (Islamic) revolving credit facility to DP World.

DP World is a leading enabler of global trade through its ports and terminals, maritime services, industrial parks, logistics and economic zones. Recognising DP World’s ambition to be a pioneer in the region’s capital markets and a leader in sustainability, we proposed a green loan that would incentivise the company to become more environmentally efficient. The deal is the Middle East’s first green loan that links pricing to the company’s carbon emissions, and the first with this link in an Islamic format. The loan provides DP World with a financial incentive to improve its environmental performance.

Aligned to our Sustainability Philosophy, the transaction supports our commitment to find innovative ways to mobilise capital to have a positive environmental and social impact in our markets.
### Infrastructure
Everyone should have access to safe, reliable and affordable power and infrastructure which transforms lives and strengthens economies.

- **Target**: Provide advisory, financing, debt structuring services and policy advice for $25 billion of infrastructure projects, including $4 billion toward clean technology.
- **Target date**: Jan 2017 – Dec 2019 (Infrastructure)
- **Progress**: Achieved / Ongoing
  - 2018: $20.8 billion
  - 2017 – 2018: $33.6 billion

- **Target**: Jan 2016 – Dec 2020 (clean technology)
- **Progress**: Achieved / Ongoing
  - 2018: $2.9 billion
  - 2016 – 2018: $4.9 billion

### Climate change
Climate change is one of today’s greatest challenges and addressing it is essential to promote sustainable economic growth.

- **Target**: Introduce criteria to assess alignment to a 1.5-degree climate scenario for energy sector clients and transactions.
- **Target date**: May 2016 – Dec 2017 (partially met in 2017; carried forward to 2018)
- **Progress**: Not Achieved
- See facing page for more information

- **Target**: Expand climate assessment criteria to other high-emitting sectors.
- **Target date**: Jan 2018 – Dec 2018
- **Progress**: Achieved

- **Target**: Work with the United Nations Environment Programme Finance Initiative (UNEP-FI) and 15 banks to pilot climate assessment criteria for additional sectors including oil and gas and transportation, and reported publicly through UNEP-FI. This has informed our approach to managing climate risks.

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

- **Target**: Provide $6 billion to Business Banking clients.
- **Target date**: Jan 2017 – Dec 2019
- **Progress**: Achieved / Ongoing
  - 2018: $3.2 billion
  - 2017 – 2018: $6.0 billion

- **Target**: Grow our lending to smaller business clients in our Commercial Bank by 20% as measured by assets.
- **Target date**: Jan 2017 – Dec 2019
- **Progress**: Ongoing
  - 2017 – 2018: 14%

### Digital:
Everyone should have access to digital banking products enabling safe, efficient and inclusive banking.

- **Target**: Continue to provide “last mile” payments and collections to clients in our footprint though our Straight2Bank wallet.
- **Target date**: Jan 2017 – Dec 2019
- **Progress**: Ongoing
  - 2018: 14 mobile wallet markets – down from 15 in 2017
  - 2018: 39% increase in average mobile money transactions to more than 97,725 per month

### Commerce
Trade creates jobs and contributes to economies by enabling people to connect across borders.

- **Target**: Bank 8,000 of our clients’ international and domestic networks of suppliers and buyers through banking the ecosystem programmes.
- **Target date**: Jan 2017 – Dec 2020
- **Progress**: Ongoing
  - 2018: 2,625 new clients
  - 2017 – 2018: 4,724 new clients

### Impact and sustainable finance
Innovative financial products and partnerships can help us solve global development challenges and improve the lives of millions in our markets.

- **Target**: Provide $1 billion of financing to microfinance institutions to extend access to finance.
- **Target date**: Jan 2016 – Dec 2020
- **Progress**: Achieved / Ongoing
  - 2018: $690 million
  - 2016 – 2018: $1.7 billion

- **Target**: Facilitate opportunities for our Private Bank clients to invest in impact investing funds in our markets.
- **Target date**: Jan 2016 – Dec 2020
- **Progress**: Ongoing
  - 2018: 3 funds available

- **Target**: Continue to promote blended finance capabilities.
- **Target date**: Jan 2016 – Dec 2020
- **Progress**: Ongoing

### Aspirations progress key
- On track
- Not on track
- Achieved
- Not achieved
Objective
We manage our company responsibly by promoting good conduct, supporting the fight against financial crime, integrating our valued behaviours and managing our environmental impact.

Overview
We are committed to embedding responsible practices across our operations. Central to this is upholding our Group Code of Conduct. In 2018, 99.6 per cent of employees re-committed to the Code. During 2018, 1,469 concerns were raised through our confidential and anonymous whistleblowing channel, Speaking Up, of which 606 were within scope and investigated.

We continue to lead the fight against financial crime with 99.9 per cent of colleagues completing training on anti-bribery and corruption (ABC) and anti-money laundering (AML).

Responsible practices are reinforced through our valued behaviours and in 2018, we integrated these into the way we hire, recognise, reward and develop colleagues. In addition, we defined a new long-term approach to diversity and inclusion, launched a global wellbeing programme and set a new target to pay a Living Wage in our markets by 2020.

We continue to reduce our own environmental impact. In 2018, we achieved our energy target for properties in temperate climates one year early, advanced our tropical climate target and set new Science-Based Targets to reduce our greenhouse gas emissions. Although we reduced water use by 57 per cent between 2008 and 2018, we are currently not on-track to achieve our 72 per cent target by 2019. We are working across our properties to find innovative ways to achieve it.

We updated our Aspirations for people, environment, conduct and financial crime compliance and will focus on delivering against these targets in 2019.

ENVIRONMENTAL PERFORMANCE

Conserving water in India

Freshwater scarcity is an issue in some of our markets. In India, our Global Business Services (GBS) team is finding ways to recycle and reuse the water needed for its 11 properties across Chennai and Bangalore.

Chennai faces significant water shortages and our Haddows Road campus, with 500,000 square feet of office space operating 24 hours a day, seven days a week, uses more than 300 kilolitres of water every day. Most of this is supplied by water tankers and is used to keep IT servers cool, but it is also needed for the cafeteria, washrooms and landscaping.

In 2018, the Chennai property team saw an opportunity to improve wastewater processing and reduce freshwater use at the same time. As part of a required upgrade to the sewage treatment plant at the Haddows Road campus, they are creating a zero-discharge solution that will reuse treated water to meet the water needs of the cooling towers, landscaping and washrooms.

Commissioning began in September 2018 and once fully operational, the plant is due to save approximately 100 kilolitres of water daily and up to $35,000 per year.
## Aspirations

### People

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

<table>
<thead>
<tr>
<th>Target: We will</th>
<th>Target date</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase gender representation: 30% women in senior roles</td>
<td>Sept 2016 – Dec 2020</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Roll-out a comprehensive employee wellness programme across four key markets (UK, US, Singapore and Hong Kong)</td>
<td>Jan 2018 – Dec 2018</td>
<td>Achieved</td>
</tr>
<tr>
<td>Roll-out a refreshed diversity and inclusion strategy Bank-wide</td>
<td>Jan 2018 – Dec 2018</td>
<td>Achieved</td>
</tr>
</tbody>
</table>

### Environment

Reducing our own impact on the environment will protect our planet for the benefit of our communities.

<table>
<thead>
<tr>
<th>Target: We will</th>
<th>Target date</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce annual energy use by 35% to 230 kWh/m²/year in our tropical climate locations (80% of portfolio)</td>
<td>Jan 2008 – Dec 2019</td>
<td>On track</td>
</tr>
<tr>
<td>Reduce annual energy use by 31% to 275 kWh/m²/year in our temperate climate locations (20% of portfolio)</td>
<td>Jan 2008 – Dec 2019</td>
<td>Achieved/Ongoing</td>
</tr>
<tr>
<td>Reduce our annual water use by 72% to 0.5kL/m²/year</td>
<td>Jan 2008 – Dec 2019</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Reduce annual office paper use by 57% to 10kg/FTE/year</td>
<td>Jan 2012 – Dec 2020</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Effectively embed the conduct management framework so that all staff are able to identify, mitigate and manage conduct risk</td>
<td>Jan 2018 – Dec 2018</td>
<td>Achieved</td>
</tr>
</tbody>
</table>

### Conduct

Good conduct and high ethical standards are essential in achieving fair outcomes for our clients.

<table>
<thead>
<tr>
<th>Target: We will</th>
<th>Target date</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effectively embed the conduct management framework so that all staff are able to identify, mitigate and manage conduct risk</td>
<td>Jan 2018 – Dec 2018</td>
<td>Achieved</td>
</tr>
</tbody>
</table>

### Financial crime compliance

Financial crime has serious social and economic consequences, harming individuals and communities.

<table>
<thead>
<tr>
<th>Target: We will</th>
<th>Target date</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>All eligible bank staff to complete relevant ABC, AML and sanctions training with less than 2% overdue</td>
<td>Ongoing</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Deliver at least 10 correspondent banking academies</td>
<td>Jan 2018 – Dec 2018</td>
<td>Achieved</td>
</tr>
</tbody>
</table>

### Aspirations progress key

- **On track**
- **Not on track**
- **Achieved**
- **Not achieved**
Objective

We seek to promote economic and social development in our communities.

Overview

We work closely with local partners to deliver programmes that foster healthy and economically empowered communities. In 2018, we invested $49.2 million in our communities and our colleagues contributed more than 65,000 volunteering days.

It was a milestone year as we surpassed our $100 million fundraising target for Seeing is Believing (SiB), our global initiative to tackle avoidable blindness and visual impairment. We raised $5.2 million through fundraising and Bank-matching in 2018 and $103.6 million between 2003 and 2018, reaching 176 million people through SiB projects globally.

As we approached our SiB target, we engaged with stakeholders to understand the challenges facing our communities and where we could make the greatest impact. Our response is Futuremakers by Standard Chartered, our new global initiative to tackle inequality and promote greater economic inclusion in our markets. We aim to raise $50 million between 2019 and 2023 to empower the next generation to learn, earn and grow.

Through Futuremakers, we will build on Goal, our existing education programme, and develop new programmes focused on employability and entrepreneurship. Goal reached more than 100,000 girls in 2018. We will integrate financial education into all of our programmes. In 2018, we provided financial education training to more than 111,000 young people and over 5,400 entrepreneurs, of whom 90 per cent were women.

We updated our Aspiration for community engagement to reflect our new Futuremakers initiative and will focus on delivering against these targets in 2019.

COMMUNITY INVESTMENT

Essential elements for girls’ economic empowerment

Many girls growing up in our markets must overcome multiple hurdles to achieve personal and economic empowerment.

To understand more about the social, cultural and economic barriers that prevent girls from reaching their full potential, we co-authored a report with Dalberg Advisors, released on International Women’s Day in March 2018, that identified eight essential elements for girls’ economic empowerment. These include freedom of movement, freedom from violence and access to education, healthcare and contraception.

For girls to overcome barriers, they need more training to become employable; more men, boys and older women to champion them; more goods and services made for them; and more role models and support networks, such as those provided by Goal, our girls’ empowerment programme.

Through Goal, girls gain the confidence, knowledge and skills they need to be economic leaders in their families, communities and society. To support girls further, we offer work readiness as part of the Goal curriculum. In 2018, 1,421 girls received work readiness training with 336 girls securing paid roles as a direct result of participating in the programme.
Aspiration | Target: We will | Target date | Progress
--- | --- | --- | ---
Community engagement | Invest 0.75% of prior year operating profit (PYOP) in our communities | → Jan 2006 – Dec 2020 | Achieved / Ongoing 2018: $49.2 million community expenditure, which represents 2.04% of PYOP
| Raise $100m to tackle avoidable blindness | → Jan 2003 – Dec 2020 | Achieved 2018: $5.2 million raised and matched by the Bank 2003 – 2018: $103.6 million raised and matched by the Bank
| Empower 600,000 girls through education and sport | → Jan 2006 – Dec 2020 | Ongoing 2018: 100,189 girls participated in Goal 2006 – 2018: 481,978 girls participated in Goal
| Educate 5,000 micro and small businesses, with 20% women-owned or led | → Jan 2013 – Dec 2020 | Achieved 2018: 5,438 micro and small businesses – 90% women-owned or led 2013 – 2018: 10,995 micro and small businesses – 73% women-owned or led

Aspirations progress key

- **On track**
- **Not on track**
- **Achieved**
- **Not achieved**

COMMUNITY INVESTMENT

Celebrating with Seeing is Believing

Avoidable blindness is a key health issue across our markets. In 2003, to celebrate the Bank’s 150th anniversary, our employees committed to raise enough money for 28,000 sight-restoring surgeries – one for every employee at the time. They succeeded and their commitment grew into Seeing is Believing, our global initiative to tackle avoidable blindness and visual impairment.

In 2011, we set an ambitious target to raise $100 million between 2003 and 2020, through fundraising and Bank-matching. We reached the target two years early, raising a total of $103.6 million for SiB between 2003 and 2018. By funding projects run by local and international eye health organisations, SiB provides access to affordable and quality eye health services to people in low- and middle-income countries. SiB has reached more than 176 million people through medical interventions, eye examinations, eye health education and training over the past 15 years.

We are delivering SiB projects until the end of 2020 and building on SiB’s legacy through our support for the Vision Catalyst Fund, a proposed $1 billion global eye-care fund. Our support for visually-impaired people continues through Futuremakers by Standard Chartered, our new global initiative to promote greater economic inclusion.
## Sustainability data

### Contributing to sustainable economic growth

#### Microfinance

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loans extended ($million)</td>
<td>690.0</td>
<td>591.4</td>
<td>409.9</td>
</tr>
</tbody>
</table>

#### Clean technology

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value of funds provided and facilitated ($million)</td>
<td>2,860.0</td>
<td>1,228.0</td>
<td>800.8</td>
</tr>
</tbody>
</table>

#### Employees trained in environmental and social risk management (ESRM)

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees trained 1</td>
<td>1,308</td>
<td>568</td>
<td>118</td>
</tr>
</tbody>
</table>

---

1 Employees targeted for training are those in client-facing roles and relevant support teams. Higher training numbers in 2018 are due to the roll-out of the revised environmental and social risk framework in Commercial Bank and targeted training on topics such as modern slavery.

#### ESRM clients and transactions

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESRM clients and transactions reviewed</td>
<td>827</td>
<td>487</td>
<td>328</td>
</tr>
</tbody>
</table>

#### Transactions reviewed by sector

<table>
<thead>
<tr>
<th>Sector</th>
<th>2018 (%)</th>
<th>2017 (%)</th>
<th>2016 (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chemicals &amp; Manufacturing</td>
<td>24.4</td>
<td>17.9</td>
<td>28</td>
</tr>
<tr>
<td>Infrastructure &amp; Transport</td>
<td>11.6</td>
<td>11.7</td>
<td>16.5</td>
</tr>
<tr>
<td>Oil &amp; Gas</td>
<td>8.7</td>
<td>9.2</td>
<td>12.5</td>
</tr>
<tr>
<td>Mining and Metals</td>
<td>8.8</td>
<td>11.9</td>
<td>8.8</td>
</tr>
<tr>
<td>Fossil Fuel Power</td>
<td>12.7</td>
<td>14.8</td>
<td>13.1</td>
</tr>
<tr>
<td>Forestry</td>
<td>0.4</td>
<td>0.0</td>
<td>0.6</td>
</tr>
<tr>
<td>Palm Oil</td>
<td>1.6</td>
<td>1.2</td>
<td>3.7</td>
</tr>
<tr>
<td>Agribusiness</td>
<td>7.4</td>
<td>9.0</td>
<td>4.6</td>
</tr>
<tr>
<td>Ship Breaking</td>
<td>0.1</td>
<td>0.2</td>
<td>0.9</td>
</tr>
<tr>
<td>Nuclear Energy</td>
<td>0.5</td>
<td>1.0</td>
<td>0.3</td>
</tr>
<tr>
<td>Renewables</td>
<td>2.5</td>
<td>1.9</td>
<td>1.8</td>
</tr>
<tr>
<td>Dams &amp; Hydropower</td>
<td>1.6</td>
<td>1.4</td>
<td>1.2</td>
</tr>
<tr>
<td>Other</td>
<td>19.6</td>
<td>19.3</td>
<td>6.7</td>
</tr>
<tr>
<td>Tobacco</td>
<td>0.1</td>
<td>0.4</td>
<td>1.2</td>
</tr>
</tbody>
</table>
Contributing to sustainable economic growth (continued)

**Equator Principles**

<table>
<thead>
<tr>
<th>Project finance mandates</th>
<th>Project-related corporate loans</th>
<th>Project advisory mandates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cat A</td>
<td>Cat B</td>
</tr>
<tr>
<td>Total 2016</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Total 2017</td>
<td>1</td>
<td>9*</td>
</tr>
<tr>
<td>Total 2018</td>
<td>4</td>
<td>7</td>
</tr>
</tbody>
</table>

**2018**

*Sector*

- Mining
- Infrastructure
- Oil & Gas
- Renewables
- Telecoms
- Power
- Other

*Region*

- Greater China
- North East Asia
- South Asia
- ASEAN
- MENAP
- Africa
- Americas
- Europe

*Designation*

- Designated
- Non-Designated

*Independent Review*

- Yes
- No

<table>
<thead>
<tr>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>$million</td>
<td>$million</td>
<td>$million</td>
</tr>
<tr>
<td>Cash contributions</td>
<td>22.9</td>
<td>22.1</td>
</tr>
<tr>
<td>Employee time (non-cash item)</td>
<td>18.8</td>
<td>18.1</td>
</tr>
<tr>
<td>Gifts in Kind (non-cash item)*</td>
<td>0.1</td>
<td>0.1</td>
</tr>
<tr>
<td>Management costs</td>
<td>4.5</td>
<td>4.5</td>
</tr>
<tr>
<td><strong>Total (direct investment by the Group)</strong></td>
<td><strong>46.3</strong></td>
<td><strong>44.8</strong></td>
</tr>
</tbody>
</table>

*Leverage* |

- 2.9 |

**Investing in communities**

1. Gifts in Kind comprises all non-monetary donations
2. Leverage data relates to the proceeds from staff and other fundraising activity
3. PYOP for 2016 was not meaningful based on 2015 operating profit
## Being a responsible company

### People

**Global**

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time Equivalent (FTE)</td>
<td>85,336</td>
<td>85,931</td>
<td>(0.7)</td>
</tr>
<tr>
<td>Headcount (year end)</td>
<td>85,402</td>
<td>86,021</td>
<td>(0.7)</td>
</tr>
<tr>
<td>Employed workers</td>
<td>82,827</td>
<td>82,838</td>
<td>0.0</td>
</tr>
<tr>
<td>Fixed term workers</td>
<td>2,575</td>
<td>3,183</td>
<td>(19.1)</td>
</tr>
<tr>
<td>Non-employed workers</td>
<td>12,064</td>
<td>15,043</td>
<td>(19.8)</td>
</tr>
<tr>
<td>Headcount (12-month average)</td>
<td>86,269</td>
<td>86,794</td>
<td>(0.6)</td>
</tr>
</tbody>
</table>

**Male**

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE</td>
<td>46,139</td>
<td>46,634</td>
<td>(1.1)</td>
</tr>
<tr>
<td>Headcount</td>
<td>46,153</td>
<td>46,658</td>
<td>(1.1)</td>
</tr>
</tbody>
</table>

**Female**

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTE</td>
<td>39,198</td>
<td>39,297</td>
<td>(0.3)</td>
</tr>
<tr>
<td>Headcount</td>
<td>39,249</td>
<td>39,363</td>
<td>(0.3)</td>
</tr>
</tbody>
</table>

**Nationalities**

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>125</td>
<td>125</td>
<td>0.0</td>
</tr>
</tbody>
</table>

**Position type**

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive and non-executive director (Board and Management Team)</td>
<td>13</td>
<td>13</td>
<td>0.0</td>
</tr>
<tr>
<td>Female executive and non-executive director</td>
<td>4</td>
<td>4</td>
<td>0.0</td>
</tr>
<tr>
<td>Senior management (Bands 1–2)</td>
<td>258</td>
<td>255</td>
<td>1.2</td>
</tr>
<tr>
<td>Female senior management</td>
<td>53</td>
<td>43</td>
<td>23.3</td>
</tr>
<tr>
<td>Middle management (Bands 3–4)</td>
<td>3,836</td>
<td>3,635</td>
<td>5.5</td>
</tr>
<tr>
<td>Female middle management</td>
<td>1,082</td>
<td>956</td>
<td>13.2</td>
</tr>
<tr>
<td>Rest of headcount</td>
<td>81,308</td>
<td>82,131</td>
<td>(1.0)</td>
</tr>
<tr>
<td>Female rest of headcount</td>
<td>38,114</td>
<td>38,364</td>
<td>(0.7)</td>
</tr>
</tbody>
</table>

**Employment type**

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business FTE</td>
<td>38,598</td>
<td>40,594</td>
<td>(4.9)</td>
</tr>
<tr>
<td>Business headcount</td>
<td>38,621</td>
<td>40,636</td>
<td>(5.0)</td>
</tr>
<tr>
<td>Business female headcount</td>
<td>19,586</td>
<td>20,219</td>
<td>(3.1)</td>
</tr>
<tr>
<td>Support services FTE</td>
<td>46,739</td>
<td>45,337</td>
<td>3.1</td>
</tr>
<tr>
<td>Support services headcount</td>
<td>46,781</td>
<td>45,385</td>
<td>3.1</td>
</tr>
<tr>
<td>Female support services headcount</td>
<td>19,663</td>
<td>19,144</td>
<td>2.7</td>
</tr>
</tbody>
</table>

**Region**

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greater China &amp; Northeast Asia (GCNA) FTE</td>
<td>20,757</td>
<td>20,428</td>
<td>1.6</td>
</tr>
<tr>
<td>GCNA headcount</td>
<td>20,771</td>
<td>20,451</td>
<td>1.6</td>
</tr>
<tr>
<td>GCNA female headcount</td>
<td>13,128</td>
<td>12,894</td>
<td>1.8</td>
</tr>
<tr>
<td>ASEAN &amp; Southeast Asia (ASA) FTE</td>
<td>47,350</td>
<td>47,794</td>
<td>(0.9)</td>
</tr>
<tr>
<td>ASA headcount</td>
<td>47,371</td>
<td>47,814</td>
<td>(0.9)</td>
</tr>
<tr>
<td>ASA female headcount</td>
<td>18,748</td>
<td>18,981</td>
<td>(1.2)</td>
</tr>
<tr>
<td>Africa &amp; Middle East (AME) FTE</td>
<td>13,182</td>
<td>13,028</td>
<td>(5.4)</td>
</tr>
<tr>
<td>AME headcount</td>
<td>13,184</td>
<td>13,941</td>
<td>(5.4)</td>
</tr>
<tr>
<td>AME female headcount</td>
<td>5,594</td>
<td>5,831</td>
<td>(4.1)</td>
</tr>
<tr>
<td>Europe &amp; Americas (EA) FTE</td>
<td>4,047</td>
<td>3,782</td>
<td>7.0</td>
</tr>
<tr>
<td>EA headcount</td>
<td>4,076</td>
<td>3,815</td>
<td>6.8</td>
</tr>
<tr>
<td>EA female headcount</td>
<td>1,779</td>
<td>1,657</td>
<td>7.4</td>
</tr>
</tbody>
</table>
Being a responsible company (continued)

<table>
<thead>
<tr>
<th>Age</th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 30 years FTE</td>
<td>20,812</td>
<td>22,890</td>
<td>(9.1)</td>
</tr>
<tr>
<td>&lt; 30 years headcount</td>
<td>20,819</td>
<td>22,898</td>
<td>(9.1)</td>
</tr>
<tr>
<td>&lt; 30 years female headcount</td>
<td>10,962</td>
<td>11,866</td>
<td>(7.5)</td>
</tr>
<tr>
<td>30–50 years FTE</td>
<td>58,652</td>
<td>57,639</td>
<td>1.8</td>
</tr>
<tr>
<td>30–50 years headcount</td>
<td>58,692</td>
<td>57,696</td>
<td>1.7</td>
</tr>
<tr>
<td>30–50 years female headcount</td>
<td>25,647</td>
<td>25,128</td>
<td>2.1</td>
</tr>
<tr>
<td>&gt; 50 years FTE</td>
<td>5,872</td>
<td>5,402</td>
<td>8.7</td>
</tr>
<tr>
<td>&gt; 50 years headcount</td>
<td>5,891</td>
<td>5,427</td>
<td>8.5</td>
</tr>
<tr>
<td>&gt; 50 years female headcount</td>
<td>2,640</td>
<td>2,379</td>
<td>11.0</td>
</tr>
</tbody>
</table>

Talent management

<table>
<thead>
<tr>
<th>Metric</th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global voluntary turnover rate (%)</td>
<td>13.2</td>
<td>13.0</td>
<td>1.5</td>
</tr>
<tr>
<td>Global turnover rate (%)</td>
<td>16.4</td>
<td>17.3</td>
<td>(5.2)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>16.7</td>
<td>16.9</td>
<td>(1.3)</td>
</tr>
<tr>
<td>Female</td>
<td>16.0</td>
<td>17.6</td>
<td>(8.9)</td>
</tr>
<tr>
<td>GCNA</td>
<td>16.5</td>
<td>18.2</td>
<td>(9.1)</td>
</tr>
<tr>
<td>ASA</td>
<td>17.7</td>
<td>17.7</td>
<td>(0.1)</td>
</tr>
<tr>
<td>AME</td>
<td>12.3</td>
<td>14.9</td>
<td>(17.4)</td>
</tr>
<tr>
<td>EA</td>
<td>13.9</td>
<td>15.2</td>
<td>(8.3)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 30 years (%)</td>
<td>23.9</td>
<td>24.2</td>
<td>(1.2)</td>
</tr>
<tr>
<td>30–50 years (%)</td>
<td>13.7</td>
<td>14.4</td>
<td>(5.0)</td>
</tr>
<tr>
<td>&gt; 50 years (%)</td>
<td>14.6</td>
<td>16.7</td>
<td>(12.7)</td>
</tr>
</tbody>
</table>

Average tenure (years) – Male
Average tenure (years) – Female

| Roles filled internally (%) | 42.4 | 37.5 | 13.1     |
| of which filled by females (%) | 41.0 | 44.5 | (7.9)    |

Employees with completed performance appraisal (%)
Absenteeism rate %

<table>
<thead>
<tr>
<th>Metric</th>
<th>2018</th>
<th>2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees receiving training (%)</td>
<td>95.6</td>
<td>95.7</td>
<td>(0.1)</td>
</tr>
<tr>
<td>Employees receiving training excluding mandatory learning (%)</td>
<td>82.7</td>
<td>89.2</td>
<td>(7.3)</td>
</tr>
<tr>
<td>Senior management (%)</td>
<td>94.9</td>
<td>92.6</td>
<td>2.5</td>
</tr>
<tr>
<td>Management (%)</td>
<td>97.7</td>
<td>97.2</td>
<td>0.5</td>
</tr>
</tbody>
</table>

Average number of training days per employee (including mandatory learning)
Average cost of training per employee

---

1. For all metrics expressed as a percentage, percentage change means percentage point change
2. Employees with completed performance appraisal numbers are based on 30 September 2018 eligible population
3. Absenteeism rate excludes Korea
4. Average cost of training per employee was updated in 2018 to include in-business headcount performing training roles
Environment
In 2018, our measured Scope 1 and Scope 2 emissions were assured by The Carbon Trust, our independent third-party assurance provider for greenhouse gas (GHG) emissions, ensuring the accuracy and credibility of our reporting.

Review the methodology used to measure and assess our environmental performance data at sc.com/environmentalassurance
Download the independent assurance report for 2018 performance at sc.com/environmentalassurance

Greenhouse gas emissions – Absolute (tonnes CO₂eq/year)

| Scope 1 & 2 emissions/m² (kg CO₂eq/m²/year) | 132 | 125 | 147 | 157 | 170 | 162 |
| Scope 1 & 2 emissions/FTE (tonnes CO₂eq/FTE/year) | 1.74 | 1.73 | 1.85 | 2.18 | 2.43 | 2.31 |
| Scope 3 emissions/FTE without distance uplift (tonnes CO₂eq/FTE/year) | 1.00 | 0.73 | 0.69 | 0.69 | 0.57 | 0.60 |
| Scope 3 emissions/FTE with distance uplift (tonnes CO₂eq/FTE/year) | 1.08 | 0.79 | 0.75 | 0.75 | 0.62 | 0.65 |
| Scope 1, 2 & 3 emissions/m³ (kg CO₂eq/m³/year) | 208 | 177 | 220 | 207 | 229 | 204 |
| Scope 1, 2 & 3 emissions/FTE (tonnes CO₂eq/FTE/year) | 2.74 | 2.46 | 2.77 | 2.87 | 3.28 | 2.91 |
| Scope 1 & 2 emissions/$m operating income (tonnes CO₂eq/$m/year) | – | 9.89 | – | 12.86 | – | 15.99 |
| Scope 1, 2 & 3 emissions/$m operating income (tonnes CO₂eq/$m/year) | – | 14.04 | – | 16.91 | – | 20.15 |

Environmental resource efficiency

Energy

Indirect non-renewable energy consumption (GWh/year) | 162 | 224 | 168 | 277 | 185 | 245 |
Indirect renewable energy consumption (GWh/year) | 17 | 17 | 21 | 19 | 23 | 20 |
Direct non-renewable energy consumption (GWh/year) | 18 | 31 | 24 | 32 | 26 | 47 |
Direct renewable energy consumption (GWh/year) | – | – | – | – | – | – |
On-site renewable energy consumption (MWh/year) | 458 | 458 | 330 | 330 | 247 | 247 |
Energy consumption (GWh/year) | 198 | 272 | 213 | 327 | 234 | 312 |
Energy consumption/FTE (kWh/FTE/year) | 3,167 | 3,187 | 3,291 | 3,807 | 3,986 | 3,599 |
Energy consumption/m² (kWh/m²/year) | 240 | 230 | 261 | 274 | 278 | 252 |

Water

Water consumption (ML/year) | 605 | 916 | 649 | 1,149 | 917 | 1,181 |
Water consumption/FTE (m³/FTE/year) | 10 | 11 | 10 | 13 | 16 | 14 |
Water consumption/m² (kL/m²/year) | 0.74 | 0.77 | 0.80 | 0.96 | 1.09 | 0.95 |

Paper(a)

Print paper consumption (ktonnes/year) | 1.05 | 1.49 | 1.02 | 1.89 | – | – |
Print paper consumption/FTE (kg/FTE-year) | 17.70 | – | 21.97 | – | – | – |

Waste(b)

Waste (ktonnes / year) | 5.1 | – | 4.8 | – | 5 | – |
Waste/FTE (kg/FTE-year) | 81 | – | 74 | – | 85 | – |
Waste reused or recycled (%) | 46 | – | 24 | – | 38 | – |
Retired IT equipment reused or recycled (ktonnes/year) | 0.19 | – | 0.19 | – | 0.15 | – |

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 at 31 December 2018
3 Scope 3 emissions calculated from total energy consumption from our outsourced global data centres
4 Indirect non-renewable energy refers to purchased electricity from non-renewable sources
5 Indirect renewable energy refers to purchased electricity from renewable sources
6 Direct non-renewable energy refers to the gross calorific values of renewable fuels consumed on-site
7 Direct renewable energy refers to the gross calorific values of renewable fuels consumed on-site
8 On-site renewable energy refers to renewable energy generated and consumed on-site
9 New methodology to measure paper consumption, introduced in 2017, resulted in 2016 data no longer being representative. It is, therefore, not shown
10 We are reviewing our methodology for measured and scaled up waste. Scaled up waste data is not representative and is therefore not shown
ASPIRATIONS SUMMARY

2019 Sustainability Aspirations
**Overview**

Standard Chartered is a leading international banking group.

Our heritage and values are expressed in our brand promise, Here for Good. Our operations, Purpose, which is to drive commerce and prosperity through our unique diversity.

Our Sustainability Aspirations build 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).

**Our Regions**

- **Americas**: Serving over 8,000 clients.
- **Europe & Africa**: Centered in London and New York with a presence across both continents.
- **Greater China & South Asia**: Serving clients in China, Hong Kong, India, Japan, Korea, Taiwan and Macau.
- **ASEAN & South Asia**: Present in 20 countries.

**Our Clients**

- **Global**: Serving over 5,000 large institutional banking enterprises across Asia, Africa and the Middle East.
- **Commercial Banking**: Supporting over 4,000 local corporates and medium-sized enterprises across Asia, Africa and the Middle East.
- **Retail Banking**: Serving over nine million individual and small businesses.

**Sustainability Aspirations 2019**

<table>
<thead>
<tr>
<th>PILLAR 1: CONTRIBUTING TO SUSTAINABLE ECONOMIC GROWTH</th>
<th>Target</th>
<th>Target date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infrastructure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entrepreneurs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commerce</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PILLAR 2: BEING A RESPONSIBLE COMPANY**

<table>
<thead>
<tr>
<th>Area</th>
<th>Target</th>
<th>Target date</th>
</tr>
</thead>
<tbody>
<tr>
<td>People</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conduct</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial crime compliance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PILLAR 3: INVESTING IN COMMUNITIES**

<table>
<thead>
<tr>
<th>Area</th>
<th>Target</th>
<th>Target date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community engagement</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**About this report**

For more information about our sustainability performance, please visit our Sustainability website. Standard Chartered Sustainability Summary 2018 is available for download on our website. The annual report is available on our website.

**Photo credit**

All images are credited on our website. Please see our website for more information.

**Newscast**

Standard Chartered is committed to responsible financial inclusion. We believe that access to financial services and products should be available to everyone. We are investing in technology to support this goal.

**Impact and sustainable finance**

Innovative financial products and services to help our clients achieve their financial goals and aspirations. We are investing in technology to support this goal.

**Sustainability Aspirations**

Our Sustainability Aspirations build 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).

**Our Purpose**

Our Purpose, which is to drive commerce and prosperity through our unique diversity.

**Here for good**

Our brand promise, Here for Good, expresses our heritage and values.

**Our Regions**

- **Americas**: Serving over 8,000 clients.
- **Europe & Africa**: Centered in London and New York with a presence across both continents.
- **Greater China & South Asia**: Serving clients in China, Hong Kong, India, Japan, Korea, Taiwan and Macau.
- **ASEAN & South Asia**: Present in 20 countries.

**Our Clients**

- **Global**: Serving over 5,000 large institutional banking enterprises across Asia, Africa and the Middle East.
- **Commercial Banking**: Supporting over 4,000 local corporates and medium-sized enterprises across Asia, Africa and the Middle East.
- **Retail Banking**: Serving over nine million individual and small businesses.

**Sustainability Aspirations**

Our Sustainability Aspirations build 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).

**Our Regions**

- **Americas**: Serving over 8,000 clients.
- **Europe & Africa**: Centered in London and New York with a presence across both continents.
- **Greater China & South Asia**: Serving clients in China, Hong Kong, India, Japan, Korea, Taiwan and Macau.
- **ASEAN & South Asia**: Present in 20 countries.

**Our Clients**

- **Global**: Serving over 5,000 large institutional banking enterprises across Asia, Africa and the Middle East.
- **Commercial Banking**: Supporting over 4,000 local corporates and medium-sized enterprises across Asia, Africa and the Middle East.
- **Retail Banking**: Serving over nine million individual and small businesses.