

Summary of disclosures

Global Reporting Initiative (GRI)

Content Index

GRI standard	Disclosure requirements	Where have we disclosed this?	Externally assured?	
GRI 101: Foundation 2016				
General Disclosures				
GRI 102: General Disclosures 2016	Organisational profile			
	102-1 Name of the organisation	DBS Group Holdings Ltd		
	102-2 Activities, brands, products, and services	Refer to “How we create value” on page 20.		
	102-3 Location of headquarters	12 Marina Boulevard Marina Bay Financial Centre Tower 3 Singapore 018982		
	102-4 Location of operations	Refer to “Who we are” on page 2.		
	102-5 Ownership and legal form	Public limited company listed on the Singapore Exchange.		
	102-6 Markets served	Refer to “Who we are” on page 2.		
	102-7 Scale of the organisation	Refer to “Who we are” on page 2.		
	102-8 Information on employees and other workers	Refer to Tables 1, 2 and 3 on page 123. Read more about our employee initiatives on page 105.		✓
	102-9 Supply chain	Refer to “Sustainable sourcing” on page 103.		✓
	102-10 Significant changes to the organisation and its supply chain	There were no significant changes to our organisational profile during the reporting period.		
	102-11 Precautionary principle or approach	We do not explicitly refer to the precautionary approach or principle in our risk management framework. We seek to contribute to society by generating profits responsibly, which ties in with our corporate value of being purpose-driven. Refer to “Sustainability” on page 97.		
	102-12 External initiatives	Refer to “About this report” on inside cover.		
	102-13 Membership of associations	Our key memberships include Institute of International Finance and The Association of Banks in Singapore (Chairman Bank from 2017 to 2019).		
Strategy				
102-14 Statement from senior decision-maker	Refer to “Letter from the Chairman and CEO” on page 10.			
Ethics and integrity				
102-16 Values, principles, standards, and norms of behavior	Refer to “Culture” on page 60. See also “values-led culture” on page 21.			
Governance				
102-18 Governance structure	Refer to “Corporate governance” on page 48.			
Stakeholder engagement				
102-40 List of stakeholder groups	Refer to “What our stakeholders are telling us” on page 28.			
102-41 Collective bargaining agreements	Our house union in Singapore, the DBS Staff Union, is an affiliate of the National Trades Union Congress (NTUC). As at 31 December 2017, 1,773 of our employees are eligible for collective bargaining under the Memorandum of Understanding between DBS and NTUC. We do not have house unions in other markets. In addition, three employees who are officers and below in DBS Vickers are eligible for collective bargaining under the Collective Agreement between DBS Vickers and The Singapore Manual and Mercantile Workers’ Union.		✓	

GRI standard	Disclosure requirements	Where have we disclosed this?	Externally assured?	
GRI 101: Foundation 2016				
General Disclosures				
GRI 102: General Disclosures 2016	Stakeholder engagement			
	102-42 Identifying and selecting stakeholders	Refer to "What our stakeholders are telling us" on page 28.		
	102-43 Approach to stakeholder engagement			
	102-44 Key topics and concerns raised			
	Reporting practice			
	102-45 Entities included in the consolidated financial statements	Refer to "Subsidiaries and consolidated structured entities" on page 149 and "Associates" on page 150.		
	102-46 Defining report content and topic boundaries	<p>Our Annual Report is prepared in accordance with the International Integrated Reporting <IR> Framework.</p> <p>Under <IR>, our disclosures focus primarily on matters that substantively affect our ability to create long-term value.</p> <p>Read more about our material matters identification process on page 25.</p> <p>In addition, through internal evaluation and our stakeholder interactions, we have identified additional GRI topics where our operations may impact the environment or society. These are outlined below (see 102-47 List of GRI topics).</p>		
	102-47 List of GRI topics	GRI topics relevant for DBS	Related material/ important matter, where applicable*	
		201: Economic performance 203: Indirect economic impacts 205: Anti-corruption 302: Energy 303: Water 305: Emissions 306: Effluents and waste 308: Supplier environmental assessment 401: Employment 404: Training and education 405: Diversity and equal opportunity 412: Human rights assessment 414: Supplier social assessment 415: Public policy 417: Marketing and labelling 418: Customer privacy 419: Socioeconomic compliance	Macroeconomic and demographic trends Financial inclusion Financial crime Climate change Not applicable Climate change Managing our environmental footprint Sustainable procurement Talent management and retention Talent management and retention Diversity and equal opportunity Sustainable procurement/ Responsible financing Sustainable procurement Not applicable Fair dealing Cyber security Evolving regulatory landscape	
		*Refer to "Material Matters" on page 25.		
	102-48 Restatements of information	Restatements of information, where applicable, are noted within the relevant data sets.		
	102-49 Changes in reporting	There are no significant changes in scope and aspect boundaries.		
102-50 Reporting period	This report covers the period 1 January to 31 December 2017.			
102-51 Date of most recent report	31 December 2016			

GRI standard	Disclosure requirements	Where have we disclosed this?	Externally assured?
GRI 101: Foundation 2016			
General Disclosures			
GRI 102: General Disclosures 2016	Reporting practice		
	102-52 Reporting cycle	Annual	
	102-53 Contact point for questions regarding the report	For any questions regarding this report or its contents, please contact Investor Relations at investor@dbs.com.	
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.	
	102-55 GRI content index	This Appendix is the GRI Content Index.	
	102-56 External assurance	With effect from 2017, we have sought external independent limited assurance on our annual sustainability reporting. Refer to "Independent limited assurance report on sustainability information" on page 124.	
Material Topics			
GRI 200 Economic Standard Series			
Economic Performance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "CFO Statement" on page 30 and "Consolidated income statement" on page 127.	
	103-2 The management approach and its components	Further breakdown of income and expenses by geography can be found in "Geographical segment reporting" on page 182.	
	103-3 Evaluation of the management approach	See also "How we distribute value created" on page 24.	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed		✓
Indirect Economic Impacts			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Sustainable Finance" on page 100 and "Financial inclusion – being the People's Bank" on page 101.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts		
Anti-corruption			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Preventing financial crime (including bribery/ corruption)" on page 99.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures		✓

GRI standard	Disclosure requirements	Where have we disclosed this?	Externally assured?
GRI 300 Environmental Standards Series			
Energy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Managing our environmental footprint" on page 101.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 302: Energy 2016	302-1 Energy consumption within the organisation		✓
Water			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Managing our environmental footprint" on page 101.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 303: Water 2016	303-1 Water withdrawal by source		✓
Emissions			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Managing our environmental footprint" on page 101. Our direct (Scope 1) GHG emissions relate only to the less than 20 passenger vehicles that we own and are negligible.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions		
	305-3 Other indirect (Scope 3) GHG emissions		✓
	305-4 GHG emissions intensity		✓
	305-5 Reduction of GHG emissions		✓
Effluents and Waste			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Managing our environmental footprint" on page 101.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 306: Effluents and Waste 2016	306-2 Waste by type and disposal method		✓
Supplier Environmental Assessment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Sustainable Sourcing" on page 103.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria		✓

GRI standard	Disclosure requirements	Where have we disclosed this?	Externally assured?
GRI 400 Social Standards Series			
Employment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Hiring and employee engagement" on page 105.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover		✓
Training and Education			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Developing a future-ready workforce and talent pipeline" on page 106.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee		✓
	404-3 Percentage of employees receiving regular performance and career development reviews	99.5% of eligible employees received regular performance and career development reviews in 2017.	✓
Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Diversity and equal opportunity" on page 106. See also "Board of Directors" on page 4, "Our Board" on page 51 and "Further information on Board of Directors" on page 201.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees		✓
Human Rights Assessment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	DBS is committed to promulgating good practices and aligning our operations and strategies with universally accepted principles in human rights, including the elimination of all forms of forced and compulsory labour. Through our Code of Conduct, we set out clear principles and minimum standards of behaviour expected of each employee, which includes treating others in a professional, ethical and responsible manner. It also defines the procedures for reporting of incidents and provides protection for employees making these disclosures.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 412: Human Rights Assessment 2016	412-1 Operations that have been subject to human rights reviews or impact assessments	Human rights assessment is addressed in various parts of our business. Refer to "Responsible financing" on page 100 and "Sustainable sourcing" on page 103.	
Supplier Social Assessment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Sustainable sourcing" on page 103.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria		✓

GRI standard	Disclosure requirements	Where have we disclosed this?	Externally assured?
Public Policy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Under our Code of Conduct Standard, all staff are prohibited from making payments on behalf of or using DBS' assets to support political candidates or parties.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 415: Public Policy 2016	415-1 Political contributions		
Marketing and Labeling			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Fair dealing" on page 99. There were no material incidents of non-compliance concerning fair dealing during the year.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling		
Customer Privacy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Refer to "Cyber security and data protection" on page 98. There were no material complaints concerning breaches of customer privacy and losses of customer data during the year.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		
Socioeconomic Compliance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Socioeconomic compliance relates only to those ESG topics included within our Sustainability Report. Refer to "Compliance and regulatory compliance" on page 70 and "Compliance risk" on page 89. There were no material instances of non-compliance with laws and regulations in this context during the year.	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area		

Information on employees

Table 1 Total number of employees by contract type and gender

Type of contract	2017			2016		
	Female	Male	Total	Female	Male	Total
Permanent of which:	13,005	10,591	23,596	12,163	9,613	21,776
Full time	12,932	10,588	23,520	12,088	9,611	21,699
Part time	73	3	76	75	2	77
Contract/Temporary⁽¹⁾	278	300	578	186	232	418
Total	13,283	10,891	24,174	12,349	9,845	22,194

(1) Headcount on DBS' payroll

Table 2 Total number of employees by geography and gender

Geography	2017			2016		
	Female	Male	Total	Female	Male	Total
Singapore	6,417	4,545	10,962	6,226	4,155	10,381
Hong Kong	2,391	2,146	4,537	2,272	2,078	4,350
Rest of Greater China⁽¹⁾	2,835	1,396	4,231	2,359	1,250	3,609
South and Southeast Asia⁽²⁾	1,524	2,638	4,162	1,386	2,201	3,587
Rest of the World⁽³⁾	116	166	282	106	161	267
Total	13,283	10,891	24,174	12,349	9,845	22,194

(1) Rest of Greater China includes Mainland China and Taiwan

(2) South and Southeast Asia includes India, Indonesia, Malaysia, Vietnam, Thailand, Myanmar and the Philippines

(3) Rest of the World includes Australia, South Korea, Japan, Dubai, United States of America and United Kingdom

Table 3 Total number of employees by geography and contract type

Geography	2017			2016		
	Permanent	Contract/ Temporary	Total	Permanent	Contract/ Temporary	Total
Singapore	10,844	118	10,962	10,284	97	10,381
Hong Kong	4,398	139	4,537	4,244	106	4,350
Rest of Greater China⁽¹⁾	4,129	102	4,231	3,591	18	3,609
South and Southeast Asia⁽²⁾	3,960	202	4,162	3,398	189	3,587
Rest of the World⁽³⁾	265	17	282	259	8	267
Total	23,596	578	24,174	21,776	418	22,194

(1) Rest of Greater China includes in Mainland China and Taiwan

(2) South and Southeast Asia includes in India, Indonesia, Malaysia, Vietnam, Thailand, Myanmar and the Philippines

(3) Rest of the World includes in Australia, South Korea, Japan, Dubai, United States of America and United Kingdom