

Sustainability

We are issuing a standalone sustainability report for the first time to provide a clearer articulation of our progress.



Scan here to view our sustainability report

Sustainability governance

The CEO is assisted by the Group Sustainability Council on sustainability matters.

The council is chaired by the Chief Sustainability Officer and consists of senior leaders across the bank. It develops the bank's overall sustainability framework, which includes setting key performance indicators (KPIs) in consultation with stakeholders, and oversees the execution of sustainability initiatives across the bank. The Board is provided with regular progress updates.

Our approach to sustainability

We take a long-term perspective in conducting our business by incorporating environmental and social considerations so that we can impact people's lives meaningfully.

In promoting sustainable development, we have chosen to focus on six⁽¹⁾ of the UN's Sustainable Development Goals (SDGs) which we believe we can make meaningful contributions to, and after taking into account the markets we operate in. Our approach is to incorporate digital technology and collaborate with other like-minded organisations, so as to multiply the impact of our efforts.



Sustainability pillars

Our approach to sustainability is based on three pillars⁽²⁾⁽³⁾ – (i) Responsible banking, (ii) Responsible business practices and (iii) Creating social impact.

(i) Responsible banking:

Taking a proactive stance to protect our customers' information, having zero tolerance for financial crime, and conducting our business in a fair and responsible manner. In promoting sustainable development, we are committed to advancing responsible financing and financial inclusion.

(ii) Responsible business practices:

Providing an inclusive work environment where every employee can develop professionally and personally. As a responsible organisation, we are conscious of the need to manage our direct environmental footprint and seek to influence our supply chain towards sustainable practices. We pay our fair share of taxes and make economic contributions to the communities in which we operate.

(iii) Creating social impact:

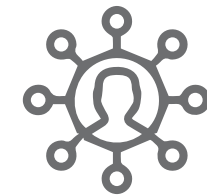
Championing social entrepreneurship in Asia by advocating for and nurturing social enterprises and integrating them into the operations of the bank. As part of our employees' volunteerism movement "People of Purpose", we focus on driving impact in the key areas of active ageing, education and environment.

- (1) In 2018, we added SDG 5 Gender Equality and SDG 9 Industry, Innovation and Infrastructure
- (2) In 2017, we had four sustainability pillars. They were responsible banking, responsible corporate citizenship, creating social impact and employer of choice. An internal review was conducted in 2018 and we decided to merge responsible corporate citizenship and employer of choice into responsible business practices
- (3) The coverage of each sustainability pillar is wide. Read more about the sustainability overview in the sustainability report

Performance highlights

Official sponsor of climate action theme at UNLEASH 2018

TCFD inaugural disclosure



5.6 million digital customers⁽⁴⁾



Four sustainability performance-linked loans

> SGD 600 million

#RecyclemoreWasteless

> 50,000 pledges



Awarded SGD 1.25 million grant to 12 social enterprises

RE100 > 40% of renewable energy for Singapore operations

99.6% of new suppliers signed Sustainable Sourcing Principles (SSP)



> 65,000 hours engaged in volunteering initiatives

Recognition



Bloomberg GEI Index 2018



FTSE4Good Index 2018

MEMBER OF Dow Jones Sustainability Indices In Collaboration with RobecoSAM

DJSI (ASIA Pacific) 2018



Champion of Good 2018



Singapore APEX Corporate Sustainability Award – Sustainable Business



AON Best Employers – Best of the Best Employers (Singapore) and Asia Pacific Best Employer 2018 (Regional)



Sustainable Business Awards Singapore – Best Flagship Initiative



SGX ESG Indices – Leaders Index and Transparency Index

(4) This relates to consumer and SME businesses (Singapore and Hong Kong) and digibank customers (India and Indonesia)