



Live more, Bank less

Progress on Sustainable Development Goals (SDGs)

An extract from DBS 2020 Sustainability Report pages 5 to 7



Responsible banking

SDGs	Related sections	2030 UN established targets	Selected initiatives	Performance achieved
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	Responsible financing	Promote financing of renewable energy in the global energy mix	Renewable and clean energy-related loans	<ul style="list-style-type: none"> Financed about SGD 597 billion of renewable and clean energy-related loans
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	Financial inclusion	Encourage and expand access to banking, insurance and financial services for all	Financial reliefs for retail customers during the pandemic	<ul style="list-style-type: none"> Approved SGD 5.2 billion in mortgage relief for retail customers in Singapore, Hong Kong, Indonesia and Taiwan and offered free Covid-19 insurance to all five million DBS/ POSB customers and their families
			Digital banking services for migrant workers	<ul style="list-style-type: none"> Opened new bank accounts for 152,000 migrant workers in Singapore
			Financial reliefs for SMEs during the pandemic	<ul style="list-style-type: none"> Approved SGD 11 billion in loan moratoriums for companies in Singapore and Hong Kong, primarily for SMEs
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	Responsible financing	Develop quality, sustainable, and resilient infrastructure to support economic development and human well-being	Variety of financial services for SMEs	<ul style="list-style-type: none"> Provided SGD 40.8 billion in financing to SMEs
			Commitment to the Equator Principles, a globally recognised risk management framework adopted by financial institutions for determining, assessing, and managing environmental and social risks of projects	<ul style="list-style-type: none"> Applied the Equator Principles to at least eight infrastructure projects since our commitment in 2019
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	Responsible financing	Ensure that people have relevant information and awareness for sustainable development	Financial literacy and planning tools and education for customers	<ul style="list-style-type: none"> Delivered more than 30 million financial planning insights to customers
			Engagement with private banking customers on sustainable investing	<ul style="list-style-type: none"> Published articles on sustainable investing and directly engaged with our customers
			Support for institutional clients through sustainable finance	<ul style="list-style-type: none"> Financed about SGD 4.2 billion in sustainability-linked loans
 <p>13 CLIMATE ACTION</p>	Responsible financing	Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation and impact reduction	Advisory and structuring of green loans	<ul style="list-style-type: none"> Provided SGD 4.8 billion of green loans
			Advisory and underwriting of green bonds	<ul style="list-style-type: none"> Underwrote SGD 5.3 billion worth of green bonds
			Increased financing to sustainability-linked loans, green loans and renewable and clean energy developments	<ul style="list-style-type: none"> Concluded 50 sustainable financing transactions that amounted to about SGD 9.6 billion



Responsible business practices

SDGs	Related sections	2030 UN established targets	Selected initiatives	Performance achieved
	Diversity and equal opportunity	Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making	Board Diversity Policy and Resource Management Policy to promote diversity to promote diversity amongst Board of Directors and employees	<ul style="list-style-type: none"> Achieved commitment of having at least two female Board members Maintained a stable Group Management Committee female representation of one in four (25%) Maintained a stable gender-balanced total workforce with 51% women
			Increased diversity and inclusion in our talent pool by increasing female representation in technology	<ul style="list-style-type: none"> Recruited 50 female technologists out of over 500 applicants through DBS Women in Tech, a specially curated hiring event to bring the best female tech talent into our workforce Empowered female employees to take on leadership roles through the programme, My Persona, Woman 3.0, for the third year running
			Education and awareness to build a more inclusive workplace	<ul style="list-style-type: none"> Launched a series of unconscious bias training through webinars, online learning and team-based workshops
	Managing our environmental footprint	Increase the share of renewable energy in the global energy mix	RE100 global renewable commitments	<ul style="list-style-type: none"> Increased operational energy consumption from renewables across our key markets to 21% of our total energy consumption, up from 14% in the previous year
			Solar installations on branches and offices	<ul style="list-style-type: none"> Constructed three new solar installations across the region Increased regional solar production capacity on our premises by 427 KWp
	Talent management and retention	Achieve higher levels of economic productivity through diversification, technological upgrading and innovation	Continuous learning, upskilling and reskilling	<ul style="list-style-type: none"> Increased internal mobility rate to 36%, up from 25% in the previous year Launched DBS Match to help employees identify new roles within the bank based on skills and experience
			Specific programmes to upskill employees' technology skillsets	<ul style="list-style-type: none"> Organised gamified learning with Amazon Web Services DeepRacer for more than 3,000 employees to pick up fundamentals of Artificial Intelligence/ Machine Learning Trained over 18,000 employees to promote fluency in data use, data science and business intelligence
			Training opportunities with specialised programmes for graduates and mid-career professionals	<ul style="list-style-type: none"> Provided training opportunities for over 600 graduates, postgraduates and mid-career professionals in Singapore through government supported programmes such as SGUnited Traineeship, SG United Pathway and Technology in Finance Immersion Programme

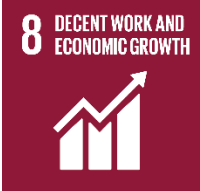




Responsible business practices

SDGs	Related sections	2030 UN established targets	Selected initiatives	Performance achieved
	Sustainable procurement	Promote public procurement practices that are sustainable	<ul style="list-style-type: none"> Sustainable Sourcing Principles (SSP) Paper reduction campaign 	<ul style="list-style-type: none"> Obtained signatory commitments from almost all new suppliers to our SSP Reduced office paper usage by 208 tonnes, a 35% reduction against our 2018 baseline Reduced the volume of cheques generated and processed by more than 20% year-on-year in Singapore, resulting in SGD 1.9 million in cost savings
	Topical issues in focus – Towards Zero Food Waste	Halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses	Encouraged employees to reduce food waste in their daily lives through a six-week challenge and multiple activities	<ul style="list-style-type: none"> Involved about 3,300 employees who collectively took over 23,000 actions towards reducing food waste Engaged over 11,700 employees to reduce or recycle food waste, or redistribute up to 150,000 kg of food
	Managing our environmental footprint	Improve institutional capacity on climate change mitigation, adaptation and impact reduction	Transformation to more sustainable workspaces and regenerative living spaces	<ul style="list-style-type: none"> Completed the design of net-zero energy concepts, and low energy pantries that use heat pumps and solar-heated water Completed our internal “Circular Economy Materials Catalogue”



Creating social impact

SDGs	Related sections	2030 UN established targets	Selected initiatives	Performance achieved
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	Social entrepreneurship	Support productive activities, decent job creation, entrepreneurship, creativity and innovation through access to financial services	<p>Financial reliefs for social enterprises during the pandemic</p> <p>Additional grant funding and capacity building for social enterprises amid the pandemic</p> <p>DBS Foundation's Annual Social Enterprise Grant</p> <p>Nurturing of social enterprises through mentoring and masterclass by DBS Foundation</p>	<ul style="list-style-type: none"> Disbursed additional SGD 550,000 to 14 social enterprises across the region through the DBS Foundation Business Transformation and Improvement Grant Made available collateral-free Digital Business Loans of up to SGD 200,000 to social enterprises in Singapore at preferential interest rates Disbursed SGD 1.4 million in grants to 13 social enterprises from key markets Nurtured over 240 social enterprises during the year
	Employee volunteerism		Digital/ financial literacy programmes for elderly and youth	<ul style="list-style-type: none"> Contributed close to 57,000 volunteering hours to serve communities
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	Financial inclusion	Increase access of small-scale industrial and other enterprises to financial services	Support for social enterprises through DBS Social Enterprise Package	<ul style="list-style-type: none"> Benefitted 692 social enterprises under our Social Enterprise Banking Package, with a total of about SGD 7.3 million in unsecured loans
	Social entrepreneurship			
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	Topical issues in focus – Towards Zero Food Waste	Halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses	<p>Advocacy and activation of multiple stakeholders and partners to reduce food waste across retail, production and supply levels</p>	<ul style="list-style-type: none"> Partnered 19 ecosystem players and launched multiple campaigns across key markets, which reduced or recycled food waste, or redistributed up to 50,000 kg of food Released Sparks Season 2 dedicated to social enterprises