

HONG KONG Sustainability Factsheet 2020



Stronger Together

Banking with purpose amid the pandemic





Foreword

The impact we create at DBS goes beyond banking and reflects our core commitment to being purpose-driven. What we do touches real people, real businesses, and real lives. We strive to make real, meaningful changes – especially when many people, including the most vulnerable, are struggling in these unprecedented and uncertain times.

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DBS Sustainability Overview

Sustainability pillars

Our approach to sustainability is guided by our sense of purpose: To create value for the long term, and by managing our business in a balanced and responsible way. We do this through our three sustainability pillars.



Responsible banking

We incorporate responsible financing in our lending practices, support our customers' transition towards more sustainable low-carbon business models and improve customers' access to ESG investments. We conduct our business in a fair and responsible manner. This includes advancing financial inclusion, taking a proactive stance to protect our customers' information and preventing financial crime.



Responsible business practices

We do the right thing by our people and consider the impact our business operations has on the environment and society. We provide an inclusive work environment, manage our direct environmental footprint and seek to influence our supply chain towards sustainable practices. We also pay our fair share of taxes and make economic contributions to the communities where we operate.



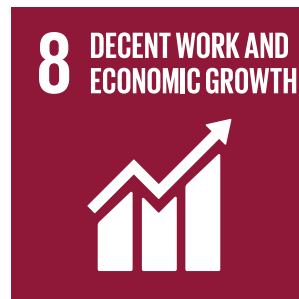
Creating social impact

We seek to be a force for good by supporting social enterprises that address social needs in a creative and effective manner. We also give back to the communities in the markets where we operate. Through our "People of Purpose" volunteerism movement, we help to drive impact in the areas of the elderly, education and the environment.

We have chosen to focus on these six SDGs which we believe we can make meaningful contributions to, and taking into account the markets in which we operate.

Progress on sustainable development goals (SDGs)

As a member of the [United Nations Global Compact](#), we are committed to driving progress towards achieving the SDGs. We believe that we have a role to play in promoting sustainable development.



Pillar 1: Responsible banking

Our approach to responsible financing is incorporating responsible financing in our lending practices, supporting our customers' transition towards more sustainable low-carbon business models and improving our customers' access to environmental, social and governance (ESG) investments.

In 2020, DBS Hong Kong closed approximately HKD 16.5 billion in sustainable financing loan transactions, which contributed to about 30% of our total sustainable financing loans globally¹. The following highlights the key transactions closed in Hong Kong, signaling the heightened shift in interest for sustainability-related financial product offerings:

- 1) **March 2020** – DBS completed a five-year sustainability-linked term loan worth AUD 212 million with Link REIT. This marks the REIT's first sustainability-linked loan in quick succession from the HKD 4 billion convertible green bonds it issued in 2019.
- 2) **August 2020** – DBS converted an existing five-year revolving credit facility of HKD 1 billion into a sustainability-linked loan for Hongkong Land Company, Ltd, with the interest rate indexed against the company's ESG targets.
- 3) **September 2020** – DBS converted an existing five-year revolving credit facility of HKD 2 billion into a sustainability-linked loan for Swire Pacific, with the deductible interest rate referenced against the company's ESG performance indicators.
- 4) **October 2020** – DBS secured the first five-year sustainability-linked term facility aggregating HKD 1 billion with Fortune REIT, marking an important milestone in reinforcing the REIT's commitment to long-term sustainability.
- 5) **November 2020** – DBS and New World Development Company Limited (NWD) completed Hong Kong's first-ever interest rate swap linked to SDGs, marking a significant step in the company's journey to sustainability. This derivative transaction was designed to provide a hedge against the interest rate risk related to NWD's five-year HKD 1 billion sustainability-linked loan from DBS, which closed in November 2019. Under this innovative solution, NWD is eligible to receive sponsorship from DBS in supporting social innovation projects should they be successful in generating at least eight business-to-business integration opportunities that contribute to the SDGs adopted under the New World Sustainability Vision 2030.



- 4) **December 2020** – DBS closed the first five-year sustainability-linked revolving credit facility of HKD 1 billion with Hang Lung Properties Ltd.

¹HKD-equivalent based on prevailing exchange rate.

Pillar 2: Responsible business practices

Besides providing an inclusive and equal opportunity work environment and reducing our operational footprint, we also actively encourage our employees to adopt a sustainable living mindset, both within and outside the workplace. Rooftop Republic, a recipient to our DBS Foundation Social Enterprise Grant, has been managing our rooftop farm, first of its kind at DBS DigiHub in Kwun Tong. We also donate all the fresh produce to the Pei Ho (Ming Gor) Charity Foundation, which has been providing free meals to the needy for over 10 years.



In addition to running "DBS Sustainability Week", a five-day awareness-building virtual event for over 1,000 employees, we set up "DBS Giving Trees" across our offices during the Christmas period, with boxes for food donations placed under them. Made from wallpaper samples and recycled wood, the trees were eventually repurposed into over 1,000 Grow Pouches containing plant seeds to encourage urban farming among our employees.



As a forward-looking bank always looking to invest in the future, we want to ensure sustainable corporate development and the continual upskilling and reskilling of our employees. In 2020, we continued to focus on driving transformational leadership as an organisational capability bank-wide to build great leaders, great teams and a great culture.

- **Anytime Feedback** provides our employees with opportunities to give and receive feedback from their colleagues. Over 18,000 responses were received in Hong Kong, contributing to their personal and career development.
- **Self-nomination for Promotions** was also introduced to empower employees to take ownership of their career, provide more transparency, and facilitate frequent dialogue with their managers.

In a fast evolving industry with new roles constantly being created, we stepped up our efforts to prepare a future-ready workforce by enabling our employees to drive their own success.

- In July 2020, DBS held "FutureForward Week", a virtual learning festival where over 650 of our employees from Hong Kong joined local "Explore & Interact Sessions" to learn ways to take charge of their personal growth, seize opportunities and shape the new normal.

- DBS continues to help our employees cultivate skills to stay ahead of changes in the world’s digital, fintech and technology spaces via “DigiFY”, a digital curriculum comprising three levels: Novice, Novice Plus and Intermediate. In 2020, close to 90% of our employees in Hong Kong have embarked on their DigiFY Novice journey.

We were recognised by Kincentric as Best Employer 2020 and certified as the Regional Best Employer 2020 in Asia Pacific.

Sustainability Data

Sustainability indicators and the formulation of sustainability measures are necessary to help DBS deliver in accordance with Global Reporting Initiative (GRI) Standards and G4 Financial Services sector disclosures set by the GRI Global Sustainability Standards Board. The table below accounts for information on Hong Kong, while group-level information can be found within our [DBS Sustainability Report 2020](#).

Key statistics – Hong Kong	2020
Total energy consumption ² (MWh)	10,216
Total emissions from electricity consumption (tCO ₂ e)	7,484
Total water consumption ³ (m ³)	8,124
Total waste generated ⁴ (tonnes)	197.3
Headcount (Male: Female)	2,204:2,369
Voluntary attrition rate (%)	8

² Energy consumption is defined as purchased electricity, purchased chilled water cooling to buildings, and outsourced data centres, where available.

³ All water consumption reported is considered freshwater according to GRI 303.

⁴ Total waste generated included those composted, recycled, incinerated, and landfilled.

Pillar 3: Creating social impact

We seek to be a force for good by supporting social enterprises (SEs). In 2020, over HKD 8 million in grants were awarded through the DBS Foundation to 13 SEs across Asia, including two based in Hong Kong:

- **GreenPrice Supermarket**, which mitigates food waste by retailing surplus or short-dated stock past their best-before dates at heavily discounted prices. The grant will support the automation and digitalisation of its supply chain as well as its expansion of retail stores.
- **HelperChoice**, which connects foreign domestic workers to employers through technology, in eradicating the culture of placement fees and ensuring safe and fair working conditions. The grant will support its expansion to Singapore.

In the same year, several outstanding SEs were given the “DBS Social Impact Prize” under the Impact Kommons programme. Powered by Eureka Nova of New World Development, Impact Kommons is Asia’s first SDGs-based accelerator, where DBS is both a Social Impact Partner and a programme sponsor.

When it comes to giving back to society, social distancing measures did not deter us. We explored new forms of digital, remote, and skills-based volunteering to serve and help the underprivileged, impacting 14,000 lives by contributing close to 9,000 volunteer hours. Our Treasury & Markets’ Fixed Income team also started a new pro-bono initiative to advise social enterprises on fund-raising possibilities. Leveraging the team’s expertise and network, volunteer groups were paired with Rooftop Republic and Shokay Textile, two investment-ready SEs in the Greater China region, to provide tailored solutions. In under four months, our volunteers managed to conduct thorough discussions to outline desirable fund-raising blueprints – helping the enterprises refine investor presentation materials, prepare investor Q&As for more successful marketing outcomes, coordinate investor outreach and prospective investor line-ups, as well as link up with DBS customers or personal connections for potential collaborations.

We also launched a “Portraits of Purpose” platform, featuring stories of courage, perseverance, generosity and hope. These authentic narratives from employees, customers, partners and the community were transformed into engaging videos, web articles and social content to inspire others to think, feel and act beyond their boundaries.



Going Forward

In hindsight, we hope to have hinged on the pandemic in 2020 as a major turning point and opportunity to reset, rethink our role in society and respond in ways that have made a difference. Although the future remains uncertain, we will continue to focus on our sustainability agenda, as we seek to contribute to a better tomorrow in the communities we serve – together.



COVID-related



Towards Zero Food Waste-related

Case study: "Care More" Initiative

DBS Hong Kong launched the "Care More" initiative to support the elderly and vulnerable groups during the pandemic. Under the initiative, we helped the Senior Citizen Home Safety Association, a self-financing non-profit organisation, to increase its Care-on-Call outreach services by more than 20,000 sessions, which included calls and home visits by professional social workers and/or registered nurses, to better address the emotional and physical well-being of the elderly. We also distributed more than 30,000 care packs from SE Agent of Change and 20,000 food packs from Foodlink Foundation to vulnerable seniors, on top of purchasing over 25,000 meals from five local SEs and delivering them to those in need.

Case study: Foodlink Foundation and GreenPrice Supermarket Partnerships

With the unprecedented impact of the pandemic upending nearly every aspect of daily life, including the food supply chain, there is growing concern that more food will be wasted than ever before. Currently, food waste accounts for 30% of municipal solid waste in Hong Kong. Besides sponsoring a refrigerated van operated by Foodlink Foundation, which collected over 26 tonnes of surplus food from the F&B industry as of December 2020 and delivered them to the underprivileged, we also encouraged our credit cardholders to join the zero food waste movement by offering 20% off via InstaRedeem when shopping at GreenPrice Supermarket, a SE retailing surplus and short-dated food.