



**INDIA** Sustainability Factsheet 2020



Live more,  
Bank less



# Stronger Together

Banking with purpose amid the pandemic





## Foreword

*Despite the many challenges the pandemic unleashed in 2020, we have stayed focused on integrating sustainability values in our business, operations as well as community engagements. In alignment with the group sustainability objectives, the India sustainability council will continue to pursue long term value propositions aligned to our customers, employees and the community at large.*

Shoma Narayanan,  
Head of GSMC & Sustainability Council,  
DBS Bank (India)

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For further enquiries, please contact:  
**Rohan Das**  
Email: rohandas@dbs.com  
**Rajiv Manjeshwar**  
Email: rajivmanjeshwar@dbs.com



# 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.



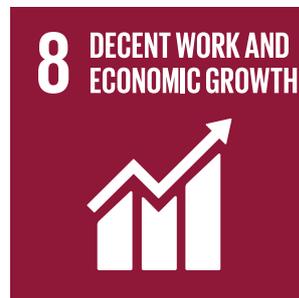
### Creating social impact

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

### Inditex Partnership

DBS Bank India Limited (DBIL) partnered with one of the largest global apparel retailer brands, Inditex, to assist them in structuring their 'Organic Cotton Procurement Financing Pilot Programme', especially in the provision of financing to Farmer Producer Organisations (FPOs) through a partner financial institution with a local reach. These FPOs are largely comprised of smallholder women farmers. Under the pilot programme, DBIL arranges financing for the FPOs to procure organic cotton from the farmers, in a timely fashion. This provides farmers greater visibility of their cashflow, empowering them to better plan their business needs and in turn, grow their sustainable farming operations.

Transparency is also another benefit of the pilot programme as it eliminates the middlemen in the organic cotton supply chain. The pilot programme, combined with other tracking mechanisms, enables cotton spinners in its ecosystem to trace the source of the cotton directly and ascertain if the farming was done sustainably, allowing farmers to secure a higher premium for their organically harvested produce vis-à-vis traditionally farmed non-organic cotton.

### Swani Spices

Established in 1864, Swani Spices' mission is to create a customer-centric, environmentally friendly, and sustainable enterprise that delivers value throughout the supply chain. Keeping with this vision, their backward integration programme, with the involvement of farmers, and other such processes are all Rainforest Alliance certified for Sustainable Agriculture and independently Organic Certified. The company started an initiative with the 'Land to Lab' concept to bridge the gap between rural agriculture, technology, and agricultural science back in 2006.

A client of DBS Bank India, Swani Spices has taken various steps to contribute sustainable food production, ensuring minimal to no wastage along the way. These steps include initiating sustainable farming across Maharashtra, Madhya Pradesh, Himachal, Uttarakhand, Punjab, Rajasthan etc. This is in addition to composting and water conservation that help improve livelihoods of more than 3,000 farmers.

One of their initiatives to enhance yields was the soil testing and re-enrichment programme called "Samriddhi", which translates to "Prosper" in Sanskrit. Using their soil analysis reports, Swani helped farmers rebalance nutrients in the soil with the help of customised ingredients. Such programmes also ensure nitrogen from the natural elements are absorbed in the soil and not released into the atmosphere, contributing positively to a sustainable environment.

### HiMedia Laboratories

HiMedia Laboratories Pvt Ltd, owned by the Warke family in Mumbai, manufactures culture media for microbiology and has over the years created a rich portfolio of consistently high-quality products. In March 2020, when the pandemic first broke out, the company started manufacturing Covid-19 test kits. The aluminium swab used in the Covid-19 test kits is imported by Hi Media Labs from the USA and China. Wherever possible, the company uses DBS Bank's facilities for imports of aluminium swabs.

In 2020, DBS Bank India funded capital expenditure in the existing manufacturing plants of HiMedia Laboratories through an External Commercial Borrowing of SGD 4.4 million, to increase their manufacturing capacity. The company envisages a 15% increase in their top line by incurring this capital expenditure. The company started manufacturing test kits in March 2020 and have since upscaled manufacturing.

### CLP Windfarms

CLP Wind Farms (India) Private Limited, a subsidiary of CLP India Private Limited (CLP India), has raised INR 2.969 billion through the issuance of rated, secured, unlisted, redeemable and non-convertible debentures. Standard Chartered Bank and DBS Bank are the arrangers for the bond issuance for a tenure of two to three years. The move will help CLP India, one of the largest foreign investors in the Indian power sector, sustain the expansion of its renewable energy portfolio in alignment with the company's vision to invest in low carbon footprint businesses.

India Ratings and Research Private Limited has assigned a rating of AA to the bonds. Instruments with this rating are considered to have a high degree of safety regarding timely servicing of financial obligations and very low credit risk. The yearly-coupon bonds will be issued in two tranches – INR 1.969 billion and INR 1 billion. The proceeds from these bonds will be utilised to refinance loans used for wind energy projects.

## Pillar 2: Responsible business practices

1. Solar capacity was installed at DBS Hyderabad with a proposed annual capacity generation of 27,200 KWh. Annual consumption at DBS Hyderabad is 42,000 KWh, resulting in projected savings of 60% annually
2. Earth Hour activities were initiated on a daily basis between 12.30pm to 2.00pm across all DBIL branches and offices. For instance, passage and common area lights were switched off during the this period
3. Server and Hub room air-conditioning temperatures were increased to 24°C to ensure optimum utilisation
4. Lighting usage reduced in Hub room and server room
5. Pedestal fans usage were given more priority on weekends instead of air-conditioners
6. Branch cleaning lighting was optimised by housekeeping teams, who would switch on lights only where the cleaning is carried out, as opposed to all lights at branches
7. Branch outdoor signage lighting timers were worked out based on outdoor day light and climate conditions
8. A total of 478 new LEDs replaced traditional compact fluorescent lights (CFLs) across six branch locations – Bengaluru, Salem, Surat, Nashik, Kolhapur and Moradabad

### Sustainability Data

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

Key statistics - India		2020
Total energy consumption <sup>1</sup> (MWh)		6,419
Total emissions from electricity consumption (tCO <sub>2</sub> e)		6,660
Total water consumption <sup>2</sup> (m <sup>3</sup> )		20,285
Total waste generated <sup>3</sup> (tonnes)		24.8
Headcount (Male: Female)		1,343:494
Voluntary attrition rate (%)		7.9

<sup>1</sup>Energy consumption is defined as purchased electricity, purchased chilled water cooling to buildings, and outsourced data centres, where available.

<sup>2</sup>All water consumption reported is considered freshwater according to GRI 303.

<sup>3</sup>Total waste generated included those composted, recycled, incinerated, and landfilled.

### Pillar 3: Creating social impact

As the pandemic hit the country in 2020, DBS India was quick to respond to the situation and play its role in supporting communities through various on-ground initiatives that provided immediate relief and extended support to those impacted.

As part of its sustainability programme, DBS has been championing social entrepreneurs to promote sustainable and scalable market-based solutions that address critical challenges and social needs. Through the Towards Zero Food Waste programme, DBS is focused on increasing productivity, minimising wastage, facilitating access and contributing to food security.

To support communities during the pandemic, the DBS Stronger Together Fund was created to support multiple community initiatives in the following areas:

- Immediate relief – providing access to food and healthcare
- Long term relief – supporting livelihoods
- Supporting social entrepreneurship – facilitating special grant to social enterprises

The DBS Stronger Together Fund was created with additional allocations without affecting other DBS corporate responsibility programmes.

#### Immediate Relief Support

As the nation went into lockdown in March 2020 in the backdrop of the pandemic, DBS Bank India was quick to respond to the need for on-ground relief and support.

#### Food

DBS partnered with eight NGOs who were engaged in providing food and hygiene kits to communities in different parts of the county. As part of the initiative, communities were provided fresh meals and kits with food supplies.

Majority of the beneficiaries were migrant labourers and daily wage earners, whose jobs were impacted due to the lockdown. In some areas, DBS supported the distribution of food relief kits especially for the elderly who did not have help at home. During the month of Ramzan, DBS partnered with Pratham to distribute special kits for families who observed a fast during this period.

The bank also partnered with Akshaya Patra Foundation, Goonj, Pratham, St. Jude Childcare Centres, Roti Bank, Ola Foundation, KVN Foundation and United Way of Mumbai. Additionally, DBS customers and staff members had contributed towards the food distribution initiative – all contributions from customers and staff members were double-matched by DBS.

#### Highlights/ Outcomes

- Over 2 million meals distributed
- Locations – Assam, Delhi NCR, Gujarat, Maharashtra, Rajasthan, Tamil Nadu, Telangana, West Bengal etc.

#### Healthcare

DBS extended its support to provide healthcare capacity enhancement to government hospitals in Pune. Under this initiative, DBS partnered with UNICEF to provide critical supplies including oxygen, personal protective equipment (PPE) kits and sponsored Covid-19 tests for the underprivileged in partnership with Metropolis Laboratories in Mumbai.

#### Highlights

DBS joined hands with UNICEF and Pune Municipality as part of a public-private partnership initiative, with the objective to provide critical equipment, support in systems and infrastructure upgradation at 21 medical facilities in Pune, Maharashtra.

Additionally, DBS also provided free Covid-19 tests to people from underprivileged backgrounds in partnership with Metropolis Labs in Mumbai.

Item	Details	Beneficiaries/ Locations
Medical supplies	<ul style="list-style-type: none"> <li>• Oxygen supply</li> <li>• Hand sanitisers</li> <li>• PPE</li> </ul>	<ul style="list-style-type: none"> <li>• Oxygen supply for 2,600 patients at 13 hospitals in Pune</li> <li>• Other supplies – Pune &amp; Mumbai</li> </ul>
System upgrades	<ul style="list-style-type: none"> <li>• WASH system</li> <li>• Biomedical waste management system</li> <li>• Training of healthcare personnel</li> </ul>	<ul style="list-style-type: none"> <li>• Pune, Maharashtra</li> <li>– 13 hospitals</li> <li>– 8 dispensaries</li> <li>– 289 healthcare personnel trained</li> </ul>
Medical tests	<ul style="list-style-type: none"> <li>• 2,000 Covid-19 tests</li> </ul>	<ul style="list-style-type: none"> <li>• Police personnel</li> <li>• Senior citizens at old-age facilities</li> <li>• People from underprivileged sectors of society</li> <li>• Location – Mumbai</li> </ul>

#### Supporting Livelihoods

In addition to the immediate relief support initiatives during the pandemic, DBS launched a livelihood programme in partnership with Trust for Retailers and Retail Association of India (TRRAIN) which aims to address the issue of job losses due to the pandemic. The partnership supports youths from low-income households by providing them long-term employment opportunities.

After completion of the training programme conducted through a combination of remote/online and classroom modes, candidates will receive job placements with leading retail and e-commerce brands. The programme will be conducted across the country at eight different training locations for 1,200 individuals, including half which were beneficiaries with disabilities.

Initiative	Details
Livelihood	<ul style="list-style-type: none"> <li>• Training and job placement for youth from low-income households</li> <li>• Training through online and classroom modes</li> <li>• Post training job placements with retail and e-commerce brands</li> </ul>
Beneficiaries	<ul style="list-style-type: none"> <li>• 1,200 youths from low-income households</li> <li>• Including 50% of whom were beneficiaries with disabilities</li> </ul>
Locations	<ul style="list-style-type: none"> <li>• 8 training locations - Mumbai, NCR, Kolkata, Chennai, Bengaluru, Hyderabad, Chandigarh, Ahmedabad</li> <li>• Trainees from across all states in India</li> </ul>

### Supporting Social Entrepreneurship

As part of its focus on supporting social enterprises, DBS works with social entrepreneurs through grant and accelerator engagements throughout the year. The social enterprise engagement is primarily led by the DBS Foundation.

In response to the widespread uncertainty and disruptions created due to the pandemic, DBS Foundation set up the Business Transformation & Improvement Grant (BTI) to support social enterprises during the pandemic. The primary objective of the grant

was to support enterprises who were able to identify opportunities and pivot their businesses by applying strategic and innovative approaches to serve customer needs.

DBS India facilitated the participation of Indian social enterprises in the programme. After going through a process of application evaluation and jury presentations, five Indian enterprises received the BTI grants. The grant money has allowed the enterprises to pivot their business models, repurpose their products and sustain and create livelihoods.

## COVID-related

### Case study: "Food for Care" Programme

DBS India ran a campaign where the bank committed to match customer donations by twice the amount, to provide fresh meals for migrant daily-wage labourers in the community, whose livelihoods were adversely affected by the pandemic. A total of 400,000 fresh meals were made available in partnership with Akshaya Patra Foundation in the states of Gujrat, Rajasthan and Uttar Pradesh. We have also partnered other NGOs through the pandemic, and have provided over 2 million meals to affected groups in the community.

