

Live more *Sustainably*



DBS Sustainability Overview

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

Responsible banking

We deliver products and services that promote sustainable development, and conduct our business in a fair and responsible manner. This includes advancing responsible financing and financial inclusion, and ensuring that we take a proactive stance to protect our customers' information.

Responsible business practices

We do the right thing by our most important resource – our people – and take into account environmental and societal considerations in our day-to-day business operations. We provide an inclusive work environment where every employee can develop professionally and personally. We are conscious of our need to 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 in which we operate.

Creating social impact

We seek to be a Force for Good by supporting social enterprises – businesses with double bottom line – and giving back to the communities in which we operate. Through our "People of Purpose" volunteerism movement, we also help to drive impact in the areas of ageing, education and the environment.

For more information on DBS Group sustainability efforts, please click [here](#).

Progress on Sustainable Development Goals (SDGs)

As a member of the United Nations Global Compact, we are committed to driving progress towards achieving SDGs. We believe that we have a role to play in promoting sustainable development. We have chosen to focus on the following six SDGs which we believe we can make meaningful contributions to, and after taking into account the markets we operate in.



At DBS, sustainability is at the core of our purpose-driven DNA. This involves providing responsible banking, adhering to responsible business practices, and creating social impact. We give back to the community, do our part for the environment and combat climate change. To help support the sustainability agenda, we seek to contribute to a better tomorrow in the communities we serve, including all our stakeholders, from employees to customers, business partners and more.

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Pillar 1 : Responsible banking

Sustainable financing

As a Joint Global Coordinator, DBS successfully priced a five-year USD 310 million 4.75% senior guaranteed unrated green notes offering for New World China Land Limited, to be issued via drawdown under the US\$2 billion Medium Term Note Programme, and guaranteed by the listed parent, New World Development Company Limited. The proceeds will be used to finance two eligible green projects in the Greater Bay Area. The transaction marked the company's first ever green bond issued under New World Group's Green Finance Framework.

Social enterprise package

We are committed to helping social enterprises to maximise social impact and improve commercial viability. We launched the Social Enterprise Banking Package, which provides privileges such as corporate account set-up fee waiver, a monthly service fee waiver, and a corporate account annual administration fee waiver.

Pillar 2 : Responsible business practices

Sustainable sourcing

Sustainable sourcing helps to reduce waste, contributes to decent work and enables economic growth. In 2018, we have achieved the following:

- 100% of high-risk requests for proposal (RFPs) include sustainability selection criteria
- 100% of new vendors signed up for our Sustainability Sourcing Principles (SSP), which outlines the expectations we have of our suppliers in four key areas – human rights, health and safety, environmental sustainability, as well as business integrity and ethics.
- 30 green products added to our procurement system – Coupa catalog

Sustainable operations

We minimise our environmental footprint by reducing our consumption and improving our overall efficiency. In 2018, we have implemented the following initiatives:

- BYO mug coffee machines at The Center, One Island East and DigiHub offices to reduce wastage
- Centralised bins and direct feed water dispensers at The Center and DigiHub offices
- Centralised printers, LED lighting, air conditioner and lighting timers, and power analyser at the DigiHub office to improve energy efficiency
- Centrally located meeting rooms at the DigiHub office to enhance access to natural light

Key statistics	2018	2017
Electricity consumption (MWh)	10,833	11,470
Scope 2 emissions from electricity consumption (tCO2)	7,204	9,022
Water consumption (m3)	2,338	2,170
Waste recycled (tonnes)	151	179
Headcount (Male: Female)	2,244 : 2,383	2,146 : 2,391
Voluntary attrition rate (%)	19%	17%

Pillar 3 : Creating social impact

We seek to be a Force for Good by supporting social enterprises – business with double bottom line – and giving back to the communities in which we operate. In 2018, we have supported the following initiatives:

- Live Kind – Partnered HK-based online news portal HK01 for an award-winning video campaign about nine social enterprises mentored by DBS HK
- Earth Hour – Supported the annual worldwide WWF movement by switching off branches' signages and others
- DBS BusinessClass Apparel Disrupt event – Promoted and supported a more sustainable fashion future to more than 300 participants
- Redress Clothing Drive – Supported NGO to collect 211kg of clothing, shoes and accessories from employees for donation to 19 local charities
- Live greener eDMs – Four weekly staff eDMs highlighting sustainability tips on clothing care, energy conservation, food waste, and ways to have a green Christmas
- Recycle more, Waste less - Partnered media platform metro Pop to promote sustainability initiatives
- DBS Sparks – Sustainability themed video – Live Greener - with comedian Vivek Mahbubani attracted more than 380,000 video views
- Staff volunteerism – Estimated 13,000 volunteer hours contributed by more than 1,200 employees in 2018

Case study: Employees volunteering

In partnership with Tung Wah Group of Hospitals and Senior Citizen Home Safety Association, our volunteers took elderly participants on a trip down memory lane, chatting about their favourite foods and feasting together. More than 100 volunteers spent time to create unique, personalised storybooks that captured the seniors' life experiences for each senior to bring home.

