

PURPOSE-DRIVEN BANK



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 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 most important resource – our people – and consider environmental and societal factors in our business operations. 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 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 the elderly, 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, taking into account the markets in which we operate.



DBS Hong Kong

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 and business partners, and more.

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Pillar 1: Responsible banking

Sustainable financing

- New World Development Company Limited signed a 5-year HK\$1 billion loan with DBS Hong Kong in equal tranches of HK\$500 million each, for a term loan and a revolving loan. This is the first sustainability-linked loan of New World Development, and the proceeds will be used for funding measures, driving long-term sustainability targets, enhancing buildings' climate resilience, and general corporate funding and refinancing purposes.
- A wholly-owned subsidiary of Lai Sun Development Company Limited, Capital Court Limited, which has the right to manage the Hong Kong Ocean Park Marriott Hotel, signed a HK\$3.6 billion 4-year secured term loan facility with 18 leading banks. DBS Bank was a Mandated Coordinating Arranger and Lender. The facility is the first green loan solely used to finance a hotel property in Hong Kong, and was certified by the Hong Kong Quality Assurance Agency in July 2019, to be in compliance with the requirements of the Green Finance Certification Scheme - Pre-Issuance Stage Assessment. The facility is used to finance/refinance the development costs of the hotel, which achieved a "Gold" rating in the Provisional Assessment under BEAM Plus Assessment For New Buildings (NB) V.1.2, from the Hong Kong Green Building Council in April 2016. The hotel achieved Final BEAM Plus "GOLD" certification or higher for New Buildings (NB) V.1.2 in June 2020.
- Pitch book marketing materials updated with DBS' ESG agenda, including our zero food waste efforts, to raise ESG awareness and better showcase what we are doing in this regard as part of the product pitch, as well as to enable us to test the waters with clients about their awareness. We have encouraged the global fixed income and Hong Kong T&M teams to adopt this format.
- Joined the Hong Kong Monetary Authority's Green and Sustainable Banking working group, to contribute to the development of a green finance supervision framework.
- In November 2019, DBS Hong Kong became the first and only bank to win an award at The Hong Kong Management Association's Hong Kong Sustainability Award 2018/19. The Certificate of Excellence recognised the bank's unwavering commitment towards sustainability, strong support for social entrepreneurship, and the positive environmental impact brought about by DigiHub.

Pillar 2: Responsible business practices

Sustainable sourcing

Sustainable sourcing helps to reduce waste, contributes to decent work and enables economic growth. In 2019, we achieved the following:

- 100% of high-risk requests for proposal (RFPs) include sustainability selection criteria.
- 99.4% 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.
- 65 green products added to our procurement system – Coupa catalog.
- Removed plastic box in name card packing in delivery.
- 7-in-1 laptop packing to minimise plastic usage in delivery.
- Implemented mobile device recycling programme (sell old devices to supplier)
- Implemented toner recycling campaign (collate with Friends of the Earth (HK))

Sustainable operations

We minimise our environmental footprint by reducing our consumption and improving our overall efficiency. In 2019, we implemented the following initiatives:

- Inaugural DBS Sustainability Day engaged over 1,000 staff across The Center, One Island East and DigiHub.
- Used coffee grounds from our office premises are upcycled as part of local social enterprise Eco-Greenergy's Zero Grounds Coffee Campaign.
- Skip the straw campaign implemented at our staff cafeteria to cut down on disposable plastic waste.
- To help reduce paper wastage, a Tap N Print function was added to office printers.
- BYO mug discounts for staff who bring their own mugs and containers for purchases at our staff cafeterias in DigiHub and One Island East.
- LED lighting, motion sensors, and lighting timers to improve energy efficiency, and direct feed water dispensers and centralised bins, in the newly renovated 11/F and 18/F offices at The Center.
- Centrally located meeting rooms in the newly renovated 11/F and 18/F offices at The Center to enhance access to natural light.

Key statistics	2019
Electricity consumption (MWh)	9,969
Scope 2 emissions from electricity consumption (tCO ₂)	6,629
Water consumption (m ³)	2,097
Waste recycled (tonnes)	86
Headcount (Male: Female)	2,262:2,466
Voluntary attrition rate (%)	15.9%

Pillar 3: Creating social impact

We seek to be a Force for Good by supporting social enterprises, or businesses with a double bottom line, and giving back to the communities in which we operate. In 2019, we supported the following initiatives:

- Six programmes promoting a more sustainable lifestyle, including a long-term Live Well#, Plastic Less partnership with Urban Spring for smart water solutions, IRIS: Your Escape wellness event, and the inaugural Future Fashion Lab event promoting sustainable fashion.
- Sustainability-related media event, showcasing Sparks 2 and local social enterprise Eco-Greenergy.
- In collaboration with like-minded partners, the DBS Social Impact Award seeks to identify early-stage social enterprises. Five DBS Social Impact Awards were awarded in 2019, with total prize money of HK\$250,000, as well as non-monetary support, including brand awareness opportunities. We partnered with the Hong Kong Retail Management Association to identify solutions in the green retail space, the Golden Age Foundation for smart ageing solutions, the Hong Kong Polytechnic University for design solutions that do good, and the Fullness Social Enterprise Society for business ideas that create social impact.
- Focusing on active ageing, education, and the environment, our staff contributed over 13,000 volunteer hours in 2019 to positively impact the community. More than 30 charities and social enterprises benefitted from our volunteering, including Tung Wah Group of Hospitals, Junior Achievement Hong Kong, Food Angel, World Vision Hong Kong, and The Green Earth.

Case study



The inaugural DBS Sustainability Day brought together more than 1,000 staff across our offices in The Center, One Island East and DigiHub, to learn about, practice, and promote, different ways to embrace a more sustainable lifestyle. Both internal and external guest speakers were invited to share their sustainability insights. DBS Hong Kong's T&O Head for Hong Kong and China, Alfian Sharifuddin, and DBS Group's T&O COO, Mike Power, shared about the bank's sustainability agenda. Special guests included Ericson Chan, Chairman of the Jane Goodall Institute of Hong Kong, who spoke about *Roots and Shoots*, a youth outreach programme that provides a platform for solving issues around global environmental, animal welfare and humanitarian issues, and Green Monday Founder and CEO David Yeung, who shared how everyone can play a part for a better environment, by adopting sustainable lifestyles. A variety of sustainability-related booths and activities were set up by social enterprises at the event for staff to experience, including:

- Savouring Omnipork, an environmentally friendly plant-based meat
- Cycling to make fresh juice with Green Monday
- Transforming used coffee grounds into soap bars with DBS Foundation Social Enterprise Grant Awardee Eco-Greenergy
- Social enterprise bazaars