standard chartered

2021 Sustainability Report

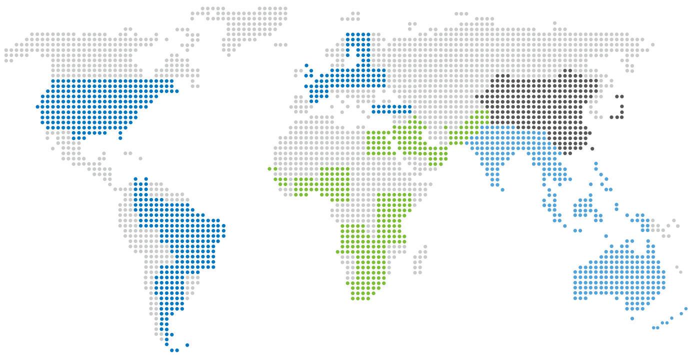
here for good™

About Standard Chartered

Standard Chartered PLC

We are a leading international banking group, with a presence in 59 of the world's most dynamic markets and serving clients in a further 83. Our purpose is to drive commerce and prosperity through our unique diversity, and our heritage and values are expressed in our brand promise, here for good.

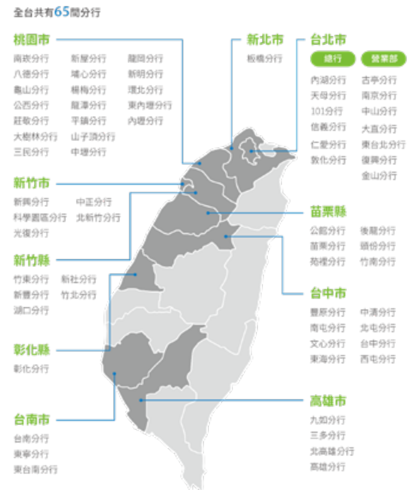
Standard Chartered PLC is listed on the London and Hong Kong Stock Exchanges.



Africa and the Middle East	Southeast Asia and South Asia
Angola, Bahrain, Botswana, Cameroon, Côte d'Ivoire, Egypt, Gambia, Ghana, Iraq, Jordan, Kenya, Lebanon, Mauritius, Nigeria, Oman, Pakistan, Qatar, Saudi Arabia, Sierra Leone, South Africa, Tanzania, United Arab Emirates, Uganda, Zambia, and Zimbabwe	Australia, Bangladesh, Brunei, Cambodia, India, Indonesia, Laos, Malaysia, Myanmar, Nepal, the Philippines, Singapore, Sri Lanka, Thailand, and Vietnam
Greater China and North Asia	**Europe and the Americas**
Taiwan, Mainland China, Hong Kong, Japan, South Korea, and Macau	Argentina, Brazil, Colombia, Falkland Islands, France, Germany, Ireland, Jersey, Poland, Sweden, Turkey, United Kingdom, and United States

Standard Chartered Bank (Taiwan)

In Taiwan, we opened our first branch in 1985 and acquired Hsinchu International Bank in November 2006.
We provide a comprehensive range of financial solutions to corporates, institutions, and individuals digitally and through our network of branches across Taiwan. Our people are at the heart of everything we do. Our committed workforce in Taiwan now numbers over 2,700 colleagues, where majority are Taiwanese and close to 70% are women.



Business Development

We committed to sustainable social and economic development through our business, operations and communities.
With our extensive network of branches and digital channels, we provide a full range of financial products and services for both individual and corporate clients. Our Consumer, Private and Business Banking (CPBB) business supports individuals from Mass Retail clients to affluent and high-net-worth individuals, both digitally and in person. In 2021, there were 4,007 responses to our customer satisfaction survey, where the average score for wealth management advice reached 9.8 (out of 10). With a finger on the pulse of local market trends and global trade networks, our Corporate, Commercial and Institutional Banking (CCIB) business can meet the needs of corporate clients and support them to access growth opportunities through our extensive network. Both businesses incorporate sustainable finance solutions to support our ambition towards a net zero future.

Annual Performance

Financial Performance

Category	2019	2020	2021
Net Revenue	13,666,060	12,703,921	12,310,077
Operating Expenses	10,413,817	9,924,277	9,535,155
Net Profit after Tax	2,499,860	2,373,817	2,417,820
Employee Salaries and Benefits	5,189,078	4,948,408	5,083,508
Dividend to Shareholder	1,847,467	1,912,739	1,634,582
Tax	752,383	405,827	357,102

Unit: thousands of New Taiwan Dollars (TWD)

Operations

84,163
Staff training completion hours

85%
Staff favourable score (My Voice survey)

> 20
Diversity and Inclusion events

70,889
Staff training attendance

87%
Staff Diversity and Inclusion score

> 1,750
Attendance in Diversity and Inclusion events

11%
Reduction in GHG emissions compared to 2020

6,605 kL
Reduction in water usage compared to 2020

47.4%
Reduction in paper consumption compared to baseline year of 2018

93%
Domestic suppliers from all contracted suppliers

80%
Total contractual amount of Domestic Suppliers

513
Suppliers completed social impact assessment

Sustainability Performance

Business

USD 2.5 bn
Sustainability-linked loans

TWD 21.4 bn
Project financing facilitated for green energy infrastructure projects

USD 16 m
Amount of Sustainable Time Deposits

TWD 170 m
16 green mortgages financed

90%
Financial transactions performed on digital platforms

63%
Growth in social media subscriptions

Communities

1,300
Disadvantaged youths supported by Futuremakers by Standard Chartered

> 50%
Percentage of disadvantaged female youths supported by Futuremakers by Standard Chartered

45
Visually impaired youths successfully guided to secure employment

> TWD 4.6 m
Total fundraising for Futuremakers by Standard Chartered

1,895
Employee volunteering days

Awards

Excellence Magazine
- Best Digital Banking Service Foreign Bank (3 consecutive years)
- Best Social Inclusion Foreign Bank

Taipei City Government
- Certificate of Taipei City Workplace Gender Equality

The Asset Triple A Awards
- Best Digital Wealth Management Experience – Taiwan
- Best RMB Bank – Taiwan
- Best in Treasury and Working Capital – MNCs / LLCs – Taiwan
- Best Service Providers – Liquidity Management – Taiwan
- Best Liquidity and Investments Solution
- New Economy Solutions – Best Payments and Collections Solution
- Best Supply Chain Solution

Taiwan Institute for Sustainable Energy (TAISE)
- Exemplary Foreign Business of Sustainability – Taiwan (5 consecutive years)
- Social Integration Leadership Award
- Gender Equality Leadership Award
- Talent Development Leadership Award

New Taipei City
- Family-Friendly and Working Right Equality Awards

Asia Responsible Enterprise Awards
- Social Empowerment

Asia Banking & Finance Retail Banking Awards
- International Retail Bank of the Year – Taiwan (2 consecutive years)
- Wealth Management Platform of the Year – Taiwan
- Corporate Social Responsibility & Green Program of the Year – Silver (Regional Award for APAC)

Wealth Magazine
- Wealth Management Awards — Best Wealth Management Foreign Bank (6 consecutive years)
- Best RM and Sales Team
- Most Preferred Foreign Bank
- Best Marketing Award
- Best CSR Award (2 consecutive years)

Taiwan Advertisers' Association and Brain Magazine
- Advertiser of the Year category – Gold award for Best CSR – Sustainable Environment award
- Silver award for Best CSR – Social Engagement award
- Gold award for Best Owned Media award

Commercial Times
- Digital Finance Awards
- Digital Business Optimisation Award- Excellence

Joint Credit Information Centre
- Golden Security Award
- Golden Inquiry Award

The Digital Banker
- Best Digital Bank Taiwan
- Best Use of AI for Customer Experience
- Highly Acclaimed: Outstanding Digital CX – Loans

Retail Banker International
- Asia Trailblazer Awards – Highly Commended-Best Retail Bank Taiwan
- Highly Commended-Best CSR Initiative

The Sports Administration of the Ministry of Education
- Gold Medal in Sports Activist Awards (7 consecutive years)

Taiwan Insurance Institute
- Taiwan Insurance Excellence Award - Silver Award for Talent Development Programming Excellence

Wealth Magazine
- Taiwan Financial Awards — Consumer Financial Brand Awards
- Digital Bank Award — Gold in Foreign Bank category

Business

Green Finance

Green Energy Financing

Our priority is to deliver sustainable finance solutions. We aim to accelerate our sustainable financing offering to our clients through product innovation and enabling transition to a low-carbon future. We are dedicated to large-scale green energy financing projects. As at the end of 2021, we funded TWD21.4 billion to support five wind power generation financing projects and two solar energy generation financing projects.

Sustainable Investment

We believe that used in the right way, finance can be a force for good in the world. We continue to provide professional insights in sustainable investments, deliver ESG investment propositions and ideas for client engagement. Meanwhile, multiple ESG solutions including Funds, Bonds, Equity solutions focusing on water resources, renewable energy, electric vehicles, social and environmental policy, human rights and corporate governance topics are available for our clients to participate in sustainable investments. At the end of 2021, locally, the value of sustainable investing Asset Under Management under our Taiwan client portfolio achieved 20 times growth compared with 2020.

Sustainable Time Deposit

In November 2021, we launched Taiwan's first Sustainable Time Deposit referenced against loan and project assets that qualify in terms of Standard Chartered's Green and Sustainable Product Framework. The funds are used to support sustainable development programmes globally, including COVID-19, health care, sanitation, food security, renewable energy, water management, sustainable infrastructure, climate change adaptation, and quality education, thereby fulfilling financial service needs and raising awareness on global issues at the same time. As at the end of 2021, the total outstanding amount of Sustainable Time Deposits in Taiwan reached USD16 million.

Green Mortgages

We are the first international bank in Taiwan to introduce Green Mortgages with preferential terms for certified green buildings by the Ministry of the Interior. As at the end of 2021, we have 16 green mortgage accounts reaching a total volume of TWD170 million with an average drawdown of TWD10 million.

Sustainability-Linked Loan

In 2021, we completed two sustainability-linked loans (SLLs). During the loan period, we keep track of clients' sustainability performance, which includes greenhouse gas emissions, the three dimensions of the Dow Jones Sustainability Indices (DJSI), the share of renewable energy, and effective reduction of air and water pollutant emissions. Furthermore, we set up rigorous sustainability performance indicators based on the standards of the industries concerned for determining preferential loan rates for our corporate clients.

- In July 2021, we inked industry first SSL of USD505 million with a leading semiconductor packaging and testing service provider.
- In November 2021, we signed a two-year, USD2 billion SSL with a leading company in the semiconductor manufacturing industry.

Inclusive Finance

We are committed to making financial services equally accessible to everyone. In 2021, we began a partnership with *Business Weekly* to launch a Standard Chartered section on the magazine's website. The section features investment strategy advice, market observations, and other financial information, thereby spreading financial knowledge to the public.

Innovation and Technology

Digital Lending and Mortgage Platform

In order to provide clients with a better online appraisal and mortgage application experience, we launched a new digital mortgage platform that connects to an external third-party platform in 2021, thus allowing clients with mortgage needs to obtain appraisal results at any time throughout the year and complete mortgage applications through the paperless online procedure. In addition, a comprehensive digital service was launched for COVID-19 relief loans, allowing clients the convenience of simplified processes and automated systems for online applications, online identity verification, and automatic disbursements.

Standard Chartered BLoan Platform

In 2021, we launched a digital loan application platform "Standard Chartered BLoan Platform", tailored for business owners of sole proprietorship. The digital platform offers a more user-friendly and convenient online loan application process that greatly simplifies the cumbersome loan application process for SME clients. The application can be completed in just three steps, which not only helps business owners improve their financial flexibility but also increases the efficiency of business operations.

SC Mobile Taiwan

In 2021, more than 90% of our financial transactions were processed on digital platforms, and our digital wealth management accounted for 80% of all transactions of investments and wealth management. The number of applications for personal loans through digital channels increased by more than 150%. This year, deposit accounts opened through digital platforms grew by over 30%, online application for time deposits grew by 20%, and online subscription for mutual funds grew by over 20%.

Incorporating Digital Services into Social Media

Our chatbot “Stacy” established on our official LINE account has attracted more than 2 million people to become our friends. In 2021, users binding their personal accounts to our LINE official account for advance personalised services grew by 63%. These users are offered notifications of credit card billing, expiration for investment suitability analysis or time deposit expiration.

Using Big Data to Offer Precision Digital Financial Services

Our big data analysis tool provides comprehensive client behaviour data. Through key behavioural indicators, such as number of visits, time spent on page, browsing history, devices used and so forth, we can analyse and optimise our clients’ behaviours across digital platforms. This enables us to be an active service provider allowing us to provide a personalised experience to our clients. We upskill our people to leverage our data analysis tools through various courses. Currently, more than 200 of our people actively participate in these training programmes and plans are in place to roll these out to more teams across our Bank.

Operations

Sustainable Operations

Sustainability Initiatives

We were the first bank to adopt the United Nations Principles for Responsible Banking (PRB) in 2018. We also publish self-assessment reports and implement the principles in daily operations. In addition, we are an advocate of the Equator Principles and our robust environmental and social risk management process is a key part of our credit application process. We have also established the Environmental and Social Risk Management Standard. For more details on responsible banking and the Equator Principles, please see our 2020 Sustainability Report.

Conduct and Business Continuity

Good conduct is critical to delivering positive outcomes from our clients, markets and stakeholders. Our Group Code of Conduct (the Code) remains the primary tool through which we set our conduct expectations. We regularly track risks associated with integrity management and the effectiveness of their controls, and aside from the Code, we have also established and implemented the "Anti-Bribery and Corruption (“ABC”) Policy", and "Speaking Up Policy". In addition, a crisis management team has been formed with a comprehensive crisis management plan to mitigate the risk of business disruption. In 2021, our annual ABC residual risk was assessed as low risk, and there were no regulatory penalties on fraud, insider trading, antitrust, anti-competition behaviour, market manipulation, malpractices, or other areas related to any financial laws and regulations. Please see our 2020 Sustainability Report for Standard Chartered Policy of Integrity Management and Business Continuity.

Risk Management

Our risk management standards are stipulated in our "Enterprise Risk Management Policy." Three lines of defence from business departments to internal audit are required for firm adherence to risk boundaries. Please see our 2020 Sustainability Report for the control mechanisms, compliance, and money laundering prevention and counter-terrorism financing policies of Standard Chartered.

Cybersecurity

From 2020, we introduced new Cybersecurity standards in accordance with international information security standards including the ISO 27001 Information Security Management System, the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF), and the Payment Card Industry Data Security Standard (PCI DSS). In addition, in response to the information security issues derived from the Internet of Things (IoT), our information security team works closely with our team in charge of the IoT equipment to improve equipment security. We also included information security protection in the IoT online courses in the fourth quarter of 2021. All employees are required to take annual training courses on information security. The topics include Cyber Security for Everyone, Social Engineering and Clean Desk Policy, and the Personal Data Protection Act. These trainings had a completion rate of 100%.

Customer Personal Data Protection

We established the Personal Data File Security Maintenance Programme and Policy of Personal Data Disposal after Business Termination as well as 11 Standards related to personal data protection to ensure compliance with the Personal Data Protection Act. All employees are required to take annual training courses including "Personal Data Protection Awareness Campaign" and "Personal Data Protection Act Response and Impact Awareness Training". In 2021, such training had a completion rate of 100%.

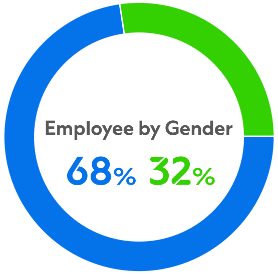
Tax Governance

Our tax governance policy is a set of regulations formulated in accordance with the Tax Compliance Standard published by Standard Chartered PLC. in accordance with Taiwan's tax laws and international tax regulations. We not only actively manage our relationships with tax agencies, but also participate in tax-related public policy initiatives and track updates to tax laws in order to quickly identify tax-related risks and evaluate our tax processes.

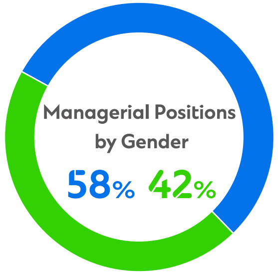
Our tax management units are divided into three lines of defence. The first line consists of units responsible for tax declarations. The second line comprises the tax unit of the Finance Department, which is the management unit responsible for implementing the tax strategies and regularly reporting on tax management to the Tax Risk Committee and Financial Risk Committee. The third line is the control unit for operational risk (OR), which reviews events such as a material risk or violation of tax regulations, provides suggestions on risk control and remedial measures and submits reports on such events to executive management according to the circumstances of individual cases.

Human Capital Management

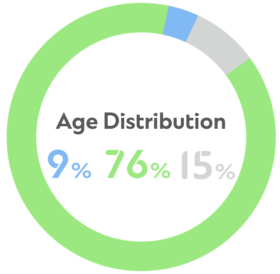
Employee



Female 1,846
Male 855



Female 238
Male 170



30 and below 241
31-50 2,059
51 and above 401

New Hires and Leavers

Category	Gender	Number of people	Percentage
New hires	Female	238	8.81%
	Male	162	6.00%
Leavers	Female	319	11.81%
	Male	178	6.59%

Talent Cultivation and Development

Our talent development strategy is to develop talents for the future. Through diversified global digital platforms such as diSCover, the iCareer global job transfer programme, successor development programmes, and cross-market online learning, we provide access and resources to encourage talents to work with colleagues around the world to develop diversified professional competencies for the future. We continue to promote and perfect employee learning channels and experiences. In 2021, our employee training hours reached 84,163 hours with 70,889 attendees in total; each individual received 3.9 days of training in average.

Average Employee Training Hours in 2021

Average training hours per person	For managers	For non-managers	Managers + non-managers
Female	31.7	30.1	30.4
Male	35.7	32.2	32.9
Female + Male	33.3	30.8	31.2

New Employee Education and Training

In 2021, we launched a digital experiential learning course Virtual Right Start Live, which allows new employees to join colleagues from other parts of the world and learn about Standard Chartered's strategy, culture and values through roleplay as a CEO and CFO.

diSCover Learning Platform

On the foundation of our self-directed learning platform diSCover launched in 2020, we introduced a mobile app version to allow employees to continue learning on the go. As of the end of 2021, up to 96% of our employees accessed this platform, a 41% year-on year increase, and active learners grew triple to 84%.

LEaDX

We launched LEaDX, a five-month leadership development digital course in 2021. There were 25 new managers, together with colleagues from other markets in Greater China, participating in this course to learn about how to improve their team management skills while developing their networks across markets. In addition, for mid-level managers, executives and high-potential talents, we organised the "Greater China Leadership Forum" in six online sessions attended by more than 350 participants from Taiwan.

Career Development

In 2020, we launched the "iCareer Love Career " website, providing consultation services for career planning and transfers. In 2021, we organised "iCareer online sharing sessions", inviting executives from various teams to talk about their roles and responsibilities, career prospects, and vacancies, and exchange views and thoughts with colleagues through online Q&As. The programme and promotional activities were well received. There were 317 employees who succeeded in transferring to other internal positions in 2021, and a total of 14 people taking overseas job transfers to expand their career horizons internationally in the past three years.

Employee Satisfaction

In the 2021 our response rate to the employee satisfaction survey (My Voice survey) reached 98%. The average favourable score of employees in Taiwan was 85%, higher than the average of 79% across the Standard Chartered Group. The score for diversity and inclusion was 87% in Taiwan, again 6% higher than Group.

Healthy Work Environment

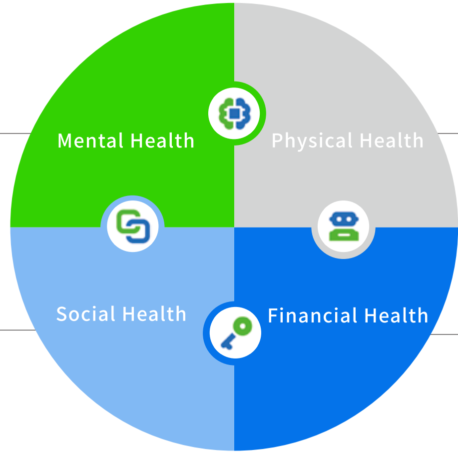
Unpaid Parental Leave

	Female	Male
Number of employees who applied for unpaid parental leave in 2021	32	5
Number of employees expected to return from unpaid parental leave in 2021 (A)	35	3
Number of employees who returned from unpaid parental leave in 2021 as expected (B)	20	1
Reinstatement and retention rate after unpaid parental leave (%; B/A) =	57%	33%
Number of employees who returned from parental leave in 2020 (C)	23	1
Number of employees who were still employed in 2021 since returning from parental leave for over 12 months (D)	21	0
Reinstatement and retention rate after unpaid parental leave (%; D/C) =	91%	0%

Physical and Mental Health

Our employee assistance programmes include a wellbeing digital app designed by professional psychologists to help employees to self-assess their health status, as well as podcasts of yoga classes, guides to breathing practice, spiritual music, mindfulness meditation, mood check-ins, and guides to enhancing mental resilience, available any time for stress relief. From 2021 onwards, we developed a wellbeing toolkit to help all our colleagues to maintain good health in four dimensions: mental, physical, social, and financial.

Meeting with CEO on mental health



Stress-relieving diet and easy life Pedometer competition

Online financial investment webinars

Diverse club activities

Employee Benefits

We are committed to maintaining the physical and mental health of employees and creating a comfortable working environment so that all employees can perform at their best. In response to the pandemic, we implemented supporting measures such as paid COVID-19 prevention and care leave, home office equipment subsidies, taxi fare subsidies during pandemic alert periods, and COVID-19 special incentives. Please see our 2020 Sustainability Report for the standard benefits of Standard Chartered employees.

Future Workplace, Now

COVID-19 has accelerated remote working while also highlighting the benefits gained from face-to-face interactions and the value of physical workspaces. Since November 2021 we implemented "Future Workplace, Now" (FWN) flexi-working programme, combining virtual and office-based working with greater flexibility in working patterns. It provides our colleagues different options around the way they work while enabling them to work closely with clients, colleagues and teammates, as well as reducing transportation time, expenses and carbon footprint. By end 2021, 90% of the 1,054 colleagues eligible for the FWN program applied to become flexi workers.

COVID-19 Response Measures

We established our Standard Chartered Taiwan COVID-19 Response Taskforce led by our Chief Operating Officer at the early stage of the COVID-19 outbreak. Cross-departmental integrated response measures were taken and rolling adjustments were made in accordance with the guidelines published by the Central Epidemic Command Centre. In addition to increasing the frequency of cleaning and disinfection, we also provided surgical masks and essential personal protective equipment to frontline employees who have direct contact with clients. Please see our 2020 Sustainability Report for Standard Chartered's COVID-19 response measures.

Diversity and Inclusion (D&I)

We value diversity and inclusion. For this reason, we established the D&I Council Taiwan, which is composed of 26 employees from 12 different departments. This committee was established to not only build consensus on diversity and inclusion, but also set up working groups according to the five main themes, namely gender equality, equality for the disadvantaged, equality of sexual orientation, health and well-being, and supplier diversity. Please see our 2020 Sustainability Report for the diversity and inclusion policy of Standard Chartered.

In 2021, the D&I Council organised over 20 events, which attracted over 1,750 participants. The Standard Chartered Facebook fan page featured 25 posts on diversity and inclusion related topics that reached more than 8.5 million users. In 2021, we won 13 external awards for our D&I efforts.

Diversity & Inclusion Forum

We held our first large-scale Diversity & Inclusion forum on 26 November 2021. The event was attended by over 1,800 individuals, both online and offline.

Our CEO, Ian Anderson shared the importance of diversity and inclusion in business: Diversity and inclusion allow our teams to exert limitless creativity, make better decisions, implement business strategies, exercise best practice, and materialise our brand promise "here for good".

The D&I forum invited executive managers of well-known domestic and foreign companies to give keynote speeches and talks. Topics included international and local D&I trends, women in technology, how local enterprises can support disadvantaged youth, and integrating D&I values through creative advertising. Vickie Chen, our Head of Human Resources and chairperson of our D&I Council, shared our approach to D&I.

Environment

Climate Change Management

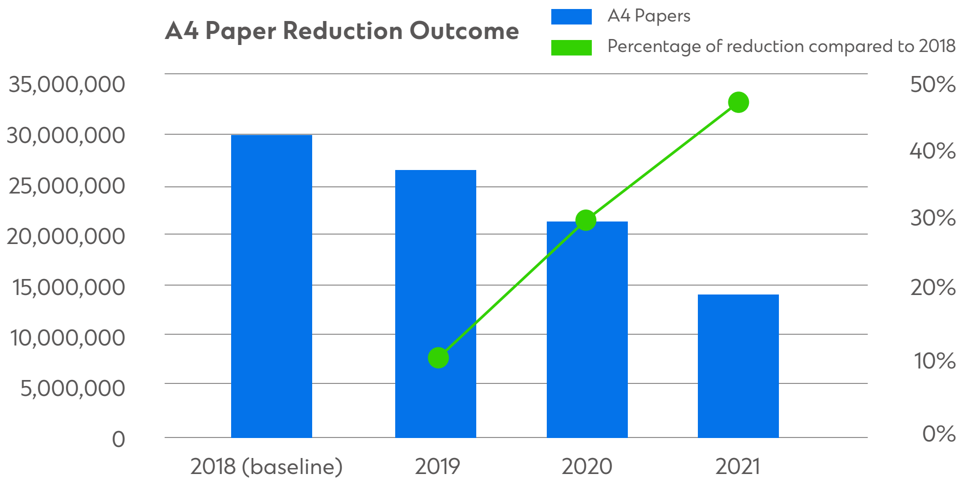
We signed the Declaration on Climate Change initiated by the United Nations Environment – Finance Initiative in 2007 and established a Renewable Energy and Environmental Economy Working Group to set environmental and climate-related policies and long-term energy conservation goals. In 2017, we signed the Taskforce on Climate Related Financial Disclosure (TCFD). We have been incorporating climate-related risks into our enterprise risk management framework since 2020. Globally, in October 2021, we announced our plans to reach net zero emissions in our operations by 2025 and from the activities we finance by 2050. Between 2021 and 2030, globally, we plan to mobilise USD300 billion in green and transition finance.

Energy Consumption, Conservation, and Carbon Emission Reduction

In support of our goal of net zero emissions through our operations by 2025, a number of projects have been set up to reduce energy consumption. Since 2020, we have been continuously examining the air conditioning, lighting, and power-saving and water-saving facilities in our office buildings and branches and replacing them with high-efficient ones that meet world environmental standards and are energy-saving certified on a yearly basis. In 2021, we implemented energy-saving and carbon-reducing projects such as air conditioning equipment replacement and transition to LED lamps. In 2021, a total of 6,016 tons of CO_2e were emitted, a decrease of 11% compared to 2020, which exceeded the annual target of 5% in terms of carbon emissions. Our water usage in 2021 was 31,046 kilolitres, a decrease of 6,605 kilolitres from 2020. In addition, we have been promoting paper reduction since 2018. In 2021, we consumed a total of 14,086,451 sheets of A4 paper, a decrease of 47.4% compared to 2018 as the baseline year.

Energy Consumption	2019	2020	2021	Unit
Purchased electricity (excl. green energy)	7,497,660.00	6,836,843.00	6,069,541.00	kWh
	26,991.58	24,612.63	21,850.35	GJ
Gasoline	10,741.20	5,359.50	2,478.00	L
	350.79	175.04	80.87	GJ
Diesel	1,081.00	802.00	1,178.00	L
	38.02	28.21	41.40	GJ
Total energy consumption	27,380.39	24,815.88	21,972.62	GJ

Note: the heating values of gasoline and diesel are calculated based on the heating value table of energy products provided by the Bureau of Energy, Ministry of Economic Affairs (updated on May 14, 2020).



Our New Head Office Building

Since the planning phase, sustainability and collaboration are two key design elements within our new building. We wanted to make a positive difference and incorporate as many sustainable elements and features into our building, such as green plants, environmentally friendly decorations, and smart office systems such as smart induction lighting and temperature control that effectively reduce energy consumption. Our new head office is designed for the future of work that enables our employees to collaborate, be more effective, efficient and creative. The high-speed Wi-Fi environment and integrated office equipment creates various possibilities. With their personal laptops, employees can choose to work in the environment of their choice, from the cafeteria with the aroma of coffee, to their personal pods, collaborative open spaces and so forth.

Diversified Procurement

We have a diverse and inclusive procurement policy for small/micro enterprises, ethnic minorities, people with disabilities, LGBT+ groups, women-run enterprises and social enterprises, and continue to progress towards the goal of 10% of our suppliers being sustainable suppliers every year. Diversity and inclusion have a weightage of at least 5% in the selection process of new suppliers. In the procurement of raw materials, reduced consumption and recycling are priority concerns. We continuously educate employees and suppliers through regular seminars and reviews. We issue our Supplier Charter to all suppliers every year. It specifies the principles of behaviour and scope of influence that we expect suppliers to follow, and requires their compliance with our Modern Slavery Statement. In addition, we provide the Code of Supplier Conduct in the Supplier Charter, which includes supplier human rights assessment and human rights declaration. In 2021, we conducted a social impact assessment on all 513 suppliers, in which no matters related to negative social impact were identified.

Domestic Procurement

In 2021, we partnered with 513 suppliers, of which 480 were domestic suppliers, accounting for 93% of all contracted suppliers. The total amount of procurement was TWD2.78 billion where procurement from domestic suppliers amounted to TWD2.23 billion, or 80% of total procurement. Supplier categories include: service providers, equipment suppliers, and engineering coordinators, which were categorised into computer equipment, telecommunications, human resources, furniture, printed materials, office supplies, construction and maintenance, and mechanical and electrical engineering.

Communities

Social Participation

"Sustainable Future" Forum on SDGs

In order to promote the concept of sustainable development, we organised the "Sustainable Future" forum on 22 April 2021 in conjunction with Earth Day. Focusing on the United Nations Sustainable Development Goals (SDGs), the forum highlighted our overall approach to sustainability.

"Zero Carbon Future" Climate Change Summit

On the eve of the United Nations Climate Change Conference (COP26), we organised the "Zero Carbon Future" climate change summit on 20 October 2021 to advocate the green transition addressing the increasingly severe global warming impacts.

Our CEO, Ian Anderson emphasised the key role of the financial industry and its determination to support clients in achieving their sustainability goals. The Deputy Minister of Economic Affairs, Tseng Wen-sheng and the British Representative to Taiwan, John Dennis shared Taiwan's and UK's experiences in carbon reduction. Experts and professionals attending the summit exchanged their insights on climate risk management and low-carbon transition in pursuit of sustainable business development.

Futuremakers by Standard Chartered

Empowering the Next Generation

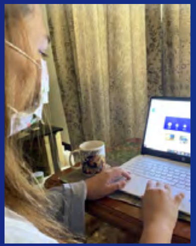
Over the years, we have worked with the Parents' Association for the Visually Impaired, Technology Development Association for the Disabled, and Garden of Hope Foundation to deliver our global programme "Futuremakers by Standard Chartered" that tackles economic inequality. In Taiwan, Futuremakers inspires disadvantaged youths to pursue their career dreams through courses such as tutoring assistance, empowerment, capacity building, career exploration, occupational training and workplace visits.

In 2021, we raised a total of over TWD4.6 million for Futuremakers by Standard Chartered through participants of the Standard Chartered Taipei Charity Marathon and our employees through internal charity sales . Through this, we were able to provide support to nearly 1,300 disadvantaged young people in Taiwan, with over 50% of them being female, thereby offering them opportunities to learn, earn and grow. Among them, 45 visually impaired youth were successfully employed, and 40 of them have been in secure employment for more than 6 months.

Creating Employment Opportunities Through the Pandemic

During the pandemic, Futuremakers by Standard Chartered initiated its COVID-19 recovery program, which prioritised supporting disadvantaged youths.

[Case 1] Futuremakers has boosted Jane's confidence and taught her to make a living through house-cleaning while taking care of her family. After completing the course supported by Futuremakers, Jane teamed up with the women she'd met in class, and they set up a small house-cleaning business together providing online booking through social platforms.



[Case 2] Many schools implemented distance learning in the wake of the pandemic outbreak. As a result, many economically disadvantaged youths were forced to discontinue learning. During this time, Sam, aged 19, was admitted into the university of her dreams. However, since she did not own a computer, she was worried that she would not be able to finish high school and begin university via distance learning. Futuremakers offered timely support for the Garden of Hope Foundation to purchase 33 laptops, 20 desktop computers, microphones, and other distance learning equipment for 240 disadvantaged youths to use, thus offering them equal opportunities to learn during the pandemic and give them hope for the future.

Employee Volunteering

Each of our employees are entitled to 3 days of paid volunteering leave each year. In the pandemic-stricken year of 2021, we not only provided online volunteering opportunities but also partnered with corporate and non-profit organisational partners to provide support and assist disadvantaged groups. Our employees contributed a total of 1,895 volunteer days in 2021.

Key volunteering activities in 2021 included:

- Futuremakers by Standard Chartered collaborated with the Sherwood Taipei Hotel to make and deliver Lunar New Year dishes to disadvantaged families.

- Our CEO led a team of employees to volunteer to run with visually impaired students participating in a road running event organised by the Taipei School for the Visually Impaired. Together, we helped visually impaired students complete the five-kilometre distance.

- Our employees participated in beach cleaning activities and completed waste sorting to facilitate recycling, thus protecting the coastline.

- A total of 445 employees participated in the "Saving Water Challenge" online volunteering event in conjunction with World Environment Day, saving around 667 tonnes (667,000 litres) of water in total.
- More than 200 employees devoted over 255 hours to proofread scanned books for the visually impaired, online. Through text proofreading they converted the printed texts into text-based electronic files. The visually impaired could read and listen to audio books through the support of technological aids, thus providing them with fast and easy access to online knowledge and information. Through this activity, we realised the spirit of "equal rights to reading" and fulfilled the wishes of visually impaired individuals to broaden their reading horizon.