

India Sustainability Review 2016



Standard Chartered

Standard Chartered is a leading international banking group, with around 84,000 employees and a 150-year history in some of the world's most dynamic markets. We bank the people and companies driving investment, trade and the creation of wealth across Asia, Africa and the Middle East. 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, and ranks among the companies listed in the FTSE 100 by market capitalisation. Our Indian Depository Receipts are listed on the Bombay and National Stock Exchanges of India.

Standard Chartered in India is the largest international bank with 100 branches in 43 cities, a combined customer base of around two million retail customers and

more than 2,500 corporate and institutional relationships. Our key businesses comprise Corporate and Institutional Banking, Commercial and Private Banking, and Retail Banking.

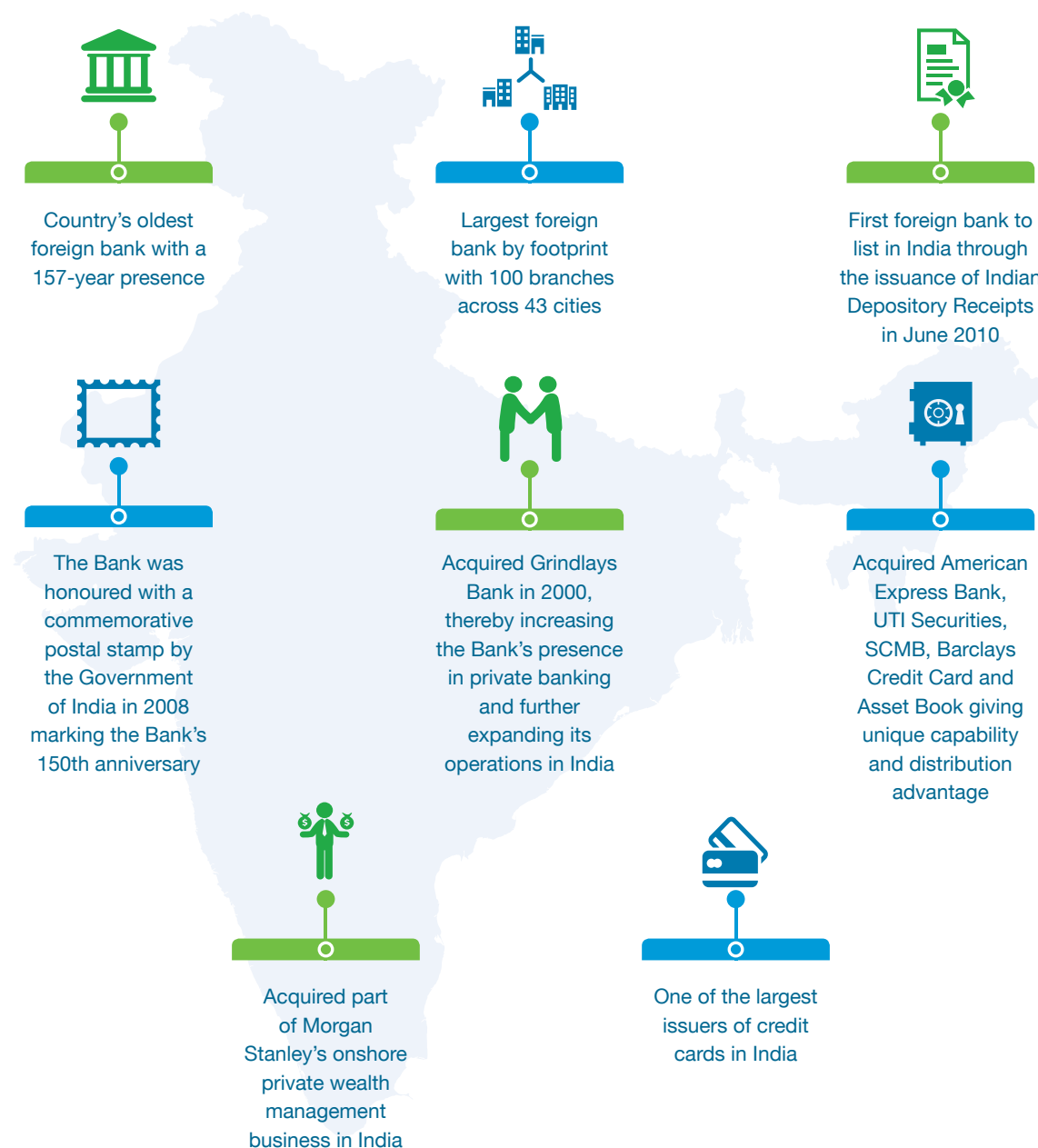
Standard Chartered PLC, the UK based parent company, became the first foreign company to list in India through the issuance of Indian Depository Receipts in June 2010, underpinning the Bank's commitment of being Here for good. Standard Chartered also has the following subsidiaries operating in India: Standard Chartered Securities (India) Limited; Standard Chartered Private Equity Advisory (India) Private Limited; Standard Chartered Investments and Loans (India) Limited; Standard Chartered Finance Limited and SCOPE International.



23-25 M G Road, Mumbai, India | Circa 1902

Standard Chartered Bank, India

Points of interest



Note

¹On 19 July 2015, we announced a reorganisation of our business. Our three client businesses supported by five product groups were simplified, with each product now reporting into the client segment with which it has the most relevant connection: Corporate and Institutional Banking includes Transaction Banking, Corporate Finance and Financial Markets; Commercial and Private Banking includes Wealth Management; and Retail Banking includes Retail Products. We also announced a rationalised geographic structure, reducing our eight regional businesses to four. These changes were implemented from 1 October 2015, and are reflected in our Group 2016 Annual Report and Accounts.

For more information please visit sc.com

Explore our insights and comment on our blog at: sc.com/beyondborders

Follow Standard Chartered on: [@StanChart](https://twitter.com/StanChart) [linkedin.com/company.standard-chartered-bank](https://www.linkedin.com/company/standard-chartered-bank)
[facebook.com/standardchartered](https://www.facebook.com/standardchartered)

Content symbol: Unless another currency is specified the word 'dollar' or symbol '\$' in this document means US dollar and the word 'cent' or symbol 'c' means one-hundredth of one US dollar.

Front cover: Girls from our Kalina WASHE school use their break time to catch up with current affairs

Table of contents

- 4 Message from the India CEO
- 6 History and financials
- 8 Sustainability and our business
- 12 Contributing to sustainable economic growth
 - Access to financial services
 - Environmental and social risk management
- 23 Being a responsible company
 - Governance
 - People and values
 - Responsible selling and marketing
 - Financial crime prevention
 - Health, safety and wellness
 - Environment
 - Suppliers
- 32 Investing in communities
 - Community programmes
 - Employee volunteering
 - Standard Chartered Mumbai Marathon
- 60 Our performance
 - Country awards
 - Sustainability indices



Message from Zarin Daruwala

Chief Executive Officer, India



This is my first year as the Chief Executive Officer of this unique India franchise of Standard Chartered. When I looked at the Bank from outside, I observed that Standard Chartered enjoyed an unparalleled reputation in the industry. Today, being a part of the Bank, I am proud to present to you and share my views on the India Sustainability Review, our annual sustainability report.

Banks play a dominant role in accelerating economic development. As a leading international bank, our footprint and decades of expertise in banking provides us with the privilege, opportunity and responsibility to be a force for good in the countries in which we operate. Our success is a result of being obsessed with the basics of banking which impresses that we're financially stable with strong governance, so that we can create value for our shareholders and society in the long run.

We are committed to promoting positive social and economic development in India, and have a

comprehensive sustainability programme which focuses on contributing to sustainable economic growth, being a responsible company and investing in communities.

We are cognizant that the business activities we finance have a social and environmental impact. We address them through robust policies and procedures that, together with the Equator Principles and Position Statements, form the bedrock of our sustainability risk management approach.

2015 was a challenging year for the Bank, and it reflected in our weak performance. In July 2015, we reorganised the Group around a new and simpler organisation structure, our new strategy announced in November 2015, will address our performance issues and reposition us back on the path to growth. Despite the headwinds we continue to make good progress on our strategic sustainability agenda.

We contribute to sustainable economic growth by partnering with clients to extend access to financial services and to promote responsible financing across our markets.

- Over the past five years, we have increased our lending to clients by nearly 32 per cent from \$7.3 billion to \$9.7 billion ending December 2015, making a substantial contribution to individuals and businesses in India
- Our financing to the agricultural sector has increased by 12 per cent, from \$170.14 million in March 2015 to \$190.17 million in March 2016
- Lending to micro, small and medium enterprises stood at \$2.28 billion as on 31 March 2016; representing a 27 per cent increase over last year. We currently support over 10,000 such borrowers - of which about one-third are micro enterprises
- Our lending to SMEs in India from Commercial Banking clients and Business Banking clients comprised a book of \$1.74 billion in 2015
- Increasing access to financial services is core to the Bank's approach to sustainable financing. In India, we provide a full-range of banking products and services to MFI clients and have also invested in technical assistance initiatives to build the capacity of MFIs and influence thought leadership for the sector. In 2015, we provided lending of close to \$112 million for on-lending to microfinance customers, representing an increase of 45 per cent over 2014. In 2015, our lending impacted around 300,000 beneficiaries (primarily women).

Our work with recognised and most experienced not-for-profit organisations enables us to illustrate the value of forming public private partnerships around sustainability programmes. Our community programmes in India address the issues of health, education, sanitation and skill development.

- Seeing is Believing is our global flagship community programme to tackle avoidable blindness. In India, we have provided over 12 million eye health interventions to people, from 2003 to 2015. In 2016, we are investing \$1.6 million in five new SiB projects focused on expansion and innovation
- WASHE (Water, Sanitation, Hygiene & Education) is India's flagship community investment programme. WASHE provides easy access to safe water, toilet facilities and hygiene education to the girl child in municipal schools. The programme has influenced over 60,000 girls to stay back in school, from 2011 to 2015. In 2016, we are adding 10 new schools to our WASHE portfolio in Delhi, thereby expanding our WASHE footprint to 18 schools and select tribal communities in Maharashtra and Delhi
- Goal, our education programme which combines sports with life-skills training to empower girls has impacted over 26,000 girls, from 2006 to 2015.

Women empowerment through skill development is an

important imperative for us as a Bank, and I personally am a staunch supporter of the cause. The Certified Ophthalmic Paramedics (COP) skill development initiative is a collaboration of Standard Chartered Bank in India and Dr. Shroff's Charity Eye hospital which aims at creating an empowered cadre of higher secondary school pass-out underprivileged young girls by giving them livelihood training and strengthening ophthalmic services delivery. In 2016, 150 underprivileged girls pursuing the Certified Ophthalmic Paramedics (COP) programme are set to graduate into mid-level medical professionals and join hospitals in the tier 2 and 3 cities.

Our staff devotes a significant portion of their time to volunteer as a mentor, coach, deliver financial education and offer career guidance to help the beneficiaries of our community investment programmes. In 2015, we recorded 77,900 employee volunteering days globally, and India contributed over 22 per cent to the global achievement.

Standard Chartered Mumbai Marathon stands unsurpassed and unchallenged as the country's largest charity platform for non-profit organisations. In 2016, it has raised \$4.23 million for over 287 NGOs, surpassing all previous year's records. \$26.28 million have been raised for social causes, since its inception in 2004.

Our leadership in sustainability is recognised through our inclusion in three leading sustainability indices being the Dow Jones Sustainability Index, FTSE4Good and the Carbon Disclose Project.

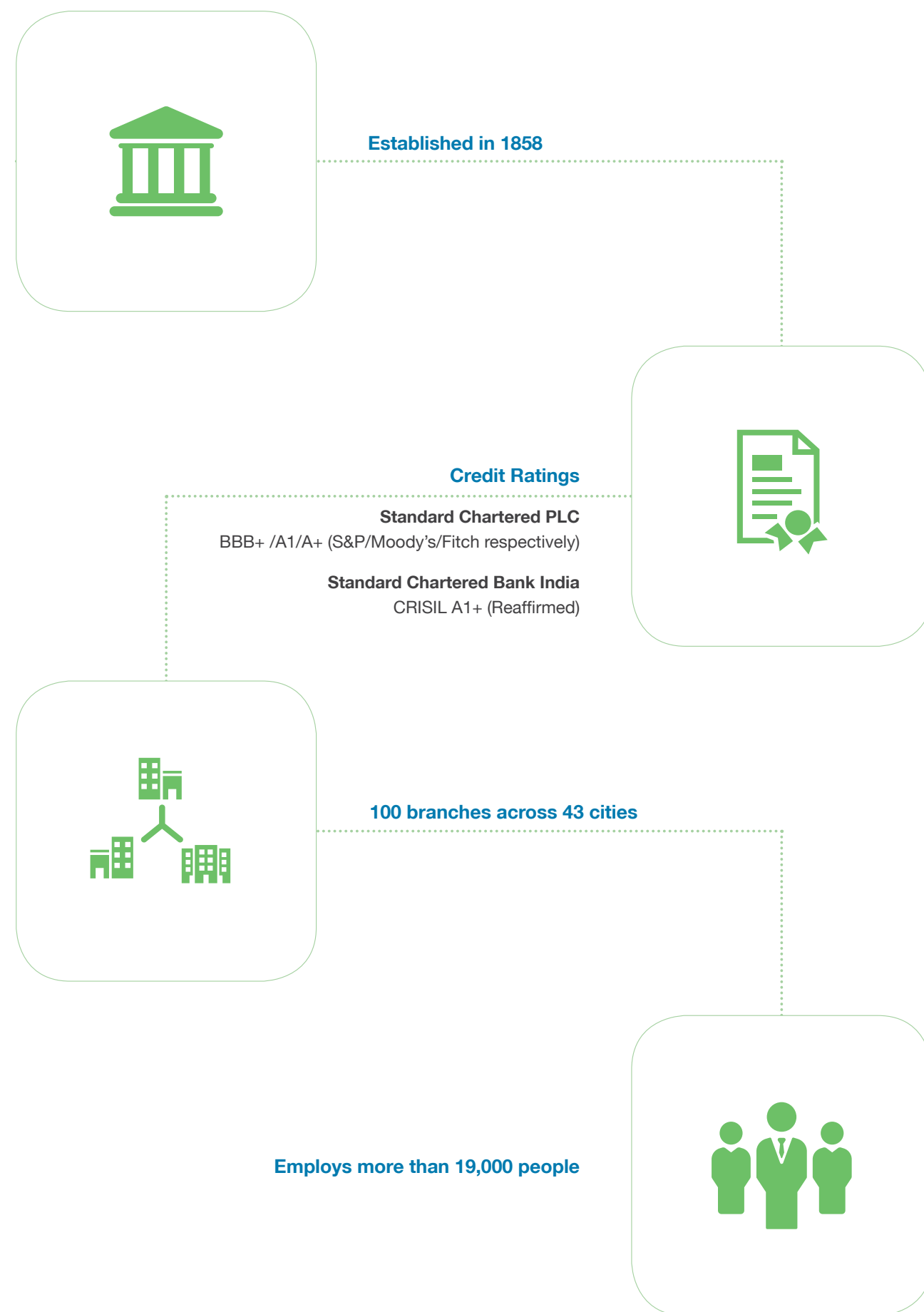
We use our global influence to inspire and engage with communities responsibly. We support the Indian government's focus on corporate social responsibility as a pacesetter for social development and economic growth. Our approach to sustainability is long-term, and opportunities serve as a platform for us to evaluate the impact of our sustainability strategy, and refine and re-articulate as necessary to support the ambitions of the government.

Sustainability is embedded at the core of our business activities, and we are committed to promoting economic and social development in the markets. We maintain ongoing dialogue with our external stakeholders to inform our business strategy, identify new opportunities and manage risks and gain an in-depth understanding of how the business is perceived. Internally, we have ongoing dialogue with our employees for feedback on our role as an employer.

The India Sustainability Review reaffirms our commitment to being a socially conscientious bank. In my new role, I anticipate deepening the Bank's engagement with our key stakeholders in India and look forward to the continued support of our clients, stakeholders and employees in creating value for the Bank.

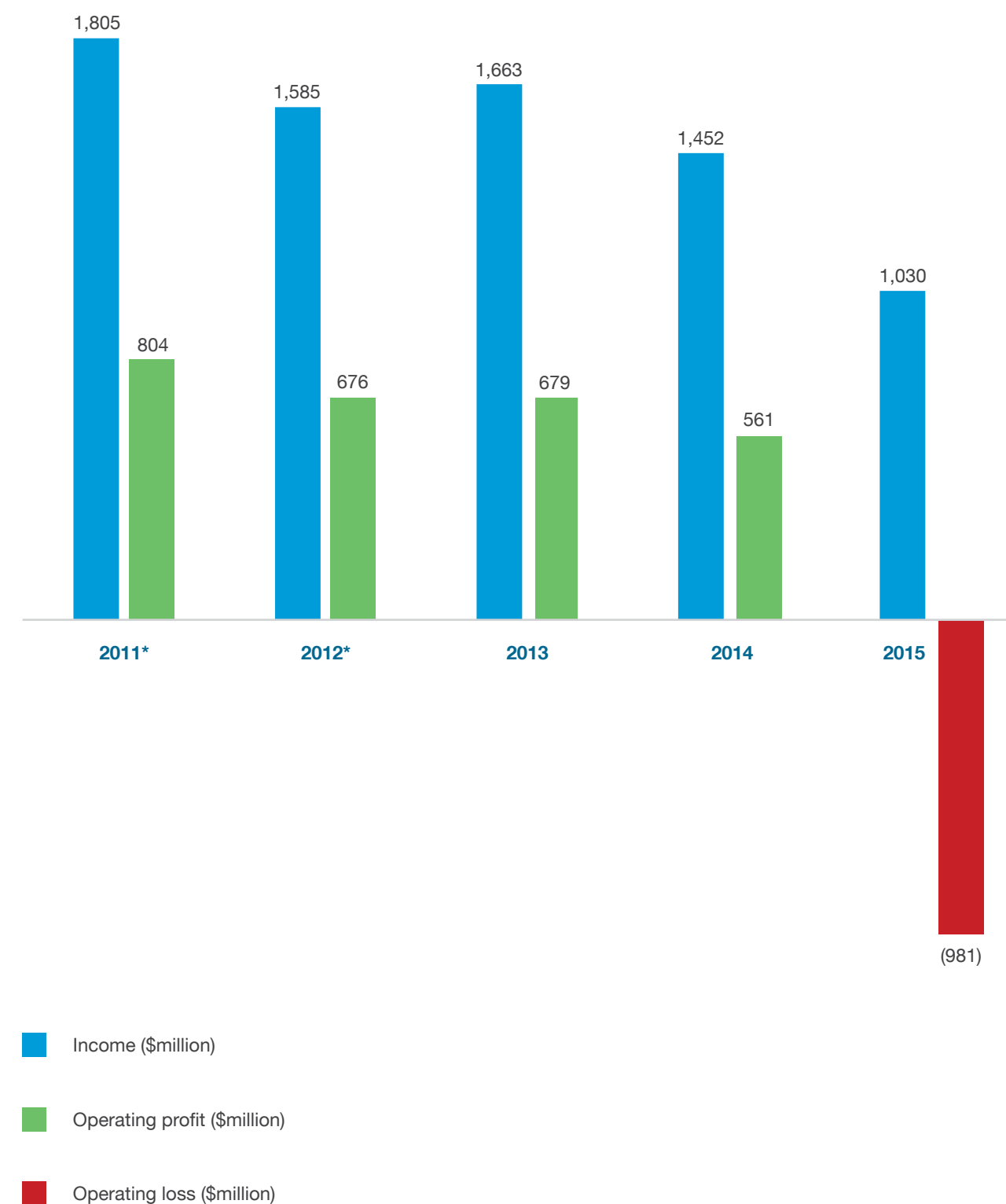
Zarin Daruwala
Chief Executive Officer, India

History and financials



India financials

Key financial indicators



*Includes Nepal & SCOPE
 Group Annual Report 2015, Financial Statements, Page 255

Sustainability and our business

As a global bank, we have the privilege, opportunity and responsibility to be a force for good in the countries in which we operate. We are committed to promoting positive social and economic development in our markets, and have a comprehensive sustainability programme.

Our approach continues to focus on three key priorities: contributing to sustainable economic growth, being a responsible company and investing in communities.



Stakeholder engagement

We maintain ongoing dialogue with our stakeholders to inform our business strategy, identify new opportunities and manage risks.

Clients: We engage with our clients to ensure that the products and services we offer meet their personal and business needs. Net Promoter Score (NPS) surveys across our markets measure client satisfaction with our products and services. In India, in 2015 our NPS was +24, marking a substantial improvement over the 2014 score of +6. We ranked fifth in the industry in Banking Codes and Standards Board of India (BCSBI) audits for delivering superior client experience.



L-R: S. Ramadorai, Former VC of Tata Consultancy Services and Chairman of National Skill Development Agency and Zarin Daruwala, CEO of Standard Chartered, India, interact at the Economic Times Awards event

Employees: We have ongoing dialogue with our employees for feedback on our role as an employer. To measure staff engagement related to employee volunteering, we conduct an annual survey through True Impact, an independent organisation. In 2015, 85 per cent of employees surveyed from India indicated that volunteering was a positive contributor to their job satisfaction.

Communities: We work with local and international organisations to understand the social and economic issues in communities where we operate. Our community programmes in India address the issues of health, education, sanitation and skill development. Seeing is Believing (SiB), our flagship community programme, provides funding to tackle the issue of avoidable blindness and has provided over 12 million eye health interventions to people, from 2003 to 2015. In India, through our Seeing is Believing (SiB) programme we work with non-governmental organisations (NGOs) and governments to deliver affordable and quality eye-care services through 92 vision centres in 11 states. In 2016, we launched five new projects to further integrate eye-care in public healthcare system and develop innovative solutions. Our WASHE programme provides water, sanitation and hygiene education to the girl child in municipal schools across Mumbai and Delhi having impacted the lives of over 60,000 girls, from 2011 to 2015. We dialogue with multiple stakeholders - school, parents, community, municipal corporations, ministries and government to advocate change in attitudes and religious-cultural conventions towards WASHE. Scaling-up our reach, we will deliver WASHE in ten new schools in Delhi, taking our total coverage to 18 schools in Maharashtra and Delhi. WASHE education is also delivered to tribal families in

Karjat, Maharashtra. Goal, our education programme which combines sports with life-skills training to empower girls has impacted over 26,000 girls, from 2006 to 2015.

Investors: We engage with investors and analysts on our business strategy through one-to-one meetings and roundtables, and announced our new strategy in November 2015. We also participate in sustainability surveys and indices including the Dow Jones Sustainability Index, FTSE4Good and the Carbon Disclose Project.

Regulators, governments and industry bodies: We work with regulators and governments to promote the development of financial markets products and services. In 2015, we engaged with industry bodies and global forums such as the Clinton Global Initiative. In India, supporting governing bodies in their drive for monetary and fiscal improvement we take part in initiatives that engage regulators, governments and financial institutions to address sustainability issues in the banking and finance industry. We were part of the IBA Working Group on Responsible Financing which introduced Voluntary Guidelines for banks. The guidelines suggest integrating Environmental, Social and Governance (ESG) risk management into a financial institution's business

strategy, decision-making processes and operations. During the year the Bank had regular structured engagements with the regulators leveraging on its global expertise.

We actively collaborate with our peers, regulators and other expert industry bodies such as Federation of Indian Chambers of Commerce and Industry (FICCI) and Confederation of Indian Industry (CII). We facilitated constructive dialogue with key delegates from the IMF and the US FOMC on issues related to markets and regulations. Playing to our strengths as an international bank, we were integral to the IUKFP and UKIBC committees which commission working groups to develop policy and improve collaboration between banks in India and UK.

We support the Indian government's focus on corporate social responsibility as a pacesetter for social development and economic growth. Our approach to sustainability is long-term, and such opportunities serve as a platform for us to evaluate the impact of our sustainability strategy, and refine and re-articulate as necessary to support the ambitions of the government.

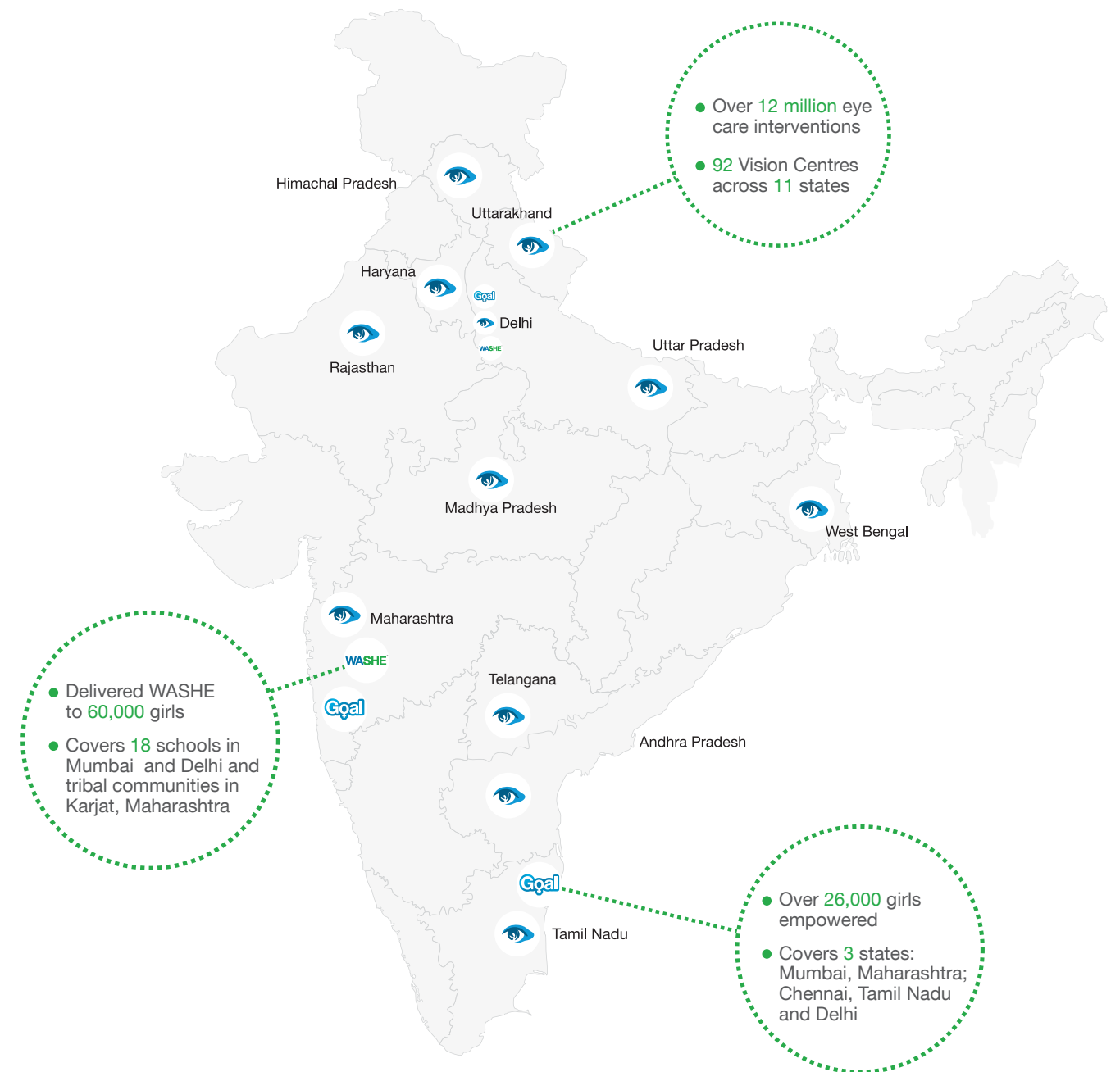


L-R: Ajay Kanwal, Regional CEO, ASEAN and South Asia, Standard Chartered, Ravi Shankar Prasad, Minister of Communications and Information Technology, Suresh Prabhu, Railway Minister of India, Arun Jaitley, Finance Minister, Minister of Corporate Affairs and Minister of Information and Broadcasting, and Vinit Jain, Managing Director of Bennett, Coleman & Co. Ltd., seen at the unveiling of the Economic Times Awards Coffee Table Book

2015 India highlights

- » \$1.74 billion of financing provided to Commercial Banking and Business Banking clients
- » Agribusiness grew by 12 per cent from \$170.14 million in March 2015 to \$190.17 million in March 2016
- » Disbursed over \$112 million to Microfinance Institutions (MFIs) for lending to microfinance clients, representing an increase of 45 per cent over 2014
- » 98 per cent of our staff had completed the anti-bribery and corruption training by the end of 2015
- » 98 per cent of our staff in India had committed to the Group Code of Conduct e-learning by the end of 2015
- » Retired over 11,000 kg of IT equipment as e-waste
- » Nearly 5,000 existing suppliers have been provided with environmental and social standards through our Supplier Charter
- » Exceeded 16,000 employee volunteering days
- » Performed over 12 million eye-care interventions through Seeing is Believing – our programme to tackle avoidable blindness, from 2003 to 2015
- » Empowered over 26,000 girls across Delhi, Mumbai and Chennai through our Goal programme, and over 100,000 family members, from 2006 to 2015
- » Delivered WASHE to over 60,000 girls and positively influenced nearly 250,000 family members in 8 municipal schools in Mumbai and Delhi, from 2011 to 2015. In 2016, we added 10 new schools to our WASHE portfolio thereby expanding our WASHE footprint to 18 schools and tribal communities across Maharashtra and Delhi
- » Provided financial education to over 4,700 youth in 2015, 65 per cent of who were girls

Our community presence



Seeing is Believing



Water Sanitation
Hygiene Education



Goal

Contributing to sustainable economic growth

We use our core capabilities as a Bank to support sustainable economic growth. We partner with our clients to extend access to financial services and to promote responsible financing across our markets. Over the past

Access to financial services

By extending access to finance and providing finance responsibly, we're contributing to sustainable economic growth in our markets. Consistent with our commitment to promote social and economic development across our markets, we continue to extend access to financial services and support lending to the clean technology sector. Providing funds across borders and currencies facilitates trade and cross-border investment and is a core part of our service.

We provide our Commercial Banking clients, (predominately local entrepreneurs and mid-sized companies), and Business Banking clients (represented by small businesses) with the financial services required to grow their businesses. In 2015, in India, our lending to Commercial Banking clients and Business Banking clients comprised a book of \$1.74 billion; of which \$42 million was lent to small business segment within Business Banking and \$1.7 billion to medium enterprise segment within Commercial Banking.

five years, we have increased our lending to clients by nearly 32 per cent from \$7.3 billion to \$9.7 billion ending December 2015, making a substantial contribution to individuals and businesses in India.

Globally, we are connected to mobile wallets in 7 new markets, totalling 11 markets. A mobile wallet is a service that enables clients to make and receive payments to and from both banked and unbanked individuals. In India, the Bank continues to enhance coverage for our clients to give them opportunities to reach out to areas as they expand into the surrounding areas. Our partner bank tie-ups cover the length and breadth of the country to facilitate the movement of money. Furthermore, our partnerships with authorised payment partners enable us to provide enhanced coverage supported by varied means of disbursements and collections. We continue to work on solutions to enable the flow of money into and from across sections of society through our initiatives around cardless cash withdrawals and Person2Aadhaar payments through IMPS (Immediate Payment Services). With the continued emergence of wallets, the Bank also has a global platform to integrate with wallet providers offering last mile connectivity solutions to support the inclusion objectives of our clients.



Our global network helps our clients to invest and grow their businesses across borders

Trade

As one of the world's leading trade banks, we use our global network to help our clients invest and grow their businesses across borders.

In India, from 2013 to 2015, we increased revenue across the following corridors: 28 per cent increase in India-Bangladesh flows, 4 per cent increase in India-China flows. To stay competitive in the global marketplace, several Indian corporates are expanding to network geographies; we continue to remain focused on supporting them in our footprint markets. Consequently, corridors like India-Africa, India-Middle East, India-ASEAN are gaining great momentum for trade finance. We help clients in India prosper by providing continuous support on inbound trade flowing from global subsidiaries from Japan, Americas and ASEAN countries. In India, we remain focused on addressing the growing local trade requirements for domestic players, we are also

the leading bank for providing cost-effective foreign currency, export finance, supply chain financing (SCF) solutions. Our services benefit the complete ecosystem of a corporate and support its growth from a small and medium enterprise to an emerging corporate into a large business and finance to commercial banking and business banking client portfolios.

In 2016, we will be focusing on trade digitisation in India, which will allow us to leverage a host of available channels for promoting electronic trade and document presentation. The key emphasis will be on Bank Payment Obligation (BPO) as an electronic alternative for traditional Letters of Credits. BPO rides on SWIFT's Trade service utility and runs purely on data submitted by parties for firming up bank's payment obligation to the supplier of goods.

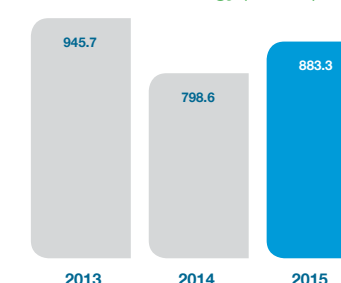
Infrastructure

We support the renewable energy and clean technology sector across our markets. In India, we have facilitated financing of \$660 million to the sector from 2008 to 2015.

Renewable energy in India has gained prominence in recent times. The Government of India's outlook has undergone a significant shift emphasising that 40 per cent of the country's energy needs should be met from renewable energy sources by 2030. To push the momentum a target to develop 175GW of renewable capacity by 2022 has been decided. In support of this vision, many of our clients are currently exploring potential investment opportunities in renewable energy. We aim to work with our clients to develop bespoke financing solutions to help them meet the current challenges of

reducing tariffs. We continue to have ongoing dialogues with like-minded institutions to expand the universe of debt financiers for renewable projects.

Group value of funds facilitated in clean technology (\$million)



Agribusiness

Agriculture is a very important sector of the Indian economy. Lending to agriculture sector and strengthening of rural economy is an important imperative for the Bank in India.

In India, our agribusiness loan grew by 12 per cent from \$170.14 million in March 2015 to \$190.17 million in March 2016. The portfolio growth is attributed to continued efforts in increasing financing to agricultural sector. We are targeting the complete agri-value chain from 'farm to fork' that enables credit flow across agriculture aligned segments, thereby translating into improved agriculture productivity and efficiency. We have also targeted allied agricultural activities through exposure to dairy, sea food,

and poultry sector, resulting in additional flow of income to the farmers.

Supporting micro, small and medium enterprises is of strategic importance to the Bank. We currently support over 10,000 such borrowers - of which about one-third are micro enterprises - with a total financing of \$2.28 billion as on 31 March 2016. This book has grown 27 per cent over last year's achievement. A highly diverse set of borrowers benefit from our lending to this sector, thereby, contributing to the financial inclusion agenda.

Grew our agribusiness book by 12 per cent

Case study

Agribusiness

Standard Chartered has a lending relationship with Charoen Pokphand (India) Private Limited. We have supported the company by sanctioning working capital limits of \$20 million and term facility for setting up feed mill at Rajahmundry of \$35 million.

Charoen Pokphand (India) Pvt. Ltd. (CPFI) founded in 1992 is an Indian subsidiary of Charoen Pokphand Group of Thailand. CPFI is a \$500 million turnover company primarily in the business of integrated poultry which includes feed mill, parent stocking, hatcheries and farms. CPFI's product profile consists of broiler chicken, poultry feeds, prawn and fish feed, Day-old Layer Chicks and table as well as eggs. CPFI is associated with more than 5,000 farmers across the country through its broiler integration activities.

As a poultry integrator, CPFI sources Grand Parent (GP) chicks from reputed players, develops parents which then produce Day-old Chic (DOC). The rural farmers are provided with DOC, feed, medicine, technical support and finally collect the grown up birds after paying them attractive growing charges based on their performance.

CPF India provides excellent value to its associated farmers in terms of technical support and continuous training leading to higher profits in their business. The commitment of empowering rural households without exposing them to market pressure has created a loyal farmer base for CPF India. Farmers are willing to get associated with CPF India on long-term basis for their broiler integration operations.



CPFI is associated with more than 5,000 farmers across the country through its broiler integration activities

Story Credit: Charoen Pokphand (India) Pvt. Ltd.

Commercial Banking and Business Banking

We understand the changing needs of the fast-growing small and medium-sized enterprises (SMEs) segment and help them with the relevant financing and training to grow.

SMEs play a vital role in the growing Indian economy and significantly contribute to building a strong base for job creation, exports and employment over the long term. They are incubators for talent, innovation and entrepreneurship as 46.5 per cent of the country's manufacturing output is from the SME sector, which contributes to about 9 per cent of the country's GDP and comprises more than 40 per cent of exports. Presently, this sector employs over 100 million people in skilled as well as unskilled employment opportunities.

In 2015, in India, our lending to SMEs from Commercial Banking and Business Banking comprised a book of \$1.74 billion; of which \$42 million was lent to small business segment within Business Banking and \$1.7 billion to Medium Enterprises segment within Commercial Banking. We also launched first-of-its-kind 'Smart Business Account' with fees and charges based on credits in the Current Account without any minimum or average balance requirement. In 2016, our focus is to provide a complete product suite to our Business Banking clients, including Business Working Capital solutions.

\$1.74bn of finance provided to Commercial Banking and Business Banking clients



SMEs have great growth potential and can make powerful contributions to the wider economy

Note

Commercial Banking India serves ~9,500 clients and is the largest foreign player in this space. We aim to build long-term multi-product relationships with a strong base of growing companies. In 2015, this segment contributed ~18 per cent of SCB India's client income. As a segment, Commercial Banking caters to both Borrowing & Non – Borrowing (liabilities) clients. As Commercial Banking covers a very wide turnover of clients, borrowing clients are segmented based on turnover and client needs to ensure focussed coverage. We also offer Supply Chain Finance to the buyers and suppliers of our Commercial Banking & Corporate and Institutional clients. Besides this, we have a dedicated team focussing on liability accounts. The Government's 'Make in India' initiative and its thrust on expanding the manufacturing sector is likely to give impetus to this sector. Commercial Banking provides a comprehensive value proposition to SMEs including availability of full product suite, customised structured solutions, offering our global network as they internationalise, strength in foreign currency funding, dedicated relationship managers as trusted advisors, unique consolidated proposition which includes Employee Banking (EB), Private Banking (PvB) and Wealth Management (Insurance and Investment) and promise to seamlessly move clients into appropriate segments as they grow. Business Banking serves 25,000 clients and its strategy is implemented through a two-tier client value proposition. High growth business clients are offered industry specialised packaged solutions and priority benefits; they are managed by dedicated business bankers. Other Business Banking clients are offered self-serve solutions with competitive turnaround time; they are served by a business centre through inbound and outbound voice and virtual support. Business Banking clients are served through a comprehensive suite of products and services, including secured and unsecured lending, business accounts, wealth products and advisory, internet and mobile banking and cross-border products.

Microfinance

Microfinance plays an important role in extending access to financial services to the unbanked and underbanked. As the sector continues to develop and mature, it is important to support Microfinance Institutions (MFIs) with financing as well as promoting capacity building and transparency across the sector.

We work with Microfinance Institutions (MFIs) to support the long-term development of the sector. Globally, in 2015, we provided lending of \$271.6 million to MFI clients for on-lending to microfinance customers, impacting 1.8 million individuals.

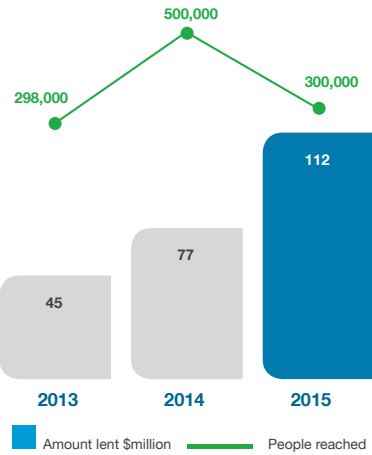
In India, we provide a full-range of banking products and services to MFI clients and have also invested in technical assistance initiatives to build the capacity of MFIs and influence the thinking in the sector. In 2015, we provided lending of close to \$112 million for on-lending to microfinance customers, representing an increase of 45 per cent over 2014. In 2015, our lending impacted around 300,000 beneficiaries (primarily women).

Last year, we achieved the first ever sell-down of microfinance loan of \$7.6 million, in India. This, combined with the first inter-bank participatory certificate (IBPC) sale of \$7.4 million and purchase of \$3.7 million of microfinance loan, demonstrates that there is an active market for microfinance loans. Testing and establishing a secondary market provides us with reassurance and helps us plan for growth.

\$112mn lent to MFIs

The risk participation program in partnership with Asian Development Bank (ADB) has been enhanced from \$75 million to \$105 million in 2015 for Asia.

We commissioned the Microfinance Social Performance Report in India for the fifth consecutive year. To analyse findings of the Report, we led a panel discussion at the Access Microfinance India Summit in 2015 and conducted stakeholder workshops as well.



Microfinance provides much needed financial services to the unbanked and underbanked

Case study

Commercial Banking

We have a lending relationship with ROCHEM group since 2006. We have lent approx. \$16 million spread across various products like trade and working capital, term lending, mortgages, forex and employee banking solutions.

ROCHEM Group was incorporated in 1991 and is one of the leading companies in the water treatment industry in India. Initially, its main focus was on maintenance of Reverse Osmosis Systems (RO Systems) installed on Indian Navy Ships for water desalination. Later, it graduated to manufacturing of these systems; in technical and financial collaboration with Rochem AG (Switzerland) a world leader in manufacturing of effluent treatment plants and water recovery systems.

In 2010 the group forayed into treatment of solid waste management and is currently working with various municipal corporations across India to convert waste into energy thereby helping the municipal corporations and governments to address the waste disposal problems and to keep the environment clean. The group also expanded its presence to the Middle East by setting up a manufacturing plant in Sharjah FZE. The group has received two rounds of Private Equity investments amounting to \$15 million.

ROCHEM Group is constantly engaged in developing advanced solutions in both water treatment as well as waste

management wherein they intend to provide a cleaner and safer environment by:

- Providing highly efficient water treatment plants for various industries to convert the effluents into potable water
- Supplying desalination plants to Indian Navy facilitating sufficient availability of potable water
- Providing gasification solutions to various industries wherein the waste produced during industrial production can be converted into steam which is used for captive purposes
- Partnering with various clients to provide a cleaner and safer working environment for their employees as well as neighbouring inhabitants
- Generation of electricity via municipal waste thereby solving the waste disposal problems

The group continues to focus on developing newer and efficient technologies in order to provide a cleaner and safer working environment and safeguarding local communities. The group is constantly working on developing alternative sources of energy to cater to the country's growing need for clean energy.



ROCHEM Group water treatment plant seen in operation

Photo and Story Credit: ROCHEM Group



Saraswati Sagra, Varanasi

Case study

Microfinance

Standard Chartered has a lending relationship with Utkarsh Micro Finance Private Limited where we've lent \$8 million to them in 2015. Utkarsh founded in 2005 offers business loans to the urban poor, with primary focus on women, who are more likely to spend money wisely to bring their family out of the cycle of poverty.

Saraswati, a native of Chennai got married at a very young age into a joint family residing in the slums of Varanasi. The family was in the business of selling artificial garlands, and the meager and irregular income was insufficient to make ends meet. Her husband's demise and difficult financial circumstances led her to start a business of selling artificial garlands and jewellery on her own.

She borrowed money from private money lenders at high rates of interest, which exhausted her limited income leaving no savings behind. An active Utkarsh customer identified and educated her on

the credit support that she can gain from Utkarsh, and thereafter convinced her to join the Joint Liability Group. With her first loan of \$223 she repaid the balance installments of the local money lender. She utilised the remaining money to scale-up her business.

Today, her shop is flourishing with different types of artificial garlands and accessories. She is able to save \$5 to \$10 daily and repay her installments on time. She lives in a better accommodation and her children are studying in an English medium convent school. She herself is learning greetings in English, Italian, Japanese and French to attract foreign customers.

"Utkarsh has not only helped me in monetary terms but also made me realise the importance of efficient utilisation of loan with benefits of good credit history. My financial stability has helped me gain greater social status," shared a confident Saraswati.

Photo and Story Credit: Utkarsh Micro Finance Private Limited

Environmental and social risk management

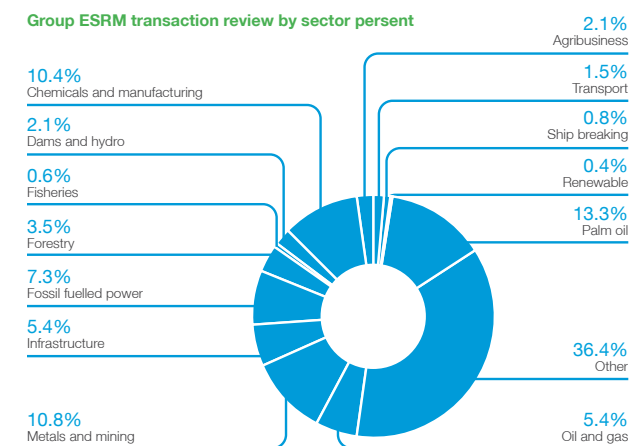
Our main impact on the environment and society is through the business activities we finance. To achieve long-term sustainable development, we must responsibly manage environmental and social risks.

Environmental and social risks are explicitly identified in the Group's policies and procedures. We have disclosed a series of 20 sector-specific and thematic Position Statements that apply to the provision of debt, equity and advisory services to all clients. We have adopted the Equator Principles that set requirements for identifying, assessing and mitigating the environmental and social impacts associated with the financing of projects and related advisory services. We take our Position Statement commitments seriously. To ensure we deliver our commitments, we embed these requirements through our core banking processes. We have mechanisms in our origination and credit processes to identify and assess environmental and social risks in accordance with our standards. We have a dedicated Environmental and Social Risk Management (ESRM) team that reviews clients and proposed transactions that present specific risks.

In 2015, globally the ESRM team reviewed over 480 client relationships and transactions across a range of Position Statement sectors. For all risks identified, we seek to develop effective mitigating measures. Where this is not

possible, transactions have been, and will continue to be, turned down. In 2015, we trained more than 1,700 staff on our requirements and processes. We believe in working collaboratively to achieve sustainability goals. This includes working with clients, other financial institutions and industry bodies to promote, develop and encourage leading E&S standards. In 2015, we were pleased to join the Banking Environment Initiative and continued our work as a member of the Equator Principles Steering Committee.

Download our Position Statements at sc.com



We work in partnership with our clients to manage environmental and social risks

Being a responsible company

We seek to promote strong governance, prevent financial crime, minimise our environmental impact and embed our culture and values across the Group.

Governance

We have a Group structure operated through both subsidiaries and branches, and maintain a consistent approach to overall governance, while respecting local legal, regulatory and governance requirements. During the year under review, governance was managed across the Group's eight geographic regions – through the respective regional chief executive officer offices, the business and functions. As part of the business reorganisation in 2015, the number of regions has been reduced to four. This ensures that the Group is effectively managed and controlled in line with the new strategy, announced in November 2015, the Group's values and culture, and with regard to the requirements of all the Group's stakeholders. In addition to clients, these stakeholders include governments, regulators, shareholders, employees, suppliers and the communities in which it operates.

As a leading international bank, we strive for best practice in corporate governance across our footprint. We believe that simply complying with written corporate governance standards is not enough. It is vital for companies to have an underlying culture with behaviours and values that support effective corporate governance. It is the responsibility of all our employees to be responsive and vigilant to ensure compliance with both the letter and the spirit of our governance framework. At Standard Chartered, every employee is expected to live the Group's brand promise, Here for good, and be part of a culture that is open and challenging, yet cohesive and collaborative. We take care to ensure that all employees

have, and demonstrate, the necessary skills, values and experience commensurate with their responsibilities. We place as much emphasis on the way employees behave as on what they deliver by mapping rewards and recognition to demonstrated values in our appraisal systems.

People and values

Practicing strong governance, looking after our people and minimising our direct environmental impacts are central to being a responsible company.

Our highlights in 2015

- Created a simplified organisational structure, with clearer accountability
- Continued to reinforce the importance of good conduct through training and performance assessments
- Equipped our leaders and line managers to guide our people through periods of change
- Recognised for promoting disability in the workplace, building on our strength in diversity and inclusion



L-R: Ajay Kanwal, Regional CEO, ASEAN and South Asia, Standard Chartered, Bill Winters, Group Chief Executive, Standard Chartered and Anurag Adlakha, Chief Financial Officer, Standard Chartered, India respond to staff questions at a town hall

To deliver on the new global strategy announced in November 2015, it is imperative that our leaders and line managers are equipped with the skills to provide reassurance and clarity to our people. We have been mindful not to lose focus on the elements of our people strategy that enable us to uphold our brand promise, Here for good: for many of our people this underpins why they chose to join the Group, as well as why they stay on.

Group-wide there was a decrease of 8 per cent in the headcount as compared to 2014 which was a result of the actions taken to deliver business and operational efficiencies. In India, we continue to invest in attracting talent with a workforce of over 19,000 employees across the footprint in 2015.

My Voice employee engagement survey was launched in October 2014 to benchmark employee engagement drivers across the Group; it measured employee sentiment and qualitative feedback across a variety of areas, including conduct, leadership and strategy. It was

our intention to measure progress on the 2014 survey in October 2015. However, we took the decision to postpone the survey until the reorganisation of our business had been embedded. In its place, we implemented a number of pulse surveys and informal feedback loops across the organisation to determine sentiment and identify any areas for concern. Where feedback indicated that our people required further clarification on certain issues, we were able to respond with key message documents and toolkits. This provided leaders and line managers with the resources necessary to provide open, honest and timely communications.

We are conducting the next My Voice survey in mid 2016, allowing for action plans and subsequent engagement activities to take place within the correct team structures. This will also provide a more accurate benchmark for future surveys, which is important in our measurement of progress towards further embedding and strengthening a culture of good conduct.

with disabilities as of December 2015. Their career opportunities are augmented through our efforts around Project Employability

- Our new and renovated buildings are accessible to those with disabilities, and all line managers have access to the resources they need to support members of their team with disabilities

Enabling our people to achieve a better work-life balance in India, we continue to offer crèches, on-site child care centres and mothers' rooms for our employees, flexible working arrangements including part-time work, flexible hours, and working from home.

To make banking more convenient and inclusive for people with visual impairment, we launched 'Talking ATMs' in 2011. The ATMs were developed in consultation with our visually impaired employees as well as local eye-care organisations.

124 talking ATMs are operational in India

Talking ATMs are equipped with Braille key pads. As of March 2016, 124 Talking ATMs are available across our India footprint. A minimum of one-third of all future ATMs deployed by the Bank will be talking ATMs.

In 2015, globally, Standard Chartered became a founding patron of the Global Diversity List,¹ which aims to create the definitive global diversity standard that covers every aspect of diversity worldwide. In addition, we became a founding member of the Open for Business coalition, which aims to reinforce comprehensive evidence for lesbian, gay, bisexual and transgender (LGBT) inclusion on a global basis.

Diversity and inclusion

We encourage greater diversity in our workforce, recognising that this helps develop and retain our people, and provides better support to our diverse client base. We are committed to creating an inclusive environment that is free from bias, where everyone can realise their full potential and, in so doing, make a positive contribution to our organisation.

In India, our total workforce accounts for over 19,000 people representing 8 nationalities and employing 30 per cent of women as part of our workforce and 16 per cent women form part of our senior management.

Standard Chartered first started focusing on a Group-wide approach to diversity and inclusion (D&I) around 10 years ago, and today it has become an increasingly important part of the way we do business. In 2015, we:

- Implemented the Women's Network India charter, which empower each of our businesses and functions to be accountable for delivering relevant D&I objectives
- The Global Disability Network which was launched in December was recognised by Springboard Consulting, a leading expert in bringing workplace disability into the mainstream. Globally, we were awarded two Disability Matters Awards: one for raising awareness about the International Day of Persons with Disabilities and another for our work in supporting line managers who have team members with disabilities. In India, we employ 123 people



Over 19,000 staff in India, 30 per cent of who are women



Our staff demonstrates the functionality of Talking ATMs to a group of visually impaired people

¹ globaldiversitylist.com

Case study

Telesales

The Visually Impaired Telesales team has demonstrated good performance in 2015, having achieved the highest number of set-ups in the last five years.

Sheetal has been with the Bank for a year. Her dedication and drive to achieve excellence in results, and expertise on JAWS (Job Access With Speech) application has helped her secure a spot among the top performers in the team.

She says, "I was really excited to join the Bank. I was previously employed as a medical transcriptionist, and sales was like Latin to me. But, my line manager and co-workers guided me and made things seem simple and comfortable. My family acknowledges my effort and feels proud of the fact that I work for a multi-national company. I am looking forward to expanding my learning and excelling at my job."



Sheetal Gaikwad, Telesales Officer is 75 per cent visually impaired in her right eye and 100 per cent in the left eye



Ankit Garg, Credit Analyst, International Corporates suffers from retinitis pigmentosa

International Corporates

Ankit Garg is a Credit Analyst with the International Corporates team in India. He suffers from retinitis pigmentosa, a degenerative eye disease that causes severe vision impairment. Hailing from rural India and despite his severe visual impairment he acquired a degree in engineering and completed his Post Graduation from Indian Institute of Management, Indore (IIM). In 2013, he was inducted into the International Graduate (IG) programme of the Bank. He has displayed immense potential and initiative, through his dedication to work and passion for the communities. He is a staunch advocate for the rights of the visually impaired. To his credit he has completed an internationally acknowledged research on environmental

engineering, focusing on the use of pond-ash as a landfill liner. His community work for rural India was also recognised by the late former president of India Dr. APJ Abdul Kalam.

Providing opportunities for growth and development and in recognition of his talent he had the opportunity of participating in the One Young World summit 2015 held in Bangkok, where 196 young leaders, one from every country in the world addressed their head of governments on issue of Climate Change through the mainstream media two weeks before the Paris Climate Conference in order to create an inescapable impact. Globally, 15 delegates were elected from the Bank to participate.

Building our talent pipeline

Ensuring our people have opportunities to develop and grow their careers is not only essential to delivering our business priorities; it is a core component in creating a

Learning and development

Learning and talent development is an area of ongoing investment and begins with graduate recruitment. In 2015, globally we introduced additional career support and development opportunities into our junior talent programme and received more than 146,000 applications for 650 graduate and internship opportunities across 28 countries. Our interns have the opportunity to perform real work, to build up experience and to create a professional network. Building our talent pipeline in India, following a stringent selection process, 65 top talents were hired from premier B schools in India across graduate and internship opportunities in 2015. They will develop valuable skills and experience, and benefit from the close support and guidance provided by our senior managers and alumni in course of their journey with the Bank.

Developing the next generation of business leaders is vital to our performance and remains a priority for the Group. Reflecting this, we changed our annual performance management process to provide greater emphasis on employee growth and development, and trained managers on how to use this process more effectively for their teams. We also enhanced and introduced several development programmes with an emphasis on management and leadership skills, such as the new Manager Development Programme. Since its

great place to work; a clear demonstration of how we are Here for good for our people; and a strong driver of retention.

65 top talents were hired from premier B schools

launch in February 2015, a total of 53 sessions have been conducted for 791 managers, globally.

We also launched SC Ready, an induction programme designed to align mid-level leaders to our culture, leadership expectations and risk management philosophy. External challenges and internal change have combined to create an environment where, increasingly, people are looking to our senior managers for greater guidance, support and leadership. To support this, we increased the number of leadership programmes from 64 in 2014 to 72 in 2015, training 1,504 leaders and senior managers worldwide. In India, we have trained 167 leaders and senior managers and delivered 29,000 learning days to strengthen risk and regulatory compliance, and develop technical knowledge and leadership skills.

The Bank continues to invest in the leadership with round-the-year interventions on regulation and risk control.

29,000 learning days were delivered



Manish Jain, MD & Head, Commercial Banking, Standard Chartered, India (5th from right in the first row) congratulates the new batch of IGs who have joined our Bank from India's leading business schools

Conduct

Upholding good conduct remains central to our approach to doing business and is an area where we continue to invest and dedicate considerable resource. All senior leaders and managers are required to take personal responsibility for their own conduct and that of their teams, and this is explicitly included in line manager performance objectives, with a continued focus on driving quality conversations on conduct and what this means in practice day-to-day.

Our Group Code of Conduct was refreshed in September 2015 to cover all aspects of conduct across the Group. By the end of 2015, 98 per cent of our staff in India had committed to the Group Code of Conduct e-learning.

We also took this opportunity to reinforce the role of line managers and senior leaders in creating the right environment for our people to deliver the highest standards of conduct. As part of the recommitment process, managers engaged their teams in discussions around the Code and used real-life case studies and dilemmas to empower their teams to do the right thing. Managers were also required to attest to the conduct of their teams at the end of the year as part of our annual performance and reward process.

98% staff completed training on Code of Conduct

Responsible selling and marketing

We aim to treat our clients fairly at all times, providing them with solutions that meet their needs. We have policies and procedures in place to make sure we sell the right products and that complaints are identified and resolved.

Treating Customers Fairly (TCF) is fundamental to living Standard Chartered's core values and brand promise — Here for good. Delivering fair outcomes for clients is an important part of the Group's commitment to reinforce the highest global standards of compliance and conduct. A focus on building long-term relationships helps to grow our business by enhancing our reputation. This includes having well designed products, clearly disclosed product information, suitable advice based on the client's circumstances, ensuring that products

perform as expected and dealing with complaints when they arise. In 2014, we moved to a new methodology, progressively changing our sampling periods and method to create greater transparency, and benchmarking our Net Promoter Score (NPS) against the overall market. In 2015, the enhanced conduct and client experience reflected in 43 per cent reduction in complaints year-on-year and our NPS was +24, marking a substantial improvement over 2014 score of +6. We ranked fifth in the industry in Banking Codes and Standards Board of India (BCSBI) audits for delivering superior client experience.

TCF principles are firmly entrenched in our Group Code of Conduct.

Financial crime prevention

A core pillar of good conduct is combating financial crime. Globally, as part of our overall conduct agenda, we launched an internal awareness campaign in the fourth quarter of 2015. The objective of the campaign has been to help our people understand better the far-reaching societal impacts of financial crime, and to highlight the role each employee can play in helping to prevent it. The campaign will be rolled out in India in 2016.

Our ability to effectively manage financial crime risks impacts our ability to do business. In 2015, in India a structured Financial Crime Risk Assessment was performed across business units and subsidiaries for the first time. Each Risk Assessment comprised of

evaluating the effectiveness of Inherent Financial Crime Risk, Controls Effectiveness and Residual Risk.

The Country Financial Crime Compliance organisation structure underwent a significant change and was enhanced to support the Financial Crime Risk programme. In India the Bank will continue to invest in new systems for surveillance and screening and implementation of a robust anti-bribery and corruption programme in 2016.

98 per cent of our staff had completed the anti-bribery and corruption training by the end of 2015

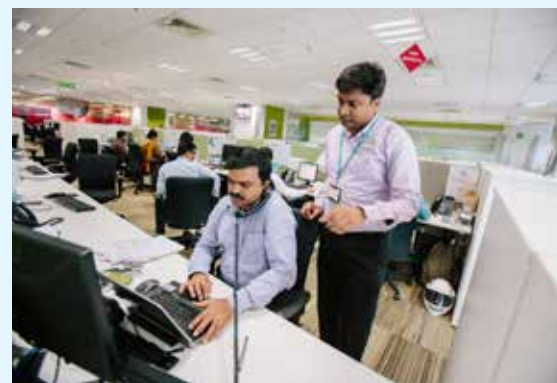
Reducing fraud

We seek to be vigilant to the risk of internal and external crime in our management of people, processes and systems and in our dealings with customers and other stakeholders.

Controls are embedded in our policies and procedures across a wide-range of the Group's activities to help us detect and avert fraud. In India, we continue to leverage Memento (Enterprise Fraud Detection System)

to trail staff activities, thereby enabling the Financial Risk Management (FRM) team to set rules for specific fraud scenarios. As a consequence of the enhanced fraud detection capability, over 7,000 alerts were generated by this system in India in 2015. Application fraud detection tool of Experian - Hunter, launched in 2015 is the new application in the suite of fraud management system which enabled the Bank detect and tackle frauds of over \$365,565. We track transaction frauds for Debit Cards, Credit Cards, and ATMs.

We perform regular reviews of our control environment. In 2016, in India, we plan to launch ThreatMetrix's context-based authentication system, an advanced security and fraud prevention solution to prevent online frauds and malware attacks.



We monitor threats and online activities round the clock to detect any fraud

Health, safety and wellness

We are committed to providing a safe, secure and healthy working environment for our employees and customers.

We remain steadfast in our commitment to ensure the highest standards of health and safety wherever we operate. This includes established global ergonomic design standards to minimise any occupational injury or illness, online health and safety training, and an online safety and incident reporting portal.

In 2015, no injuries or cases of injuries requiring medical follow-up were noted in Online Incident Reporting system.

Supporting the agenda of Health and Safety at work, over 350 staff across India are trained as First Aider's to provide immediate assistance and treatment given when someone is injured or taken ill before the arrival of the emergency services, doctor or other appropriately qualified medical practitioner. Over 400 staff are trained as Fire Marshalls.

In 2016, in India our focus is to create awareness on the new Health and Safety framework and procedures specific to workplace environment quality, workstation ergonomics, and fire safety.

Environment

We seek to minimise the impact of our operations on the environment. As part of our environmental priorities, we are committed to measuring our operational impact. We report on energy, water, paper and waste data that are the basis of our Greenhouse Gas (GHG) emissions management as well as the targets we have set to reduce

energy, water and paper use. Globally, we have reduced the energy use intensity by 22 per cent in tropical and 17 per cent in temperate locations.

Environmental assurance is conducted annually only for Scope 1 & 2 emissions (energy used across our buildings).

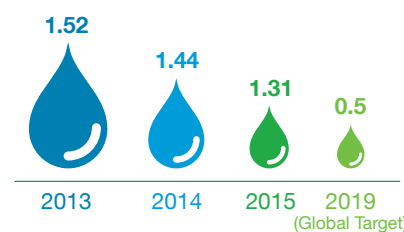
Water

In 2015, we implemented shower type aerators in all wash basin taps and flow reducers in other faucets which resulted in the reduction of our water use intensity by 9 per cent in India. While we have saved approximately 67ML of water from 2009 to 2014, we have saved 28.3ML of water in 2015 alone with these measures, which is enough to fill 11 Olympic-size pools.

Saved **28.3ML** of water, which is enough to fill **11** Olympic-size pools

There has been a decrease of 13.73 per cent in water usage index (WUI) in 2015 as compared to 2013.

Annual water used in our properties per square metre KL/m²/year



Energy

In India, we reduced our energy usage by 3.3 per cent thereby saving 4.2 million kilowatt-hour (kWh) of electricity in 2015. We continue to use renewable energy from sources like wind and solar at our SCOPE office at Haddows Road where 56 per cent of our annual energy demand is met by these renewable energy sources, thereby generating cost saves through reduced dependence on diesel generators and reducing our carbon footprint.

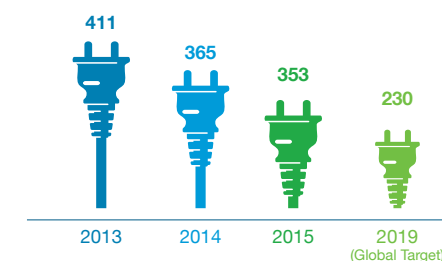
We estimate that lighting consumes around 20 per cent of a building's energy, globally. To lessen our dependency on electricity and other imported power sources, we are replacing our existing lighting with energy efficient lighting such as LED lighting with motion sensor controls. LED lights use around 80 per cent less energy than conventional lighting. In 2015, eight markets, including India, upgraded their lighting systems to LEDs, which saved us over \$250,000 in operating costs.

In 2016, in India, we intend to expand our renewable

energy footprint by entering into power purchase agreements and power exchange. We continue to discover opportunities to leverage other renewable energy sources with focus on guaranteed reduction in energy consumption.

There has been a decrease of 14.09 per cent in energy usage index (EUI) in 2015 as compared to 2013.

Annual energy use of our properties per square metre kWh/m²/year



Paper

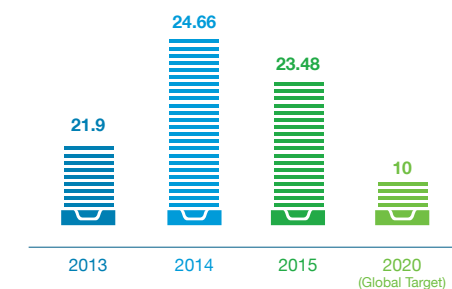
We are committed to meeting our 2020 paper target to reduce paper consumption to 10 kilos per full-time staff.

In India, in 2015, we implemented a project to discontinue the cheque auto reorder facility for Personal and Preferred segments and increasing the auto reorder cheque range for all other segments with a view to improving customer experience and encouraging use of secure online channels to make payment. We recorded savings of \$104,000. The real e-statement penetration increased to 71 per cent as of December 2015 with 1.45 million e-statements sent to customers, per month. These initiatives have helped us reduce our carbon footprint by saving 53.4 million sheets of A4 paper and hence 6,402 trees.

In 2015, globally we initiated print standardisation initiatives aimed at removing standalone print devices and efficient use of printers in a secure manner. In India, we reduced office paper use to 23.48kg per FTE in 2015.

In India, we use 75 grams per square meter (GSM), Forest Stewardship Council certified paper in our printers for office printing.

Annual office paper use per staff kg/FTE/year



6,402 trees saved through our paper reduction initiatives

Recycling

We work with authorised e-waste vendors to retire IT equipment. In India, in 2015, through our asset disposal initiative, we distributed 11,251 kg of e-waste.

Suppliers

We respect human rights across our business. We have a responsibility whether in our role as an employer, as a procurer of goods and services, or as a provider of financial services. We address human rights in our Code of Conduct and our Supplier Charter.

We are part of the United Nations Global Compact (UNGC) Supply Chain Sustainability work stream and encourage our suppliers to adopt the 10 UNGC principles relating to issues such as human rights and lab. In 2015, the Supplier Charter was sent to 4,993 existing suppliers of India highlighting the environmental and social standards and values we expect of them.

Our priorities in 2016

- Embedding our new organisational structure
- Supporting our people through change and building engagement
- Reinforcing a culture of performance and good conduct, from hiring processes and training and development, to recognising successes and performance management
- Addressing feedback from our My Voice survey

Investing in communities

We support our communities to address local social and economic needs. We work closely with local partners and our employee volunteers to deliver programmes focused on health, education, sanitation, and skill development.

Our community programmes include Seeing is Believing to address avoidable blindness; WASHE which targets the girl child in municipal schools and aims to provide them with easy access to safe water and improved toilet facilities as well as hygiene education; Goal to help empower adolescent girls and young women through sports and life skills training; and financial education to build the financial capability of youth and entrepreneurs.

We work with partners to help our communities manage emergency situations and try to protect social and economic gains made prior to the crisis. In 2015,

during the Chennai flooding the health and safety of our employees and customers was paramount, with various individuals and teams working around the clock to account for the whereabouts of staff members, to secure buildings and, in some instances, to provide temporary accommodation for those unable to return to their homes. We supported staff in multiple ways to cope with the various issues by running medical helpdesk and vaccination camps covering over 6,700 staff and their families, crisis time-off, commute support, and interest free advance to the hardest hit victims of the floods.

We offer our employees three days paid leave to volunteer. In 2015, in India our staff contributed over 16,500 days in employee volunteering across our community programme and emergency situations.



In 2015, we launched an internal volunteering campaign named #IOU to encourage staff to give back to the communities

Seen in the collage are staff and leaders fulfilling the #IOU challenge by undertaking meaningful volunteering work

Community programmes

To create long-term value, we seek to address social and economic issues that affect the communities where we work and live.



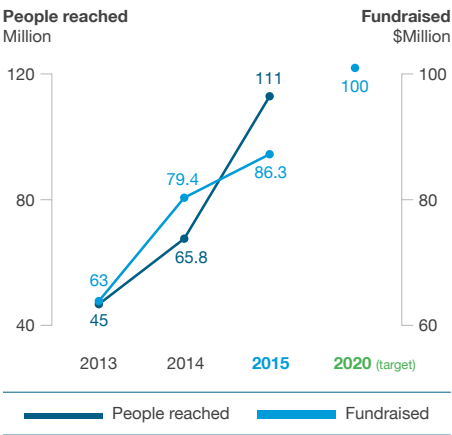
The health of a community greatly impacts the quality of life for individuals and their ability to take up employment opportunities.

Seeing is Believing (SiB) is our global programme to tackle avoidable blindness and visual impairment. In 2015, we raised \$7 million through fundraising and Bank matching. From 2003 to 2015, we raised \$86.3 million and supported 101 projects across 29 countries. These projects have delivered medical interventions, supported health education and improved access to eye-care for more than 111 million people.

Our global Seeing is Believing programme is a partnership between Standard Chartered and the International Agency for the Prevention of Blindness (IAPB) to tackle avoidable blindness, and has committed to raise \$100 million by 2020 for the programme through fundraising and bank matching. It is an excellent example of a public-private partnership between Government, a non-profit organisation (NGO) and a

corporate sponsor, allowing each of us to collectively harness our capability to deliver a real benefit to the community.

Seeing is Believing fundraising and people reached from 2003 to 2015 globally



Impact from 2003 to 2015

- Provided over 12 million cost-effective interventions in eye-care since 2003
- Funded 1.15 million cataract operations
- Refracted over 2 million people
- Treated 12,938 people for Vitamin A deficiency and river blindness
- Educated close to 8 million people on eye health
- Over 8,500 community health workers trained

A Seeing is Believing beneficiary is happy to receive a new pair of spectacles in Sunderban

India Impact

Seeing is Believing in India has impacted the lives of millions of people by providing over 12 million cost-effective interventions in eye-care to some of the poorest communities through the 92 Vision Centres (VCs) across 11 states, from 2003 to 2015.

Avoidable blindness is a key health issue across the Bank's footprint which diminishes the quality of life of individuals and negatively impacts economic growth. Worldwide, 285 million people are visually impaired; of these, 39 million people are blind and 246 million people have low vision.¹ Over 12 million people in India are blind, it accounts for one out of every three blind people in the world. 80 per cent of blindness in India is because of cataract (62.6 per cent) and uncorrected refractive errors (19.70 per cent).²

Seeing is Believing involves a comprehensive eye-care framework, which has been developed through years of extensive research and draws on our credible

Provided over 12 million cost-effective eye-care interventions

implementing partners' international expertise and experience such as International Agency for the Prevention of Blindness (IAPB), Sight Savers, LVPEI, Dr. Shroff's Charity Eye Hospital, Aravind Eye Institute, Public Health Foundation of India (PHFI), Seva Foundation and many more. It allows individuals across the community to gain access to affordable eye-care services, such as vision screening, refraction, provision of spectacles and onward referrals to tertiary care hospitals for more complicated conditions. We have trained and employed thousands of people from the communities as Optometrists, Vision Technicians and Health Workers across our projects in India. Standard Chartered's SiB programme is one of the pioneers in launching the Vision Centre model in India which can be replicated and scaled-up.

Kolkata Urban Comprehensive Eye-care Programme

SiB's Kolkata Urban Comprehensive Eye-care Programme (KUCECP) places emphasis on school eye health and sustainability. Tackling avoidable blindness has a clear impact on education and the economic power of households. SiB funds eye health projects in areas of high need with long-term sustainability entrenched in the delivery of the programme. Our SiB programme in Kolkata, implemented by Sightsavers India, addressed avoidable blindness among the two million indigent people in the city, especially among vulnerable women and children through a holistic approach that addresses eye health with other issues such as hygiene, sanitation, maternal and child health, in alignment to Vision 2020 and Global Action Plan (GAP). Based on the experience from our past SiB projects in India, following were the key outcomes of the five-year KUCECP which concluded in 2015:

- Performed 2.3 million eye-care interventions
- Over, 84,000 children were screened in schools through 232 screening camps and free spectacles were distributed to over 28,500 poor children
- Nearly 30,000 adults and 194 children benefitted from cataract surgery

- Over 500,000 people were screened at outreach camps
- Over 1.46 million people have been reached with information education materials
- Nearly 2,000 community health workers, government health workers and school teachers were trained

The key drivers to the programmatic success were the partnerships including those with the partner hospitals, CBOs and municipal corporations and government agencies. 11 of the project's 14 vision centres are self-sustaining and are running at a profit, 3 VCs have been established in the municipality premises making this programme highly scalable in any geography. The partnerships with municipalities and service providers/partner hospitals and school authorities not only improved the cost effectiveness, but also helped build networks for access to eye-care services, even after the programme is withdrawn.

84,000 school children screened for refractions through 232 screening camps

¹ WHO: Blindness and Visual Impairment: Global Facts

² National Programme for Control of Blindness



L-R: Shyam Beriwala, our Private Bank client, Richard Pattle, Vice Chairman of Private Bank, Standard Chartered (2nd row), and David Fein, Group General Counsel of Standard Chartered and Chairman, Seeing is Believing inaugurate the vitreo-retina diagnostic eye care services at the 'BHRC - Dr. Shroff's Eye Care Institute' in Mathura

SiB-Client Partnership

The resounding success of our programme is echoed by SiB's first historic agreement with a long-standing Private Bank client named 'Brij Health Care & Research Centre-Dr. Shroff's Eye-Care Institute' in Vrindavan, Mathura. Staffed by doctors and technicians trained from across some of the best institutes in India and backed by state of

the art technology, the institute has provided over 69,000 interventions in Mathura since 2014. With sustainability firmly embedded at its core, we expect a full-fledged cross subsidisation model to be in operation by the fifth year. The BHRC-Shroff's centre also serves as a ground for developing skill among young underprivileged girls.

Skill Development

In our effort to create social parity, and in collaboration with Dr. Shroff's Charity Eye Hospital, our eminent SiB implementing partner, the SiB skill development initiative aims at creating an empowered cadre of young women as mid-level ophthalmic personnel by giving them livelihood training and strengthening ophthalmic services delivery. This will help us create a steady pipeline of qualified women eye-care professionals for our vision centres and hospitals in rural and semi-urban areas.

The two-year Certified Ophthalmic Paramedics (COP) is

a unique amalgamation of knowledge in eye-care and personality development sessions on life skills, English-sessions and exposure to computers. Classroom education and life skills training is delivered at the Dr. Shroff's Charity Eye Hospital in Delhi, after four months the girls receive practical on-the-job training at BHRC-Shroff's Institute in Vrindavan.

150 underprivileged girls will graduate in 2016 after having completed the two-year COP programme, and will be set on the path to becoming financially independent.

Innovation in eye-care

Seeing is Believing has also evolved as a programme that encourages innovators worldwide to bid for funding to develop new, pioneering ideas that would have the potential to significantly impact on the way eye-care is delivered. In 2016, a swathe of innovation projects has been launched in India. To foster development of new ideas with the potential for significant impact on the way eye health is delivered in India, \$600,000 grant has been awarded to four projects in the following two categories: back the development of innovations at initial pilot stage and support innovations that have undergone some initial testing and are looking to prepare themselves for scale-up. The Innovation Fund projects in India will focus on:

- **Turning a smart phone into an eye testing device, implemented by London School of Hygiene and Tropical Medicine and Peek Vision Foundation** - Building on the success of the PEEK (Portable Eye Examination Kit) pilot project in Kenya, next phase sees the project expanding to India. PEEK uses smart phone technology to carry out various eye tests including visual acuity, colour vision as well as lens and retinal imaging, Under the project, teachers will be trained to measure visual acuity using PEEK. Against the backdrop of high prevalence of refractive errors, the project will also explore cultural and attitudinal differences which influence rise in demand for eye-care services and usage of spectacles.
- **Developing low-cost, superior technology to treat cataract, implemented by Aurolab** - Cataract is the major cause of blindness in India. To treat it, cataract removal is required which still involves a large incision, inducing astigmatism and delaying full visual recovery in developing countries. This

project aims to manufacture 'phaco' equipment that reduces capital investment, lowers recurring cost, is light and portable and able to withstand low and varying voltages. This superior method of treating cataract will provide a better visual outcome for the patients, allowing them to resume their routine in around two to three days. The project is currently at the pilot stage.

- **On-the-go technology to make prescriptions easy, implemented by Aurolab in partnership with PlenOptika** - Uncorrected refractive error is said to be the cause of 19.7 per cent of all prevailing blindness in India. A major barrier to obtaining spectacles in low-resource setting is getting an accurate prescription, combined with acute shortage of trained optometrists and expensive equipment. This project is aiming to improve this with E-See, an inexpensive, handheld device that quickly and reliably measures a patient's prescription in under a minute.
- **Using digital devices to read books, implemented by the DAISY Consortium** - For visually impaired people sophisticated touch screen mobile devices are difficult to use. This project aims to design an easy to use accessibility solution to unlock digital reading for people, while simplifying training and support for beginners.

\$1.6 million investment announced to expand and innovate SiB in India



PEEK uses smart phones to carry out eye tests

SCALE - Our new \$1million alliance with Seva Foundation

Our new \$1 million alliance with Seva Foundation reaffirms our commitment to strengthen and improve the quality of eye-care services in India. The project titled SCALE (Strengthening Capacity And Learning to Effectively deliver quality eye-care) will address the largest cause of blindness - cataracts. India's current cataract surgical rate (CSR) - a proxy indicator for coverage of eye-care - is approximately 5,000 cataract surgeries per 1 million people. In order to eliminate avoidable blindness the CSR needs to increase to 9,000. A network of six reputable mentor hospitals named Aravind Eye-Care System, Dr. Shroff's Charity Eye Hospital, PBMA's H.V. Desai Eye Hospital, LV Prasad Eye Institute, Sadguru Netra Chikitsalaya, and Vivekananda Mission Asram Netra Niramay Niketan will work with 50 partner hospitals to build their capacity through training, coaching, demand generation and systems strengthening to enable them to

deliver comprehensive quality eye-care services.

SCALE will allow increased access to primary eye-care and referrals, resulting in a 50 per cent rise in cataract surgeries across the partner hospitals. SCALE will also undertake documentation of preferred practices and advocacy for government regulations and policies that promote service improvements, specifically utilisation of IHMS (Integrated Hospital Management System) and increased equity and access related to gender. Adding significant breadth to our SiB footprint in India, 20 new primary eye-care vision centres will be established across 15 states under SCALE from 2016 to 2019.

Establishing of 20 new VCs across 15 states from 2016 to 2019

Collaboration with Government

SiB is a comprehensive global campaign that garners support from not only our employees, but also clients, business partners and the wider community. Seeing is Believing is a partnership between the Bank, IAPB and leading eye-care NGOs in India like SightSavers, LVPEI, Dr. Shroff's Charity Eye Hospital, Aravind Eye Institute and many more. It unites the Bank's governance structure and fundraising prowess (staff fundraising and the Bank's match funding) with IAPB's expertise and NGOs track record in delivering quality eye-care to those in need. Our involvement has also brought the issue to the attention of ministries of health, supporting NGOs efforts to raise the profile of this neglected issue.

Our intervention in addressing the issue of Retinopathy of Prematurity (ROP) is managed by Public Health Foundation of India (PHFI) with technical support from the London School of Hygiene & Tropical Medicine (LSHTM). The treatment is based on a hub-and-spoke model. PHFI will work closely with the Government of India and respective State governments and the leading eye-care institutions, Sick Newborn Care Units and upgraded medical colleges in different states for support. The four year programme envisages integrating services for prevention of avoidable blindness in ROP into the existing government health system at the district level in selected states: Maharashtra, Madhya Pradesh, Rajasthan, Odisha and Telangana. The programme aims to make a difference to the lives of 250,000 million infants who are at risk of going blind due to ROP. The Bank is a key partner to the Queen Elizabeth Diamond Jubilee

Trust Retinopathy of Prematurity (ROP) programme in India launched in 2013.

Vision is a crucial tool to effective learning among children. In extension to addressing poor eye health of school children under the Kolkata Urban Comprehensive Eye-Care Programme by Sightsavers, our SiB implementing partners, the School Eye Health Programme represents partnership with the education department and local partners directed at students studying in government schools in selected two districts of Bhopal, Madhya Pradesh and Cuttack in Odisha. In 2015, the project covered over 2,500 government schools, 4,000 teachers were trained in first-level eye screening, close to 200,000 children were examined of which 22 per cent were refracted by the ophthalmic team. This is an important imperative in the context of Right to Education as children in the age cohort of 5 to 15 years are vulnerable to long term consequences of eye diseases, if not detected and treated early. In majority cases, minor health condition like headaches or blurry vision can cause students to drop-out of school and hence the teachers are best placed to notice signs of vision problems.

To sum it up, the influence of Seeing is Believing programme is vested in the fact that 70 per cent of funds for Seeing is Believing are raised by staff, signifying the deep Bank-wide involvement in the programme. In 2015, 3,800 volunteers from Standard Chartered in India participated in various activities including screening, awareness raising, counselling and advising on social marketing strategies.



School teacher performs first-level eye screening on a girl student to identify vision problems at a school in Bhopal



Dr. Padmaja Rani prepares to screen a baby for retinopathy of prematurity (RoP) in the neonatal intensive-care unit in Fernandez Hospital, Hyderabad. She has been screening babies for retinopathy of prematurity since 2003. Photographer/Year: Poulomi Basu / 2015

Case study

Seeing is Believing

Srimati Samanto is an elderly widow living in the Namkhana block of Sunderban archipelago. Age-related health difficulties increased her dependence on her children.

Srimati Samanto was experiencing blurred vision in both the eyes when she came in contact with the SiB Sunderban Eye Health Service Strengthening project through a door-to-door visit conducted by the community health worker (CHW), Chumki. By means of a simple eye examination, Chumki felt that the lady may have cataract and urged her to visit one of the outreach camps. After a number of follow-ups, Srimati Samanto attended the outreach camp for the primary-level examination and it was confirmed that she had developed cataract in her eyes and was referred for a surgery.

Namkhana is amongst the last island blocks located in Sunderban. The commute to the

tertiary hospital seemed like a daunting task because of which Srimati Samanto decided against it. However, Chumki persuaded her for the surgery. Successful cataract surgeries were performed in both her eyes. Srimati is happy to be able to see clearly again, this positive experience has turned her into one of the biggest advocate of eye health in her area.

Today, she feels that she is in control of her life and choices; she is able to look after herself better and enjoys reading religious texts. She also helps the local team in organising community level meetings, and influences others to access the eye-care services extended under the project. In situations, where patients like her are uncertain of the benefits of a cataract surgery, she acts as a counselor and has convinced many people to avoid procrastination.



Srimati Samanto, 72 years, Sunderban

Photo and Story Credit: Sightsavers India



Clockwise:

1. WASHE students show-off their piggy banks after the financial education class in Shankerwadi WASHE school
2. Volunteering sessions on newspaper reading and current affairs have been internalised by many students
3. WASHE murals and learning materials help us deliver and reinforce the key messages
4. WASHE girls pose with Jason McAteer, LFC legend, after the much-awaited and first soccer clinic in Shankerwadi WASHE school
5. Tara Sharma, an Indian celebrity, guides the girls from our Shankerwadi WASHE school as they partake in their very first SCMM virtual run using the Oculus Rift gear
6. WASHE murals adorn the school walls to ingrain good water, sanitation and hygiene practices
7. Girls get playful with the WASHE four block puzzle activity

WASHE®

WASHE (Water Sanitation Hygiene Education) is India's flagship community investment programme which targets the girl child in municipal schools and aims to provide them with easy access to safe water and improved toilet facilities as well as hygiene education. From 2011 to 2015, WASHE has impacted the life and education outcome of over 60,000 girls and increased knowledge and influenced a change in attitude of 250,000 family members towards issues surrounding the needs of a girl child.

WASHE dovetails with the mission of India's Swachh Bharat (Clean India) Mission, and the Sustainable Development Goal 6, which expands the Millennium Development Goal's focus on drinking water and basic sanitation announced in 2015.

WASHE matters both as a fundamental human right and because of its connection to a number of human, economic and environmental outcomes. Globally, an estimated 1.8 million children die from diarrhea, before the age of 5 and half a million occur in India.¹ Gender discrimination at each stage of the female life cycle contributes to neglect in care of the girl child and poor access to healthcare for girls. Lack of access to a clean, safe toilet, especially during menstruation, results in the feelings of risk, shame and fear among girls - majority of who don't even know what's happening to them when they first start their period. Half of India's 120 million adolescent girls lack access to a private toilet.² Girls tend to miss school for an average of four to six days a month because of the lack of safe toilets. 23 per cent of girls drop out of school on reaching puberty, eventually.³

Our WASHE programme adopts a holistic delivery model of empowering girls to drive multi-generational as well as multiplier effect on the society and economy. WASHE creates a safe and comfortable environment for girls, thereby giving them a reason to stay back in school. Implementation of WASHE in schools involves remodeling of school toilets to create gender-specific units, provision of safe water points, teaching the importance of safe water, water quality testing, purification of water at home and source level. The hygiene and sanitation modules emphasise the importance of sanitation and personal hygiene reinforcing correct hand washing techniques, and criticality of maintaining menstrual hygiene is embedded by provision of sanitary napkins and eco-friendly incinerators. Powering the future of our country and people in needy communities, knowledge on water harvesting, renewable energy and vermin composting - a solid waste disposal technique used to improve soil

health and its water holding capacity, is actively delivered as part of WASHE.

WASHE focuses on strengthening the Student WASHE Council through sessions on the importance for good hygiene practices and operation and management of facilities - each school has a functional Council. Capacity is built among the school teachers with complete support from the schools; two calendar sessions are held with the parents and as part of the Parents Teacher Meeting to sensitise them to the importance of WASHE; street plays in the slum- areas surrounding the target WASHE schools have helped us drive these messages to the wider community.

Our combined efforts are paying dividends, as there has been reduction in girl's absenteeism in the school. As information received from the schools, 70 per cent of girls attend school daily and 100 per cent of the girls use sanitary napkins and many have also influenced other female members of their family and friends to switch from cloth to sanitary napkins. Our staff share their skills to deliver sessions on financial education using RBI modules covering on an average 80 percent of the students who are 12 years and above, and HIV-AIDS education sessions to the teachers and parents.

We have several events directed at personality development, soft skills and providing exposure through sports engagement with Liverpool Football Club legends

Impacted over **60,000** girls, and influenced over **250,000** family members from **2011** to **2015**



Bank volunteers demonstrate water testing techniques to the WASHE girls in our Kalina WASHE school

¹ PwC: Forgotten voices The world of urban children in India

² WASHE in Schools Empowers Girls Education, UNICEF, 2012.

³ The guardian: The unsanitary truth about gender inequality in India



The vermin-compost session drums-up excitement about how nature's soil engineers turn garbage into a rich, dark earth-smelling soil conditioner

and Standard Chartered Mumbai Marathon. At a cost of less than \$5 per girl, the programme gives girls access to water, toilets, financial literacy and awareness on

sanitation and hygiene. Engaging boys in addressing the role they play in ensuring that girls' rights are respected is also embedded.

Fresh investments

There is a strong compelling case to expand WASHE. In 2016, we are scaling-up the reach of WASHE. Ten new municipal schools have been added to our WASHE portfolio in Delhi, directly impacting an additional 4,500 students, over 200 teachers and 12,000 community members. To promote sanitation and preserve privacy and dignity of women and adolescent girls in the tribal regions of Maharashtra, we have invested in constructing twin pit leach units for families in the Karjat region. Select households meeting a predefined criterion will be provided sanitation assets. The assets will be in name of the woman of the house, thereby allowing

us to emancipate many more number of females.

We partner with reputed non-governmental implementing partners such as WaterAid India (WAI), Society for Human and Environmental Development (SHED), Action India (Delhi), and Habitat for Humanity India to make WASHE a success.

10 new WASHE schools introduced in Delhi.
Extended WASHE to tribal communities in Karjat, Maharashtra.

Collaboration with government

We maintain an ongoing dialogue with multiple stakeholders being - school, parents, community, municipal corporations, ministries and government to advocate change in attitudes and religious-cultural conventions towards WASHE. Having reputable subject matter experts onboard presents an opportunity to deploy best practices and discover new approaches. A case in point is the impact and influence of our partner WaterAid India's work in mainstreaming menstrual hygiene management within National Health Mission and Women Child Development; WAI is also recognised as a resource

agency by the State Swachh Bharat Mission (Gramin) in several remote areas and work in conjunction with State Water and Sanitation Mission and District Water and Sanitation Mission on multiple aspects of hygiene and sanitation including quality assurance and technical support. In 2015, the ministry of Drinking Water and Sanitation has endorsed WAI's Handbook on Accessible Household Sanitation for Persons with Disabilities.

Corporate partnership along with various reforms and policy changes that are underway is a positive way forward to resolve the water and sanitation crisis.



An adolescent girl withdraws a free sanitary napkin from the dispensing unit installed in our Kherwadi WASHE school



“Due to the WASHE programme my daughter received information about personal hygiene and women's biology - which even I did not know. During her menstrual period she would remain at home, but the face-to-face counselling session during the parent-teacher meeting, changed my perspective and my daughter's too. She started attending school more regularly, and uses a sanitary napkin to keep her clean and dry. She is thorough about hand washing and rarely falls sick. WASHE has brought change in hygiene habits because of which she feels and looks healthy.”

- Sangeeta Vishakarma, mother of Pooja from Kalina WASHE school

Case study

WASHE

According to the 2011 Census, one in five households in urban areas does not have a household toilet and depend on shared facilities. Nearly 12 per cent of urban households defecate in the open and another 8 per cent use public or shared toilets. The resources are stressed as people residing in urban India are on the rise; equally alarming is the rise in the number of the urban poor.

Muskaan Abdul Shaikh is a 14-year-old girl from the Shankerwadi WASHE school. She stays in a slum community with her parents and a younger brother. “My house is small to accommodate a toilet; therefore we use the community toilet which is at a five minutes walking distance from my house. I have to carry a bucket of water sometimes, and am accompanied by my mother during morning and after sunset. Thankfully, I can access the school toilet for free.” Many women and girls like Muskaan would like to have the toilets in house, as it would eliminate the discomfort and inconvenience during illness and bad weather conditions. Girls who are unable to keep up with school are more likely to dropout, marry early and have children.

Over a thousand people share one toilet, which is dirty and stinks. A family of four would have to spend \$1.7 a month to allow each member to use these toilet blocks just once a day – a sum beyond their

means. Adding to the burden, they have to pay for water which is released only for two to three hours in the day. She shared, that “during monsoons the overflowing drains breed mosquitoes which also contaminates water making me sick. My mother takes special care to ensure that the drinking water is purified, sometimes I end up teaching her a thing or two about water purification.”

Muskaan’s mother and father are secondary school dropouts. Their deplorable economic situation pushed her mother into tailoring which provides her a monthly earning of \$75. Her father repairs shoes with no fixed income. Muskaan is trained in household chores as she helps her mother every day before coming to school. She is motivated about completing her schooling, and tries to save money from her daily allowance. “We got mini piggy banks as gifts from the Bank volunteers to embed the habit of saving. My family’s hardships have made me realise the value of money, and I will try to save and then open a bank account.”

For our NGO partners and volunteers period is a conversation starter with the mothers about staying in school, financial independence, delaying marriage past adolescence, child-bearing and staying empowered.



Muskaan Abdul Shaikh, 14 years, Shankerwadi WASHE school

Photo and Story Credit: Society for Human and Environmental Development

Goal is our global education programme for adolescent girls and young women that uses sports and life-skills training to equip girls with the confidence, knowledge and skills they need to be leaders in their communities.

Goal operates in 25 countries. In 2015, we reached over 71,200 girls globally and over 10,000 girls in India. From 2006 to 2015, we helped to empower 217,000 girls globally and over 26,000 girls in India and 100,000 family members across Goal sites in Mumbai, Delhi and Chennai.

Across our markets, many girls and women lack access to employment opportunities, affecting the economy and society. If countries around the world could achieve gender parity, global annual GDP could increase by as much as \$12 trillion by 2025.¹ To deepen the impact of the programme, in 2015 we piloted work skills readiness initiatives such as English language teaching, digital literacy and employability skills in Delhi to bridge the gap for girls between leaving school and starting work. We trained 110 girls on private-sector employability skills in India.

From 2006 to 2015, a total of 127 girls secured paid jobs including 34 girls from the employability pilot. The companies which hired Goal participants range from trading companies to jewellers and nature of jobs vary

from tele-calling to retail positions, sales and hospitality. Through these successes, and feedback from girls, we have learned valuable lessons to help us refine our approach. For example, girls need more opportunities to learn about the career paths available to them; many were not aware of their options, or their aspirations did not match entry-level roles available.

The core Goal curriculum is based upon four training modules focusing on financial literacy, communication skills, health and hygiene, and confidence and life skills, which are delivered through the game of netball. The programme also aims to create leadership pipelines. The girls who complete the programme become Goal graduates; those graduates who show real leadership potential go on to become Goal Champions and help educate the next group of Goal participants. The champion system also helps to identify the adolescent girls with the most economic and leadership potential.

In 2015, 335 girls who graduated from Goal took up leadership positions as Goal peer leaders or coaches, many girls also aspire to become sportspersons.

Reached over **26,000** girls and impacted **100,000** family members from **2006** to **2015**



Goal girls pay attention at the staff led career counselling and breaking stereotypes workshop



Many girls from the first batch of the employability pilot, who were mentored by our staff, are now employed



Goal session on Netball passes in progress at the Mumbai New Era Goal school site



Goal girls enjoy the perfect game of Netball at a Goal site in Mumbai

¹ McKinsey Report 2015: How advancing women's equality can add \$12 trillion to global growth.

Case study

Goal

Tamanna is a young girl who loves playing. She is the youngest child in the family of four children. Her mother is a homemaker while her father runs a small metal works business.

In 2015, she joined the Goal programme and because of her enthusiasm and capability within two months she was selected as a Peer Leader. It's been almost a year as a Peer leader in the Goal programme and she has learned a lot. "Playing netball makes me happy; I have become a strong person and feel very proud of myself. Goal has boosted my confidence immensely. I felt good knowing that I too can assist the Goal coaches. Goal provides the right environment, access to safe spaces to play and quality coaching which keeps me extremely motivated to compete," said Tamanna.

Tamanna wants to become economically independent and support her father. Her younger sister is married; however, she repels the thought of an early marriage. She understands the immense benefit of

learning about the human body, menstrual cycle, her rights as a girl and a woman, addressing conflict and violence, and is knowledgeable on topics of finance and career which so many young girls from underprivileged communities do not have access to. With joy she speaks of how several months of diligent saving has enabled her to buy a pair of jeans. "If I hadn't saved I would probably have not been able to buy it because I would have been uncomfortable asking my father to spend so much."

Tamanna graduated in 2016 and she aspires to become a doctor. The culminating session on career counselling held in the Bank's premises helped her discover her hidden potential. She thanks Standard Chartered's Goal programme for being instrumental in her journey of transformation into a confident and ambitious girl. She is a strong advocate of the Goal programme, and encourages her friends who study in other government schools to become Goal participants.



Tamanna Pandey, 15 years, Mumbai Goal Site

Photo and Story Credit: Naz Foundation India

Skill Development

Women account for half the world's working-age population and if they achieve their full economic potential then the global economy will flourish. Many of our markets, however, have low levels of gender equality; we are, therefore, uniquely positioned to help facilitate gender equality. As an international Bank, we have an economic imperative. We have estimates that, if the number of female workers were to increase to the same level as the number of men, India could add \$700 billion of additional GDP in 2025, increasing the country's annual GDP growth by 1.4 percentage points.¹

The unemployment rate for urban women with graduate degrees and above is estimated at 13.9 per cent, within this category of educational attainment, the unemployment rate for women aged 15 to 29 is even higher being at 23.4 per cent.² With the rise in poverty, many women are relegated to low end and low paid jobs. Water crisis and lack of water and of sanitation trap women in a cycle of poverty. They are unable to attend school; unable to earn an income; thereby becoming a social burden. Low social value is attached to girl's education, and as

they are considered secondary income earners, lower importance is given to training and skill development of girls for meaningful employment in the formal sector.

Women are active agents of change. Investing in inclusive economic empowerment of women sets us on an express path towards attaining gender equality, poverty eradication and inclusive economic growth.

Our community partnerships and programmes promote education for girls, increasing adolescent and health interventions, vocational training, and imparting market-relevant workforce readiness skills, mentoring and job placement support to mainstream them thereby contributing to skill development and employment in India.

Experiences of girls like Jyoti Kumari being a first generation learner, Sugandha who is a farmer's daughter and many other girls are examples of undeterred ambition and leadership, and our work towards making skilled, mainstream employment opportunities accessible.

WASHE®

WASHE (Water Sanitation Hygiene Education), aims to provide easy access to safe water and improved toilet facilities as well as hygiene education for the girl child in municipal schools. Neha is an example of how our WASHE programme has opened-up doors of opportunity for the girls.

Neha Singh, Beauty Culture Course Student



Neha is a student of our Kalina WASHE school who has recently appeared for her matriculation exams. She belongs to an underprivileged community in Kalina

and after her mother's demise was burdened with household responsibilities. Despite being surrounded by adversities, she is committed to making a difference to her life through education and hard work.

Through WASHE she learned the importance of being clean and hygienic, how to carry herself during those critical days of the month and to take charge of her life. Being creative, she wanted to hone her talent and fondness for grooming through a structured course. "I did not want our poverty to push me into early marriage or a laborious job," opined Neha.

As a beneficiary of the Bank's WASHE programme, we linked her to Society for Human and Environmental Development (SHED), our programme implementing NGO partner. In consideration of the Bank's long association, and Neha's talent a free seat was allotted to her at our NGO partner-run two month certified beautician course. After completing the certification, she will be placed on a six month internship at a premier salon drawing \$75 per month. "WASHE is my guiding star. WASHE has brought about an attitudinal change in me, especially towards hygiene, early marriage, education and work. This experience will provide me with the flexibility of earning while pursuing studies."

¹ McKinsey Report 2015: The power of parity: Advancing women's equality in India

² Business Standard: Urban India and its female demographic dividend



Goal's Work Readiness programme piloted in 2014, aims to bridge the gap for girls between leaving school and starting work. The employability programme imparted skills assessments, market-relevant workforce readiness skills training, mentoring and job placement support to 110 girls in Delhi by end of 2015.

Jyoti Kumari, Human Resources Associate



Jyoti belongs to the socially disadvantaged section of the society. Her father is a daily wage worker with fluctuating income and her mother is a home maker. She has two younger sisters and a brother; all the siblings are currently studying. She and her younger sister Pooja have been associated with the Goal programme. She learned about the Goal Workforce Readiness Programme (WRP) through her sister Pooja who was a proactive Peer Leader with Goal in 2014.

Jyoti is from the first batch of the WRP pilot that was launched in India in 2014. Before joining Goal, she

worked in telephone sales to support her education. She was on low wages, and lacked the skills and guidance to progress. Jyoti came as a confident and determined person, who wanted to achieve something bigger in her life but lacked the required skills and guidance. Apart from that she also had her set of weaknesses. She had very poor command over English language, diction and communication skills.

After joining the WRP Jyoti was quick to understand the importance of life skills and English language. She grabbed the opportunity to improve her English and leadership skills.

"Through the WRP, I was able to develop a positive attitude and started respecting myself, which I didn't do before the programme. Now I don't have to consciously remind myself to practice the skills that were taught in WRP. The skills have become a part of my personality and being poised, confident and upfront comes naturally to me," shared Jyoti.

After the end of the programme she was successfully placed with Precision Testing Private Limited as a human resources associate. She had never expected to land a position as a human resources professional in such a prestigious organisation. She thanked Standard Chartered's Goal programme, Youthreach and International Youth Foundation (IYF) from the bottom of her heart for bringing the WRP programme into her life.

She has now set herself a new target of completing Masters in Management to move to a higher rank in the company.

127 Goal girls have secured paid jobs from 2006 to 2015



"I feel grateful to the constant support of the Standard Chartered Goal programme which encouraged me to explore new pathways. I was prepared to face interviews and also learned important topics of managing emotions, developing a positive attitude, hygiene and dressing for work, valuing self, assertiveness, managing conflict, and dealing with workplace harassment. I value the life skills lessons and the spirit of perseverance from Netball. The digital education and knowledge of numbers helps me take orders from customers and during billing as well."

Preeti is living a life of dignity and draws a monthly salary of \$135.

- Preeti Kumari, Customer Service Executive



Standard Chartered Seeing is Believing skill development initiative in India is called Certified Ophthalmic Paramedics (COP) programme. COP trains high school pass-out underprivileged girls to become a strong part of the eye-care service delivery support system where they are taught to counsel patients, maintain records, and help physicians in managing outpatient department (OPD) and operation theatre effectively.

Sugandha Singh, COP programme Intern



Sugandha hails from a small rural community in Madrak district of Aligarh, Uttar Pradesh. Her father is a farmer and mother is a homemaker. She is a bright and intelligent girl, however their challenging financial circumstances became an obstacle for her education.

Her father is known to an employee of BHRC-Dr. Shroff's Eye-Care Institute in Vrindavan. "I owe my enrollment in this course to my father. Because of his awareness about the course and knowledge of my desire to become independent, I am here today," Sugandha reminisces. She completed the foundation course at the Dr. Shroff's Charity Eye Hospital in Delhi, and thereafter was shifted to the Institute in Vrindavan to graduate as a Vision Technician under the COP programme.

She began the training as high school pass-out, and in 2016 she is set to graduate as a mid-level eye-care medical professional, and is quiet thrilled about it. In her tenure at the hospital and programme she has acquired technical skills like administering ocular medication, vision testing, refraction, use of slit lamp, optical dispensing, etc. She is a bright and diligent student and her gentle disposition, listening and leadership skills have made her a favorite among the patients. She is skilled to assist, supervise, train people, and is knowledgeable on counselling techniques in various situations like OPD, ward and during community health camps.

"In India there is a huge disparity between the ratio of ophthalmologists to the actual need, especially in the rural areas. The course has boosted my confidence and provided me with financial independence. I want to become an optometrist and hope to support my family financially and serve the community. Joining this course was a turning point of my life." She has been one of the best vision technician trainee in her batch and has the potential to excel, and now having the skills to earn \$90 to \$120 per month.

150 girls have been enrolled in the programme since 2014. Women are thought to be at a higher risk of developing avoidable blindness than men due to their longer life expectancy and lack of access to health and eye-care services. Having women medical ophthalmic paramedics fosters a trustworthy link between healthcare providers and the community, thereby reaching out to the excluded women population.

150 COP interns will be on their path to financial independence by end of 2016



"The best part of the foundation course is the recapitulation and reflections as it provides a chance to revise the topics thoroughly. It's been a year since I joined the course and I feel like a more confident person. I am very happy as I am learning new things every day. Being ophthalmic nursing assistant and serving patients is matter of pride for me and my family."

- Riya Katara, COP programme Intern

Riya is seen assisting the doctors performing cataract surgery by arranging sanitised and chemically disinfected surgical instruments in sets at the BHRC-Dr. Shroff's Eye Care Institute in Vrindavan

Employee volunteering

We encourage our employees and their families to share their skills to support the successful delivery of our programmes, and to contribute to their communities. Every employee is entitled to three days of paid volunteering leave annually. To support the adoption of the United Nation's Sustainable Development Goals (SDGs), in 2015 we launched an internal campaign encouraging our employees to volunteer and support the SDG that matters the most to them.

There is a significant level of employee volunteering (EV) time given to both: the Bank's strategic community

initiatives and volunteering opportunities that resonate with employees personally, such as mentoring in local schools or charities, adopting orphanages or looking at the needs of tribal communities. It was recognised that the proportion of high-quality skills-based EV continued to increase.

In 2015, 57 per cent of employees volunteered, contributing to a total of 77,900 volunteering days. India clocked 16,840 employee-volunteering days, making it the top contributor to the Group's employee volunteering achievement in 2015.

Employee volunteering days taken 16,840

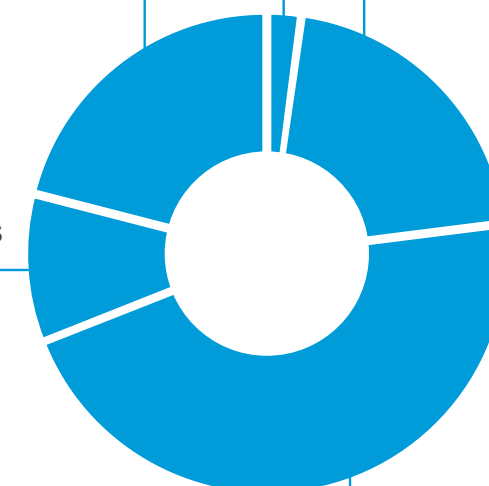
2.3% Emergency Relief

21% Health Programmes

10% Education Programmes

20.7% Environment

46% Community Outreach





Clockwise:

1. Standard Chartered India Financial Markets Wteam and the kids gather for a group picture during a volunteering session in Karjat
2. Children immersed in a volunteer-led Math class
3. Jonathan Paul, Global Head, Financial Markets, Standard Chartered and his team volunteered with children from Karjat during their India visit
4. Digital literacy is another step forward to providing holistic education

Case study

Financial Markets

The 'Project Burjwadi' is a private community initiative by our India Financial Markets team which germinated from the team's desire to channelise their creative energies and skills for betterment of the next generation. Underpinning the importance of education as the seed of change, the team decided to take a long-term approach to boost education by helping the community realise its power through counselling and door-to-door calling, strengthening the core teaching methods in select schools by distribution of stationery, provision of student meals, school bus facilities, computer education, creating libraries, etc.

Four primary schools across the seven hamlets were adopted by the team. There was a precedence of high dropout rates at the school level and security concerns - especially among girls - as they had to walk three to four kilometers to reach the school. The team's efforts has improved the quality of education, made it more accessible, and created a desire in them to learn and excel. Reaching out to over 250 students, the outcome of sustained interventions is the renewed appreciation for education and increase of school attendance of students

in the first to the fourth grade from 50 to 90 per cent. Bringing in a fresh approach to creating a sustainable village model, the team created a community center to provide vocation training to women and youth, where supplementary classes for weak students from grades first to tenth are also held.

The team has created an architectural framework and institutionalised it into a not-for-profit named SEENCH, under which this project runs as 'Project Burjwadi.' The endeavour is for SEENCH to continue to be a platform on which the Financial markets team can host such community activities.

The first staff volunteering work in the Burjwadi tribal region of Maharashtra focused on providing access to clean and safe drinking water to the doorstep of the seven hamlets. After its success, India Financial Markets team's private initiative in making education accessible to more girls in the tribal community through the school strengthening model, is a unique example of the methods through which WASHE is integrated in our staff's personal volunteering efforts.

Financial education

Our financial education programmes use employee volunteering to build the financial capability of youth and entrepreneurs. Working with schools and communities, our Financial Education for Youth programme reached more than 103,600 young people across 24 markets in 2015.

In India, we have reached over 4,700 youth in 2015, 65 per cent of who were girls. Fostering a financially literate youth force, in 2013 India launched a unique initiative to take basics of banking to the visually impaired youth and children by creating Braille Financial Literacy Packs. The key focus is providing visually impaired youth with basic and advanced knowledge on banking, preparing them for

interviews and providing exposure to the outside world. The programme now runs in three states in India.

Our Education for Entrepreneurs programme focuses on non-client micro and small business owners. In 2015, we trained over 1,200 entrepreneurs in 11 countries, 71 per cent of who were women. In India, we partnered with an incubator to build capacity of non-client start-ups in our communities in 2015.

Trained **4,700** youth in **2015**, **65** per cent of who were girls



Clockwise:

- 1-2. Staff leverage the Bank's Braille and tactile financial education materials to simplify banking lessons for the visually impaired people
3. Students of our mentorship programme with Akanksha Foundation enjoy reading Raju and the Money Tree comics from RBI financial education series during an introductory class on financial education

Standard Chartered Mumbai Marathon

The Standard Chartered Mumbai Marathon (SCMM) is Asia's richest marathon and largest charity fundraising platform.

The Standard Chartered Mumbai Marathon 2016 is more than just a keystone sporting event. Each year SCMM gets bigger, better and a stronger marathon. It makes the city crackle with energy and has revolutionised how we keep fit and give back to the society. In its thirteenth edition, SCMM went a notch higher with over 40,000 registrations from runners across geographies participating in seven different race categories.

This year, SCMM has also become the first to be run physically, socially and virtually.

SCMM stands unsurpassed and unchallenged as the country's largest charity platform for non-profit organisations. This year, it has raised \$4.23 million for over 287 NGOs. \$26.28 million have been raised for social causes, since its inception in 2004.

United Way of Mumbai is SCMM's official charity partner and serves as the cause-neutral, credible facilitator for fundraising enabling groups to raise funds through an easy-to-use model.

Raised **\$4.23 million** for over **287** NGOs in **2016**



Clockwise:

1. Anurag Adlakha, Chief Financial Officer, Standard Chartered, India and Ananth Venkat, MD, Regional Head, International Corporates, ASEAN and South Asia, Standard Chartered, flag-off the SCMM 21K marathon
2. Fauja Singh, the oldest marathon runner in the world, Devendra Fadnavis, Chief Minister of Maharashtra and John Abraham, SCMM official ambassador cheer the Dream Run teams
3. Starting at the break of dawn, thousands of amateur and pro runners gear-up for the 21 km run
- 4-5. Ronnie Screwvala, Katrina Kaif, Milind Soman and many Indian celebrities gather to raise awareness for causes and popularise the running culture

Photo Credit: Procram International

Our performance

Country awards 2015

[Business World 'Magna Awards 2015'](#)

'Foreign Currency Bond Deal Maker of the Year'

[UTI-CNBC Financial Advisor Award 2015](#)

The Bank has been recognised for the fourth time in a row for its expertise in wealth management.

Sustainability indices

[Dow Jones Sustainability Index](#)

We were included in the Dow Jones Sustainability Index (DJSI) World Index and Europe Index. We were noted for our strong performance in brand management, environmental reporting, corporate citizenship, stakeholder engagement and financial inclusion.

[FTSE4Good](#)

We were listed in the FTSE4Good Index. The FTSE4Good measures the performance of companies that meet globally recognised corporate responsibility standards.

[Carbon Disclosure Project](#)

We were selected for the UK FTSE Carbon Disclosure Leadership Index and were included for the first time on the A List: The Carbon Disclosure Project (CDP) Climate Performance Leadership Index.

Sustainability in India

Our commitment to society goes beyond creating value for our shareholders. We provide financing which sustains and supports socio-economic development for all our stakeholders.

INVESTING IN COMMUNITIES

BEING A RESPONSIBLE COMPANY

CONTRIBUTING TO SUSTAINABLE ECONOMIC GROWTH

By supporting our clients we fuel the economic development of the core sectors.

Environmental and Social Risk Management



We support the renewable energy and clean technology sector across our markets. In India, we have provided and supported financing of **~US\$660mn** to the sector from 2008 to 2015.

We have well-established **20** Position Statements that set out the standards we expect of clients and ourselves, including application of the Equator Principles.



Lending to Microfinance Institutions

In 2015, we provided lending of close to **\$112 million** for on-lending to microfinance customers, representing an increase of **45 per cent** over 2014.



In 2015, our lending impacted around **300,000** beneficiaries (primarily women).



Commercial Banking and Business Banking Clients



In 2015 we provided **US\$1.74bn** in lending to small and medium enterprises. **US\$42mn** in lending to small businesses. **US\$1.7bn** in lending to medium enterprises segment.

Financing Agribusiness

We grew our agribusiness from **US\$170mn** in March 2015



to **US\$190mn** in March 2016



We are actively supporting financial inclusion by providing the necessary financial backing to micro, small and medium enterprises.

The overall Priority Sector Lending book size to MSME stands at **US\$2.28bn** as of March 2016 marking a **27%** increase over last year's achievement.

Practising strong governance, looking after our people and minimising our direct environmental impacts are central to being a responsible company.

Developing Human Capital

As part of our one-bank approach, we continue to embed our culture and values throughout the organisation. We endorse rich diversity within the organisation and maximise the energy created by our growing workforce.



More than **19,000** staff



Women staff in senior management **16%**



123 People with disabilities employed

People employed across **8** nationalities



30% Women staff

124 talking ATMs with Braille friendly keypad as of March 2016. A minimum of one-third of all future ATMs deployed by the Bank will be talking ATMs.



We have an all women's branch in Delhi and Kolkata respectively



Environment



We reduced our water use intensity by **9%** in 2015. From 2009 to 2014 the estimated water savings measure up to **67ML**, we have saved **28.3ML** of water in 2015 alone which is enough to fill **11** Olympic-sized pools.

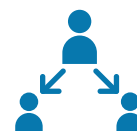
We reduced our energy use intensity by **3.3%** thereby saving **4.2mn** units of electricity. **56%** of our annual energy demand at our SCOPE office is met by renewable energy sources like wind and solar power.



Retired over **11,000** kg of IT equipment as e-waste in 2015.

Suppliers

Supplier Charter has been sent to nearly **5,000** suppliers. Our Supplier Charter, sets out a number of principles for the behavioural standards expected from our suppliers and those within a supplier's area of influence that assist them in performing their obligations to us.



Conduct



98% of our employees had committed to our Code of Conduct, e-learning in 2015.

Our Heritage Buildings



We are proud of our heritage. It makes us who we are and it is a vital link to our cultural and economic legacy. The Bank's building located at 23/25 Mahatma Gandhi Road and 90 Mahatma Gandhi Road are part of Mumbai's heritage and they have received Grade II-A classification by Municipal Corporation of Greater Mumbai.

Working in partnership with the local government enables us to maximise our social impact locally, while delivering on our overall sustainability strategy. Our community programmes in India address the issues of health, education, sanitation and skill development.

Employee Volunteering



Exceeded **16,000** employee volunteering (EV) days in 2015

We encourage our staff to volunteer across all our programmes – WASHE, Seeing is Believing, Goal, working with the mentally challenged and Financial Education for the youth and visually impaired.

Financial Education

Exploiting our expertise in the field of banking, we continue organising financial literacy training sessions for farmers to uplift and empower the unbanked population.



In 2015, RBI financial literacy curriculum was imparted to over **4,700** youth.



Launched in 2006, reached over **26,000** girls and **100,000** family members from 2006 to 2015.



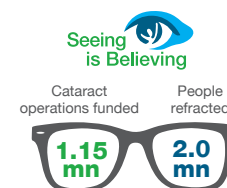
WASHE[®] Water Sanitation Hygiene Education

WASHE makes available improved toilet facilities and hygiene education for the girl child across municipal schools in Mumbai and Delhi.

Empowered over **60,000** girls and **250,000** family members in **8** municipal schools from 2011 to 2015.

WASHE is also delivered to tribal families in the Karjat region. In 2016, ten new municipal schools have been added to our WASHE portfolio taking our total footprint to **18** schools, and tribal communities in Maharashtra and Delhi.

Seeing is Believing has impacted the lives of millions of people by providing over **12** million cost-effective eye-care interventions to some of the poorest communities through the **92** Vision Centres (VCs) across **11** states in India from 2003 to 2015.



More than **8,500** community health workers trained.



US\$800,000

SiB's first historic agreement with a longstanding Private Bank client.

Co-funded by Brij Health Care & Research Centre, (BHRC) and Standard Chartered Bank, implemented by the esteemed Dr. Shroffs Charity Eye Hospital; the project has impacted over **69,000** people. since 2014 in Vrindavan, Mathura.

SiB partnership with Queen Elizabeth Diamond Jubilee Trust



We've joined forces with The Queen Elizabeth Diamond Jubilee Trust to eliminate avoidable blindness.

The Bank has Pledged **US\$5mn** which will be used to address Retinopathy of Prematurity (ROP), in partnership with Public Health Foundation of India (PHFI) and Government of India.

Skill Development

SiB vision centers are completely managed by women. Inducted in 2014, **150** underprivileged girls will graduate in 2016 after having completed the **2 year** Certified Ophthalmic Paramedics (COP) training course to become self sufficient.



Innovation in Eye-Care

We have launched **4** new innovation projects in eye care in 2016. Developing low cost superior technology to treat cataracts; On- the- go technology to make prescriptions easy; using digital devices to read books in India and lastly turning a smart phone into an eye testing device.

US\$1mn SiB partnership with Seva Foundation

Launched in 2016, this new project aims to provide comprehensive eye care services through capacity building of **50** hospitals across **12** states.





Staff and students gather for an after event photograph at Global Goals promotion event held in the Kherwadi WASHHE school



We mentor young children in partnership with Akanksha Foundation. As part of the programme, a young girl receives financial knowledge through the RBI financial education curriculum.



WASHE[®]



For more details about Standard Chartered's Sustainability agenda in India, please contact:
Karuna Bhatia, Head of Sustainability, India, at CorporateAffairs.Mumbai@sc.com

