



Sustainability Summary 2015



Driving investment, trade and the creation of
wealth across Asia, Africa and the Middle East

Contents

Our performance	2
Chief Executive Officer's message	3
Pakistan awards	4
Our strategy and business model	5
Contributing to sustainable economic growth	7
Being a responsible company	8
- Celebrating women	11
Investing in communities	12
- Seeing is Believing	12
- Successful completion of the Pakistan Urban Paediatric Eye Care Programme	13
- Fundraising	15
- Reducing inequalities on World Sight Day	17
- Time to See	18
- Financial Education	19
Our public commitments and stakeholder engagement	21
Sustainability dialogue on the Global Goals	22
- Collaborating with Unilever Pakistan	22
- What is Project Everyone?	24
Our Partners	26



“Sustainability remains a priority to us and we are committed to promoting economic and social development in the markets where we operate in the short, medium and long term. We are committed to the United Nations Global Compact and integrate its Ten Principles on human rights, labour standards, environment and anti-corruption into our business”

Bill Winters, Group Chief Executive

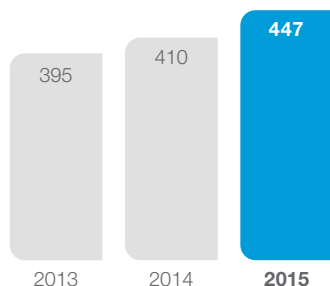


Our performance

Repositioning Pakistan in a challenging environment

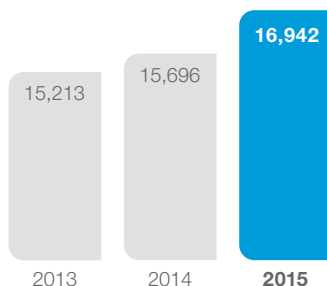
Total assets (PKR Bn)

9%



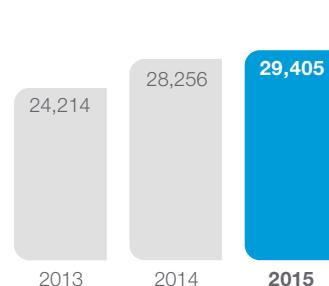
Operating income (PKR Mn)

8%



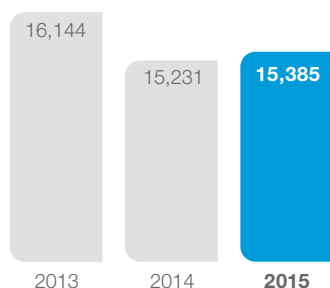
Revenue (PKR Mn)

4%



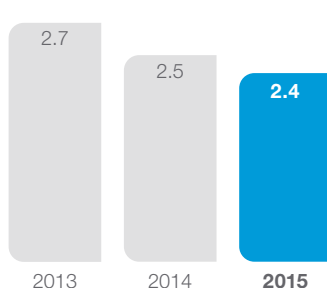
Profit before tax (PKR Mn)

1%



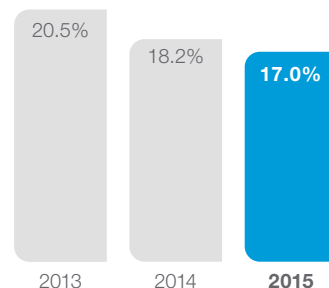
Earning per share (PKR)

-4%

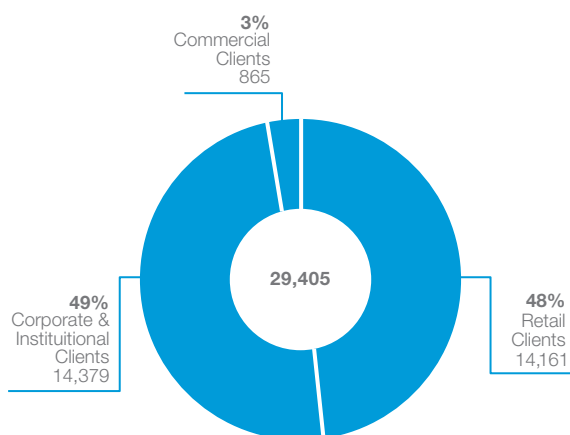


Return on equity (%)

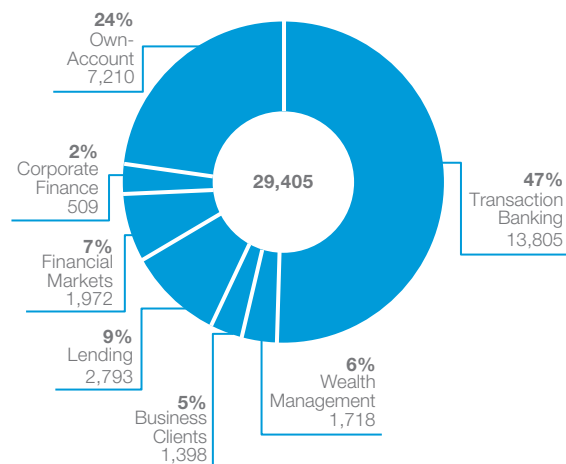
-7%



Operating income by segment (PKR Mn)



Operating income by product (PKR Mn)



Chief Executive Officer's message

A focus on excellence



“ We are custodians of a fabulous franchise. Through continued hard work and clear decisions, we will deliver on our intended strategy and our brand promise, Here for good.”

Shazad Dada, Chief Executive Officer

At Standard Chartered, the successful delivery of our Sustainability and Community Engagement (CE) priorities is integral to our Here for good brand promise. In recent years, I am proud to share that the Pakistan franchise has established itself as a leading player in the sustainability arena. Sustainability at the Bank is integrated into how we do business and focuses on three priorities:

Contributing to sustainable economic growth

We work to achieve this through enabling access to financial services. We provide financing to individuals and businesses in key sectors that enable economic growth and job creation.

Standard Chartered places great emphasis on Environmental and Social Risk Management (ESRM). Managing and protecting limited natural resources is essential to promoting sustainable economic growth over the long-term. We only participate in transactions where environmental and / or social risks and impacts are successfully mitigated.

Being a responsible company

Being a responsible company focuses on how we manage our operations and run our business to deliver long-term value for our shareholders and society.

Investing in communities

Our community investment activities focus on health and education with youth as a target demographic. Employee volunteering is integrated into our approach. Our Pakistan franchise runs an impactful and widespread Seeing is Believing programme which has benefited over 13 million people to date. In 2015, 85 per cent of employees volunteered, contributing to 2,673 days.

Our 2015 edition of the Sustainability Summary showcases some of the work carried out in 2015

- We received an award for our work in child-centric CSR for the projects under our Seeing is Believing programme. Through the efforts of our partners, a 20 per cent reduction in cataract blindness is attributed to the Bank; we are proud to be the only corporate partner of the Government of Pakistan on eye health.

- We celebrated the successful conclusion of the Paediatric Urban Screening project with Sightsavers International. Through this over 1.5 million children were screened for refractive errors in five cities in Pakistan
- Additional funding of approximately USD1million spread over five years was announced to strengthen the overall eye-health system in four districts in Khyber Pakhtunkhwa with the Pakistan Government Sightsavers and Fred Hollows Foundation
- In 2015, we spent approximately PKR17.6million from local funds alone on health and education initiatives with a focus on youth
- We held a sustainability thought leadership event to commemorate the launch of the UN Global Goals. This collaboration endorsed Project Everyone, a global initiative aimed at raising awareness of the Goals by reaching seven billion people in seven days
- We launched our global Financial Education for Youth programme in Pakistan and reached over 725 students
- We delivered Positive Living sessions on HIV and AIDS awareness to over 1,000 people at a client's premises

Finally, I would like to thank our clients, all our staff at Standard Chartered and our shareholders, for their support. We are custodians of a fabulous franchise. Through continued hard work and clear decisions, we will deliver on our intended strategy and our brand promise, Here for good.

Regards,

Shazad Dada

Chief Executive Officer

Standard Chartered Bank (Pakistan) Limited

Pakistan awards



The Asset Triple A Awards for 2014 / 2015

- The Asset Triple A Treasury
- Trade and Risk Management Award 2015
- Best in Treasury and Working Capital - MNCs / LLCs
- Best in Treasury and Working Capital - SMEs
- Best in Treasury and Working Capital - Financial Institutions
- Best in Treasury and Working Capital - Non-bank Financial Institutions Best Cash Management Bank



Islamic Finance News (IFN) Awards for 2015

- Pakistan Deal of the Year Award for Standard Chartered Saadiq's USD1bn Sukuk issue



Global Finance Awards 2015

- Pakistan - Best Emerging Market Bank In Asia Pacific 2015
- Best Islamic Digital Bank in Asia Award for 2015
- Best Digital Bank in Pakistan

National CSR Association Award for 2015

- Child Centric CSR

Our strategy and business model

How we create value

Through our business model, we aim to create long-term value for a broad range of stakeholders.

We have a sustainable approach to our business, which is reflected in our brand promise, Here for good



- **Focusing on clients**
Developing long-term relationships with clients
- **Contributing to sustainable economic growth**
Ensuring that our core business of banking supports sustainable growth and job creation
- **Being a responsible company**
Managing our operations to deliver long-term value for our stakeholders
- **Investing in communities**
Working with local communities to promote social and economic development

We add value for our clients by using our distinctive strengths



- **Strong brand**
A leading international banking group with a 150 year history in our markets, clear strategic objectives and a strong focus on client satisfaction
- **International network**
A proven track record in providing banking services across Asia, Africa, and the Middle East
- **Local connectivity**
Supporting clients at a regional level by drawing on deep local knowledge and collaborating through country franchises
- **Investment approach**
Investing in our business and its systems to improve our services and drive long-term value for our clients
- **Our people**
A diverse and inclusive workforce that is highly skilled and committed to the highest standards of conduct and integrity

Our business is structured to allow us to serve our clients better



- **Corporate and Institutional Banking**
Allowing companies and financial institutions to operate and trade globally by serving them across multiple markets
- **Commercial Banking**
Providing mid-sized companies with financial solutions and services that help them achieve their ambitions of international expansion and growth
- **Private Banking**
Supporting high net worth individuals with their banking needs across borders and offering access to global investment opportunities
- **Retail Banking**
Offering small businesses and affluent and emerging affluent individuals a full spectrum of banking support

Our business is founded on a robust Risk Management Framework

- We manage our risks to build a sustainable franchise, in the interests of all our stakeholders
- We only take risk within our risk tolerances and risk appetite, and where consistent with our approved strategy
- We manage our risk profile so as to maintain a low probability of an unexpected loss even that would materially undermine the confidence of our investors
- We seek to anticipate material future risks, learn lessons from events that have produced adverse outcomes and ensure awareness of known risks

We provide solutions that meet our clients' evolving needs



- **Retail Products**
Deposits, savings, mortgages, credit cards and personal loans, and other retail banking products
- **Wealth Management**
Investments, portfolio management, insurance and advice and planning services
- **Transaction Banking**
Cash management, payments and transactions, securities, holdings and trade finance products
- **Corporate Finance**
Financing, strategic advice, mergers and acquisitions, equity and principal financing
- **Financial Markets**
Investment, risk management and debt capital markets

Through our activities we aim to generate income, profits and return on equity



- **Income**
Net interest income, fee income and trading income
- **Profits**
Income gained from providing our products and services minus expenses, impairment and taxes
- **Return on equity**
Profit generated relative to the equity invested

We create long-term value for a broad range of stakeholders



- **Shareholders**
Aiming to deliver robust returns and long-term sustainable value for shareholders
- **Clients**
Enabling individuals to grow and protect their wealth, and helping businesses to invest, trade, transact, and expand
- **Regulators, governments and industry bodies**
Supporting governing bodies in their drive for monetary and fiscal improvement
- **Communities**
Supporting growth and job creation, delivering financial innovation and having a low environmental impact
- **Employees**
Providing learning and development opportunities and forming a collegial, values-driven team

We execute our business to the highest standards of conduct

- We uphold the Group's brand promise, Here for good, and our Code of Conduct, through the way we conduct our business
- Good conduct is the creation and execution of an appropriate business strategy aligned to our stated risk tolerances
- We are guided by both the letter and the spirit of laws and regulations
- Our success in living up to the highest standards of conduct is measured by our ability to achieve fair outcomes for clients, investors, our reputation and the markets in which we operate

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 finance across our markets.

Sovereign ratings advisor to

10 governments

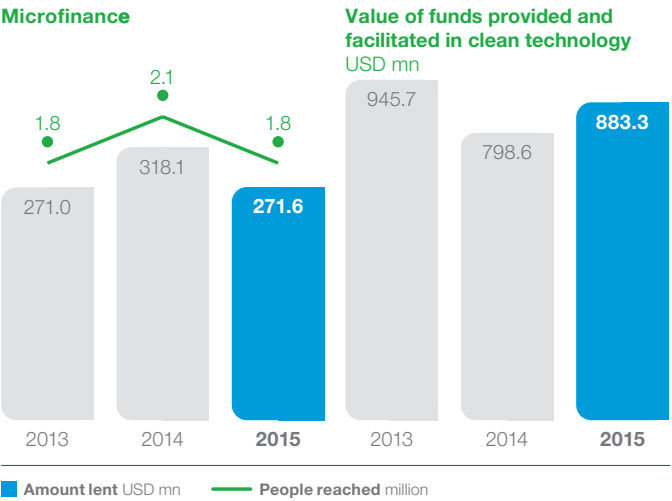
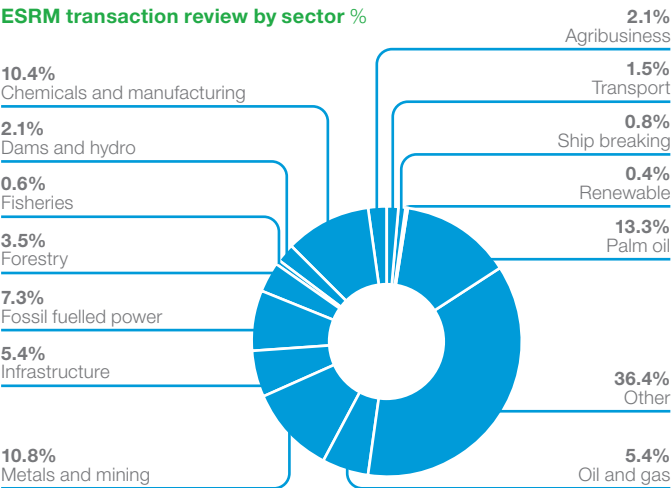
Connected to mobile wallets* in

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

Reviewed >480

client relationships and transactions on environmental and social risk management (ESRM)



We made headlines for receiving the Deal of the Year Award

Islamic Finance News recognised Standard Chartered Saadiq for the Best Deal of the Year Award for successfully closing the US dollar dominated Government of Pakistan (“GOP”) International Sukuk.

We competed with some of the largest players in the banking industry and won this award on the basis of our competence and commitment to our clients.

We were one of the lead advisors to the Government of Pakistan in the International Sovereign Sukuk transaction which raised USD1 billion for the country for five years at 6.75 per cent per annum (50 bps less than a conventional sovereign issue).

Commenting on the recognition, Azhar Aslam, Head of Islamic Banking, Standard Chartered Pakistan said, “This award comes as recognition of our efforts to provide our clients efficient and convenient Shariah compliant solutions. Standard Chartered’s global expertise, strong on-the-ground presence and deep local market insights give us a distinct competitive edge to provide financing structures that enable us to deliver value to our clients.”

Islamic Finance News awards are among the most prestigious awards designed to recognise individuals and institutions that have made significant contributions to the Islamic Banking and finance industry.

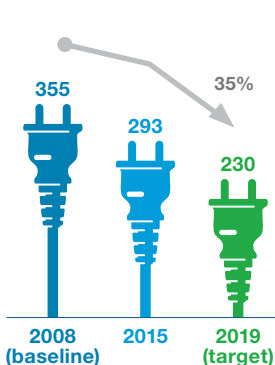
Standard Chartered Pakistan was the first international bank to get an Islamic Banking license and to open the first Islamic Banking branch in Pakistan. In 2013, the Bank was recognised by The Banker (an affiliate of Financial Times) as the Islamic Bank of the Year. In 2015, the Bank also received the Global Finance Award for the Best Islamic Bank in Asia.

Being a responsible company

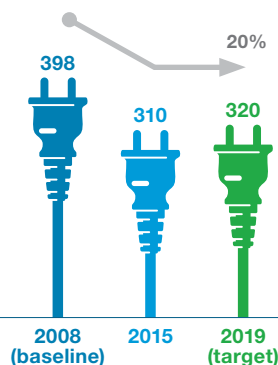
We seek to promote strong governance, prevent financial crime, minimise our environmental impact and embed our culture and values across the Group to be a responsible company in our markets.

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

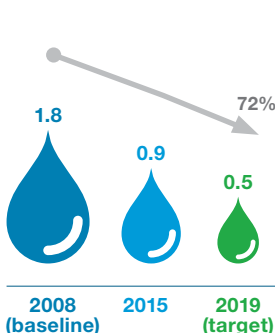
Tropical climate



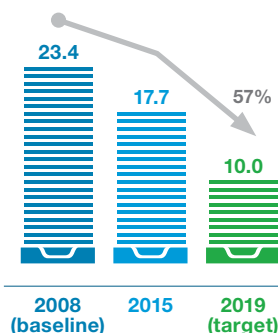
Temperate climate



Annual water use in our properties per square metre kL/m²/year



Annual office paper use per staff kg/FTE/year



Global research briefing session for clients

Pakistan hosted a macro-economic briefing session titled "Shake, Rattle and Roll" for Corporate clients at Movenpick Hotel, Karachi, in November.

Organised exclusively for Standard Chartered Bank's clients, the session was a cohesive programme that provided in-depth insight and analysis on the global, regional and local economic outlook. It also looked at the financial picture for the remainder of the year 2015 and the following year. At the session, Marios Maratheftis, Managing Director, Global Head of Macro Research, Standard Chartered Bank and Bilal Khan, Senior Economist, Standard Chartered Pakistan shared their insights and outlook on the economy.

The session was then followed by a media briefing which was attended by major newspapers of Pakistan.



Reducing our carbon footprint

Standard Chartered is a proud supporter of the UN Global goals. As a proud partner, we have shown our commitment to make a green impact to the environment and societies in which we operate. In 2015, as part of a dedicated effort to reduce our carbon footprint, we installed solar panels across 5 branches in the country as a test case. The initiative yielded amazing results and we are expanding this model across our footprint. In addition, to bridge the severe energy crisis in the early half of the year, especially in northern Pakistan, as well as to reduce our reliance on diesel fuel, we installed 50 high-end UPS devices to power our offices and revamped our existing generator inventory to generate better productivities. All this helped us reduce our year-on-year diesel consumption by 21 per cent leading to a cost save of over USD100,000.

By doing all of this responsibly and efficiently, we can have a positive effect on sustainable development in our markets, contributing to economic growth in the long term and enabling communities, businesses and people to thrive.

Sunil Kaushal, Regional CEO, Africa and Middle East visited Pakistan in December 2015. His visit was spent understanding the strength of the Pakistan franchise through engagement sessions with staff, clients and the Regulator. In turn, he shared information regarding the Bank regionally and his priorities for 2016.

He also visited Standard Chartered's newest, digital, first-of-its-kind branch at Dolmen Mall in what became his 'wow' moment in Pakistan. He participated in a staff engagement session where he led conversations about Pakistan's contribution to the Group in perspective to performance, local business, and progress made against strategy. He also addressed questions from Shazad Dada, CEO Pakistan who facilitated the segmented session.

Sunil along with Shazad acknowledged and appreciated long service staff members for all their effort and hard work and also presented awards to them. The CEO's Excellence Awards for Performance, Service, People and Controls were also presented on the occasion.

Sunil Kaushal, Regional CEO, Africa and Middle East, Standard Chartered visits Pakistan Stock Exchange

Sunil Kaushal, Regional CEO, Africa and Middle East, Standard Chartered Bank visited the Pakistan Stock Exchange, where he presided over the opening market bell ceremony. During his visit, Sunil accompanied by Shazad Dada, CEO, Standard Chartered Pakistan also held discussions with the Management of Pakistan Stock Exchange.

Sunil commended Pakistan Stock Exchange on its leading role in market development activities. He also stated that the Bank believed in the tremendous growth potential of Pakistan. The Pakistan franchise wants to be a major player in helping the country's financial sector evolve and grow to the next level where financial inclusion is rapidly increased in the coming years.



Andy Halford, Group Chief Financial Officer, also visited Pakistan. He spent time meeting senior management, staff and the Regulator. Andy also visited branches and attended a Listen, Learn, Share session to share the progress the Bank was making against its strategy.



Living Islam

Based on the success of the first thought leadership series entitled 'Living Islam' - a dialogue with leading Muslim scholars, a second event was held in June 2015 on the topic of 'Zakat'.

The highlights of the 'Living Islam' thought leadership series entailed detailed discussion on Zakat in Islam and aided understanding of:

1. Zakat and its philosophy in Islam
2. The obligation of Zakat in Islam and conditions under which Zakat is payable
3. Definition of Nisab and Zakatable Assets in Islam
Methodology of cost estimation of Zakatable Assets:
Zakat on investments, inventory, raw materials, goods in process, finished goods, land, household items, jewellery, dowry, shares, prize bonds, security deposits, provident fund, pension, GP fund and gratuity, long term financial debt/loan etc.
4. Manners of paying Zakat and the eight categories of recipients of Zakat
5. Difference between Zakat and tax, the economic importance of the system of Zakat and the role of the government in this regard

We have embarked on this journey to engage Shariah scholars and experts. Holding these thought leadership pieces has created a platform that has been appreciated by the Pakistan Saadiq clientele.

It also reinforces our capability to offer client centric solutions as evident from the successfully executed, largest emerging market, Sovereign Sukuk issue in November 2014 for the Islamic Republic of Pakistan.

Celebrating Women

At Standard Chartered, we strive to be a leader in gender diversity by helping women realise their full potential through personal development and supportive workplace practices.

To commemorate Women’s Day 2015, our Diversity and Inclusion forum led activities to celebrate women at work.

Make it happen

In a Listen, Learn and Share engagement session led by Muhammad Umer, Head of Human Resources, we launched a Women Mentoring programme. While women make up almost half of new hires, they continue to be the minority in senior and executive positions, and on boards and committees. Umer spoke about how mentoring programmes facilitated women’s career development, and provided them with insights and information into organisational cultures at senior positions.

The signature voluntary programme brought together 100 female mentees matched against over 150 mentors. The objective of the programme was to offer the selected mentees further professional development and the chance to benefit from the experience and industry knowledge of a mentor, providing a fantastic opportunity to acquire an insight into the world of Standard Chartered and to give their career the boost that it needs.

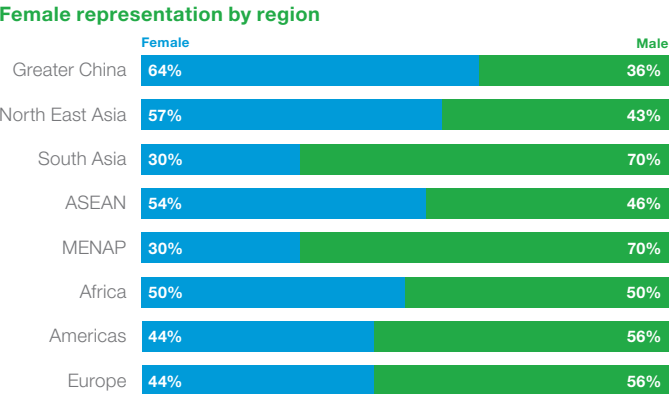
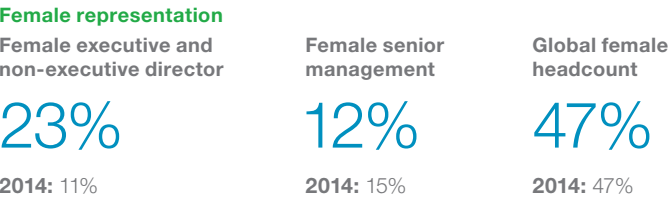
Celebrating Pakistani women

Our Corporate Affairs team partnered with the British Deputy High Commission to engage selected staff, human resource professionals and other women participants from partner organisations to engage in a dialogue reinforcing the importance of diversity in the workforce. The event paid tribute to women and our heritage by ‘Celebrating Pakistani Women’.

A panel conducted by Khadija Hashimi, Head of Corporate Affairs and Brand & Marketing, comprised of Shazad Dada, CEO, Standard Chartered Pakistan, Aliuddin Ansari, CEO, Engro and leading health professional Dr. Sadia Rizvi. They discussed challenges women faced in the professional work force and how to overcome them.

Changing perceptions on feminism and the impact of the digital age

As a member of the Global Banking Coalition (GBC) Education Pakistan Working Group, Marium Soomro, Senior Manager Sustainability and Community Engagement, participated in a discussion on the portrayal of women in the media to gather momentum for the #UpForSchool campaign and recognise the efforts of upcoming leaders, especially women, in this digital age.



Investing in communities

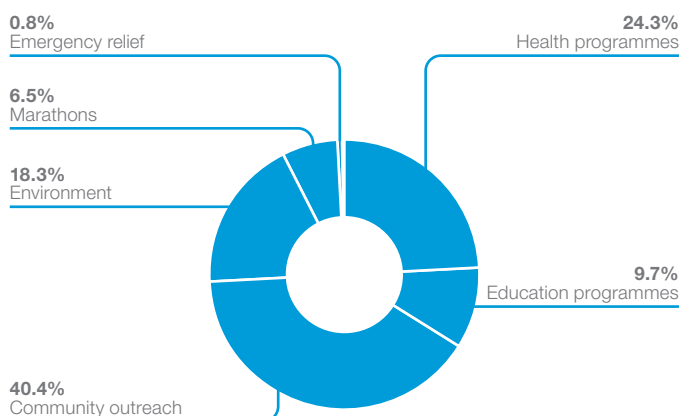
We support our communities to address local social and economic needs. We work closely with local partners and our employee volunteers to deliver programmes focused on health and education.

Seeing is Believing

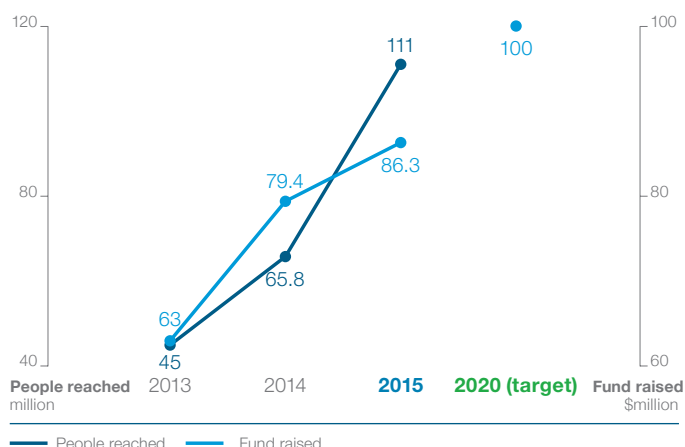
Our global community programmes include Seeing is Believing to address avoidable blindness; Goal to help empower adolescent girls and young women through sports and life skills training; and financial education to build the financial capability of youth and entrepreneurs.

Community expenditure \$60.3mn	Employee volunteering days taken 77,900
Youth reached by Financial Education for Youth >103,600	Non-client business owners reached through Education for Entrepreneurs >1,200

Employee volunteering by theme



Seeing is Believing fundraising and people reached from 2003 to 2015



I owe my eyesight to my counsellor - Ashraf's story

Muhammad Ashraf is 42 years old and has diabetes since the last 20 years. An employee of Pakistan Railways, his job revolves around documentation. In the last three years, he has been finding it difficult to perform his duties due to deteriorating eyesight.

He visited Mayo Hospital, Lahore, in February 2015 complaining of blurred vision. Initially, he had visited the Diabetes clinic where he was given a management and treatment plan by the endocrinologist. He was then referred to the Diabetic Retinopathy (DR) Screening Room, where he was screened using a Non-Mydiatric Fundus Camera for Diabetic Retinopathy.

After the fundus examination and visual acuity test, Ashraf was diagnosed with Sight Threatening Diabetic Retinopathy. This is the stage where a diabetic patient suffers the severe effects of uncontrolled diabetes on the retina and needs treatment to avoid blindness.

Ashraf said he was initially overcome by panic and fear of going blind. However, when the counsellor explained to him how diabetes management and timely treatment could save his sight from further deterioration, he gained strength and will power to seek treatment. The counsellor also explained the importance of visiting the ophthalmologist early to receive treatment and prevent complete vision loss.

The ophthalmologist verified the diagnosis of the technician and prescribed an injectable whilst explaining how the procedure and injection worked. Post treatment, Ashraf experienced a positive difference in his sight and shared how he can now confidently perform his duties.

Ashraf visits the hospital regularly for routine examination and is also trying his best to follow the diabetes management plan to avoid other complications. He gives special credit for his better eye health to the counsellor who reminds him of his routine check ups via phone calls and guides him on living a healthier lifestyle by sharing diet and exercise plans.

To quote him, 'Counsellor Sahib ne mujhe nabeena hone se bacha lia, Allah in ko is ka ajar de,' which translates to 'My counsellor saved me from becoming blind. May God reward him for this act.'

Successful completion of the Pakistan Urban Paediatric Eye Care Programme (PUPEC) in Pakistan.

As per our commitment, along with our partner Sightsavers International, we screened 1.5 million children for refractive errors in five major cities across the country. This project was implemented within the framework of the National Eye Health Plan of Pakistan in the cities of Karachi, Lahore, Faisalabad, Multan and Rawalpindi from 2011 to 2015.

Early eye screening is critical for the health and wellbeing of children and this programme ensured that 1.5 million children understood its importance. The project aimed to identify blind and low vision children and to provide the required eye health services (surgeries, spectacles, low vision devices) during school eye-health related activities. This project also resulted in an increase in eye health awareness levels in schools and adjacent communities.

The closing ceremony for the project was held in Islamabad and attended by Saira Tarrar, the Minister of Health, Caroline Harper, Global CEO of Sightsavers International, Umar Ghafoor, LRBT CEO, Shazad Dada, Standard Chartered CEO and other luminaries from the health sector.

Caroline Harper commented on the occasion and said, "To combat childhood blindness, Sightsavers believe in system strengthening of the existing service providers in Pakistan and at the same time invest for the innovative approaches that are affordable and cost effective as per local context of the country."

Following the success of this programme, we also announced the launch of a comprehensive eye health care programme which will invest another USD1million and reach out to over 1.7 million people. The new project will focus on improving eye health services in four districts of Khyber Pakhtunkhwa. It will be implemented in partnership with the Pakistan Government, Sightsavers International and Fred Hollows Foundation.

Over the last ten years, we have led various Seeing is Believing initiatives in the country, touching close to 11.5 million lives in this endeavour. Additionally, various projects related to Seeing is Believing have ranged from training over 60,000 lady health care workers, to distributing over 100,000 pairs of eye glasses and to screening 1.5 million children's eye sights across the country.

Seeing is Believing in Pakistan demonstrates our commitment to work with partners in the public and private sector towards the Sustainable Development Goals endorsed by World Leaders at the United Nations in September 2015.

The focus on eye health supports Global Goal number 3 - good health and wellbeing.



THE OVERALL AIM OF THE PROJECT WAS TO REDUCE THE PREVALENCE OF AVOIDABLE BLINDNESS AMONGST CHILDREN IN URBAN SLUMS THROUGH EYE SCREENING BY TRAINED SCHOOL TEACHERS

THE PROJECT STARTED IN JANUARY 2011 AND WAS COMPLETED IN DECEMBER 2015 AND THE KEY OUTPUTS WERE:

TRAINING OF
26,000 SCHOOL
TEACHERS IN 4.5 YEARS

SCREENING OF
1.5 MILLION
CHILDREN IN 4.5 YEARS
THROUGH SCHOOL TEACHERS

70,000 REFRACTIONS
IN 4.5 YEARS BY QUALIFIED
OPTOMETRISTS

SPECTACLES' PROVISION FOR
56,663 CHILDREN
FREE OF CHARGE IN 4.5 YEARS

2,426 CATARACT
AND SQUINT SURGERIES
IN 4.5 YEARS

500
LOW VISION DEVICES
DISPENSED

647 AWARENESS RAISING
SESSIONS IN 4.5 YEARS

Strategic Achievements

The programme was aligned with the National Education Policy 2009, National Health Policy 2010, Provincial Health Sector Strategies' Convention on Rights of Persons with Disabilities (Articles 5, 10, 19, 20, 24, 25).

The Provincial Comprehensive Eye Care Cells have integrated school eye health initiatives in their strategic plans and provincial governments have started to put emphasis on paediatric ophthalmology by creating an increased number of government positions and training of paediatric ophthalmologists.

In 2010, there were seven ophthalmologists trained in paediatric ophthalmology and now there are 11 who have received formal training in-country. Government has also created permanent positions for optometrists/refractionists at district and sub-district levels.

Allocation of resources for surgeries by government partners.

Human Resource Development - The existing and permanent human resource (school teachers) were trained on Visual Acuity testing techniques.

The programme has been able to integrate the VA testing skills in the module of Inclusive Education into the curriculum of teachers training (in-service and pre-service).

Strengthened the Low Vision services to enable children with low vision for their education within the mainstream schools.

Fundraising

The Great MENAP Bake Off Pakistan

In the run up to Ramadan 2015, there was a burst of activity that saw staff across the country sharpening their culinary skills as they delved into their family recipes. The result - an array of tantalising savoury and sweet home-made goodies, all being sold to generate proceeds for Seeing is Believing.

The intense competition saw spirits running high. Individuals and staff teams worked together to raise awareness and funds through a magnanimous countrywide effort. The outcome - a spread of 60 dishes, generating more than PKR136,000 in proceeds from over 50 participants.

Given Pakistan's footprint, the country saw three bake offs in Karachi, Lahore and Islamabad each competing for country and regional titles:

- Best sweet dish
- Best savoury
- Best presentation

Some teams deserve a special mention for their efforts. These include the Finance team led by CFO Asad Shariff, Nabeel Latif and Shaharyar Hazir who catered to the Ramadan craving for samosa orders - a traditional Ramadan savoury (delicious fried mince / vegetable filled dumplings). In Islamabad, Fatimah Zehra generated proceeds through a cake auction and CRES leveraged Positive Living through Red Ribbon cupcakes.



Trekking for a cause in Pakistan

Following the success of the Seeing is Believing Trek, the event was held again in 2015. Led by the Retail Banking team, the trek saw continued interest and enthusiasm. Over 250 staff members signed up and went through phased fitness tests. A total of 60 staff emerged successful and got a chance to travel to this year's location of Azad Kashmir, Pakistan.

The team departed from Islamabad in the early hours of the morning of World Sight Day, 8 October 2015, and made their way up the mountains in a convoy of buses. The next three days were spent exploring the picturesque landscapes and admiring the bright blue waters of Azad Kashmir. The team had a chance to visit villages and converse with the locals.

The trek saw staff bonding over bonfires where everyone gathered to escape the chilly weather, sing songs and share stories as they got to know people from across the Bank's network nationwide.

Follow the Sun' day celebrated through the Great MENAP Bake off

A number of staff took part in the bake sale as individuals and departmental teams. The Pakistan CRES team came up with the idea using this opportunity to set up a stall to leverage the Positive Living programme and enhance HIV awareness amongst staff visiting the bake sale.

The CRES team led by their Positive Living champions set up a stall of Red Ribbon cupcakes in the lobby of the Head Office. Information around the Bank's Positive Living programme was shared with the help of information cards. They further engaged visitors by pinning red ribbons onto their shirts and sleeves. The money collected was donated towards the Seeing is Believing initiative.

The team received great feedback from Naveed Qazi, Acting CEO and Asad Ali Sharif, a bake sale judge for their unique concept and bringing together both sustainability programmes successfully.



The Artists' Vision: Seeing is Believing

Building on our promise of Here for good, an art exhibition titled The Artists' Vision: Seeing is Believing was held at World Trade Centre Branch in Karachi. Set in the unconventional setting of the Bank, the exhibition featured works of established and emerging Pakistani artists and showcased diverse disciplines of Pakistani art.

The aim of this exhibition was to provide clients with a memorable experience whilst contributing towards the celebration of Pakistani art.

The exclusive exhibition attracted Retail and Corporate clients who were mostly art enthusiasts. The carefully curated art collection paid tribute to the diverse works of Pakistani artists and included pieces from old masters to new emerging talent. Funds were raised through a silent auction to be donated to Layton Rehmatulla Benevolent Trust (LRBT), our local Community Investment partner for Seeing is Believing.



Playing cricket for a cause

To raise funds for Seeing is Believing (SiB), Pakistan saw clients and staff put their bats together to play cricket for the second year in a row. Organised by a team of Fast Track Graduates of the Bank, the SiB Cricket Carnival's grand finale took place in the beautiful and historical city of Lahore in November. The November chill did little to dampen the energy generated by the noble cause and the famous Lahore hospitality.

Three regional tournaments were conducted prior to the final in which a total of 60 teams and over 1,000 employees, clients and their families engaged in exciting cricket knockout tournaments. Each team supported one of the UN's 17 Global Goals to spread awareness.

In a fun filled family affair, participants unleashed their creativity to put up delicious food stalls and activities such as face painting and games. Diversity was celebrated through a friendly match between the women's team and senior management team including Country Executive Committee members. Business segments: Retail, Commercial, Corporate and Institutional Banking support functions consisting of Risk, HR and Operations battled it out on the pitch with Islamabad's SC Warriors emerging as country champions. SC Warriors supported the Global Goal of "Reduced Inequalities".



Reducing Inequalities on World Sight Day

One of the main pillars of our brand promise, Here for good, is contributing effectively to the communities in which we live and work. On World Sight Day, our CEO and Corporate Affairs team acknowledged the effort of our visually impaired (VI) staff members.

From 2014 to 2015, we have doubled our strength of VI staff to 24 individuals as part of a pledge made under the 150 year celebrations. We continue to take steps to reduce inequalities and set a unique benchmark for the industry in Pakistan. In 2007, we took the lead in the industry to hire VI staff to help us serve our community while being inclusive. VI staff were hired through Ida Rieu for vacancies in the Voice and Virtual team on merit basis. Ida Rieu is a symbolic institute for turning disability into ability, a milestone in the field of special education in the country.

This new team was trained through a special software named JAWS - Job Access with Speech which is a computer screen reader programme for Microsoft Windows, that allows VI individuals to have a text-to-speech output option. Data required for daily use is converted into the software format, which becomes user friendly and enables staff to work efficiently.



Initially, the team was assigned to generate spending on credit cards via campaigns on our different suite of products. Additionally they also generated leads for fresh acquisitions of asset products. During their tenure of almost seven years no complaint has ever been recorded against these differently-abled team members.

Sohrab's story

Sohrab is a driver and earns less than USD100 a month to support his family of 10 including five children, his parents and sister. In March 2015, the Pakistan Urban Paediatric Eye Care Programme (PUPEC) team organised an eye health awareness raising session in the slums of Karachi where Sohrab lives. During the session, Sohrab approached the team and informed them that all of his children were blind except for one daughter who had low vision. He told the team he had never consulted an ophthalmologist because he could not afford to.

The family were referred to the Layton Rahmatulla Benevolent Trust (LRBT) hospital and after examination of all five children, it was found that three of them had cataracts and two had refractive errors.

The eldest child aged 14, was also found to have Marfans syndrome which is an inherited condition where there is unproportional growth in height, with the possibility of developing heart and eye problems including nystagmus (a condition of involuntary eye movement) and cataracts.

Two of Sohrab's children received free cataract surgeries through the Pakistan Urban Pediatric Eye Care programme supported by Seeing is Believing. They have both had vision in one eye restored and have now become quite independent. After their surgery they were overjoyed to be able to see the world for the first time. Their second cataract surgeries have been scheduled for later.



Sohrab with his family members at Layton Rahmatulla Benevolent Trust

Till the time this was printed, their brother with Marfans syndrome could unfortunately not be operated on due to other health issues. Sohrab and his family's story highlights the importance of community outreach activities and the vital difference the PUPEC programme made in addressing the lack of awareness amongst communities about access to hospitals providing free services.

Time to See - A landmark photography exhibition shows Commonwealth Heads of Government the impact of avoidable blindness

In late 2015, Commonwealth Heads of Government (CHOGM) convened in Malta for a session. During the meetings they had an opportunity to view images from landmark photography exhibition, Time to See.

The exhibition which was privately viewed by Her Majesty, the Queen and His Royal Highness, the Prince of Wales aimed to bring to the attention of the Commonwealth and the world the impact of avoidable blindness, and the solutions readily available to end it. There are 98 million people in the Commonwealth today who are blind or have low vision, yet four out of five needn't be. There are straightforward, known solutions that can make an incalculable difference to the lives of millions of individuals and families who are unnecessarily affected.

Five multi-award winning photojournalists, Ashley Gilbertson, Poulomi Basu, Sam Faulkner, Andrew Quilty and Adam Ferguson, visited seven countries across the Commonwealth - Pakistan, Australia, Fiji, India, Kenya, Nigeria and Uganda - to document the impact completely avoidable forms of blindness are having on people and communities.

Time to See highlighted work that The Queen Elizabeth Diamond Jubilee Trust and Standard Chartered, through our Seeing is Believing programme, are developing and supporting to prevent avoidable blindness.

Dr Astrid Bonfield CBE, Chief Executive of The Queen Elizabeth Diamond Jubilee said, "To be able to present these impactful images to Commonwealth Heads of Government and their delegations is an incredible opportunity. Time to See demonstrates the unparalleled work that partners are delivering across the Commonwealth to save the sight of millions. Bringing the exhibition to CHOGM will help raise the awareness of the sad, and often unknown reality that 80per cent of blindness is avoidable. We hope that these striking images, taken by some of the Commonwealth's leading photographers, will harness the awareness and further support of others to help us achieve our ultimate goal of ending avoidable blindness across the Commonwealth."



Richard Pattle, Vice Chairman of Standard Chartered Private Bank, and a member of the Bank's Seeing is Believing Management Committee, added, "These remarkable images highlight the numerous and diverse forms of blindness which affect tens of millions of people around the world. Since 2003, Standard Chartered Bank, through its employee-driven Seeing is Believing initiative, has raised over USD82million to help eradicate avoidable blindness. Through our strategic partnership with The Queen Elizabeth Diamond Jubilee Trust over the last two years, we continue to make a significant impact across the Commonwealth. Standard Chartered Bank is immensely proud to stand alongside the Trust in presenting this landmark exhibition, and hope that it will act as a call to arms to help end avoidable blindness."

The exhibition will tour the Commonwealth throughout 2016. Information and images can be found on www.timetosee.org



About The Queen Elizabeth Diamond Jubilee Trust

The Queen Elizabeth Diamond Jubilee Trust is a charitable foundation established in 2012 to mark and celebrate Her Majesty, The Queen's 60-year contribution to the Commonwealth.

The Trust has received donations from governments, corporate partners, trusts, foundations, community groups and individuals from across the Commonwealth. Its mission is to enrich the lives of people from all backgrounds within the Commonwealth, and its programmes work in alliance towards eliminating avoidable blindness and to empower a new generation of young leaders.

Financial Education

At the beginning of 2012, the world population surpassed 7 billion with people under the age of 30 accounting for 50.5 per cent. Close to 90 per cent of these live in emerging and developing economies, particularly in the Middle East and Africa. This is right at the heart of where Standard Chartered Bank operates.

Financial Education for Youth (FE4Y) is our community programme aimed at building financial capability among the world's youth from low income backgrounds. A series of 13 modules targeting youth between the ages of 12 to 20 is delivered by employee volunteers which makes the programme sustainable. The curriculum covers topics that include borrowing, budgeting, expenditure, income, making financial choices, money basics, products and services, risk / safety / security, saving and investment, and starting a business. Adaptable to different skill and knowledge levels, the programme allows employees an opportunity to use their three employee volunteering days to deliver skill based volunteering.

In Pakistan the programme was launched in 2015 and reached out to over 724 students in its first year.

Hope Employee Volunteering and Iftaar

To launch Financial Education in Pakistan, the Corporate and Institutional Banking (CIB) and Wealth Management teams conducted the first financial education session at Hope school. Hope stands for Health Oriented Preventive Education. Established in 1997, it is an NGO providing health and education services for the poor and needy in Pakistan. Its mission is to develop a society in which individuals are provided with equal opportunities to access health and educational facilities.

They reached almost 100 students aged between 11 to 16 years old. A group of almost 25 volunteers worked to teach the children about the importance of money and how to set up a business. Post the classroom session, we organised an Iftaar for 1,000 less privileged children from across the Hope Foundation network of schools.

More volunteers from Retail Banking, Financial Markets, Finance and Corporate Affairs joined in to participate in the Iftaar and engage the children, with fun filled activities while distributing candy floss and goodies.



Celebrating Independence Day

The Bank partnered with the British Deputy High Commission (BDHC) to celebrate Pakistan's Independence Day at the BDHC compound

Our volunteers introduced the "Financial Education for Youth," community programme to students from Edhi Foundation. The children were taught the importance of financial planning and basic principles of saving and money management. A total of 50 children between the ages of 12 to 15 years from Edhi Centre benefitted from the session, delivered by our staff volunteers who were led by the Corporate and Institutional Banking team. The session highlight was the endorsement from the national cricketing legend, Wasim Akram who reinforced the importance of financial literacy and money management.



Financial education for Lady Health Workers in Lahore - The Pakistan story

In summer 2015, Marium Soomro, Senior Manager Sustainability and Community Engagement had the chance to run a financial education session for a group of 23 Lady Health Workers. In her time with them, Marium conducted a session on managing and keeping money safe. There was also a chance to link this back in to the Global Goals that were being launched worldwide. There were a lot of questions around banking products and loans, as well as some jokes around women making smarter money managers, given the audience. The women appreciated learning some money management tips and were keen to ask for advice on their unique situations.

This was the first time for us to roll out our financial education modules outside the school environment and reach a wider audience. Earlier this year, volunteers leveraged the Seeing is Believing Diabetic Retinopathy sessions to run a Positive Living session for a group of Lady Health Supervisors.



Our public commitments and stakeholder engagement

We continue to advance our public commitments. The table below highlights our progress in 2015 and summarises how our commitments support the Sustainable Development Goals (SDGs).

Theme	Commitment	Target	Timeline	Progress in 2015	SDG
Contributing to sustainable economic growth	Bolster investment in power generation across Sub-Saharan Africa through Power Africa	USD5bn. Expected to add up to 7,500 megawatts of generation capacity	2013 – 2018	3.4 gigawatts	7, 9
Being a responsible company	Increase women on the Board	25% women	2013 – 2017	23%	5
	Reduce energy use intensity	35% in tropical locations 20% in temperate locations	2008 – 2019	Reduced by 22% tropical, 17% temperate locations	7, 12
	Reduce water use intensity	71%	2008 – 2019	44%	6, 12
	Reduce office paper use	10 kg per full-time employee (FTE)	2012 – 2020	17.7 kg per FTE	13, 15
Investing in communities	Invest in our local communities	0.75% of prior year operating profit (PYOP)	Annual	1.42%	17
	Raise funds to tackle avoidable blindness	USD100mn	2003 – 2020	USD86.3mn	3
	Empower girls through education and sport	600,000 girls	2006 – 2018	217,000 girls	4, 5, 8
	Educate micro and small businesses	5,000 micro and small businesses, with 20% women-owned or led	2013 – 2018	>1,200 entrepreneurs, including 71% women	4, 5, 8

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 2015, our relative global NPS was four points above the market average.

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, we found that 97 per cent of employees surveyed 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 the communities where we operate. Through our Seeing is Believing (SiB) programme, we work with non-governmental organisations (NGOs) and governments across 29 markets to deliver eye health projects.

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 continued our role as sovereign ratings advisor to 10 governments. In addition, we engage with industry bodies and global forums such as the Clinton Global Initiative and the Banking Environment Initiative to address sustainability issues in our markets.

Our commitment to long term growth and development of Pakistan

Senator Mohammad Ishaq Dar, Federal Minister for Finance chaired a meeting at the Finance Ministry with a delegation led by Shazad Dada, Standard Chartered CEO. During this meeting, Shazad thanked the Finance Minister and the Secretary Finance for their strong oversight of the banking sector. At the same time, Shazad reiterated our commitment to Pakistan as the largest and the oldest international bank operating in the country.

Speaking on the occasion Shazad commented, "Our roots in Pakistan stretch over 153 years and we fully understand how banking plays a crucial role in the functioning of the economy. We are aware of our responsibility towards the community and our brand promise, Here for good, reflects our commitment to long term growth and development of Pakistan."

Additionally, various opportunities and areas of mutual interest were also discussed during this meeting that was also attended by senior officials of both the Ministry and the Bank.



Collaborating with Unilever Pakistan

Standard Chartered Pakistan and Unilever Pakistan partnered to host a sustainability roundtable focused on the Global Goals on Friday, 2 October 2015 in Karachi. This collaboration endorsed Project Everyone, a global initiative aimed at raising awareness of the Goals by reaching seven billion people in seven days.

The objective was to create a platform where non-profits, the government and private sector entities could work together to boost their outreach and effectiveness. The dialogue was attended by the Federal Secretary for Climate Change - Asif Ahmed Khan, the High Commissioner for UK - Philip Barton, and the State of Pakistan Spokesperson, Abid Qamar amongst other notable attendees. Close to 30 NGOs, representatives of UN bodies, individuals and corporations, gathered in Karachi to discuss how best to raise awareness regarding the Sustainable Development Goals (SDGs).

Over the course of the day's dialogue, partners provided an outline of the progress made in Pakistan and discussed the effort needed to shape political and business policies in the country for the successful implementation of the SDGs over

the next 15 years. A wide spectrum of organisations supported Unilever and Standard Chartered by making commitments to create awareness for the Global Goals in Pakistan. Some of the pledges received that day include:

- Telenor Pakistan intends to send out SMS to 6 million users to raise awareness
- The Aman Foundation promised to train at least 4,300 students and provide emergency intervention to over 100,000 people
- The British High Commission will reach out to 100,000 Pakistanis through social media
- The Citizens Foundation pledged to enroll and provide quality education to 1.5 million children by 2030
- Pakistan Poverty Alleviation Fund committed to create ownership among 4,000 community groups and 440,000 community credit groups across Pakistan

Sightsavers, Layton Rehmatulla Benevolent Trust (LRBT), Nestle, World Wildlife Federation, IUCN, Greenstar and UNICEF also shared their plans to work for the achievement of SDGs in Pakistan. The day was concluded by Shazad Dada, CEO Standard Chartered Bank Pakistan and Ehsan Malik, CEO Unilever Pakistan addressing the media in a joint media conference.

Sustainability dialogue on the Global Goals



What is Project Everyone?

About Project Everyone / Global Goals:

- On 25 September 2015, world leaders gathered in New York alongside the United Nations General Assembly to agree on the Sustainable Development Goals, a set of 17 new universal goals for a safe, just and sustainable planet
- They aim to end extreme poverty, fight inequalities and tackle climate change for everyone by 2030. They have been described as “the most important to-do list in history, for people and the planet”**
- Project Everyone, founded by British filmmaker Richard Curtis and endorsed by the United Nations, aims to make the new goals as famous as possible as the more famous the goals are, the more governments will take them seriously and make them work

Project Everyone aimed to get a short and dynamic explanation of the new goals - “The Global Goals” - into the hands of 7 billion people in 7 days from 25 September.

Standard Chartered Bank-Project Everyone collaboration:

- As a Founding Partner of Project Everyone, the partnership presented a unique opportunity to demonstrate our commitment to the Goals as we continue to deliver on our brand promise to be Here for good. It also helped generate publicity and enhance our brand by reinforcing our Sustainability agenda; demonstrating our digital capabilities; and providing a global stage to showcase the Bank with other leading global brands and organisations
- We leveraged our global network of employees, clients and sponsorship and business partners to help communicate the Global Goals in the markets we operate in

Global Goal Graphic to be used at this point

- No poverty:** End poverty in all its forms everywhere
- Zero hunger:** End hunger, achieve food security and improved nutrition and promote sustainable agriculture
- Good health and well being:** Ensure healthy lives and promote well-being for all at all ages
- Quality education:** Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- Gender equality:** Achieve gender equality and empower all women and girls
- Clean water and sanitation:** Ensure availability and sustainable management of water and sanitation for all
- Affordable and clean energy:** Ensure access to affordable, reliable, sustainable and modern energy for all
- Decent work and economic growth:** Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- Industry, innovation and infrastructure:** Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation
- Reduced inequalities:** Reduce inequality within and among countries
- Sustainable cities and communities:** Make cities and human settlements inclusive, safe, resilient and sustainable



- 12. Responsible consumption and production:** Ensure sustainable consumption and production patterns
- 13. Climate action:** Take urgent action to combat climate change and its impacts
- 14. Life below water:** Conserve and sustainably use the oceans, seas and marine resources for sustainable development
- 15. Life on land:** Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat deforestation, and halt and reverse land degradation and halt biodiversity loss
- 16. Peace and justice, strong institutions:** Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
- 17. Partnerships for the Goals:** Strengthen the means of implementation and revitalise the global partnership for sustainable development



Celebrating Global Goals with Millicent Clarke - Regional Head - HR, Africa and Middle East, Standard Chartered Bank

Millicent Clarke's first visit to Pakistan coincided with World Sight Day on 8 October 2015. As she met female talent for breakfast, she drew attention to the issue of avoidable blindness in order to raise awareness about Seeing is Believing (SiB).

Follow the Sun EV: The Bank hosted DIL students at Merewether Tower

Led by the CEO's Office and Property team, we hosted a volunteering day with students of DIL (Development in Literacy) in October 2015.

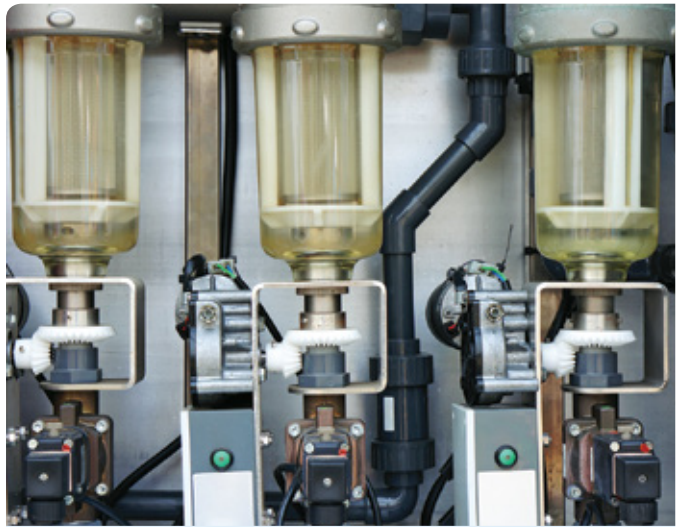
The children, hosted at the historic 133 year old Merewether Tower, spent the morning at the landmark location. Volunteers conducted an interactive session with groups of students on Health, Hygiene and Safety. Each group was led by two volunteers who educated the children on the importance of trees and improving the environment. The students planted seedlings at the tower and met Shazad Dada, CEO Standard Chartered Bank Pakistan when he stopped by to spend time with them.

They then moved to the Head Office building where volunteers spoke to them about the Global Goals and had a session where they taught them the basics of saving and money management.



History of Merewether Tower

The Merewether Tower is one of the most well known, but arguably the least acknowledged landmarks of the city. It is located at the confluence of two major roads of the city, I.I. Chundrigar Road (formerly McLeod Rd) and M.A. Jinnah Road (formerly Bandar Rd). The tower is named after General Sir William L. Merewether, who served as 'Commissioner-in-Chief' (Sindh) from 1868 to 1877. It took 8 years to construct and was handed over to Karachi municipality in 1892.



The Citizen's Foundation (TCF) Water Filtration Plant Project

The bank supported the establishment of four water filtration plants through TCF. All four water filtration plants have been set up in Muzaffargarh, Kot Addu, Sargodha and Mianwali, which are associated with schools and are fully functional.

This project provides the students and their families access to clean drinking water. A total of 1,825 students were reached directly, which resulted in an additional indirect impact of 14,000 beneficiaries in total.

North Region's initiative to support Global Goals through Employee Volunteering

In mid September, our North region activated "Project Everyone" through a financial education employee volunteering opportunity with children from SOS Village Islamabad. A group of more than 50 employees from North Region spent time with the SOS children educating them on various subjects. Volunteers covered modules "Why is Money Important" and "Starting a Business" with the older children.

Children were introduced to 'Project Everyone' and the seventeen Global Goals. The volunteers spoke to the children about what the Goals were, their objectives and how the Bank was supporting this initiative.

They were encouraged to participate in this cause and join us to 'Tell everyone' about the Global Goals. Dialogue centred on the three goals most relevant to the children:

- **Goal #3 Good health and wellbeing**
- **Goal #6 Clean water, and sanitation**
- **Goal #13 Climate action**

Volunteers played games with the children and ended the evening with a movie screening. They left the children urging them to act to support the #telleveryone campaign and to support Project Everyone.

Our Partners



Sightsavers

Sightsavers is working with partners in developing countries to eliminate avoidable blindness and promote equality of opportunities for persons with disabilities.



Layton Rahmatulla Benevolent Trust (LRBT)

LRBT is committed to creating a better Pakistan by preventing the suffering caused by blindness and other eye ailments. It provides comprehensive state-of-the-art free eye care to needy patients.



College of Ophthalmology and Allied Vision Sciences Lahore (COAVS)

COAVS is a public sector organisation working under the Health Department, Government of Punjab. It is struggling hard to eliminate the avoidable blindness from Pakistan, in general and Punjab in specific, through its Eye Care Programmes, Human Resource Development and Advocacy & Awareness.



IBA

The Institute of Business Administration (IBA) is the oldest business school in the country. The institute aims to provide world-class professional managers and entrepreneurs for the business and industry in Pakistan.



LUMS

One of the largest universities of Pakistan, LUMS is a world class academic institution which aims towards excellence in education, and civic engagement to serve the critical needs of the society.



THE CITIZENS FOUNDATION

The Citizens Foundation (TCF)

The Citizens Foundation is Pakistan's leading organisation in the field of formal education. It has established 1,000 purpose built school units nationwide with an enrolment of 102,000 less privileged children.



AMANTECH

AMANTECH addresses the growing issue of unemployment within Pakistan by targeting those segments of the society that lack access to high quality education/ professional training opportunities.

