

SUSTAINABILITY SUMMARY 2016

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





# Contents

Chief Executive Officer's message	2
Our sustainability strategy	3
Pakistan awards	4
Our performance	5
Group at a glance	6
- Sustainability data	14
- Carbon Trust assurance statement	19
- Sustainability Aspirations	20
Contributing to economic growth	22
Investing in communities	
- Seeing is Believing Phase V	26
- Locally developed projects	32
- Goal Pakistan	33
Being a responsible company	
- Energy and business efficiencies	43
- Diversity and inclusion	44
Belt and Road	48
Our Partners	51

“ We remain committed to working collaboratively to achieve sustainability goals, including through our participation in the UN Global Compact. Our Sustainability Aspirations allow us to track the positive impact of our business in a way that is aligned to our strategy and the UN Sustainable Development Goals. ”

**Bill Winters**, Group Chief Executive



# Chief Executive Officer's message

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**As a bank operating across 68 countries with a focus on Asia, Africa and the Middle East, we have long recognised the role we can play in promoting economic and social development in our markets.**

We express this through our three sustainability priorities: contributing to sustainable economic growth, being a responsible company and investing in communities. These priorities inform how we work, and are the main structure of this report on our achievements in 2016.

We have made good progress during the year across each of the priorities. Some highlights for me include the continued engagement of our employees and partners in delivering impactful community programmes. In 2016, Standard Chartered Bank Pakistan employees logged close to 2,300 volunteering days.

This year we continued to grow Seeing is Believing Pakistan with continued support to a Diabetic Retinopathy programme that will benefit over 1 million people directly and indirectly. We have also expanded our projects to Khyber Pakhtunkhwa as we strengthen eye health care systems in four districts. Through our partners we are accredited with a 20% reduction in avoidable blindness and the Government of Pakistan has appointed us the only corporate partner with presence on both the National and Sindh eye councils of the country.

I am also proud to share that we launched Goal - a Standard Chartered girls' development focused programme in Pakistan. We will touch over 1,750 girls in the first year of our programme.

During 2016, we developed our global Sustainability Aspirations. These build on our three sustainability priorities with a set of actions and measurable targets which demonstrate how we are achieving sustainable outcomes across our business, and particularly through our core business of banking individuals and companies across our markets. The Aspirations give us significant momentum in 2017, where we have much work to do in delivering the targets we have set ourselves.

In the end I would like to thank our clients, our staff and our shareholders for contributing to our success in 2016. I am confident that in 2017 with their support we will surpass expectations as we deliver on being Here for good.

A handwritten signature in dark ink, appearing to read 'Shazad Dada'.

**Shazad Dada**  
Chief Executive Officer  
Standard Chartered Bank (Pakistan) Limited

**Sustainability is integrated into how we do business and focuses on three priorities:**



*We remain committed to working collaboratively to achieve sustainability goals, including through our participation in the UN Global Compact. Our Sustainability Aspirations allow us to track the positive impact of our business in a way that is aligned to our strategy and the UN Sustainable Development Goals.*

**Bill Winters**  
Group Chief Executive



# Pakistan awards

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## Global Finance Awards 2015 - 2016

- Best Digital Islamic Bank Award for 2016
- Pakistan - Best Emerging Market Bank in Asia Pacific 2015 and 2016
- Best Consumer Digital Bank Award



## Finance Asia

- Best Foreign Bank in Pakistan Award 2015

## Best International Bank

- Asia Money Pakistan Banking Awards 2017



## The Asset Triple A Treasury, Trade & Risk Management Awards 2016

- Best Treasury & Cash Management Bank
- Best Working Capital & Trade Finance Bank
- Best Structured Trade Finance Bank
- Best e-Solutions and Technology Partner Bank



## Islamic Finance News (IFN) Awards for 2015

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

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## 74 wins at The Asset Triple A Awards 2016

Standard Chartered was named "Best Transaction Bank" at The Asset Triple A Treasury, Trade and Risk Management Awards 2016. The Bank took home a remarkable total of 74 awards, including:

- Best Transaction Bank
- Best Working Capital and Trade Finance Bank
- Best Regional Specialist Award - Supply Chain Solutions
- Best Renminbi Bank (fifth consecutive win since 2012)
- Best Structured Trade Finance Bank (11th consecutive win since 2006)
- Best Regional Specialist Award - ECA Financing

In January, The Corporate Treasurer also named us Best Bank in Asia and winner of the Overall Cash Management award, among a total 11 awards – again the most awarded to any bank.

These accolades are an industry benchmark and importantly reflect the confidence our clients have in our capabilities across our footprint.

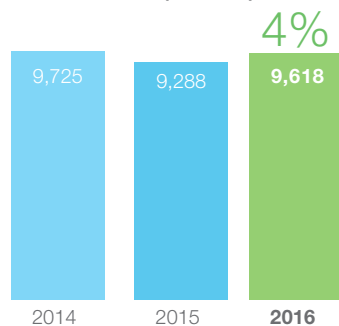
More than 30 of the awards recognise specific solutions for our clients with others reflecting the strength of our franchise in our regions and countries. We won the most awards of all banks and twice the number awarded to the next bank.



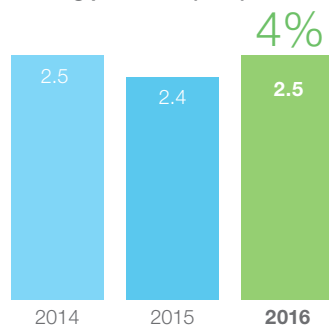
# Our performance

Repositioning Pakistan in a challenging environment

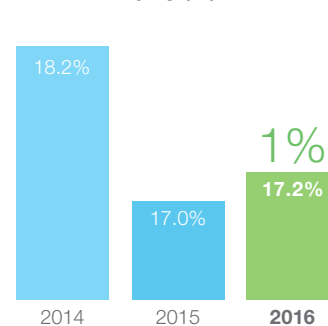
Profit after tax (PKR Mn)



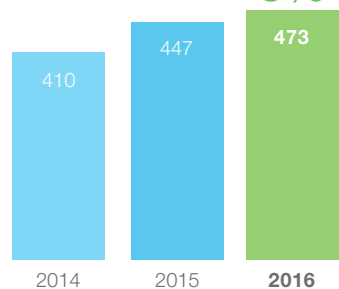
Earning per share (PKR)



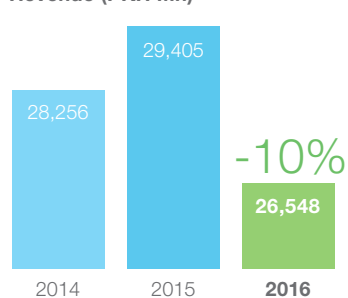
Return on equity (%)



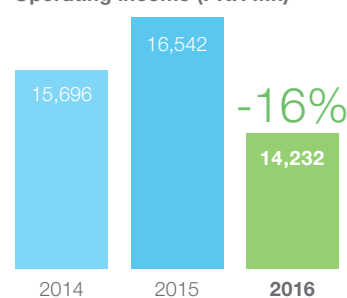
Total assets (PKR Bn)



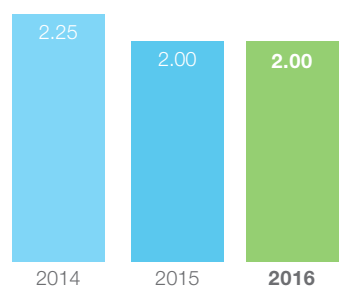
Revenue (PKR Mn)



Operating income (PKR Mn)

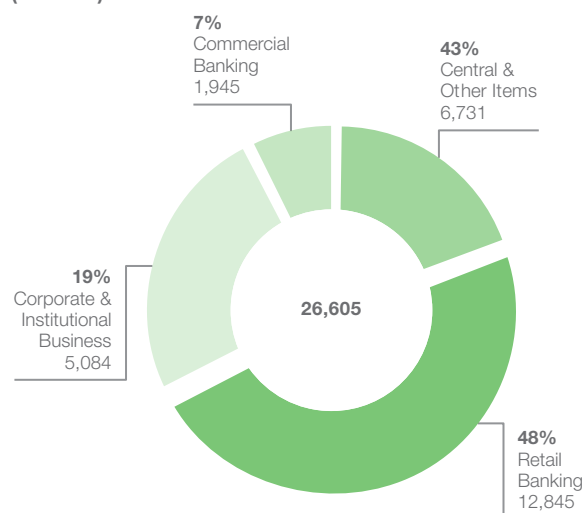


Dividend per share (PKR)

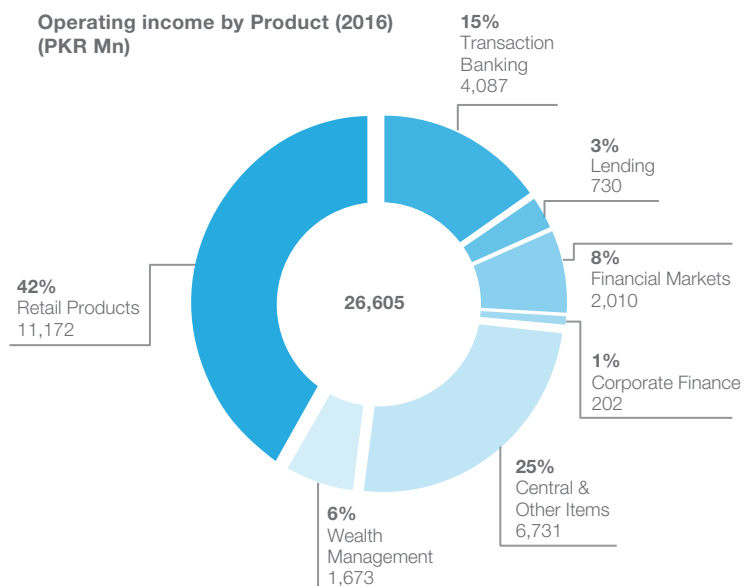


2014 2015 2016

Operating income by Segment (2016)  
(PKR Mn)



Operating income by Product (2016)  
(PKR Mn)





# Who we are and how we have performed in 2016

## OUR GROUP

Standard Chartered PLC is made up of global and regional client segments, all supported by business functions. The Group's Board is headed by our Chairman, José Viñals. Its Management Team is led by Group Chief Executive, Bill Winters; supported by Group Chief Financial Officer, Andy Halford.



José Viñals



Bill Winters



Andy Halford

Common  
Equity Tier 1 ratio  
**13.6%**

Earnings  
per share  
**3.4 cents**  
underlying basis  
**(14.5) cents**  
statutory basis

Profit  
before taxation  
**\$1,093m**  
underlying basis  
**\$409m**  
statutory basis

Operating  
income  
**\$13,808m**  
underlying basis  
**\$14,060m**  
statutory basis

## OUR CLIENT SEGMENTS

We have four client segments: Corporate & Institutional Banking and Private Banking are run globally, with clients in those segments supported by relationship managers with global oversight; Commercial Banking and Retail Banking are run regionally with global oversight of segment strategy, systems and products. Clients are served by country-level relationship managers with specific knowledge of the local market.



We have taken a series of measures to put clients at the heart of everything we do

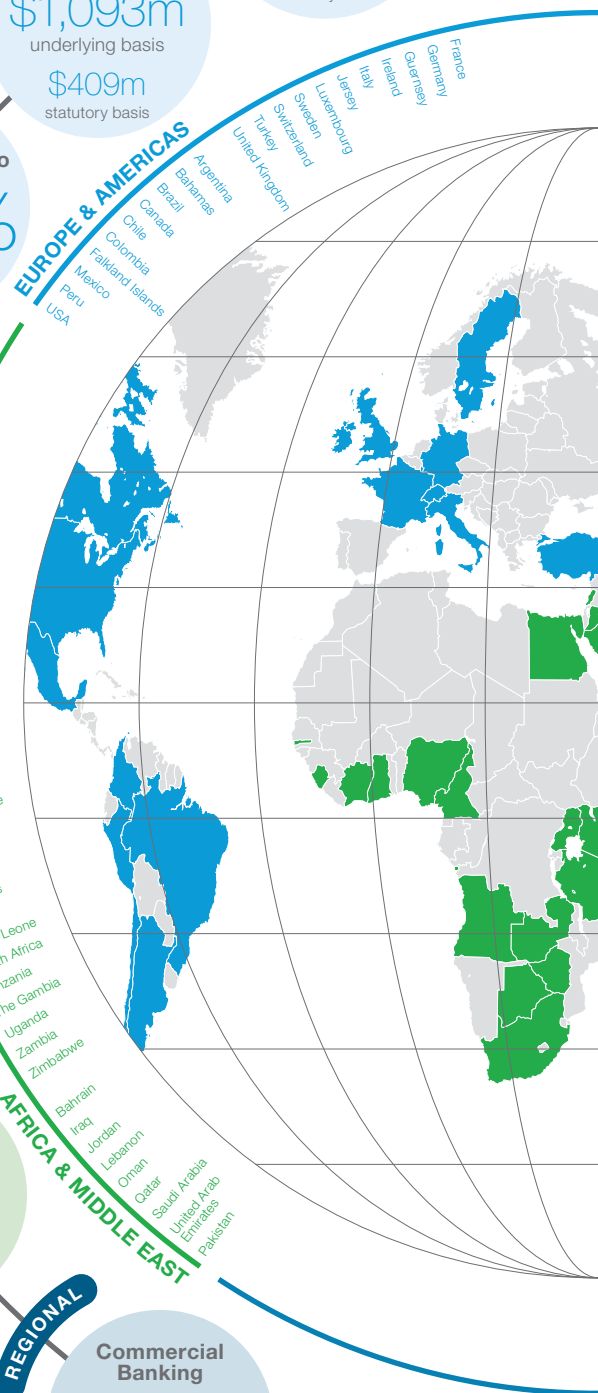
**GLOBAL**  
Corporate  
& Institutional  
Banking  
**\$6,472m**  
operating  
income

Private  
Banking  
**\$496m**  
operating  
income

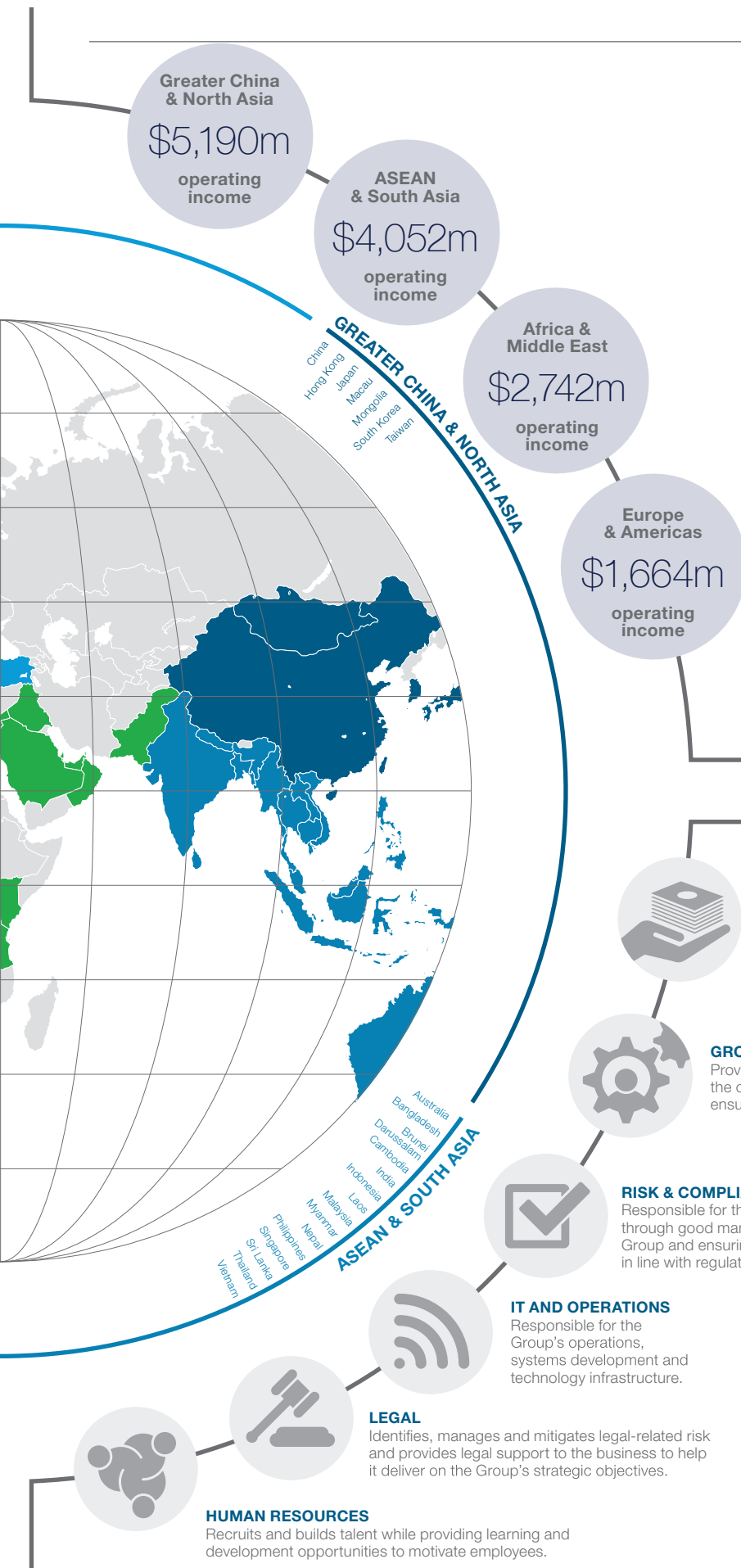
**REGIONAL**  
Commercial  
Banking  
**\$1,295m**  
operating  
income

Retail  
Banking  
**\$4,669m**  
operating  
income

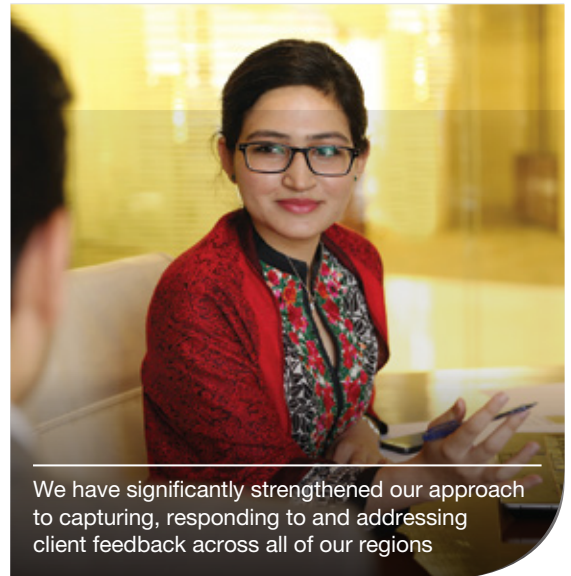
All numbers are on an underlying basis unless otherwise stated.



## Our regions



We have a simplified organisational structure that ensures we support clients across our footprint. Our four regions – Greater China & North Asia, ASEAN & South Asia, Africa & Middle East and Europe & Americas – are managed by their own CEOs.



We have significantly strengthened our approach to capturing, responding to and addressing client feedback across all of our regions

## GLOBAL FUNCTIONS

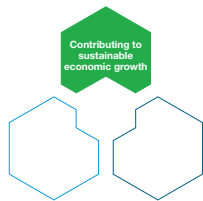
Our client segments and regions are supported by six global functions, which work together to ensure the Group's day-to-day operations run smoothly and are compliant with banking regulations.



# We seek to ensure that our core business of banking supports sustainable growth in our markets

In 2016, we provided loans and advances of \$239,732 million to customers across Corporate & Institutional, Commercial and Retail Banking. The financing we provide supports key sectors of the economy that are driving sustainable growth from infrastructure financing to microfinance.

We funded and facilitated more than \$800 million to the clean technology sector in 2016. We continue to support infrastructure and power generation projects via our Power Africa commitment, taking our total to 3,893MW between 2013 and 2016.



In addition, we provided loans of over \$400 million to microfinance institutions and expanded our mobile wallet capability to Uganda for a reach of 12 markets in total.

We work with our clients and employees to embed our approach to environmental and social risk management (ESRM). In 2016, our dedicated ESRM team reviewed more than 300 clients and transactions for alignment with our 20 Position Statements. We also updated our Climate Change and Human Rights Position Statements following consultations with internal and external stakeholders.

In 2017, we will advance the six business targets set out in our Sustainability Aspirations. These Aspirations will allow us to demonstrate how we are extending financial services to the individuals and companies that are contributing to positive and sustainable development in our markets.

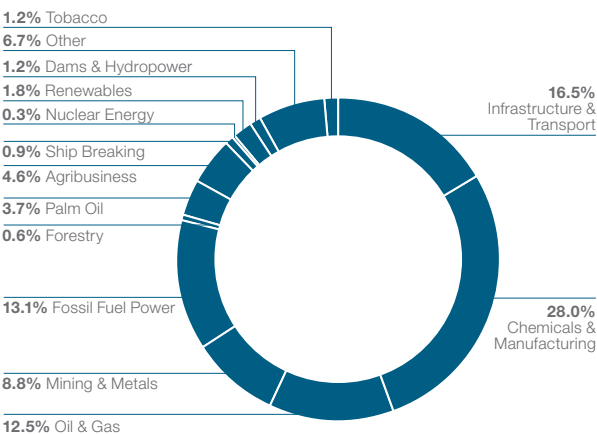
3,893MW

Supporting power generation through Power Africa

\$2,032m

Green bonds supported

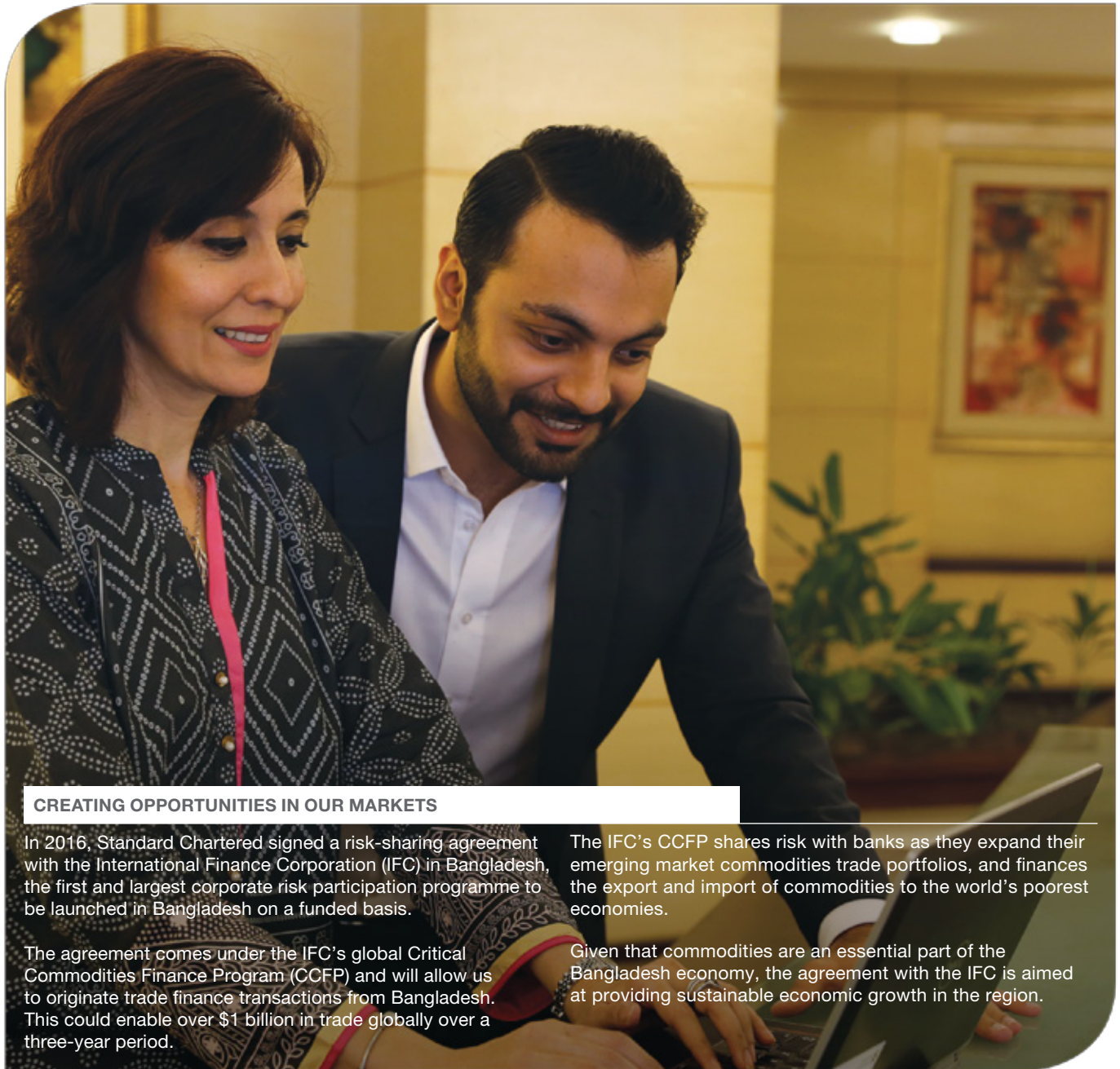
## ESRM clients and transactions reviewed by sector %



## Microfinance

Amount lent \$ million

409.9	2016
271.6	2015
318.1	2014



#### CREATING OPPORTUNITIES IN OUR MARKETS

In 2016, Standard Chartered signed a risk-sharing agreement with the International Finance Corporation (IFC) in Bangladesh, the first and largest corporate risk participation programme to be launched in Bangladesh on a funded basis.

The agreement comes under the IFC's global Critical Commodities Finance Program (CCFP) and will allow us to originate trade finance transactions from Bangladesh. This could enable over \$1 billion in trade globally over a three-year period.

The IFC's CCFP shares risk with banks as they expand their emerging market commodities trade portfolios, and finances the export and import of commodities to the world's poorest economies.

Given that commodities are an essential part of the Bangladesh economy, the agreement with the IFC is aimed at providing sustainable economic growth in the region.

#### Value of funds provided and facilitated for clean technology \$million



## 328

ESRM clients and transactions reviewed

## 15

Equator Principles transactions closed

## 12

Sovereign ratings advisories

# We uphold a strong conduct framework and invest in our people to deliver fair outcomes for our stakeholders

Being a responsible company is about how we manage our business and promote the behaviours, values and principles that enable us to make the right decisions. We focus on preventing financial crime, investing in our people and minimising our environmental footprint.

We continue to strengthen our Financial Crime Compliance standards by enhancing our financial crime controls, training our staff and sharing best practice with clients and partners. In 2016, more than 97 per cent of staff completed training on financial crime.

We recognise that our diversity is a critical lever for delivering our business priorities

and we actively work to build an inclusive workplace. In 2016, we engaged staff through more than 40 country-based Employee Networks and three Global Networks (Women, Disability, LGBT and Allies).

Between 2008 and 2016, we reduced our energy consumption by 37 per cent, water consumption by 35 per cent and paper use by 71 per cent.

Our Sustainability Aspirations highlight our focus on embedding the highest standards of conduct across the organisation. In 2017, we will take forward our Aspirations on people, conduct, financial crime compliance and environment.

## 25

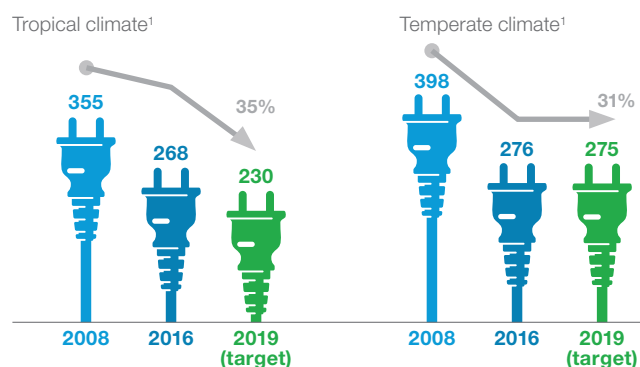
Correspondent banking academies held

## 97%

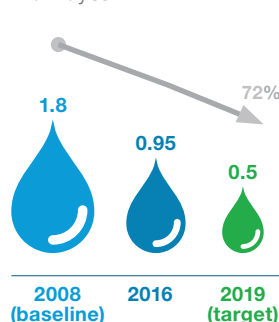
Of staff completed financial crime training



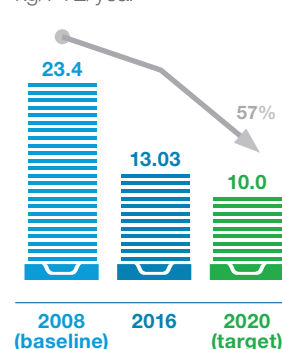
### Annual energy use of our property (kWh/m<sup>2</sup>/year)



### Annual water use of our property (kL/m<sup>2</sup>/year)



### Annual office paper use (kg/FTE/year)



1. Tropical energy usage relates to cooling; temperate energy usage relates to both heating and cooling





### REDUCING OUR ENVIRONMENTAL IMPACT

We have partnered with our facilities provider CBRE to identify ways to reduce resource use. At our Global Business Services facility in Chennai, India, this approach resulted in a significant upgrade to the air-conditioning system during 2016.

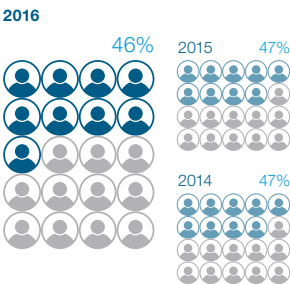
Over a two-day shutdown of the system, 19 pumps powering the system were consolidated down to three, alongside a new chilled water distribution system.

Together, these measures have already saved an estimated 4 million kWh of energy during 2016 while improving workplace comfort. We anticipate annual savings of \$350,000 in energy costs.

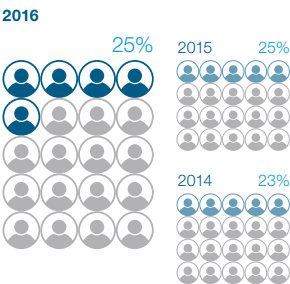
We are actively working with our other providers to deliver similar improvements across our portfolio.

### Female representation

All employees

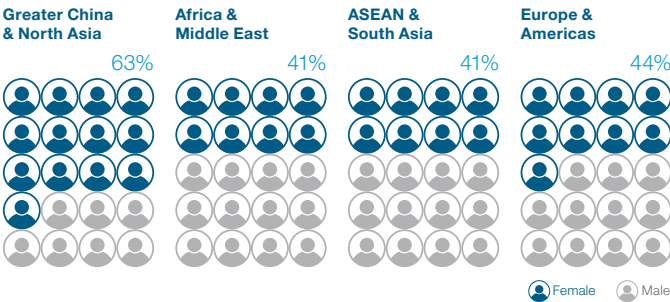


Management



Includes Executive Director, Band 1 to 4

By region



Female Male



# We collaborate with local partners to support social and economic development in our communities

Across our markets we work with local communities to deliver programmes focused on health and education. In 2016, we invested \$52.3 million in our communities and our employees contributed to 67,611 volunteering days.

Our largest community programme Seeing is Believing (SiB) provides funding to tackle avoidable blindness. In 2016, through fundraising and Group matching, we raised \$6.5 million for SiB. Our cumulative fundraising from 2003 to 2016 is \$92.8 million and the total number of people impacted is 133.8 million. In 2017, SiB will focus on child eye health.



In 2016, we celebrated the 10th anniversary of Goal, our initiative to empower girls and young women through sports and life skills training. Goal reached nearly 69,000 girls in 2016 and more than 285,000 girls from 2006 to 2016. During 2017, we will develop an innovation fund for Goal alumni.

We are focused on building the financial capability of youth, and micro and small entrepreneurs in our markets. Through our Financial Education programmes, we trained more than 106,000 youth and 1,020 entrepreneurs, including 57 per cent women, in 2016. In 2017, we will explore how to digitise financial education to further the impact of our programmes.

Our community programmes are an important part of our Sustainability Aspirations. In 2017, we will continue to take forward our commitments to raise \$100 million for SiB by 2020, reach 600,000 girls through Goal and train 5,000 micro and small businesses by the end of 2018.

1,900,000

People engaged via Goal's #leadershipgoal social media campaign

>106,000

Young people trained via Financial Education for Youth

>1,000

Entrepreneurs trained via Education for Entrepreneurs

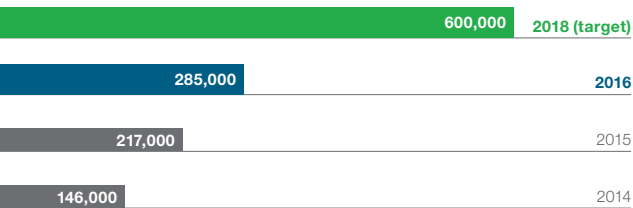
67,611

Employee Volunteering days

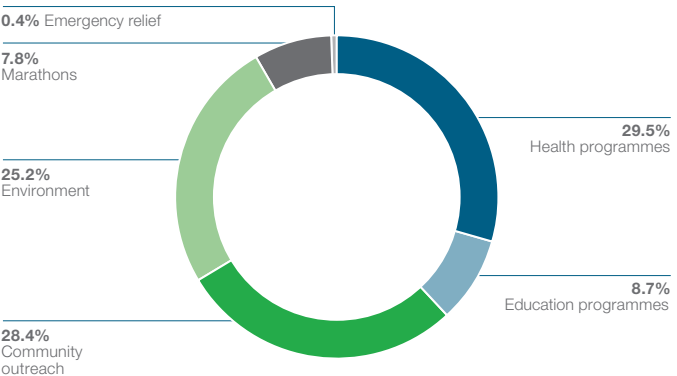
\$52.3m

Invested in our communities

Girls reached by Goal from 2006 to 2016



Employee volunteering by theme





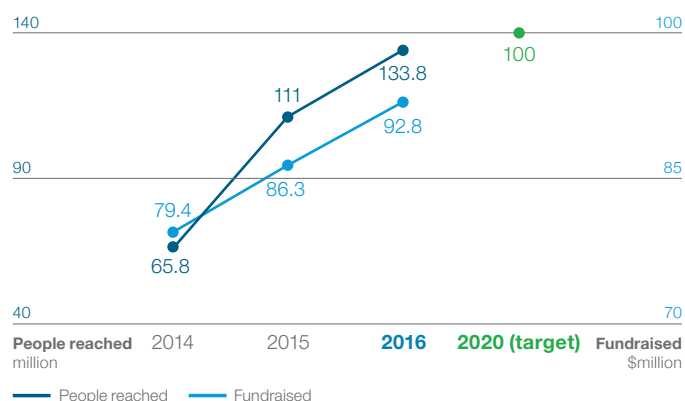
### SEEING IS BELIEVING

Through the Seeing is Believing innovation fund, we are searching for the next revolution in eye health care. From 2013 to 2016, the Innovation Fund has provided grants of more than \$2.8 million to innovators who are working to eliminate preventable blindness.

Recipients include Peek, led by Dr Andrew Bastawrous, which developed a smart phone app that allows teachers to screen

children's vision in the classroom. During trials in Kenya in 2003 and 2015, 25 teachers screened almost 21,000 children. As a result of the screening, more than 900 children were referred for further testing and follow-up. The findings are being used to improve the Peek technology and to develop a programme to screen an additional 300,000 children from 2016 to 2018.

Seeing is Believing fundraising and people reached from 2003 to 2016



# Sustainability data

## Contributing to sustainable economic growth

### Microfinance

	2016	2015	2014
Loans extended (\$million)	409.9	271.6	318.1

### Clean technology

	2016	2015 <sup>1</sup>	2014
Value of funds provided and facilitated (\$million)	800.8	968.0	798.6

1. Data in this table has been restated from 2015

## Environmental and social risk management

### Employees trained in environmental and social risk management

	2016	2015	2014
Employees trained <sup>1</sup>	118	1,708	2,477

1. Employees targeted for training are those in client-facing roles and relevant support teams. During 2014, a new policy framework was launched, requiring a significant level of training to be delivered between 2014 and 2015 and thus a one-off increase in training attendance

## Equator Principles

	Project finance mandates			Project-related corporate loans			Project advisory mandates
	Cat A <sup>1</sup>	Cat B <sup>2</sup>	Cat C <sup>3</sup>	Cat A	Cat B	Cat C	
Total 2013	9	29	3	–	–	–	4
Total 2014	3	11	–	1	4	–	5
Total 2015	4	9	–	–	1	–	0
<b>Total 2016</b>	<b>7</b>	<b>6</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>2</b>

## 2016

### Sector

Mining	1	–	–	–	–	–	N/A
Infrastructure	–	3	–	–	–	–	N/A
Oil & Gas	2	–	–	–	–	–	N/A
Renewables	–	–	–	–	–	–	N/A
Telecoms	–	–	–	–	–	–	N/A
Power	2	3	–	–	–	–	N/A
Other	2	–	–	–	–	–	N/A

### Region

Greater China	1	1	–	–	–	–	N/A
North East Asia	–	–	–	–	–	–	N/A
South Asia	1	1	–	–	–	–	N/A
ASEAN	–	–	–	–	–	–	N/A
MENAP	3	4	–	–	–	–	N/A
Africa	2	–	–	–	–	–	N/A
Americas	–	–	–	–	–	–	N/A
Europe	–	–	–	–	–	–	N/A

### Designation<sup>4</sup>

Designated	–	–	–	–	–	–	N/A
Non-designated	7	6	–	–	–	–	N/A

### Independent review

Yes	7	6	–	–	–	–	N/A
No	–	–	–	–	–	–	N/A

1. 'Cat A' or Category A are projects with potential significant adverse environmental and social risks and/or impacts that are diverse, irreversible or unprecedented
2. 'Cat B' or Category B are projects with potential limited adverse environmental and social risks and/or impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures
3. 'Cat C' or Category C are projects with minimal or no adverse environmental and social risks and/or impacts
4. 'Designation' is split into designated and non-designated countries. Designated countries are deemed by the Equator Principles to have robust environmental and social governance, legislation systems and institutional capacity designed to protect their people and the natural environment. Non-designated countries are countries that are not found on the list of designated countries. The list of countries can be found at [www.equator-principles.com](http://www.equator-principles.com)

## Being a responsible company

### People

#### Countries

	2016	2015	2014
Global	68	67	71

#### Workforce profile

##### Headcount

	2016	2015	2014
Global total	86,693	84,076	90,940
of which businesses	43,286	42,036	49,638
of which support services	43,407	42,040	41,302
(Decline)/growth	2,617	(6,864)	4,300
(Decline)/growth percentage	3%	(8%)	5%

##### Location of employees (by region)

	2016 %	2015 %	2014 %
Greater China & North Asia	24	26	27
ASEAN & South Asia	55	52	50
Africa & Middle East	17	18	19
Europe & Americas	4	4	4

##### Employee attrition

	2016 %	2015 %	2014 %
Employee turnover rate	19.0	21.7	18.5
Employee voluntary turnover rate	14.4	16.7	15.1

##### Years of service

	2016 %	2015 %	2014 %
0-5 years	60	59	61
5-10 years	21	23	22
> 10 years	19	18	17

##### Age of employees

	2016 %	2015 %	2014 %
< 30 years	29	29	32
30-50 years	65	65	62
> 50 years	6	6	6

##### Gender

	2016 %	2015 %	2014 %
Female representation global total	46	47	47
By region:			
Greater China & North Asia	63	63	60
ASEAN & South Asia	41	41	42
Africa & Middle East	41	41	41
Europe & Americas	44	44	44
Female management <sup>1</sup>	25	25	23
Female senior management <sup>2</sup>	14	12	15
Female Executive and Non-Executive Director	23	23	11

1. Includes Executive Director, Band 1 to 4

2. Includes Executive Director, Band 1 to 2

2016 data as of 31 December 2016



<b>Nationalities (aggregate number)</b>	<b>2016</b>	2015	2014
Global	<b>130</b>	135	133
Senior management <sup>1</sup>	<b>33</b>	32	29

<b>Nationalities (percentage of total workforce)</b>	<b>2016 %</b>	2015 %	2014 %
Greater China & North Asia	<b>23</b>	25	26
ASEAN & South Asia	<b>54</b>	52	49
Africa & Middle East	<b>15</b>	16	17
Europe & Americas	<b>6</b>	5	5
Others (includes markets with no operations)	<b>2</b>	2	3

<b>Learning</b>	<b>2016</b>	2015	2014
Employees receiving training (%)	<b>95</b>	93	94
High potential employee receiving training (%)	<b>98</b>	91	97
Average number of training days per employee	<b>3.5</b>	3.3	3.2
Average spend on training per employee (\$)	<b>677</b>	781	764

## Performance and reward

<b>Performance review</b>	<b>2016 %</b>	2015 %	2014 %
Employees with completed objectives	<b>99</b>	99	100
Employees reviewed and appraised against performance objectives (achievement, values and behaviour)	<b>99</b>	99	98

<b>Staff cost</b>	<b>2016</b>	2015	2014
Total staff costs (\$million)	<b>6,303</b>	7,119	6,788
Discretionary incentive pool (\$million)	<b>1,039</b>	993	1,098

<b>Absenteeism</b>	<b>2016 %</b>	2015 %	2014 %
Sick leave absence/days lost	<b>0.9</b>	0.8	0.8
Employees who have taken sick leave	<b>43.4</b>	42.7	37.0

1. Includes Executive Director, Band 1 to 2

2016 data as of 31 December 2016

<b>Financial crime prevention</b>	<b>2016 %</b>	2015 %
Staff completing anti-money laundering (AML) e-learning	<b>97.7</b>	92.5
Staff completing anti-bribery and corruption (ABC) e-learning	<b>97.9</b>	96.0
Staff completing sanctions e-learning <sup>1</sup>	<b>97.9</b>	–

1. A dedicated e-learning on sanctions was developed and launched during 2016, replacing the sanctions content previously integrated into the AML training

## Environment

	2016		2015		2014	
	Measured	Scaled-up	Measured	Scaled-up	Measured	Scaled-up
Offices reporting	189		190	–	201	–
Net internal area of occupied property (m <sup>2</sup> )	840,510	1,237,043	846,480	1,261,320	891,338	1,308,959
Green lease clause inclusion <sup>1</sup> (%)	71	–	67	–	–	–
Occupied net internal area where data is collected (%)	72	–	73	–	75	–
Full-time employees (FTE)	58,699	86,693	58,528	84,076	78,216	90,940
Annual operating income from 1 October to 30 September (\$m)	–	12,515	–	17,566	–	18,105
<b>Greenhouse gas emissions – absolute (tonnes CO<sub>2</sub>eq/year)</b>						
Scope 1 emissions (combustion of fuels)	6,312	13,562	8,865	16,904	11,307	20,144
Scope 2 emissions (purchased electricity)	136,570	186,553	132,030	184,912	140,825	192,403
Scope 1 & 2 emissions	142,882	200,115	140,895	201,816	152,132	212,547
Scope 3 emissions without distance uplift (air travel)	49,393	52,056	54,519	54,519	54,216	55,296
Scope 3 emissions with distance uplift (air travel)	53,839	56,741	59,426	59,426	59,095	60,273
Scope 1, 2 & 3 emissions	192,275	252,171	195,414	256,335	206,348	267,843
Scope 3 emissions (Global Data Centre) <sup>2</sup>	–	22,653	–	19,339	–	–
<b>Greenhouse gas emissions – intensity</b>						
Scope 1 & 2 emissions/m <sup>2</sup> (kg CO <sub>2</sub> eq/m <sup>2</sup> /year)	170	162	166	160	171	162
Scope 1 & 2 emissions/FTE (tonnes CO <sub>2</sub> eq/FTE/year)	2.43	2.31	2.41	2.40	1.95	2.34
Scope 3 emissions/FTE without distance uplift (tonnes CO <sub>2</sub> eq/FTE/year)	0.57	0.60	0.64	0.65	0.54	0.54
Scope 3 emissions/FTE with distance uplift (tonnes CO <sub>2</sub> eq/FTE/year)	0.62	0.65	0.69	0.71	0.58	0.58
Scope 1, 2 & 3 emissions/m <sup>2</sup> (kg CO <sub>2</sub> eq/m <sup>2</sup> /year)	229	204	231	203	232	205
Scope 1, 2 & 3 emissions/FTE (tonnes CO <sub>2</sub> eq/FTE/year)	3.28	2.91	3.34	3.05	2.64	2.95
Scope 1 & 2 emissions/\$m operating income (tonnes CO <sub>2</sub> eq/\$m/year)	–	15.99	–	11.49	–	11.74
Scope 1, 2 & 3 emissions/\$m operating income (tonnes CO <sub>2</sub> eq/\$m/year)	–	20.15	–	14.59	–	14.79
<b>Environmental resource efficiency</b>						
<b>Energy</b>						
Indirect non-renewable energy consumption <sup>3</sup> (GWh/year)	185	245	201	284	215	298
Indirect renewable energy consumption <sup>4</sup> (GWh/year)	23	20	14	13	8	8
Direct non-renewable energy consumption <sup>5</sup> (GWh/year)	26	47	36	68	46	86
Direct renewable energy consumption <sup>6</sup> (GWh/year)	–	–	–	–	–	–
On-site renewable energy consumption <sup>7</sup> (MWh/year)	247	247	276	276	115	115
Energy consumption <sup>8</sup> (GWh/year)	234	312	252	365	287	405
Energy consumption/FTE (kWh/FTE/year)	3,986	3,599	4,306	4,341	3,669	4,453
Energy consumption/m <sup>2</sup> (kWh/m <sup>2</sup> /year)	278	252	298	289	322	309
<b>Water</b>						
Water consumption (ML/year)	917	1,181	793	1,037	814	1,191
Water consumption/FTE (m <sup>3</sup> /FTE/year)	16	14	14	12	10	13
Water consumption/m <sup>2</sup> (kL/m <sup>2</sup> /year)	1.09	0.95	0.94	0.82	1.03	0.91
<b>Paper</b>						
Print paper consumption (ktonnes/year)	0.74	1.14	1.04	1.50	1.51	1.75
Print paper consumption/FTE (kg/FTE/year)	12.61	13.15	17.70	17.70	19.25	19.25
<b>Waste</b>						
Waste (ktonnes/year)	5	6.4	5.2	6.6	5.9	7.2
Waste/FTE (kg/FTE/year)	85	74	89	79	75	79
Waste reused or recycled (%)	38	38	27	27	28	28
Retired IT equipment reused or recycled (ktonnes/year) <sup>9</sup>	0.15	0.23	0.19	0.29	0.16	0.28

1. Percentage of green lease clause inclusion in all new and renewed leases within the reporting year, please refer to the eco efficiency criteria for more information

2. Scope 3 emissions calculated from total energy consumption from our outsourced global data centres

3. Indirect non-renewable energy refers to purchased electricity from non-renewable sources

4. Indirect renewable energy refers to purchased electricity from off-site renewable sources

5. Direct non-renewable energy refers to the gross calorific values of fuels consumed on-site

6. Direct renewable energy refers to the gross calorific values of renewable fuels consumed on-site

7. On-site renewable energy refers to renewable energy generated and consumed on-site

8. The 2014 measured energy total of 287 GWh includes an estimated 18 GWh of energy for locations where invoices were not available at the reporting date

9. Data restated from 2015

#### Additional notes on environment data

The emissions within our inventory correspond to a reporting period of 1 October 2015 to 30 September 2016. This is to allow sufficient time for independent assurance to be gained prior to the publication of results. Accordingly, the operating income used in this inventory corresponds to the same period rather than the calendar year used in financial reporting. This is consistent with international carbon reporting practice.

'Measured' data is collected from Global Environment Management System (GEMS) properties, defined as all properties that are over 10,000 square feet for energy and water. For paper and business travel, it is defined per full-time employee.

'Scaled-up' data is an extrapolation made from measured data to account for 100 per cent of the Group's occupied property footprint for energy and water. For paper and business travel, it is defined per full-time employee (as at the end of the reporting period).

Carbon abatement benefit from indirect renewable energy is not taken into account.

Total energy use is normalised to reflect periods of vacancy in certain sites during the reporting period.

Net internal areas used for water use intensity do not include sites that have reported zero water consumption in demised areas.

Warehouses, empty land, car parks, unoccupied sites for business continuity purposes, residential properties, space occupied by automated teller machines, vaults and space sub-let to tenants are excluded from this extrapolation.

Scope 3 emissions are drawn from reliable data collected from 20 countries, based on seating class and distance flown.

As we operate largely outside of the UK, all flights domestic or international with flight distance of less than 463km, labelled by the Department for Business, Energy and Industrial Strategy (DBEIS) as 'domestic flights', have been classified as 'short haul'. All flights with distance flown ranging from 463 to 1,108km, labelled by DBEIS as 'short haul' have been classified as 'medium haul'.

The Carbon Trust is our independent third-party assurance provider for Greenhouse Gas (GHG) emissions. In 2016, our measured Scope 1 and Scope 2 emissions were assured by The Carbon Trust, ensuring the accuracy and credibility of our reporting. For additional information, review the Independent Assurance Report on [www.sc.com/EnvironmentalAssurance](http://www.sc.com/EnvironmentalAssurance).

#### Investing in communities

##### Community expenditure

	2016 \$million	2015 \$million	2014 \$million
Cash contributions	20.8	24.5	25.2
Employee time (non-cash item)	17.3	20.0	23.6
Gifts in Kind (non-cash item) <sup>1</sup>	–	0.1	0.1
Management costs	4.7	5.5	5.8
<b>Total (direct investment by the Group)</b>	<b>42.8</b>	<b>50.1</b>	<b>54.7</b>
Leverage <sup>2</sup>	9.5	10.2	9.5
<b>Total (incl. leverage)<sup>3</sup></b>	<b>52.3</b>	<b>60.3</b>	<b>64.2</b>
<b>Percentage of prior year operating profit (PYOP)</b>	<b>–</b>	<b>1.42</b>	<b>1.06</b>

1. Gifts in Kind comprises all non-monetary donations

2. Leverage data relates to the proceeds from staff and other fundraising activity

3. This metric is not meaningful based on 2015 operating profit

# Carbon Trust assurance statement



## **Carbon Trust Certification Ltd Assurance Statement Relating to Standard Chartered Plc's Greenhouse Gas Emissions Sources Claims 2016**

### **Terms of engagement**

Carbon Trust Certification Limited (CTC) was commissioned by Standard Chartered PLC to provide an independent, limited level of assurance on the following Selected Information:

- Scope 1 emissions (combustion of fuels); and
- Scope 2 emissions (purchased electricity, heat and cooling)

The Selected Information is presented within the Environment Table on Standard Chartered's Sustainability Summary 2016. We have not performed any work, and do not express any conclusion, over any other information that may be included in Standard Chartered's Sustainability Summary 2016 or on Standard Chartered's website for the current year or for the previous periods unless otherwise indicated.

### **Scope**

This engagement covers the verification of emissions from anthropogenic sources of greenhouse gases included within the organisation's boundary.

- Organisational boundary used: All Global Environmental Management System (GEMS) properties
- Control approach: Operational control
- Reporting period: 01 October 2015 – 30 September 2016
- Exclusions: Fugitive emissions

### **Our conclusion**

Based on the work we have undertaken and the evidence provided by Standard Chartered PLC, nothing has come to our attention that leads us to believe that the Selected Information has not been properly prepared, in all material respects, in accordance with the Reporting Criteria.

Scope 1 GHG emissions: 6,312 tCO<sub>2</sub>e

Scope 2 GHG emissions: 136,570 tCO<sub>2</sub>e

This conclusion shall be read in the context of the remainder of this Assurance Statement, in particular the inherent limitations explained below and this report's intended use.

### **Reporting criteria**

The Reporting Criteria used by the Standard Chartered PLC is the Eco Efficiency Reporting Criteria 2016. The Selected Information shall be read together with the Reporting Criteria.

### **Management Responsibility**

The management of Standard Chartered PLC is responsible for:

- Designing, implementing and maintaining internal controls relevant to the preparation and presentation of the Selected Information that is free from material misstatement, whether due to fraud or error;
- Selecting and/or developing objective Reporting Criteria;
- Measuring and reporting the Selected Information in accordance with the Reporting Criteria; and
- The contents and statements contained within the Report and the Reporting Criteria.

### **Our responsibilities**

Our responsibility is to plan and perform our work to obtain and provide limited assurance on whether the Selected Information has been prepared in accordance with the reporting criteria and to report to Standard Chartered PLC in the form of an independent limited

assurance conclusion based on the work undertaken and the evidence obtained.

### **Assurance standards applied**

We performed our work in accordance with CTC's assurance methodology based on ISO 14064-3:2006.

### **Our assurance activities**

Our objective was to assess whether the Selected Information is reported in accordance with the principles of completeness, comparability and accuracy. We planned and performed our work to obtain all the information and explanations that we believe were necessary to provide a basis for our assurance conclusions.

Considering the level of assurance and our assessment of the risk of material misstatement of the Selected Information, whether due to fraud or error, our work included, but was not restricted to:

- Assessing the appropriateness of the Reporting Criteria for the Selected Information;
- Conducting interviews with Standard Chartered PLC management to obtain an understanding of the key processes, systems, controls and related documentation in place over the preparation of the Selected Information;
- Carrying out site visit(s);
- Performing analytical reviews and detailed sampling of the Selected Information; and
- Reading the information that will be transposed into the Standard Chartered's Sustainability Summary 2016. The final version of this document and the narrative accompanying the Selected Information in the Sustainability Summary 2016 will be reviewed before publication with regard to the Reporting Criteria, and for consistency with our findings.

### **Inherent limitations**

The accuracy and completeness of the Selected Information is subject to inherent limitations given their nature and methods for determining, calculating and estimating such data. As such, this Assurance Statement should be read in connection with Eco Efficiency Reporting Criteria 2016.

### **CTC's competence and independence**

CTC ensures the selection of appropriately qualified individuals based on their qualifications, training and experience. The outcome of all verification and certification assessments is then internally reviewed by senior management to ensure that the approach is rigorous and transparent.

Morgan Jones, Associate Director – Certification



Carbon Trust Certification Ltd, London

Email: [info@carbontrust.com](mailto:info@carbontrust.com)
















This assurance report is made solely to Standard Chartered PLC in accordance with the terms of the engagement contract between us. Those terms permit disclosure to other parties, solely for the purpose of Standard Chartered PLC showing that it has obtained an independent assurance report in connection with the Selected Information. We have not considered the interest of any other party in the Selected Information. To the fullest extent permitted by law, we accept no responsibility and deny any liability to any other party other than Standard Chartered PLC for our work, for this assurance report or for the conclusions we have reached.



# Sustainability Aspirations

Our Aspirations build on our three sustainability priorities with measurable targets to demonstrate how we are achieving sustainable outcomes across our business. These also allow us to measure our contribution to the UN Sustainable Development Goals.

Aspiration	Target	Timeline
<b>Pillar 1: Contributing to sustainable economic growth</b>		
<b>Infrastructure</b> – Everyone should have access to safe, reliable and affordable power and infrastructure which transforms lives and strengthens economies    	Provide advisory, financing, debt structuring services and policy advice for \$25 billion of infrastructure projects, including \$4 billion toward clean technology	Jan 2017 – Dec 2019 (infrastructure) Jan 2016 – Dec 2020 (clean technology)
	<b>Climate</b> – Climate change is one of today's greatest challenges and addressing it is essential to promote sustainable economic growth   	Introduce criteria to assess alignment to a 1.5 degree climate scenario for energy sector clients and transactions Expand this climate assessment criteria to other high-emitting sectors May 2016 – Dec 2017 Jan 2018 – Dec 2018
<b>Entrepreneurs</b> – Entrepreneurs are the heart of local economies, creating jobs and empowering people 	Provide \$6 billion to Business Banking clients Grow our lending to smaller business clients in our Commercial Bank by 20%, as measured by assets Jan 2017 – Dec 2019 Jan 2017 – Dec 2019	
<b>Digital</b> – Everyone should have access to digital banking products enabling safe, efficient and inclusive banking   	Continue to provide 'last-mile' payments and collections to clients in our footprint through our Straight2Bank wallet Jan 2017 – Dec 2019	
<b>Commerce</b> – Trade creates jobs and contributes to economies by enabling people to connect across borders  	Bank 8,000 of our clients' international and domestic networks of suppliers and buyers through banking the ecosystem programmes Jan 2017 – Dec 2020	
<b>Impact and sustainable finance</b> – Innovative financial products and partnerships can help us solve global development challenges and improve the lives of millions in our markets     	Provide \$1 billion of financing to microfinance institutions to extend access to finance Facilitate opportunities for our Private Bank clients to invest in impact investing funds in our markets Continue to promote blended finance capabilities Jan 2016 – Dec 2020 Jan 2016 – Dec 2020 Jan 2016 – Dec 2020	

Aspiration	Target	Timeline
<b>Pillar 2: Being a responsible company</b>		
<b>People</b> – Our people are our greatest asset, and our diversity drives our business success   	<b>We will:</b> Increase gender representation: 25% women at board level 30% women in senior roles (bands 1-4) Flexible working: Apply flexible working policy globally Parental leave: Increase the minimum paid parental leave across all of our markets to 20 weeks for the primary care giver and two weeks for the spouse or civil partner	Jan 2013 – Dec 2017  Sept 2016 – Dec 2020  Sept 2016 – Dec 2017
<b>Environment</b> – Reducing our own impact on the environment will protect our planet for the benefit of our communities   	Reduce annual energy use by 35% to 230 kWh/m <sup>2</sup> /year in our tropical climate locations (80% of portfolio) Reduce annual energy use by 31% to 275 kWh/m <sup>2</sup> /year in our temperate climate locations (20% of portfolio) Reduce our annual water use by 72% to 0.5 kL/m <sup>2</sup> /year Reduce annual office paper use by 57% to 10 kg/FTE/year	Jan 2008 – Dec 2019  Jan 2008 – Dec 2019  Jan 2008 – Dec 2019  Jan 2012 – Dec 2020
<b>Conduct</b> – Good conduct and high ethical standards are essential in achieving fair outcomes for our clients  	Implement a conduct management framework that ensures all staff are able to identify, control and govern conduct related risk	Jan 2017 – Dec 2017
<b>Financial Crime Compliance</b> – Financial crime has serious social and economic consequences, harming individuals and communities  	All eligible Bank staff to complete relevant ABC, AML and sanctions training with less than 2% overdue Deliver at least 10 correspondent banking academies in 2017	Ongoing  Jan 2017 – Dec 2017
<b>Pillar 3: Investing in communities</b>		
<b>Community Engagement</b> – Health and education are vital for thriving and prosperous communities     	Invest 0.75% of prior year operating profit in our communities Raise \$100 million to tackle avoidable blindness Empower 600,000 girls through education and sport Educate 5,000 micro and small businesses, with 20% women-owned or led	Jan 2006 – Dec 2020  Jan 2003 – Dec 2020  Jan 2006 – Dec 2018  Jan 2013 – Dec 2018



### A positive outlook on Pakistan

Group Chief Executive, Bill Winters met Prime Minister, Muhammad Nawaz Sharif, at the World Economic Forum meeting in Davos. Prime Minister Sharif spoke about how the China-Pakistan Economic Corridor (CPEC) will help bring about an economic revolution in the entire region. He acknowledged the private sector's contribution to the growth of the national economy and shared that foreign exchange reserves were at their highest level and increasing at a fast pace due to the confidence of investors.

Bill Winters shared his optimism on CPEC and his hopes that it would attract the banking sector. He said with the initiation of the second phase of the project, a number of industrial and economic zones would be established. The Chief Executive of Standard Chartered PLC re-affirmed the Bank's overwhelmingly positive view of Pakistan's economy. He commented on how Standard Chartered is one of the biggest conduits in Pakistan for overseas capital and how he foresees significant business growth given the liberal economic regime.

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## Round the Clock Remote Cheque Printing

As a market leader in electronic payments the Bank took another step towards digitisation with the launch of Round the Clock Remote Corporate Cheque Printing facility for China Mobile Pakistan (ZONG).



With this facility, ZONG can now print cheques any time of the day or week at their own premises, through the Bank's internet based global delivery channel Straight2Bank. The process solution is entirely automated with inbuilt security, controls and audit trail features and superior to the existing market options which involve manual processes and authorisation which is prone to error and risk.

Through this solution users have an added advantage in their treasury operations by enhancing control, and bringing further efficiencies to their disbursement processes by managing them centrally in the head office via Straight2Bank; while reducing the turnaround time for delivery of payment to beneficiaries by printing these cheques directly at their own premises in remote or out of town locations across the country.

ZONG is one of the first telecommunication companies to utilise this value added Onsite Cheque Printing (OCP) facility, and has set a standard for others to follow.

All Pakistani clients have access to this new service via our secure online banking portal Straight2Bank which re-affirms our promise to be Here for good, and Here for progress.

## Straight through Real Time Gross Settlement

In a step forward towards realising the Bank's digitisation agenda, Standard Chartered Pakistan launched straight through processing of Real Time Gross Settlement (RTGS) payments.

RTGS automation has revolutionised the way high value payments are made today in the banking landscape, making them faster, more efficient, secure, and free of error. It connects our transaction processing system with Central Bank, and goes a step further by allowing clients to initiate RTGS payment via Straight2Bank, making the entire payment process paperless. Incoming RTGS payments to Standard Chartered have also been automated with this launch.

The launch of this facility proves true thought leadership by recognising an industry need, then conceptualising a solution and working closely with the regulator to implement it.

This proactive and responsive approach to a market need and the ability to put together an innovative solution with the required control standards has been appreciated by the Central Bank. The ability to make high value payments directly from the electronic platform will be a game changer for corporate clients wanting to move away from a paper based environment.

By being the first bank to enable automated RTGS, a benchmark has been set in the market. The regulator plans to use Standard Chartered's model as the industry standard and guideline for the banking industry.



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## President of Pakistan awards 'Best Islamic Banking and Finance Award'

Shazad Dada, Chief Executive Officer, Standard Chartered Pakistan received the Best Islamic Banking and Finance Award 2015 from the President of Pakistan in Islamabad.

The award ceremony was held at a Roundtable Conference on "Potential of Islamic Banking" in Islamabad. It was attended by heads of leading banks and corporate leaders. This is the third conference on the topic of Islamic Banking organised by the Pakistan Observer Group.



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## **Standard Chartered wins mandate for IATA**

In 2016, Standard Chartered Pakistan won the Clearing Bank Services mandate for International Air Transport Association (IATA).

IATA is a trade association of the world's airlines consisting of around 260 airlines, primarily major carriers, representing 117 countries.

The mandate was made possible through collaboration between the Transaction Banking, Coverage and Operations teams.

In Pakistan, IATA requires SC to manage collections from over 1700 agents and remit them to the member airlines. Benefits of winning this mandate will extend to all segments of the Bank, allowing us to Bank the travel industry 'ecosystem' .



# Investing in communities

## Seeing is Believing Phase V

### ‘Strengthening Pakistan’s Response to Diabetic Retinopathy’

Standard Chartered Pakistan deepened its commitment to preventable blindness through a new programme aimed at reducing avoidable blindness due to STDR (sight-threatening diabetic retinopathy) in three districts of Pakistan.

Under this project men and women, who are known diabetics, are diagnosed with DR and treated for STDR in the three districts in Pakistan.

The hospitals have a referral system in place to ensure known diabetic patients are screened for DR and a management plan established.

They also have a functioning tracking system that record referrals, screening, treatment and follow-up of known diabetic patients.

In the year ahead the project will continue to follow its plan and amongst other things focus on refresher trainings, disseminate the newly printed international eye care material in communities and development of case studies to capture project successes.



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**Time lost is never found again. Treat Diabetic Retinopathy, before it is too late.**

Jannat Khatoon is a 60 year old housewife. She lives in Jamia Milia Malir Karachi with her four sons and five daughters, where she manages her home and takes care of her children and grandchildren. She has had diabetes for the last nine years, but failed to monitor and manage her condition. Two years ago, she noticed that her vision was becoming increasingly blurry, making her life very difficult. It prevented her from carrying out even simple daily activities. She discussed this issue with a local Lady Health Worker (LHW). The LHW, being trained on diabetes and its effects on eyes, explained that her problem might be diabetes-related, and referred her to Al-Ibrahim Eye Hospital for examination.

Jannat visited the Diabetic Retinopathy Clinic at Al-Ibrahim in November 2014. She was informed that she had sight threatening Diabetic Retinopathy, a serious eye complication, and would lose her vision completely without prompt treatment. Moreover, she was informed that she needed to get her diabetes under control before undergoing any treatment. The counsellor in the clinic explained in detail how her uncontrolled diabetes was adversely affecting her sight and how diabetes management and timely treatment could save it from further deterioration. However, Jannat was reluctant. When the counsellor asked why, she shared that she could not afford the treatment even on subsidised rates. She was relieved to hear that the treatment is free of cost, and agreed to go ahead.

She was then referred to a Diabetologist for diabetes management. The counsellor maintained regular contact with her on the telephone and supported her to control her diabetes through a healthy diet and lifestyle changes, so that she could be treated effectively. In December 2015, with her diabetes under control, her right eye was treated with Intravitreal Injection and laser, while Vitreo Retinal surgery was performed on her left eye. After the treatment, the counsellor explained the importance of follow-up visits, and Jannat was careful to keep her appointments at the clinic.



Finally Jannat no longer needed to visit the clinic. When her vision was tested during her last visit at Al-Ibrahim, there was a big improvement and now she can see, as any other person with normal vision would see. Her blood sugar levels were also stable. Jannat shared her happiness at resuming her normal life in which she is not dependent on anyone, and can do her work without any assistance.



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## An Interview with the Seeing is Believing Co-Chairs

We had the chance to meet Shezad Arif - Head, Retail Banking and Azhar Aslam - Head of Islamic Banking, who are Co-Chairs of the SC Seeing is Believing forum about their thoughts on the SiB programme, what made them choose to become a Chair for SiB, and how do they see the programme growing. Here are their thoughts:

### What made you opt to become SiB Co-Chair

**Shezad:** Seeing is Believing is one of those programmes which strengthens our brand value when we say Here for good. It resonates with our commitment to the community and that is what made me choose to become co-chair of SiB.

**Azhar:** I opted to be co-chair to support this initiative as preventive blindness treatment can change not only a person's life but the lives of the entire family around him or her. Imagine a smile on the face of a parent when his/her child gets cured from blindness due to timely diagnosis and treatment.

### What is your favourite SiB memory?

**Shezad:** My favourite SiB memory would be the Art for Auction event we held at our WTC branch, it is dear to me because it showed how our business can merge with our commitment to the people and can translate into giving something back to the community.

**Azhar:** My favourite memory is my first ever live radio interview as SiB co-chair, I was a bit nervous but I think it came out good. I shared the recording with my daughters and wife and they all were excited about it.

### Where would you like to see SiB in the future?

**Shezad:** I would like to see Pakistan leading at the forefront of the SiB efforts across the world.

**Azhar:** SiB's future is promising in the sense that it creates awareness about timely treatment of preventive blindness and hence has far reaching impact .



### What does SiB mean to you?

**Shezad:** It allows you to personally get involved, give back to society and transform lives in the process.

**Azhar:** SiB is a change in mindset for me; we should be aware of our surroundings all the time and see how we can help anyone at anytime suffering from curable blindness. To me it's not holding an event of world sight day only or EVs during a particular time, it's about everyday life.

### Your message to your teams about SiB

**Shezad:** Life is about more than just daily routines we go through, there needs to be a purpose other than the daily grind which gives you the feeling of fulfillment within, programmes such as SiB contribute towards life changing experiences for the people we help. It is a cause worth pursuing and delegating your time to.

**Azhar:** My message to the entire SC team is to support this great cause in whatever way possible; every action and penny counts and hence every contribution is welcome and appreciated.



### Zareena Bibi: A story of hope in Chiniot

Zareena Bibi, a resident of Chiniot, wakes up early morning to the sound of her pet roosters. This has been her routine ever since she could remember. She would wake up before everyone else, get busy with the morning chores and be ready with breakfast for the whole family by the time everyone else woke up. Over the years, the household members changed, but her morning routine remained as predictable as clockwork. She did not let her old age, or even the death of her husband affect this in any way. She had come to relate her morning ritual with her identity and imagined she would continue this right up till her death bed. However, this started changing about two years ago.

Zareena noticed that she had trouble seeing in dim light. Dismissing this as a sign of old age, she would turn on extra lights when working. Slowly and gradually, her vision deteriorated, which affected her ability to navigate around the house for her morning activities. While she cut down on her activities throughout the rest of the day, she insisted on continuing her morning routine. Often the other family members were woken up by the sounds of utensils falling caused by Zareena bumping into something unexpectedly. When it reached a point where she was getting injured repeatedly, and her vision got so poor that she needed help even to find her way to the bathroom, she finally handed over the morning duties to her daughter-in-law. While she would still wake up early morning at her usual time, she continued to lie down in darkness with a sorrowful expression.

With limited resources available (her only son worked as a labourer), Bibi had visited a local optician's shop some time back, where the optometrist had told her that glasses were no longer improving her vision due to the severity of her cataract and that she needed to go to a hospital for surgery. In her current state, she knew that seeking treatment would not be easy. Taking her to a doctor in a government setup would require her son to take a day off - which meant the loss of a day's wage. The treatment itself would cost even higher than the loss of wage. Like her other ailments, she decided to bear it patiently, praying that it resolves on its own.

While her son was on work one day, he happened to pass by the Layton Rahmatulla Benevolent Trust (LRBT) hospital and the mention of free eye treatment on the signboard caught his eye. He cut short his work and returned to ask if a temporary eye camp setup is taking place in the near future where he might



get his mother's eye operated, if they were still taking in patients. He was however, pleasantly surprised to find a proper eye hospital where he could get his mother treated free of cost. He confirmed multiple times if there was some payment required at any stage of treatment and once satisfied, he returned home that day with a sense of achievement. When he told the news to his mother, Bibi felt such excitement that she hardly slept that night. The two of them arrived at LRBT early next morning and promptly made it to the out patient department where she was diagnosed with bilateral cataract.

Bibi consequently underwent successful cataract surgery with IOL implantation in one eye which was followed, four weeks later, by a similar surgery of the other eye. When she was allowed to return to her morning routine after a period of post-operative precautions, she resumed it with pride. For someone who had accepted her blindness as fate and was prepared to spend the rest of her life with it, returning to her normal routine was like getting a second life.

She gave her blessings and prayers to all the staff she came across and specifically inquired about her surgeon, to whom she gave a motherly pat on the head. The son is grateful for the treatment received and commented, "My impression of LRBT is that it's the highest standard of care that I could have imagined; and that too for free." However, he added, his mother had been saving whatever was possible from their little earnings so she could contribute to LRBT. And sure enough, she was seen making her way to the donation box on her way out.

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## British High Commissioner visits 'Awaken Our Legacy' Art Exhibition

The British High Commissioner, Tom Drew, visited the 'Awaken Our Legacy' art exhibition at the World Trade Centre Branch. The art exhibition was part of the Bank's regular series of art focused fundraisers for Seeing is Believing.

The 'Awaken Our Legacy' art auction was a testament to Pakistani art. It served as a promotion of our culture and heritage and provided a unique channel for our local talent to give and take: using their various walks of life to create, and using these creations to help fight for sight.

The exhibition created a cultural journey for our viewers through an assortment of artworks. These included ceramics, drawings, miniatures, paintings, photography and sculpture. With a total of 34 artists,

all with varying experience and backgrounds, the complete collection consisted of 62 pieces. To give justice to the theme of the event, two artisans, a basket-weaver and a ceramic artist, were also invited to showcase the creation of their work.



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## “The word ‘no’ is not in my dictionary...”

#Customersatourheart is not only about celebrating the remarkable work of our clients and customers, but also the strong and valued relationship that we build with them. These stories show us the crucial role we play - no matter where we sit in the Bank – in helping them grow their business. This #customersatourheart story series is about Business Banking client and education visionary Shabina Mustafa who persuaded parents and benefactors to support her school-in-a-garage project. Read her interview below:

### Question: Can you share how it all began?

**Shabina Mustafa:** The Garage School is actually my late husband's – Flight Lieutenant Syed Safi Mustafa's – dream. It's a tribute to him and his memory. He was convinced that a good education leads to better opportunities in life, and wanted to give underprivileged children the chance to change their destiny. His dream became a reality in November 1999 when a young girl I knew, Somia, eager to learn and change her destiny was denied admission into a school just because she was not fortunate enough to read or write. Luckily, the word 'no' is not in my dictionary. I felt a deep urge to help her, and The Garage School was born. I started teaching 14 children from my community in my garage. That was the beginning of the journey and we have not looked back since. Today, we teach 550 underprivileged children in Karachi.

### Question: Can you share the toughest lesson you learned on this journey?

**Shabina Mustafa:** I was not prepared for how popular the school would become. More and more parents brought their children to attend as they thought the school was an ideal opportunity to keep their children off the streets. A few years later, my garage was no longer big enough to accommodate our large number of students. I realised it was time to rent a space and found one in Karachi's Neelum Colony. With the bigger space, I could fulfil our aim of becoming a hub for academic training, medical treatment and social well-being for the underprivileged communities in the surrounding area.

### Question: Can you share some thoughts on finding funding.

**Shabina Mustafa:** The first year was tough on finances. I was funding the school completely on my own. I opened my first account with Standard Chartered, with just a few thousand rupees.



When awareness about my project grew after the first year and students' numbers increased, I convinced personal and professional contacts that the school was a worthy cause and slowly but gradually procured funding, which in turn let me set up additional classes and employ more teachers. Eventually, as the project kept growing, we partnered with Standard Chartered to open a Trust account, making it easier for us to pool our funding and manage the day-to-day costs of running the school.

### Question: Would you like to share the reason for your success?

**Shabina Mustafa:** I owe my success to my late husband. I started the school to honour his dream of providing underprivileged children with a great education. I also owe my success to the families and friends who gave me a chance, especially in the first year, to the children who worked so hard to learn and have gone on to achieve great things, and to Standard Chartered for being a supportive financial partner.

We have been providing business banking services to The Garage School since 2006. Our Bank's Business Banking team offers specialised banking services to clients with an annual turnover of below USD10mn.



## Locally developed projects

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### **Saving female eyesights - Jindan Mai and her story**

**Through our Local projects, we prioritise cataract surgeries for women who cannot afford them. This is the story of Jindan Mai in Khanewal and how we were able to transform her life with a simple day surgery.**

Jindan Mai, a 64 year old widow from Khanewal, was the apple of her parents' eye as a child, and then the centre of her husband's home where she raised and managed eight children; one son and seven daughters. After the demise of her husband, a few years ago, she lived with her 19 year old son having married off her daughters. Her young son worked as a labourer on daily wages and the two would often go without food when he was unable to find work. Jindan Mai would offer to do random tasks for the neighbours in exchange for a day's meal for the two.

With the passage of time, Jindan Mai started feeling that her vision was gradually decreasing. Panic stricken, she visited a local ophthalmologist, who, after examining her, diagnosed that she was suffering from cataract which had to be operated. Not in a position to bear the cost of surgery, she returned home with a heavy heart.

A few days later, her neighbour visited and told her that a couple of years ago, she was also suffering from a similar eye ailment for which she had been operated at LRBT Khanewal without spending a single penny. So, she advised Jindan Mai to visit LRBT Khanewal for her treatment.



Accompanied by her son, she visited LRBT Khanewal where after proper examination, the staff scheduled her cataract surgery. With her vision restored, Jindan Mai returned home, very excited to be able to fulfil her responsibilities. She is one of over 6,000 women whose lives we have been able to change with Seeing is Believing Pakistan.

**Our new community engagement programme, Goal, was launched in Pakistan in April 2016. This launch means that Pakistan now has a full suite of Standard Chartered community engagement programmes.**

Goal aims to empower and equip adolescent girls with the confidence, knowledge and skills they need to be economic leaders in their families, communities and societies. Our aim is to enable 1,500 girls in the first year in Pakistan. Globally, Goal has enabled approximately 217,000 girls across 24 markets to-date.

Through the programme, the Bank will reach out to over 1,500, underprivileged girls and take them through a full curriculum of four modules that will teach them about life skills, communication skills, financial education and health and hygiene. In Pakistan, we have partnered with an international NGO, Right to Play, and are assisted by the Bank's global partners, Women Win, to deliver the programme in underprivileged areas of Karachi.



The launch of Goal is a further testimony of the fact that we are Here for good, Here for people, Here for communities and Here for the long run.





## Celebrating Pakistan Independence Day with Goal

The day saw Standard Chartered partnering with the British Deputy High Commission and engaging 60 boys and girls, ages 10-14, in an exciting set of Goal based employee volunteering activities. From sing-a-long and book reading with famous celebrities, Khalid Anum and Shaniera Akram; to some fitness building exercises with the team from the popular new gym CORE; to our very own Silent Ball Goal game which focuses on the importance of strong communication skills; the afternoon was filled with fun and celebration. A perfect way to close our ten year Goal anniversary celebrations.



## 10 years of Goal celebrations in Pakistan

Pakistan proudly celebrated 10 years of Goal across the Bank by holding a community event in Karachi. A football summer camp was held for 25 girls, ages 12-16, from Lyari.

At the five day camp, the girls spent time understanding the game and practicing on the field whilst undergoing some Goal modules through the Goal coaches. Khadija Hashimi (Head Corporate Affairs and Brand and Marketing) and Tasneem Mirza (Associate Director Communication) joined the girls on Day 3 and enjoyed some play.



## Commemorating Peace week



In October, Khurram Khan, Chief Risk Officer, and Mariam Soomro, Director, Sustainability & Comm Engagement, attended a Goal event at Cheel Chowk, Lyari. The girls performed beautifully choreographed tableau performances that stressed on the importance of peace and unity. They highlighted values such as peace, patriotism and love to foster progress and growth.

The morning provided a glimpse into how Goal was empowering young girls to become confident, active young women, with the drive and skills, to succeed in life.





## Super-Duper-Awesome!

On a crisp fall morning, Shazad Dada, CEO Pakistan, spent the morning with Goal girls at the Genu Bai Allana School in Lyari. Together, with members of his management team, they joined the girls as they played some ice breakers and then a game of 'Say it with Silence'.

There were plenty of laughs as the SC team mingled with the girls and paired up for the activities.

Bakhtawar, our coach for the school, taught us the Goal Super-Duper-Awesome cheer and by the time we left, Shazad was leading the girls in declaring that the morning was Super-Duper-Awesome!





## Be Yourself - in Lyari, Karachi: Launching the curriculum in Pakistan

As the Goal curriculum was rolled out, It was a pleasure to see Goal in action in schools in an area that is a melting pot of different ethnicities and a geo-political hot spot. In the first year Goal Pakistan is being rolled out across seven schools in Lyari, Karachi. The girls participated enthusiastically in the energizer and activities and were quick to learn from their Coach.

The morning allowed room for celebration as certificates were awarded to the girls that had won an award for their tableau performances at the Peace Day festivities.

## Taking Goal to the community in Lyari

As part of Goal, a community level football tournament was organised in Lyari by Right to Play and SC Pakistan with the help of the District Football Association (DFA). Close to 100 girls from Lyari schools played a league style community tournament before a winner emerged.

Shazad Dada, CEO SC Pakistan, attended the matches and encouraged the girls to pursue their love for sports. At the end of the tournament trophies were awarded to the winners and runners up. All participants received Goal bags and water bottles as a token for their participation in the tournament.





## Goal Inter School Football Tournament

The Standard Chartered Audit and Financial Market teams in Pakistan took part in Employee Volunteering in December at the Goal football tournament.

The football tournament was managed by volunteers, who supported and motivated teams which they felt had the potential to win the game. Volunteers actively coached the little girls about importance of teamwork and how easy it is to achieve success through it. The semi-finals were held amongst four teams, from which two teams stood up for the final match.

Throughout the matches each volunteer actively took up a responsibility to make sure that the match was transparent; it included managing the scoreboard,

refereeing, commentating, acting as team manager, water boy-ing and cheerleading.

Each team had 11 players and there were about 300 hundred adolescent girls in the crowd who took the energy of the tournament to its zenith. Volunteers actively got engaged with the crowd to support the teams. The football matches were played with great enthusiasm by all the teams. The score of the finals was 2-2 at the end of the full time and the winner was decided through penalty kicks. The victory was much by celebrated by holding the winning trophy up, and the 'The Player of the Tournament' was awarded to a runner-up team player who really played well throughout the tournament. Both the team players in the finale were given Goal goody bags as souvenirs.





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## Financial Education Employee Volunteering led by Finance

The Finance led EV aimed to give an opportunity to children belonging to underprivileged areas/families to spend half a day in a relaxing and fun filled environment of an upscale mall with a modern cinema and play area.

This activity was coupled with a session on basic financial education conducted by the team. The wrap up of the event was with a lunch at the mall's food court and distribution of small gifts as a remembrance by the bank.

The students belonged to 'Shamim Public School' located in one of the underprivileged areas of Karachi. On the event day, our selected volunteers reached the school and briefed the students about the day's plan and guidelines for their movement. The students were divided into four distinct groups marked with coloured T-shirts provided by the bank. Each team was accompanied by designated volunteers and their teachers. 100 students and 9 teachers were then transported to the mall from their school.

The students first saw an animated movie titled 'Teen Bahadur'. This is Pakistan's first animated film in Urdu. After the movie, staff conducted a session on financial education. The key financial concepts introduced to the children in this session were:

The importance of money in life; how to keep money safe and concepts of borrowing and budgeting.



The session generated a lot of curiosity from the students who found it genuinely interesting and informative and provided their written feedback as well. After the session, students were taken to the fun area.

The excitement of the kids was visible. A moment to cherish the basic theme of our volunteering activity was fun, engagement, awareness and discipline. This was Finance's way of showing our commitment to the society that we are Here for people, Here for progress and Here for good.

## Saadiq Employee Volunteering activity.

An on-going tradition for the last five years, the Saadiq Retail Banking team led an initiative to distribute Ramadan food hampers to the deserving staff of the Bank. The hamper contained food supplies for a family of two for two weeks.



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## The largest Employee Volunteering event of the year in Karachi, Lahore and Islamabad!

The largest employee volunteering (EV) of 2016 took place simultaneously in Centre, North and South regions in the cities of Lahore (Model Town Park), Islamabad (SOS Village) and Karachi (DHA Golf Club), with over 1,000 staff volunteering across the country.

The staff worked in groups preparing for tree plantation across the designated city areas. The EV pledged to Go Green, demonstrating the Bank's commitment towards the environment.

Saplings were planted by staff who gathered early morning to first prepare the ground.

The EV forum heads congratulated the teams for the passion and enthusiasm shown, to work individually and collectively for improving and sustaining a cleaner and greener environment! There was a total of 2,763 days logged in 2016.



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## Follow the Sun Day

Pakistan Property Team arranged a Follow The Sun Day in June, 2016 at the Standard Chartered Head Office, Karachi.

The Team arranged a Financial Education for Youth session for our support staffs' children, to create awareness on setting up a business, key elements involved in planning, exploring related financial aspects and creating a business plan.

Students gathered for the session were quite excited to see the place where their parents work.

They were divided in three groups with SC volunteers divided amongst each group.

As Ice breaker, a round of table tennis and snooker was played; and the introductions were made in between the games. It was notable that the students already had an understanding of banking and some financial management and they were quite involved and responsive during the entire session. Some basic questions around business and finance were asked, which the students managed to answer well. They also shared their business ideas like, opening a shop in the mall, running a restaurant or a salon and talked about other professions like becoming a banker, engineer, doctor, or joining the forces. It was worthy to know that students are well versed with a number of professions and keen to aspire for their future goals.

At the end of the session, goody packs were distributed among them and they joined their parents for an Iftar Dinner.

## Iftar Dinner

The Financial Ed activity was followed by an Iftar Dinner. Over 500 tea boys, riders, janitors, drivers, security guards attended the Iftar. Participation of the CEO and the EXCO added great significance to the event.

Before the dinner, a formal prayer session was held with a lecture by a scholar who enlightened the audience on different aspects of Fasting and Ramadan. Shazad Dada distributed gift hampers among the staff as his personal gesture with respect to holy month of Ramadan.

Volunteers from Property team, CEO's office, Finance and Corporate Affairs, contributed to follow The Sun Day. The Property team placed second in the Follow the Sun competition for their efforts.



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## Standard Chartered inaugurates Classroom at Habib University

The Standard Chartered Classroom was inaugurated at the Habib University Campus in Karachi.

With a strong focus on youth and education, Standard Chartered donated funds to help build a state-of-the-art learning space. Located on the first floor of the campus, it is directly connected to staff offices, as well as to the first floor faculty pods, several other learning spaces and the marquee auditorium. It overlooks and opens to a terrace that is regularly used for networking and serving refreshments after events in the auditorium, as well as for students who enjoy the open view and greenery. Making up part of the front façade of Habib University, the Standard Chartered Classroom is an iconic space.



# Being a responsible company

## Energy and Business Efficiencies

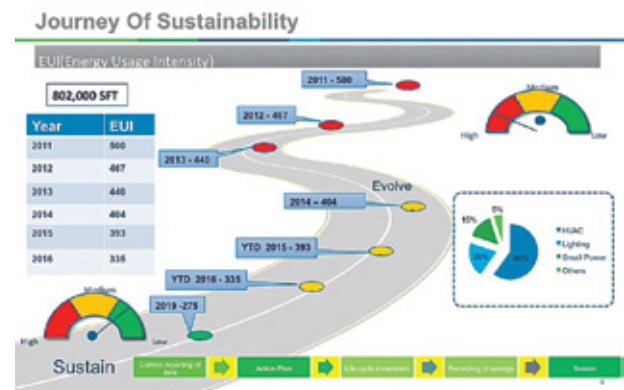
The energy crisis in Pakistan is a constant challenge for the economy and the country faces an average shortfall of 6,000 Mega Watts. Energy cost has also increased substantially resulting in high operational and administrative cost for branches and Bank's other premises. To overcome this challenge, the Workplace team has undertaken 'Renewable' and 'Non-Renewable' initiatives to save energy.

### Journey with sustainability:

Within the SC world, Pakistan is ranked as the third largest retail network and sixth largest property portfolio country. It is also the leading country for using clean and renewable energy - solar panel system with eight sites in country.

In 2016, the Bank successfully installed extended back-up Uninterrupted Power Supply (UPS) at, Inverter based air conditioners were replaced with conventional units, two PV (Photovoltaic) system sites were added and Generators were optimised under Life Cycle Replacement plan. Furthermore, 32,000 square feet area was optimised by vacating leased premises with efficient management of owned premises resulting in significant cost saving.

The objective of these initiatives is reliability, long term sustainability with a focus on being environment friendly with the capacity to expand. Pakistan as a country is optimistic that it will surpass internal 2019 energy efficiency targets.



### Expected outcome

With these initiatives implemented on ground, the country is expecting annual reduction in energy consumption by about 2,500,000 Kilo Watts.

By early 2017, an annual saving of USD 250,000 is expected with the completion of initiatives that oversaw replacement of conventional lights to LED and addition of 120KW from the solar grid at Bank owned premises.

These initiatives all tie in to a commitment to the people of Pakistan of 'being Here for good'. The use of clean renewable energy, reduced carbon emissions, use of Ozone Friendly AC refrigerant all help in protecting the environment and providing a less expensive, cleaner future.

Energy Initiative	Total Installations	Annual Energy Saving	Annual Cost saving
PV installations	2	8000 Kwh	\$19,000
Long backup UPS	14	162,000 litres	\$123,000
Genset Replacement	10	10,000 litres	\$27,750
Inverter ACs	450	541,500 Kwh	\$118,621
Optimisation projects	4	885,000 Kwh	\$203,000



# Diversity and Inclusion

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**The Bank celebrates Diversity and Inclusion with a range of activities for staff, from Diwali celebrations for Hindu colleagues to sessions on Centered Leadership and Financial Education for children amongst other activities.**

## Diwali Celebration

On the occasion of Diwali, the festival of lights, a celebratory atmosphere prevailed. A message from Head of HR went out to all staff, followed by a get together for all the Hindu staff chaired by the CEO. The importance, significance and history of the festival were discussed as symbolic diya were lit and cake cut. Mithai boxes were distributed to mark the festivities.



## Session on Breast Cancer Awareness

Pakistan has the highest rate of breast cancer in whole of Asia, with every ninth woman is at high risk of getting breast cancer at some point in her life. To help spread awareness a session on Breast cancer awareness was held with the support of Pink Ribbon. During the session staff learned about early detection and simple habits that they can adopt to keep themselves informed about any changes that may be a red flag.

## Diversity and Inclusion (D&I) Excellence Awards for Gender Equality and Inclusion

In 2016, Standard Chartered Pakistan received the SC Group Da&I Excellence Award for Gender Equality/Inclusion.

At the onset of the year, the Pakistan franchise laid into place a plan endorsed by the CEO and other business leaders to improve gender diversity in the workplace. The aims were to improve overall work culture and environment for female staff, increase the number of women being promoted or taking on larger roles, and for the Bank to become the preferred employer for women at all levels. Successful initiatives included a management team and HR sponsored campaign to educate staff about unconscious bias and develop 'gender-intelligent' leaders; a mentoring programme partnering over 100 women with senior level managers for their development; and an adaptive leadership workshop and conversation series sponsored by the Bank that centred on the role of CEOs and HR in growing women leaders.

These initiatives, combined with signing of a Flexibility Charter, the launch of a women's network, a refresh of the day-care policy, and starting "Lean In Circles" to leverage the power of peer support contributed to measurable improvements in hiring, retention, promotions and performance. At present Pakistan has a diversity ratio of 26% (2016).



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## An evening of fun and games followed by some Business planning

The Pakistan Country HR team led a Financial Education EV for children between the ages of 10 and 16. Over 40 children arrived at the Learning Centre all set to have some fun! The evening started with the Corporate Affairs and Brand and Marketing team dividing the children into groups and using Goal games as an ice breaker and a warm up for the children.



After a tough football game and some gentle passing for the younger lot, the teams went into classrooms where the discussion centered around money, savings, options of savings and setting up a business. Divided into teams they then came up with ambitious and interesting business plans which they shared with the class.

The evening ended with the volunteers and children enjoying some snacks before the session broke up for the weekend!

## The Centered Leadership Programme

The launch of the 'The Centered Leadership Programme' was announced by the Diversity team during Diversity and Inclusion week.

This new programme has been launched with an aim to help women lead with impact, resilience, and fulfilment at work and in life. This novel programme is a 100 day journey, which will enable participants to reflect and display certain behaviours they have chalked out for themselves. Centered Leadership is a deep dive on effectively role modelling the changes in mindsets and behaviours, leaders expect, by first going through a personal transformation and applying new practices in the context of individual leadership challenges.

It is a proven model for personal leadership effectiveness, that is deeply rooted in the belief, 'For things to change, first I must change.'



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## International Women Leaders Summit: Women leaders share leadership lessons

The International Women Leaders Summit was held in Karachi with the theme of 'People, Purpose and Passion - The Pathway to Success'. A panel discussion on "The challenges and opportunities women face at work" was moderated by Dr. Mahnaz Shah, a renowned Ophthalmologist. Shazad Dada, CEO Standard Chartered Pakistan, spoke as part of the panel along with Shazia Syed, CEO Unilever Pakistan and Asif Jooma, CEO, ICI Pakistan.

The Summit which is held annually, is a unique chance for women professionals in the corporate and business sectors in Pakistan to learn from global success stories and business leaders. It brings together female professionals and entrepreneurs to learn from women who are pioneering agents of change in the fields of academia, international diplomacy, multilateral organisations, private enterprise and public sector.



## SC Pakistan was a proud sponsor of the first Women of the World (WOW) festival in Karachi

WOW is an international festival focused on women and girls around the world that celebrates their achievements and also looks at the obstacles women face across the world. The WOW movement is in over 15 cities, across five continents - over 25,000 people came to WOW London in 2015 and the hash tag #WOWLD trended locally and nationally across the weekend with 80 million impressions generated from these Twitter mentions.

The event had great offerings for the whole family. From speed mentoring sessions, screenings, dramatic readings, mother and child Zumba, engaging panel discussions, exciting musical performances by the Nescafe band and Sounds of Karachi there were plenty of activities for everyone. Hafsa Abbasy, Head HR, Retail Banking and Khadija Hashimi, Head Corporate Office and Brand and Marketing were mentors at the event.





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## Celebrating Pakistani Women: The importance of diversity for business growth

Under our Diversity and Inclusion platform, we joined with the British Deputy High Commission, as our partner, for the second year, to a panel discussion commemorating International Women's Day.

The evening was titled 'Celebrating Pakistani Women: the importance of diversity for business growth' and held at the British Deputy High Commission in Karachi.

Moderated by Khadija Hashimi, Head, Corporate Affairs and Brand and Marketing, the panel discussion featured Shazia Syed, CEO, Unilever Pakistan, Spenta Kandawala, Board of Director, Standard Chartered Bank (Pakistan) Limited, Hajra Khan, Captain, Pakistan Women Football Team and Shazad Dada, CEO Standard Chartered Pakistan.

The forum discussed various organisational models for workplace enhancement to construct alternate promotional systems for women; career tracks that will complement work-life balance, mentoring and general development.

Adding to the discussion, Mr. John A. Tucknott, MBE, British Deputy High Commissioner, Karachi stated, 'Promoting the rights of women are at the centre of the UK Government's human rights' work. By supporting projects that tackle violence against women, work to ensure equal representation of women in political and public life, and challenge discriminatory laws and practices, we make a difference for women and girls globally. In his Women's Day message earlier this month, the UK Foreign Secretary stressed the crucial role played by women in resolving conflict and rebuilding societies. He also said on his recent visit to Islamabad that it was a privilege to meet Oscar winning filmmaker Sharmeen Obaid Chinoy, who has challenged taboos on so-called honour killings in Pakistan.'



The Bank aspires to be a leader in gender diversity, supporting women in the workplace, as clients and in the community. SC is committed to be Here for good in the markets where it operates and is determined to make a difference not only to help women fulfil their potential as leaders in the Bank, but to also play a critical role with its clients and communities in supporting and furthering the role of women in every society, including Pakistan.

The Bank's diversity, in both its people and the market, is a strength that differentiates SC from competition. By capitalising on the advantage of the natural diversity and making inclusion an organisational strength, SC aims to create sustainable competitive advantage which will enable it to deliver superior business results.

“At Standard Chartered, we strive to be a market leader in the Diversity and Inclusion space by helping women realise their full potential through personal development and supportive workplace practices.”

### Shazad Dada

Chief Executive Officer  
Standard Chartered Bank (Pakistan) Limited



# Belt and Road

## Belt and Road

In October 2016, Standard Chartered Pakistan played host to a Chinese Delegation which included members of the Bank and journalists from mainland China and Hong Kong. During the visit the delegation engaged in meetings with the clients, regulators, and journalists to get a flavour of what doing business in Pakistan can look like for Chinese companies and witness first hand the progress within the country.

The China Pakistan Economic corridor, or CPEC as it is popularly known, holds great relevance to us as a country and as a business. The implementations of projects under the CPEC initiative hold promising prospects for economic and financial growth both for Pakistan and its financial industry.

SC is making great strides to bring to life CPEC projects. As a bank, we have a pivotal role to play with our strong presence in both markets.

### Engagements at SC Pakistan

The delegation met with the Bank's CEO and Senior Economist in an economic briefing session on the CPEC report published by the Bank. In the session discussion focused on the economic landscape of Pakistan and opportunities that were a part of the "Belt and Road" initiative. The economist also laid out how this would benefit Pakistan in boosting its economy, driving it towards long term sustainability.

### Meeting the clients

The journalist delegation interviewed an SC client, who provided an overview of its operations in Pakistan, the Belt and Road initiative and what investment opportunities and challenges it sees in the country as a result of CPEC.

### Overseas Investors Chamber of Commerce and Industry (OICCI)

To understand the investment opportunities which will develop as the Belt and Road initiative gathers momentum, the delegation met with the Secretary General of Overseas Investors Chamber of Commerce And Industry (OICCI), who provided them with insights about the investment landscape in Pakistan along with a brief analysis of the industry.

### Visit to the State Bank of Pakistan

The delegation also had the opportunity to meet the Chief Spokesperson for the State Bank of Pakistan. The purpose of the meeting was for the delegation to meet the regulators and learn more on how they perceive CPEC and what impact they feel it will bring to the economy.



### Karachi Press Club

A visit to the Karachi Press Club was also organised for the journalists to meet senior editors from some of the top media groups in Pakistan to get a flavour of their outlook on the economy, the political environment and country overview.

### Media Briefing

A press briefing event was arranged as part of the visit which included the Chinese delegation and colleagues from SC Hong Kong, Carmen Ling, Managing Director, Head of RMB Solutions for Corporate and Institutional Banking and Becky Liu Head, China Macro Strategy represented SC Hong Kong.

The press conference shared the Bank's views on the Belt and Road initiative, discussed business opportunities along Belt and Road and CPEC and highlighted RMB businesses and opportunities. They also discussed how the Belt and Road initiative has facilitated the internationalisation of the Renminbi, and its emergence as a mid and long term lending currency for international projects.

CPEC offers huge opportunities for Pakistan and Standard Chartered views the country's economy positively and believes that investment and capital will grow with the implementation of CPEC projects. This road show emphasises our promise to be 'Here for good', while demonstrating our capabilities in cementing existing partnerships and forging new business opportunities through CPEC across Pakistan.



“The Bank has more than 150 years of experience and a well-established network across Asia, Africa and the Middle East. Standard Chartered has the products and expertise to support the internationalisation of the Renminbi, and the development opportunities which the ‘Belt and Road’ initiative brings to a number of economies where we operate. CPEC offers huge opportunities for Pakistan.”

### Shazad Dada

Chief Executive Officer  
Standard Chartered Bank (Pakistan) Limited

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**The Bank has once again been included in the Dow Jones Sustainability Index (DJSI), the highly regarded index used by investors to benchmark how companies perform on sustainability issues.**

Only the top 10 per cent of companies per sector are selected, and 2016 is the seventh consecutive year that we have been included.

**Our strengths**

The DJSI ranks companies on a range of issues (economic, environmental, and social dimensions) before creating a score out of 100 for organisations. Our overall score was 82, up from 80.

This year, we scored ninety and above in the areas of anti-crime policy and measures, business risks and opportunities, environmental reporting, corporate citizenship and philanthropy, and financial inclusion.

We also markedly improved our scores in anti-crime policy and measures, codes of business conduct, tax strategy and occupational health and safety.

However, there is still room for improvement in several categories, where we are behind industry leaders like Australia's Westpac, who achieved a total score of 95 for the third year running.

**Increasing external scrutiny**

This year, for the first time, Bloomberg licensees will be able to view companies' positions relative to their industry peers, both at an aggregate level and on individual issues such as operational eco-efficiency and corporate governance.

This move once again emphasises the importance of the way we do business.

The increased transparency is a positive step for sustainability as a whole as it will encourage companies all over the world to improve their processes to make it onto the index.

And for us, the move highlights the need to analyse what we could be doing better and to focus on improving those areas where we are not industry leading - a process that we've already begun.

There are a lot of companies out there who didn't make it on to the list. To be on the list for seven years in a row is an achievement to be proud of, and one which places our economic, social and environmental performance among the world's leading companies.



## Our Partners

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### **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.



