

## India Sustainability Review 2015



# Standard Chartered

Standard Chartered is a leading international banking group, with more than 90,000 employees and a 155-year history in some of the world’s most dynamic markets. We bank the people and companies driving investment, trade and the creation of wealth across Asia, Africa and the Middle East, where we earn around 90 per cent of our income and profits. Our heritage and values are expressed in our brand promise, ‘Here for good’.

Standard Chartered PLC is listed on the London and Hong Kong Stock Exchanges as well as the Bombay and National Stock Exchanges in India.

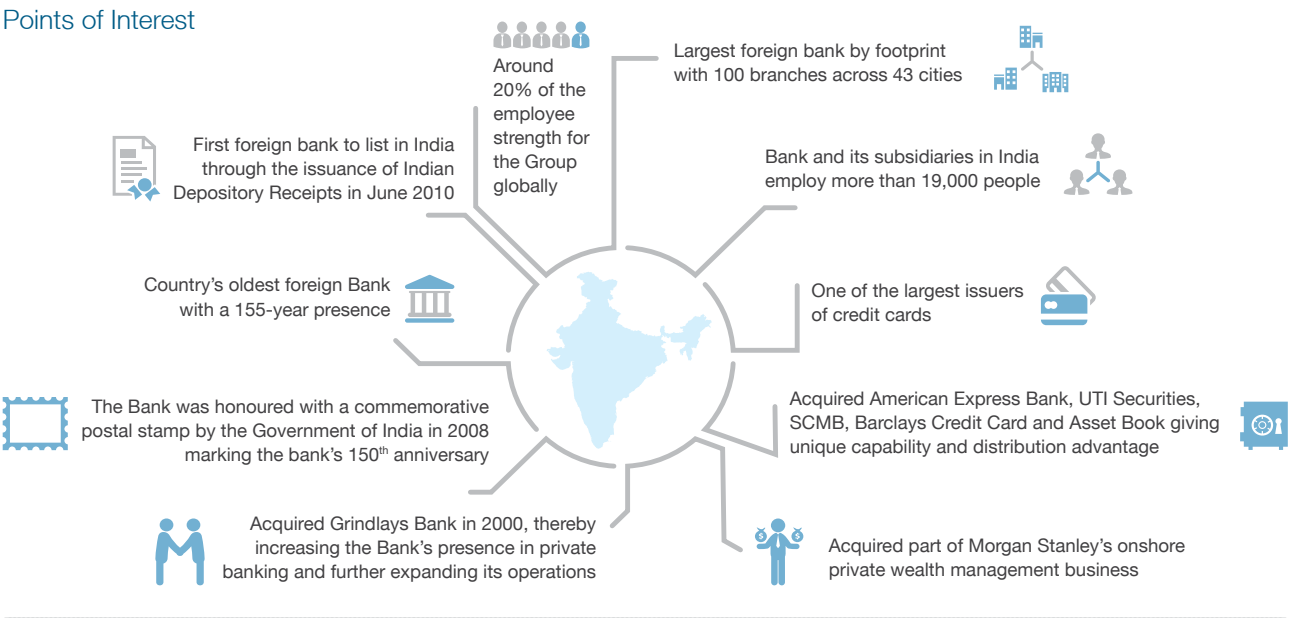
Standard Chartered in India is the largest international bank with 100 branches in 43 cities, a combined customer base of around two million retail customers and more than 2,500 corporate and institutional relationships. Our key businesses comprise Corporate and Institutional Clients, Commercial and Private Banking Clients, and Retail Clients. The various product groups offered include Corporate Finance, Financial Markets, Transaction Banking, Wealth Management as well as Retail Products.

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

With 1,200 offices in 71 countries, the Group offers exciting and challenging international career opportunities for more than 90,000 staff. It is committed to building a sustainable business over the long-term and is trusted worldwide for upholding high standards of corporate governance, social responsibility, environmental protection and employee diversity. Standard Chartered’s heritage and values are expressed in its brand promise, ‘Here for good’.

## Standard Chartered Bank, India

### Points of Interest



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



# Our heritage buildings

We are proud of our heritage. Heritage makes us who we are. It is a vital link to our cultural and economic legacy. Several of the Bank's buildings capture our 155-year presence, and India's heritage.



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



90 M G Road, Mumbai, India | Circa 1868

The Bank's buildings located at 23/25 Mahatma Gandhi Road and 90 Mahatma Gandhi Road are part of Mumbai's heritage and have received Grade II-A classification by Municipal Corporation of Greater Mumbai. In the second half of the 19<sup>th</sup> century, the buildings in Mumbai depicted a beautiful blend of oriental and western style of architecture; being the 'built heritage' of the city. The built heritage merits prudent conservation and preservation from a historic and contemporary architectural point of view, specially, Grade II built heritage structures deserve intelligent conservation.

## The 23/25 history

Standard Chartered Bank moved into the 23/25 building in 1902 after operating out of a rented premise for close to half-century. This building is among the notable last works of one of the most acclaimed British architect of the nineteenth century - Frederick William Stevens, who also designed Chhatrapati Shivaji Terminus (formerly Victoria Terminus), now a UNESCO World Heritage site.

The building's facade distinctly stands out because of its Porbander, Malad and basalt stone work in light colours, bands, brackets, sculptures, pediments, etc. The main doors are replete with classic wrought iron double leaved gates, and traditional ceramic tiles have been used on its roof. As the Bank was formerly called as the Chartered Bank of India, Australia and China, it is also interesting to note, that the coat of arms embedded in the pillars of the building symbolise India by an elephant and palm tree, Australia by a golden fleece and China by a vessel, the junk, in full sail. The external grandeur of the building has been preserved in its original form, while the interiors have been modernised. In addition to the various maintenance activities such as painting, housekeeping, pest control, etc, energy efficient techniques such as solar power and innovative under floor air-conditioning have been introduced. In 2013, the office building achieved a gold LEED rating for commercial interiors.

The image of the building has also been captured in the Indian Postal Stamp which is valued at INR 5. The stamp was launched in honour of Standard Chartered's 150<sup>th</sup> anniversary by the Government of India at Rashtrapati Bhavan, the official residence of the President of India.



In 1991, the Bank was additionally presented with the 'Urban Heritage Awards', by the Indian Heritage Society for this building.

This architecturally rich flagship branch is a tangible part of the city's landscape.



# Here for generations Here for good

You have spent a lifetime building wealth. Now you want future generations to understand the responsibilities that come with it. One bank is here for you.

[sc.com/hereforgood](http://sc.com/hereforgood)

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# Message from Sunil Kaushal

Regional CEO, India and South Asia

At Standard Chartered we believe banks can and do play a vital role in society, driving investment, trade and the creation of prosperity and employment. To perform this critical role, financial institutions must be managed responsibly, with a focus on long term sustainability and prioritising social and economic development in the communities in which we operate.

Our intent is to be the world's best international bank. This means getting the basics right: promoting financial stability; continuously striving for exemplary conduct and good governance; and supporting growth and job creation in the real economy. Although the last year was a challenging one for the banking industry, I am pleased to report that we made significant progress on all three of our sustainability priorities: contributing to sustainable economic growth, being a responsible company and investing in the community.

- Over the past five years, we have increased our lending to clients by almost half, from \$7.7 billion to \$11.2 billion, making a substantial contribution to wealth creation, trade, growth and employment.
- In India, our lending to businesses was \$2.8 billion, of which over \$700 million was lent to small businesses and over \$2 billion to medium sized enterprises.
- We continue to support significant growth in the exciting new emerging market trade corridors. Between 2012 and 2014, we increased revenues from facilitating trade between India and the Middle East by 34 percent; between India and Bangladesh by 16 per cent; and 10 per cent in India-China flows.

We are conscious that the way in which we work with our stakeholders and deploy our capital can have far reaching impacts and we describe our approach to contentious social and environmental issues in our 20 Position Statements. Some notable positive financing impacts included:

- Supporting the financing of \$110 million to renewable energy and clean technology (between 2008 and 2014 we have supported an overall \$660 million in this sector).
- Our agribusiness loan book doubled from \$93 million in 2014 to \$188 million in 2015. The accelerated portfolio growth is attributed to a combination of own origination as well as purchase of the direct agriculture securitisation portfolio.
- We have provided supply chain financing to more than 3,000 clients; approximately 70 per cent of which are micro and small enterprises.
- Since 2006, we have provided approximately \$383 million in lending to 24 Indian microfinance institutions (MFIs). In 2014, we disbursed close to \$77 million to MFIs for lending to microfinance clients, representing an increase of 71 per cent since 2013. We provide a full range of banking products and services to MFI clients and have also invested in technical assistance

initiatives to build the capacity of MFIs and influence thought leadership for the sector. Since 2006, our financing has impacted an estimated 2.58 million clients, with around 500,000 people in 2014 alone – all of them being women.

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

- Seeing is Believing (SiB), our flagship community programme, provides funding to address avoidable blindness and promote quality eye health, and has helped more than 11 million people since 2003.
- Water Sanitation Hygiene & Education (WASHE), our India led programme, provides easy access to safe water, toilet facilities and hygiene education to the girl-child in municipal schools. The programme has helped retain over 45,000 girls in school since 2011.
- Goal, our education programme which combines sports with life-skills training to empower girls has impacted over 23,000 girls since 2006.

External feedback helps us shape our sustainability agenda. We participated in the leading sustainability indices including the Dow Jones Sustainability Index, FTSE4Good and the Carbon Disclosure Project. Our work in the communities received recognition, including: the Skoch Renaissance Award for financial inclusion and CSR; the CMO – Asia best CSR Practices award for our Seeing is Believing programme; and the Blue Dart CSR Excellence and Leadership Award, again for our Seeing is Believing programme.

The priorities of the new Government in India present an opportunity for new partnerships to deliver community investment. We will continue to refine our India sustainability strategy in support of the Government's new vision, including on public health and education.

Our commitment to sustainability is not an add on to our banking activities: it sits at the very core of our business. It strengthens our relationships with our clients and the Indian authorities, drives the engagement and passion of our talented staff, earns us our right to do business in India and ultimately helps us deliver a better financial performance. I am proud to present this year's India Sustainability Review and look forward to further engagement with all our stakeholders in the communities in which we at Standard Chartered live and work.



**Sunil Kaushal**  
Regional CEO, India & South Asia



# History and financials



Established in 1858



Credit Ratings

Standard Chartered PLC  
A- /Aa3/AA- (S&P/Moody's/Fitch respectively)

Standard Chartered Bank India  
CRISIL A1+ (Reaffirmed)



100 branches across 43 cities



Employees more than 19,000 people

## India financials

Key financial indicators

Year	Income (\$ million)	Operating profit (\$ million)
2010*	2,028	1,197
2011*	1,805	804
2012*	1,585	676
2013*	1,663	679
2014*	1,452	561

\*Includes Nepal & SCOPE



# Sustainability and our business

Using our position as a leading financial institution, we are committed to promoting positive social and economic development in the countries where we operate.

Sustainability to us is not just about using less energy, or raising money for good causes, although we are proud of our efforts in both. Sustainability is embedded in our brand promise, Here for good, and affects every single thing we do: the way we make decisions, the contribution we make to local economies and the impact that we have when we bank the people and companies driving investment, trade and the creation of wealth across Asia, Africa and the Middle East.

Our ambition is to be the world's best international bank. This means getting the basics right: being financially stable, continuously improving our governance and seizing the opportunities presented by our markets to provide and promote sustainable economic growth. Our approach continues to focus on three key priorities: contributing to sustainable economic growth, being a responsible company and investing in communities.



## Stakeholder engagement

We maintain ongoing dialogue with stakeholders and draw upon their feedback to develop our business strategy, identify new opportunities and manage risks.

**Clients:** we engage with our clients to ensure that the products and services we offer meet their personal and business needs. We seek to provide the highest levels of service and actively work to identify and resolve complaints. In 2014, we moved towards an online sampling method to assess client satisfaction. In India, we transitioned to a more rigorous Net Promoter Score (NPS) calculation.

**Employees:** we have continuous dialogue with our employees for feedback on our role as an employer. In 2014, we launched My Voice, our new employee engagement survey, with participation from over 84 per cent of employees in India.

**Communities:** we work with local and international non-governmental organisations to understand the social, economic and environmental concerns of the communities where we operate and to deliver our community investment programmes. In 2014, we partnered with the Queen Elizabeth Diamond Jubilee Trust which has ambitious programmes to be delivered across the commonwealth. The partnership will focus on retinopathy of prematurity in India. With an estimated 15 million preterm births per year, it is a common cause of blindness in children. The programme will focus on supporting the development of a national plan to tackle this problem in India, which has the highest number of preterm births worldwide.

**Investors:** we engage with investors and analysts through one-to-one meetings, roundtables and surveys on how to further integrate sustainability into our business. Globally, in 2014, we participated in the leading sustainability indices including the Dow Jones Sustainability Index, FTSE4Good and the Carbon Disclosure Project.

**Regulators, governments and industry bodies:** we take part in initiatives that engage regulators, governments and financial institutions to address sustainability issues in the banking and finance industry.

Globally, we participated in industry discussions on financial inclusion through our membership of the World Economic Forum Financial Inclusion Steering Committee and Working Group.

In India, in 2014 we participated in industry discussions on Financial Inclusion through our membership of Federation of Indian Chambers of Commerce and Industry (FICCI) and Confederation of Indian Industry (CII). In addition, we are a member of the working group set up by FIU (Financial Intelligence Unit) of the Government of India to share best practices amongst banks in India on trade-based money laundering.

Working in partnership with the local government enables us to maximise our social impact locally, while delivering on our overall sustainability strategy. Our community programmes in India address the issues of health, sanitation and education. Seeing is Believing (SiB), our flagship community programme, provides funding to address avoidable blindness and promote quality eye health. It has impacted more than 11 million people since 2003. Water Sanitation Hygiene & Education (WASHE), our India led programme, provides easy access to safe water, toilet facilities and hygiene education to the girl child in municipal schools. The programme has helped retain over 45,000 girls in school since 2011. Goal, our education programme which combines sports with life-skills training to empower girls has impacted over 23,000 girls since 2006.

The priorities of the Indian government represent an opportunity to further sharpen the alignment of our community investment programmes in India. We will continue to refine our India Sustainability strategy in support of the Government's new vision.



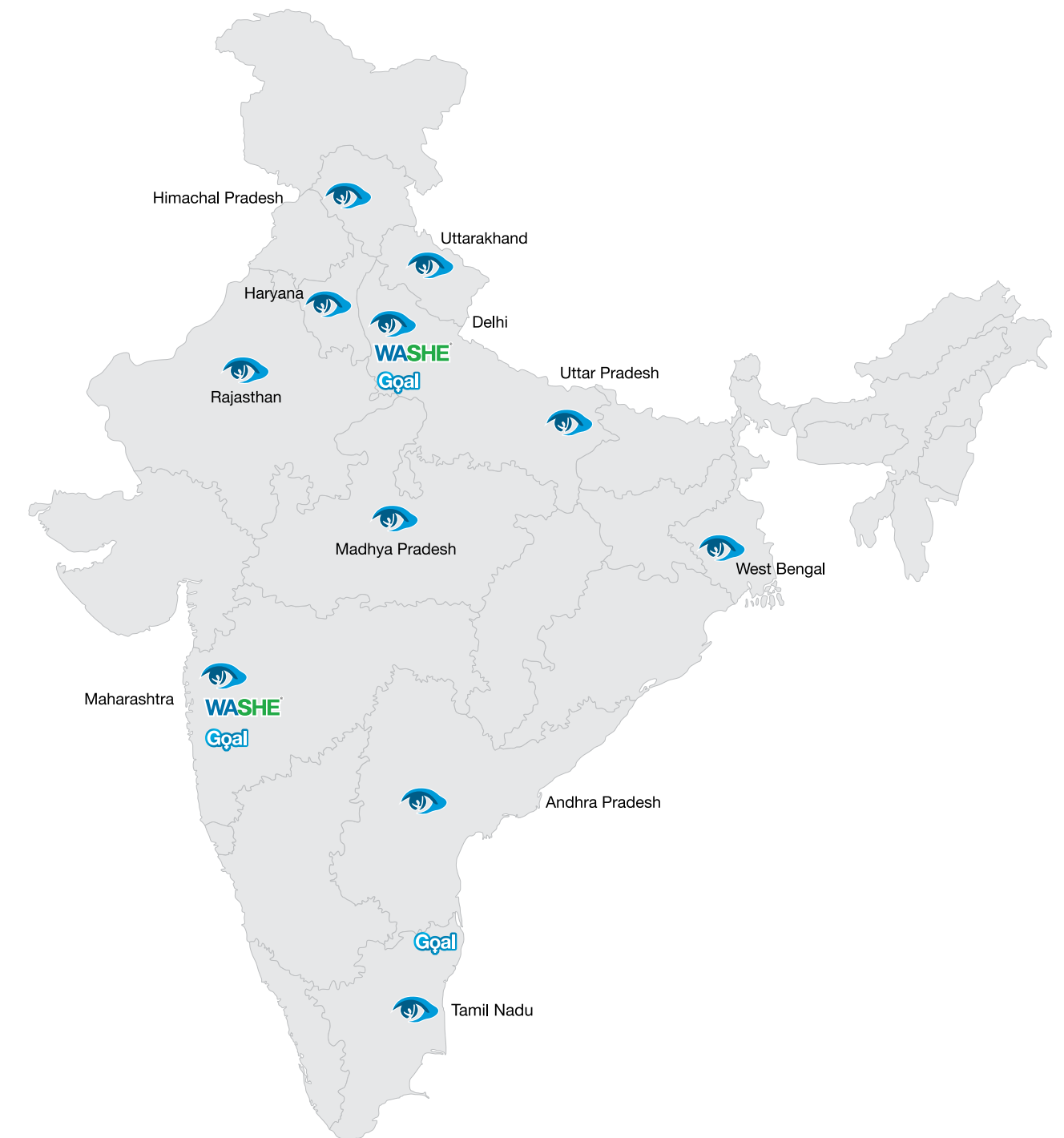
Sunil Kaushal, Regional CEO, India & South Asia with other top business leaders at the Forbes India CEO Dialogues

Anticlockwise R-L: Sunil Kaushal, Seshagiri Rao - Joint MD, JSW Steel, Archana Hingorani - CEO, IL&FS Private Equity, R. Jagannathan - Editorial Chief, Forbes India, Jatinder Mehra - Director, Essar Group, Niranjana Hiranandani - Founder, Hiranandani Constructions and Sourav Majumdar - Editor, Forbes India

## India Highlights

- >> \$2.8bn of financing provided to Commercial Clients and Business Clients in 2014
- >> Doubled agribusiness loan book from \$93mn in 2014 to \$188mn in 2015
- >> \$110mn provided to the renewable energy and clean technology sector in 2014-15
- >> Disbursed close to \$77mn to microfinance institutions (MFIs) for lending to microfinance clients, representing an increase of 71 per cent since 2013. Our financing has impacted 500,000 people in 2014 – all of them being women
- >> We recycled 64,000 kg of IT equipment in 2014, representing an increase of 116 per cent increase from 2013
- >> 99 per cent of our staff have completed the anti-bribery and corruption training
- >> 97 per cent of our staff have recommitted to the Group Code of Conduct
- >> Over 5,000 suppliers have been provided with environmental and social standards through our Supplier Charter
- >> Exceeded 15,000 employee volunteering days in 2014
- >> Impacted 11mn people through Seeing is Believing – our programme to tackle avoidable blindness, since 2003
- >> Empowered over 23,000 girls across across Delhi, Mumbai and Chennai through our Goal programme, and over 92,000 family members, since 2006
- >> Delivered WASHE to 45,000 girls and positively influenced nearly 1.8mn family members in eight municipal schools in Mumbai and Delhi, since 2011

## Our community presence



 ..... Seeing is Believing

**WASHE** ..... Water Sanitation  
Hygiene Education

**Goal** ..... Goal



# Contributing to sustainable economic growth

Whether it is helping businesses to grow, supporting people to buy their own homes or providing clients with a full range of products to facilitate global trade and investment, we use our core business of banking to fuel economic activity in our markets. Over the past five years, we have increased our lending to clients by nearly 46 per cent from \$7.7 billion to \$11.2 billion making a substantial contribution to individual economies.

This funding enables businesses to diversify or expand and gives individuals the opportunity to invest and provide stability for future generations. By doing all of this responsibly and efficiently, we can have a positive effect on sustainable development in our markets, contributing to economic growth in the long term and enabling communities, businesses and people to thrive.

## Access to financial services

As a bank, we are committed to providing products and services to individuals and companies driving local, regional and global economic development and job creation. We support trade, infrastructure and other key sectors of the economy that create the foundation for long-term sustainable growth. We actively share our expertise with clients, governments, regulators and communities to help deepen financial markets and strengthen the financial sector.

The markets where we operate continue to undergo rapid change, creating new opportunities for economic growth. We are helping countries realise these opportunities by providing dedicated financial services to the local entrepreneurs and businesses that are leading innovation and employment generation. In 2014, in India, our lending to Commercial Clients and Business Clients comprised a book of \$2.8 billion; of which \$709 million was lent to small business segment from Business Clients and \$2 billion to medium enterprises segment from Commercial clients.

We allocate capital to key sectors in the economy including agriculture, trade and infrastructure. In 2014, globally, we financed \$30.9 billion through our Commodity Traders and Agribusiness portfolio.

## Trade

Globally, we retained our position as a leading trade bank. We continue to support significant trade growth in multiple key emerging market trade corridors.

In India, from 2012 to 2014, we increased revenue across the following corridors: 34 per cent increase in India-MENAP flows; 16 per cent increase in Indo-Bangladesh flows; 10 per cent increase in Indo-China flows. To stay competitive in the global marketplace, several Indian corporates are expanding their business in other geographies; we are focused on supporting them in our footprint markets. As a result, trade corridors like India-Africa, India-Middle East, India-ASEAN are already gaining great momentum for trade finance. Simultaneously, we remain focused on addressing the growing local trade requirements and are a dominant bank for providing cost effective foreign currency, export finance, Supply Chain Financing (SCF) and finance to Commercial Clients and Business Clients portfolios.



## Infrastructure

We support the renewable energy and clean technology sector across our markets. In India, we have provided and supported financing of \$110 million to the sector in 2014-2015; and overall \$660 million from 2008 to 2014.

We will continue to tap into strategic investment opportunities in structured transactions for wind projects promoted by the Bank's franchise clients.

## Key Deals

### China Light and Power (CLP) Group Wind Farms

CLP Group is one of the largest investor-owned power businesses in Asia Pacific, and the largest wind power developers with an operating capacity of 730MW, in India. CLP is developing a 261.6MW portfolio comprising four wind power projects across the Indian states of Maharashtra, Gujarat and Rajasthan.

**\$110mn provided**  
to renewable energy &  
clean tech sector

As a co-structuring bank for the project, Standard Chartered coordinated the structuring and execution of the financing and provided an innovative tailored solution to the satisfaction of the client. We participated in a term loan facility in partnership with another lender on club basis for a total debt of \$110 million, with a door to door tenor of 10 years. We are also the hedging bank for their entire US dollar facility.

## Agribusiness

Growing agribusiness and agriculture lending is an important priority for the Bank in India.

In India, our agribusiness loan book doubled from \$93 million in 2014 to \$188 million in 2015. The accelerated portfolio growth is attributed to a combination of own origination as well as purchase of the direct agriculture securitisation portfolio.

We have provided supply chain financing to more than 3,000 clients; approximately 70 per cent of which are micro and small enterprises. As part of the SCF business, we support the agriculture sector by financing farm equipment industry. The availability of finance to this sector provides indirect access to financing for a large segment of the rural population engaged in agriculture, which otherwise, is under banked. The easy availability of finance assists the agriculture sector by increasing the level of farm mechanisation resulting in productivity improvement.

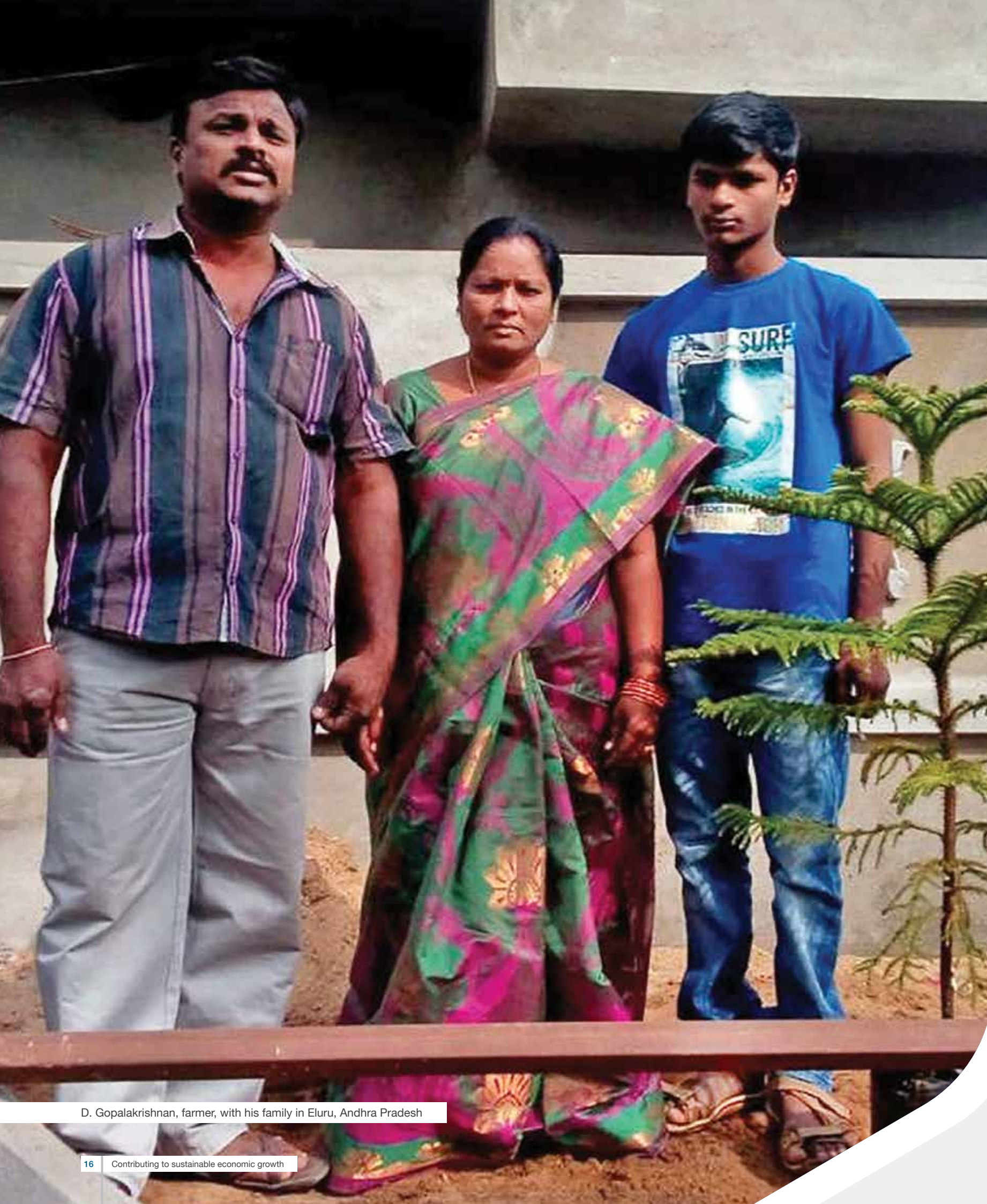
Harnessing the potential in the Commercial Clients and Business Clients sector, we are actively supporting financial inclusion by providing the necessary financial backing to over 800 Micro and Small Enterprises (MSE). The overall Priority Sector Lending book size to MSE stands at \$1.65 billion as of March 2015 as compared to \$1.33 billion as of March 2014.

We have also targeted allied agricultural activities and have significantly increased our exposure to poultry sector through focused financing to market leaders.



doubled agribusiness loan book to  
**\$188mn**





D. Gopalakrishnan, farmer, with his family in Eluru, Andhra Pradesh

## Case study

### Agribusiness

Standard Chartered has a lending relationship with Sugna Foods Limited. We have supported the company by sanctioning working capital limits of \$25 million.

Suguna Foods Limited (SFL) is an \$800 million turnover company. It is the top three broiler sellers in India and is also among the top ten players globally in the integrated poultry space. Started in 1984 with the vision to 'Energise Rural India', SFL has successfully enriched the lives of many rural households pioneering the poultry integration /contract farming method. From humble beginnings, the company has now expanded to 16 states and has over 20,000 farmer network.

As poultry integrator, SFL sources grandparent chicks from reputed players, develops parents which then produce Day Old Chicks (DOC). SFL then places DOCs with various poultry farmers. SFL assists the farmers with the technical inputs required for growing the chicks and pays growing charges thereby insulating farmers from price volatilities inherent to the industry.

"I had five acres of agricultural land but my earnings weren't enough to run my family comfortably. In 2001, I joined Suguna with a 2,000 sq.ft. farm and they helped us by providing credit, and other poultry equipments, thereby helping me accelerate my profits and gradually extend my farm from 2,000 sq.ft. to 15,000 sq.ft. Today, I have a concrete house and we are able to live a comfortable life in our village. We are very thankful to Suguna for our growth." - D. Gopalakrishnan, farmer from Eluru, Andhra Pradesh.



## Commercial Clients and Business Clients

Small and Medium-sized Enterprises (SMEs) are the backbone of the economy across many of our significant markets. We understand the changing needs of the fast-growing SME segment and help SMEs with the relevant financing and training to help them grow. With this support, SMEs help countries build a strong base for job creation and economic development over the long term.

Indian SMEs have grown at a stable pace of 4.5 per cent in the last five years. Numbering over 49 million they employ close to 40 per cent of India’s workforce. After the agriculture sector, SMEs rank second in fostering employment opportunities. These SMEs contribute more than 45 per cent of India’s manufacturing output across diverse sectors, 40 per cent of the country’s total exports and create 1.3 million jobs every year.

Following the reorganisation in April 2014, in Standard Chartered Small and Medium Enterprises (SMEs) are served by two segments – Commercial Clients and Business Clients.

In 2014, in India, our lending to Commercial Clients and Business Clients comprised a book of \$2.8 billion; of which \$709 million was lent to small business segment from Business Clients and \$2 billion to medium enterprises segment from Commercial Clients.

We also organised various micromarketing events with focus on educating and training Commercial Clients and Business Clients on business and industry relevant topics. Knowledge sessions were organised on trade and foreign exchange related topics including trends, projections and various aspects around international trade. Experts and economists from the Bank oriented Commercial Clients and Business Clients on the economic environment in the country and the key expected macroeconomic trends.



\$2.8bn of finance provided to Commercial Clients and Business Clients segment

Note

Commercial Client caters to approximately 6,000 clients and focuses on mid-size companies. Commercial Clients provides a comprehensive value proposition to SMEs including availability of full product suite, customised structured solutions, offering our global network as they internationalise, strength in foreign currency funding, dedicated relationship managers as trusted advisors, unique consolidated proposition which includes Employee Banking (EB), Private Banking (PvB) and Wealth Management (Insurance and Investment) and promise to seamlessly move clients into appropriate segments as they grow.

Business Clients serves 30,000 clients and its strategy is implemented through a two-tier client value proposition. High growth business clients are offered industry specialised packaged solutions and priority benefits; they are managed by dedicated business bankers. Other Business Clients are offered self-serve solutions with competitive turnaround time; they are served by a business centre through inbound and outbound voice and virtual support. Business Clients are served through a comprehensive suite of products and services, including secured and unsecured lending, business accounts, cross-border products, internet and mobile banking and wealth products and advisory.

## Microfinance

Increasing access to finance to us means reaching the unbanked. Improving access to finance not only aids development and reduces poverty but also opens up new markets and opportunities as more people become financially independent. Microfinance is a sustainable business opportunity, which has the potential to make a real contribution to broadening social inclusion. Inclusive financial sectors are vital for broad-based growth and poverty reduction.

Providing access to financial services is one of the ways we contribute to sustainable economic growth; an integral part of our Sustainability priorities. Globally, since 2005, our microfinance business has grown from strength to strength, providing more than \$1.6 billion in funding to MFIs across our footprint. Through our 85 MFI partners, globally we’ve changed the lives of 10.4 million people; over 90 per cent of who are women.

Since 2006, in India, we have provided approximately \$383 million in lending to 24 MFIs. In 2014, we have disbursed close to \$77 million to MFIs for lending to microfinance clients, representing an increase of 71 per cent since 2013.

In India, we provide a full range of banking products and services to MFI clients and have also invested in technical assistance initiatives to build the capacity of MFIs and influence thought leadership for the sector. Since 2006, our financing has impacted an estimated 2.5 million clients, with around 500,000 people in 2014 alone – all of them being women.

We sponsored the Microfinance Social Performance Report in India for the fourth consecutive year. To analyse findings from the Report, we led a panel discussion at the Access Microfinance India Summit in 2014 and conducted stakeholder workshops.

We continue to encourage MFIs to report their microfinance reporting into the Mix Market platform to avoid duplication of reporting efforts. Majority of our clients in India are now reporting into Mix Market.



\$77mn lent to MFIs



## Case study

### Commercial Clients and Business Clients

Standard Chartered has a lending relationship with Jaipur Rugs Company Private Limited. We have extended working capital facilities including overdraft, export packing credit and post shipment facilities to the client amounting to \$2 million. Additionally, we have extended private banking facilities to the client.

Jaipur Rugs Company Private Limited is India's largest manufacturer of hand knotted rugs, known globally as a leader in the hand-woven rugs category. The company has been gaining popularity since its inception for artistic designs in tantalizing colour combinations.

Jaipur Rugs export carpets to over 40 countries across the world.

Jaipur Rugs is not just known for their exquisite rugs and home furnishing products, but also for its unique and inclusive business-development model that links grass root level artisans with global markets. Their mandate is to empower marginalised communities, with focus on women living in the remote rural areas by building their skill and providing them with a sustainable livelihood option.

Facts about the company:

- Empowered over 40,000 home-based artisans spread across 600 villages in different states of India
- There are 7,000 looms that create more than 500,000 rugs per year
- Most of the 3,000 wool spinners lived below the poverty line before working for Jaipur Rugs
- Over 70 per cent of the artisans are women who live in disadvantaged communities of rural India

Jaipur Rugs is committed to bettering the lives of artisans and their families. In the words of the founder Mr. N K Chaudhary, "We enable the poor to start weaving not just rugs, but also their own lives."



Jaipur Rugs business development model empowers people from marginalised communities





Kiran Devi, 28 years, Muzaffarpur, Bihar

## Case study

### Microfinance

Standard Chartered has a lending relationship with Ujjivan Financial Services. Ujjivan, founded in 2005, is an MFI based in India. The organisation offers business loans to the urban poor, with primary focus on women, who are more likely to spend money wisely to bring their family out of poverty.

Kiran Devi got married at a very young age into a joint family residing in Muzaffarpur. After the family separated, her husband's limited income became insufficient to support the household expenses. To provide financial support she started retailing grocery from home, generating a monthly income of \$80 to \$95. However, the income started falling short of the rising family expenses and cost of education of their three children.

During a moment of crisis, she heard about Ujjivan, and she along with some of her neighbours formed a Joint Liability Group (JLG) and applied for a loan.

From her first loan of \$126 she was able to accelerate her home-run grocery business and move into a rented shop adjacent to her house. Presently, Kiran is in her third loan cycle and accessing a loan of \$473. Her income has grown fourfold in the last three years. Kiran's entrepreneurial success has improved her social status and relationship with her family, and continued education of her children.

Her vision is to undertake planned business growth and serve diversified products to meet the requirements of her customers. Kiran thanks Ujjivan for giving her the hope to lead an empowered life.



# Environmental and social risk management

To achieve long-term sustainable development, we must responsibly manage environmental and social risks. We have well-established Position Statements that set out the standards we expect of clients and ourselves, including application of the Equator Principles.

In 2014, we revised our environmental and social risk assessment procedures and underlying templates. These procedures assess alignment with our Position Statements and are completed as part of our credit approval process for all clients and certain transactions. Potential issues are identified and referred to a specialist team for a more in-depth review. In 2014, globally, over 350 client relationships and transactions were referred for further review. For all identified risks, we seek to develop effective mitigating measures. Where this is not possible, transactions have been, and will continue to be, turned down.

Download our Position Statements at [sc.com](#)

- Agribusiness
  - Biofuels
  - Chemicals and Manufacturing
  - Children’s Rights
  - Climate Change
  - Dams and Hydropower
  - Fisheries
- Forestry
  - Fossil-fuelled Power Generation
  - Gambling
  - Infrastructure
  - Mining and Metals
  - Nuclear Power
  - Oil and Gas
- Palm Oil
  - Renewable Energy
  - Ship Breaking
  - Tobacco
  - Transport
  - Water



# Being a responsible company

Our commitment to sustainability is about more than the economic activity we finance for our clients. It is also about how we develop our people and manage our business to create long-term value for our stakeholders and deliver on our brand promise, ‘Here for good’. In 2014, globally, we continued to strengthen our corporate governance framework, made a significant investment in our financial crime remediation programmes and moved forward with additional external disclosure on country-by-country tax payments as set out in the European Union requirements.

## Governance

Robust governance is the foundation for establishing trust and promoting engagement between a company and its stakeholders. We see governance as critical to our commitment to being a responsible company and continuously look for ways to strengthen our approach.

In 2014, the Brand and Values Committee, which oversees our sustainability agenda, was renamed the Brand, Values and Conduct Committee, to more accurately reflect the committee’s focus on different aspects of conduct. The Brand, Values and Conduct Committee works to ensure that the right culture, values and behaviours are actively adopted and promoted at all levels within the organisation.

The Board Financial Crime Risk Committee became effective on 1 January 2015. Its role is to provide additional focus and oversight of all financial crime compliance matters.

## People and values

As part of our one-bank approach, we continue to embed our culture and values throughout the Group. We invest in our people through learning and development programmes with 82 per cent of employees receiving training in India, in 2014. To further understand the views of our employees, in 2014 we launched a new employee engagement survey, My Voice, in which over 84 per cent of employees participated in India.

We respect human rights across our business. This includes our human resources policies and our procurement decisions as set out in our Supplier Charter. We consider human rights in our financing decisions, guided by our Position Statements, which address the rights of children, workers and communities in relation to specific industry-sector risks.



82% staff trained in India



## Diversity and inclusion

In India, our total workforce accounts for over 19,000 people representing 11 nationalities and employing 27 per cent of women as part of our workforce and 13 per cent women form part of our senior management. We employ 130 people with disabilities. We have an all women's branch in Delhi and Kolkata, respectively.



Over 19,000 staff  
in India

The diversity of our people and our markets is a particular strength that sets the Group apart and allows us to appreciate and serve our clients' diverse needs. Our goal is to create an inclusive environment where everyone can realise their full potential in contributing to our business success, free from bias. By building on the advantage of our natural diversity and making inclusion an organisational strength, we can create a sustainable competitive advantage that contributes to delivering superior business results. In 2014, we:

- Celebrated International Day for People with Disabilities by holding a global webinar on the subject of disability in the workplace, encouraging senior leaders who have been affected by disability to share their stories
- Launched Project Employability to enhance career opportunities for people with disabilities

Besides hiring people with disabilities and sensitising our workforce to work collaboratively with them, we undertook the following measures to make our premises more accessible:

- Deploying of special chairs with instructions in Braille at the workstations
- Organising special shuttle bus service for staff with disabilities
- Raising awareness among security staff on how to support employees with disabilities
- Development of a reference training module for staff with information on working collaboratively with people with disabilities
- Extending ongoing support to help them settle in the workplace
- Investing in accessible technology such as Job Access With Speech (JAWS) to support our visually impaired telesales team
- Upgrading our ATMs. 41 talking ATMs are equipped with a Braille-friendly key pad. A minimum of one-third of all future ATMs deployed by the Bank will be talking ATMs.

To support working parents, we continue to strengthen our day care centres in Chennai, Mumbai and Gurgaon.

To promote diversity and inclusion, and encourage work-life balance the Group launched a Flexibility Charter. Our senior management and line managers are able to articulate the value of flexibility in attracting, retaining and developing diverse talent, and identifying situations in which it is an appropriate solution for a business or employee need. Women in Leadership and Women Development programmes provide women participants with an opportunity to reflect on their career journey and inspiration to march forward with enthusiasm.

Standard Chartered in India is a member of DIAN network which is a group of diversity professionals in Asia.



41 talking ATMs are operational in India

Staff educates a visually impaired woman on features of the talking ATM

## Case study

### Diversity and inclusion

#### eOperations (eOps)

Our rural Business Process Outsourcing (BPO) operations in Masinagudi, South India, is managed by 18 rural women who carry out data entry of about 10,000 to 15,000 applications pertaining to Current Accounts and Savings Account (CASA) and Fixed Deposit (FD) Account opening transactions for the Bank in India in the eOps system developed by the Software Solutions business unit.

eOps works on the principle of breaking data entry forms into small fields, thereby, enabling the users to see only one field at a time and making data entry easy, error free and secure.

The centre works six days a week, helping women earn more than \$100 per month, thus providing meaningful employment to the skilled women without them having to leave their villages in search of work.



Women at work in our rural BPO in Masinagudi

#### Telesales

The Visually Impaired (VI) telesales team will be completing five years in August 2015. The telesales officers have surpassed all assigned targets through their hard work and thrive to learn more. Year-on-year they have been raising the bar higher on productivity. In 2014, the VI team was placed on a bonus structure, despite being given a dispensation of targets.

Sushma was inducted in the Bank in December 2014, and was very excited that despite her impairment she was given a chance to prove her caliber and fulfill her dream.

“I was a complete fresher and knew nothing about professionalism and work etiquettes. I am grateful to the organisation for giving me this career opportunity.”



Sushma Gwelani, Telesales Officer has 75 per cent visual impairment in both the eyes.



## Building our talent pipeline

Graduate recruitment and development is a fundamental and long-standing part of the Group's talent strategy. Each year, globally we attract more than 120,000 applications to over 700 graduate and internship opportunities.

In 2014, in India:

- 21 graduates were hired in the International Graduate Programme 2015 and 71 graduates have been hired over the past three years
- 26 summer interns were hired across different functions for a two month internship programme
- For the first time 21 graduates were hired as Fast Track Graduates (FTG) under the Group programme across our Retail Clients and Global Technology Operations.

Following the reorganisation in April 2014, we launched a new integrated graduate programme, replacing our previous Consumer Banking and Wholesale Banking programmes. We will build on this development programme in 2015, and offer additional career support and acceleration opportunities for this highly valued group of junior employees.



Sunil Kaushal, Regional CEO, India & South Asia with the new batch of International Graduates in Mumbai

## Learning and development

To support consistent learning delivery, we upgraded our Learning Management System (LMS) this year. Our improved LMS allows the Group to target education more accurately and offers all line managers a simple and full view of their team's learning activity. In 2015, we will use the LMS to deliver and launch new learning.

We also refreshed our Group-wide onboarding programme, Right Start Live. This provides a consistent programme for new joiners in each of the markets across our footprint. Right Start Live is now a half-day induction programme attended by most people within a few weeks of joining. The programme is highly interactive and focuses on our organisational culture and the importance of our values and appropriate conduct.

New joiners also receive support through Right Start Online, an on-boarding portal available to all new joiners from their first day in the office. This tool provides them with access to the Code of Conduct and information on our businesses, products and structure, as well as the Group's values.

Right Start Live reached 76 per cent of all new joiners till December 2014, and 93 per cent of the remaining eligible population as of March 2015.

This learning and development momentum will continue into 2015 when we will introduce SC Ready – a learning module that supports the alignment of our mid-level leaders to our culture, leadership expectations, and risk management philosophy. In 2015, globally, there are plans to hold 40 programmes for over 1,000 mid-level leaders.

## Conduct

Raising the bar on conduct remains an important focus. At the end of 2014, in India 97 per cent of our employees reconfirmed their commitment to our Code of Conduct. My Voice survey results also indicated that 98 per cent of employees understand what the Code of Conduct means for them in their roles.

97% staff completed training on Code of Conduct

We continue to embed our six fair-accountability principles. These guide the way we act and make decisions when something goes wrong. In India, over the course of the year, globally we trained 819 managers on how these principles should be put into practice if a disciplinary situation arises. We have also strengthened the way that conduct, risk and compliance matters are taken into consideration in assessment of performance and pay. Managers are now required to confirm that their employees have demonstrated a satisfactory level of conduct, and to specify any risk and compliance behaviours and events the manager has taken into account.

## Responsible selling and marketing

Supporting the needs of our clients and delivering a high-quality client experience is a priority across the business. We focus on treating clients fairly and work closely with them to deliver appropriate and suitable products.

In 2014, we moved towards an online sampling method to assess client satisfaction. We have robust global policies and procedures in place to ensure that complaints are identified and resolved promptly. This transition also includes more rigorous NPS calculation. In 2014, we recorded an NPS score of +6.

Treating Customers Fairly (TCF) is a key pillar in the delivery of the Retail Clients segment strategy. In India, focused on our endeavour to deliver superior client experience, we have enhanced our grievance redressal process by empowering employees to deliver superior client experience and establishing robust controls across alternate channels. On the back of simple, transparent communication and execution of client requirements the TCF metrics have shown a sustained improvement. As a result of these steps, there has been a 48 per cent decrease in the complaints to the regulators over 2014. We were ranked fourth in the industry in Banking Codes and Standards Board of India (BCSBI) audits for delivering superior client experience.

We work closely with the regulators. In the fast changing regulatory landscape, in 2014, we were part of key committees and working groups formed by the regulator in India.

Globally, to support our continuing focus on conduct, in 2014 we exited our engagement of third-party vendors as representatives of the Group for the sale of our retail products<sup>1</sup>.

Conduct remains an integral component of our TCF pillar, and cuts across all employee interventions. Conduct is embedded in our performance management framework, where the award payment to employees is impacted on account of risk and control review and disciplinary procedure. For frontline specifically, there are relevant parameters in the sales scorecards which focuses on Service Quality, Operational Risk, etc. Workshops on the Group Code of Conduct and Fair Accountability Principles for both new joiners and existing employees /managers help us ensure adherence across levels. 97 per cent of our staff have completed the Group Code of Conduct training. My Voice survey results also indicated that 98 per cent of employees have personally committed to treating clients fairly.

The importance of Conduct is also reinforced by human resources and the senior management through their interactions.

## Reducing fraud

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

We maintained vigilance on internal frauds. Memento (Enterprise Fraud Detection System) is being used in India to track staff activities. This helps us monitor staff activities on all major transaction processing system enabling the Financial Risk Management (FRM) team to set rules for specific fraud scenarios. The FRM team has reviewed and acted upon over 18,000 alerts generated by this system.

<sup>1</sup> Except for the Philippines, which is currently under review

In 2014, we experienced a significant reduction in overall fraud loss in Retail Clients segment. Gross fraud loss in Retail Clients segment registered more than 30 per cent drop compared to the previous year. The upgraded 3D secure protocol system has helped in the significant reduction of 3D secure fraud transactions. Our upgraded Falcon (Fraud Detection System) system is now capable to track static data change followed by funds movement.

Our high detection capabilities for external frauds on Retail Clients portfolio has been maintained at 80 per cent detection rate on the cards portfolio, while keeping a healthy false positive ratio on the alerts thus generated.

## Financial crime prevention

Financial crime hinders economic progress and harms individuals and communities. We strive to have the most effective financial crime compliance programmes in order to protect our clients, employees and the places where we do business.

99% staff have completed anti-bribery and corruption e-learning

Our goal is to prove that we are leading the way in combating financial crime, while providing a quality service for our clients. Over the past two years, the Group has dedicated substantial leadership attention, investment and training to financial crime compliance.

In 2014, globally, we more than doubled the staff working in Financial Crime Compliance and hired industry leaders into the function.

In India, 99 per cent of our employees have completed training to prevent bribery, corruption and money laundering. While we have made progress, we still have more to do to ensure our own behaviours and processes are operating above regulatory standards. Our commitment to this work is absolute.

## Health, safety and wellness

We are focused on providing a safe, secure and healthy working environment for our people and clients. We maintain high standards that are aligned with international best practice and regularly review the health and safety performance of our properties.

In India, in 2014, we reduced unpredicted health and safety risks considerably from 2013, through improved risk identification and management of corrective plans, with a focus on new properties. Our focus in 2015 will be to effectively capture and track all incidents by introducing a new online incident reporting system.

Our employees have access to an employee assistance programme, providing them with confidential advice and counseling on issues such as relationships, financial stress and legal concerns.

In 2015, we will drive greater awareness and understanding of wellness and health and safety through learning and education programmes.

## Environment

We seek to minimise the impact of our operations on the environment. As part of our environmental priorities, we are committed to measuring our operational impact. Using an online system, energy, water, paper and waste data are collected from all properties over 10,000 square feet – representing 75 per cent of our total occupied footprint.

This data forms the basis of our Greenhouse Gas (GHG) emission management as well as our drive to reduce energy, water and paper use against set targets. In addition, staff air travel is closely monitored.

We remain broadly on track to meet our respective committed targets.

## Water

In 2014, globally we reduced our water use intensity by 3 per cent and by 5.3 per cent in India. From 2009 to 2014 the estimated water savings measure up to 67ML, which can fill 27 Olympic-sized pools. We continue to focus on bringing in efficiencies through the installation of low-flow terminal fittings, push taps, and other water saving technology.

## Energy

In 2014, globally we reduced our energy use intensity by 4 per cent and by 11 per cent in India.

We are using renewable energy sources like wind and solar at our SCOPE office at Haddows Road where 65 percent of our annual energy demand at our SCOPE offices is met by these renewable energy sources. Thereby generating cost saves through reduced dependency on diesel generators and reducing our carbon footprint.

We continue to discover opportunities to leverage other renewable energy sources across India and our global footprint, with focus on guaranteed reduction in energy consumption.

Globally, to manage energy and water use across our properties, in 2014 we collaborated with landlords to make sure that 34 per cent of our new and renewed leases are green. In 2015, we will work with our new property management partner, Johnson Controls Inc., to accelerate energy and water savings across our property footprint.

## Paper

5,098 trees saved due to increase in real e-statement penetration

We are committed to meeting our 2020 paper target to reduce paper consumption to 10 kilos per full-time staff. In 2015, globally we will be initiating print rationalisation initiatives aimed at removing standalone print devices and efficient use of printers in a secure manner. In India, Multi Function Device project was implemented.

In India, our digital banking transaction volumes increased by 19 per cent in Financial Year 2015, with total monthly transactions at 1.13 million in December 2014. As of December 2014, the real e-statement penetration increased by 7 per cent to 69 per cent, with 1.18 million e-statements sent to customers, per month. This saves 42.48 million sheets of A4 paper and 5,098 trees.

## Environment assurance

PwC is our independent third-party assurance provider for Greenhouse Gas (GHG) emissions. In 2014, our measured Scope 3 emissions were included as part of our assurance along with our measured Scope 1 and Scope 2 emissions to enhance the credibility of our GHG reporting. For additional information you can read the Independent Assurance Report on [sc.com/Environmental Assurance](http://sc.com/Environmental Assurance).

## Recycling

At Standard Chartered, we partner with authorised recycling vendors to dispose, recover or recondition our technological assets in an environmental-friendly manner. In India, through our asset disposal initiative, we distributed over 64,000 kg of IT equipment in 2014, representing an increase of 116 per cent from 2013.

116% increase in distribution of obsolete IT equipment through asset disposal initiative

In India, last year, multiple workshops were hosted to educate staff on the importance of correct disposal of e-waste. To facilitate responsible recycling of personal e-waste, a collection drive with our empanelled vendors was organised for our staff.

## Suppliers

We made further progress in engaging our suppliers to meet leading environmental and social standards by joining the United Nations Global Compact (UNGC) Supply Chain Sustainability Workstream in 2014. In addition to adhering to our Supplier Charter established in 2012, we encourage our suppliers to adopt the 10 UNGC principles relating to issues such as human rights and labour.

In 2014, in India, we availed services from close to 6,000 suppliers. Supplier Charter has been sent to over 5,000 suppliers. Our Supplier Charter, sets out a number of principles for the behavioural standards expected from our suppliers and those within a supplier's area of influence that assist them in performing their obligations to us.





Staff volunteer across different causes thereby creating a lasting impact in the communities where we operate.

## Investing in communities

We work with our stakeholders to help promote social and economic development across our markets.

### Community programmes

Our community programmes focus on health, sanitation and education, with youth as the target demographic.

Our programmes include Seeing is Believing, which addresses avoidable blindness; WASHE which targets girl child in municipal schools and aims to provide them with easy access to safe water and improved toilet facilities as well as hygiene education; Living with HIV, which promotes education and awareness of HIV and AIDS; and Goal, which combines sports training with life skills, financial education and workforce development to empower girls. We also promote financial education through training programmes for small businesses and youth.

We offer our employees three days paid leave to volunteer. In 2014, our staff contributed over 15,000 days in employee volunteering.





Launched in 2003, Seeing is Believing is a rare global partnership between Standard Chartered and the International Agency for the Prevention of Blindness (IAPB) to tackle avoidable blindness. Globally, we aim to raise \$100 million by 2020 for eye-care programmes. We have already, through fundraising and bank matching, raised more than \$79 million from 2003 to 2014.

Standard Chartered, through the Seeing is Believing programme, is one of the biggest Corporate cash contributors towards Vision 2020 - Right to Sight.

Providing affordable eye care services to people through 92 vision centres in 10 states

## Social Impact

Seeing is Believing has reached over 65 million people globally. In India, through our 92 vision centres across ten states we have impacted the lives of over 11 million people, thereby making the beneficiaries economically productive or enabling them to attend education, and liberating caregivers to work.

It is estimated that 1.5 per cent of India's population suffers from some form of blindness. The majority of avoidable blindness is due to cataract (62.6 per cent) and refractive error (19 per cent). 80 per cent (9.6 million) of all visual impairment is avoidable by prevention, treatment or cure, when available<sup>1</sup>.



Inauguration of the first mobile boat vision centre in the Partha Pratim block of Sunderbans

Members of the Standard Chartered PLC board visiting Dr. Shroff's Charity Eye Hospital in Delhi and interacting with the underprivileged girls training to become vision technicians.



L-R: Dr. Han Seung-soo KBE, Paul Skinner, Christine Hodgson, Lars Thunell, Naguib Kheraj and Om Bhatt



L-R: Naguib Kheraj, Lars Thunell, Christine Hodgson, Om Bhatt, Ruth Markland, Dr. Han Seung-soo KBE and Dr. Byron Grote

## India impact

- Impacted lives of **11,087,186** – 54 per cent more beneficiaries reached since 2013; with more than 50 per cent being women
- Performed **1,147,618** cataract surgeries
- Screened **1,385,394** people
- Conducted general eye care health education for **7,379,988** people
- Refracted **418,097** people
- Dispensed **151,685** spectacles and low vision devices
- Carried out **548,861** other Primary Eye Care treatments
- Performed **49,467** other medical treatments
- Trained **6,076** health workers and medical professionals

11mn people impacted



A woman from Sunderbans being tested for eye health problems

## The Mumbai Eye Care Campaign

Our Seeing is Believing programme in Mumbai aims to eradicate avoidable blindness in the urban slums especially the growing problem of uncorrected refractive error particularly the most vulnerable within those groups, including workers with a low socio-economic status such as rickshaw drivers, taxi drivers, construction workers, and sex workers. 15 vision centres and a mobile van vision centre were established under this project.

Close to 7mn people benefitted since 2009

The five year Mumbai eye care project has concluded benefitting close to 7 million people since 2009, accounting for 35 per cent of the population of the city<sup>2</sup>. 90 per cent of the vision centers which were established under the programme will continue and become financially sustainable in due course.

- Screened more than 1.22 million people, refracted 180,572, dispensed 96,669 spectacles, provided eye health education to 5.49 million people
- Addressed shortage in every cadre of eye health – nurses, optometrists, ophthalmologists etc. Trained more than 500 local resources and created well-equipped vision centres within the community which helped meet 30 per cent of the community's screening requirement and 12 per cent of the refraction requirement
- Provided revenue sources for partners and community based organisations (CBOs) which improved their sustainability. Trainee optometrists were also benefited as they got hands-on training at the vision centres
- Advocated setting up of beepers in the railway stations to help blind people have a smooth ride

<sup>1</sup> National Programme for Control of Blindness

<sup>2</sup> India Census 2011



The Seeing is Believing programme design, geography of operations and service mix is created to be the most relevant to the local community.

Our current projects are located in Sunderbans, West Bengal and Mathura, Uttar Pradesh. In Sunderbans, SiB has impacted over 239,000 marginalised groups such as the scheduled castes and tribes living in the remote islands of the forest reserve since 2013, and over 69,000 people in Mathura since 2014.

Seeing is Believing programme compliments the national eye care programme. We also endorsed a Vision Centre Manual along with the Ministry of Health and other eye partners to provide necessary information to set up and run a Vision Centre. Seeing is Believing has helped move eye care up the public healthcare agenda by establishing effective government links, developing the capacity of local groups, liaising with self-governing groups in the project areas and sensitising civil society on the various aspects of comprehensive eye care.

Through our employee, client, and supplier networks, we also promote awareness and support people who are visually impaired.

In India, we educate visually challenged youth through our Braille financial education pack which includes magnified and tactile credit cards, demand drafts, cheques, ATM screens, pay-in-slip, etc. Commonly used banking instruments are created in a magnified tactile form in Braille – where the beneficiaries can feel the instruments and learn. Students are imparted information on the role of banks, Reserve Bank of India and nuances of the financial world.



A Standard Chartered staff member educating a visually impaired girl using tactile and Braille financial education pack

## Historic Seeing is Believing Bank-Client partnership

In our endeavour of creating sustainable projects through deep engagement with our clients and communities, in India, in 2014, the Bank through its Seeing is Believing programme signed its first historic agreement with a long-standing Private Bank client in London. This unique partnership is co-funded by the client's family established multi-specialty hospital, Brij Health Care & Research Centre, (BHRC) and Standard Chartered Bank to the value of \$800,000 over three years, and implemented by the esteemed partners Dr. Shroff's Charity Eye Hospital.

During the first five year period, the project aims to deliver over 30,000 sight restoring surgeries, over half of which is being delivered completely or partially free. In its first year, BHRC-Dr. Shroff's Eye Care Institute has impacted over 69,000 people, and performed more than 300 adult and child cataract surgeries in and around Mathura.

## The Queen Elizabeth Diamond Jubilee Trust

We have joined forces with the Queen Elizabeth Diamond Jubilee Trust to help eliminate avoidable blindness in India and Africa. We've pledged \$5 million to address Retinopathy of Prematurity (ROP) in India.

Without treatment, more than 5,000 infants in India are set to become blind or visually impaired each year. In emerging economies including India ROP is on course to become the most common cause of avoidable blindness in children. The condition leaves its victims completely and irreversibly blind, and results from deficiencies in the care delivered to some premature infants – predominantly through damaging the eye by over administering oxygen in incubators.

This four year programme is being delivered by the Trust and Public Health Foundation of India (PHFI), in partnership with the Government of India. The goal of the programme is to reduce severe ROP and visual loss in infants by improving the quality of neonatal care and by establishing models of sustainable and scalable services for the detection and treatment of severe ROP which are integrated into the Government of India's health system at every level.

Seeing is Believing aims to have impact far beyond the lifespan of its funding. Hence, we fund projects that develop long-term capacity for the future; that are integrated within basic health services and universal health coverage; to help us in our broader mission of eliminating of avoidable blindness by 2020.

**\$5mn** pledged to address  
Retinopathy of Prematurity in  
India







Firdous Alam, 15 yrs, Park Circus, Kolkata

## Case study

### Seeing is Believing

Firdous had been suffering from recurrent headaches resulting in her school grades to slip down. When her class teacher raised this with her parents, Firdous was taken to a doctor who prescribed her a pair of spectacles.

After a year of new glasses, she began to find it difficult to see, yet again. “I was seeing lesser and lesser every day. My most recent pair of spectacles had become redundant,” says Firdous. The headaches persisted. Firdous continued school, but because of her poor eye sight she faced difficulty in reading and writing, and had to repeat the same class twice. She experienced immense psychological stress and a feeling of helplessness.

Soon enough an opportunity came to her during the school screening camp organised by SHIS Eye Care Hospital, Seeing is Believing's local implementing partner. Firdous was diagnosed with severe myopia with a power of -10 in both the eyes. A corrected pair of glasses was prescribed and dispensed to her free of cost. Firdous was elated at regaining her vision. She now has the best corrected visual acuity of 6/9 with her glasses. Firdous is in class seven and her favourite subject is Chemistry which often involves mixing of chemicals in precise measure and laboratory tests. “I want to study hard and become a bank officer ending all my father's problems,” she exclaimed.



## Case study

### Providing a gateway to financial freedom

Women are thought to be at a higher risk of developing avoidable blindness than men due to their longer life expectancy and lack of access to health and eye care services. 66 per cent of the World's blind people are female. Our Seeing is Believing Vision centres in Delhi are completely managed by women, thereby helping them gain equal access to eye care services and employment opportunities.

Dr. Shroff's are one of our Seeing is Believing implementing partners in India. Through Dr. Shroff's Certified Ophthalmic Personnel (COP) Training Program, 50 women who were 10+2 education from different vocations have been trained into qualified mid-level health care professionals, since 2010. The training program also offers a small amount of stipend \$30 (INR 2,000) per month as an incentive for girl trainees; thereby creating a steady pipeline of qualified Vision Technicians in Delhi.

Asha Sharma (third from right in the photo) is a shining example of the very first female Vision Technician (VT) to be employed as a manager of a Seeing is Believing vision centre in Delhi. Asha's success as a VT motivated Deepika, Ritika, and Nagma to follow suit. Today, these girls run our Delhi Vision Centres with a sense of pride.

**Deepika**, one of the three siblings, was directionless about her career after she completed her 10+2 education. Her mother, who is employed with an NGO tied-up with Dr. Shroff's Charity Eye Hospital (SCEH), learned about the various training courses, and got Deepika enrolled. Today, Deepika is enjoying her role as a VT and serving the community. She believes that the respect accorded to her by patients is immense and cannot be compared to any other profession. She feels more satisfied, confident, and secured about her future.

**Ritika**, one of the four siblings, was pursuing her degree in Arts. She chanced upon the courses offered by SCEH, and decided to switch her field of study from being an arts student to medicine. Initially she found it difficult to cope-up with the course, but she took the challenge and successfully completed it.

She got placed at the Seeing is Believing Vision Centre. Breaking down the gender barriers, Seeing is Believing-SCEH has given her a bright career path. Today, she is a pillar of strength for her family, and guides them on living a healthy life.

**Nagma** is one of the four siblings and always dreamed of becoming a doctor. She was an average student in academics and hence couldn't pursue her education in medicine. She began her career as a volunteer with an NGO, working at community camps and earning \$3 per day. From the camp she gained knowledge about SCEH and their vocational training courses. Soon she enrolled herself and successfully completed the VT course, which proved to be her gateway to financial independence and a secure future.



Bill Winters, Group Chief Executive, interacts with vision technicians during the Board visit in Delhi  
L-R: Deepika, Bill Winters, Asha, Ritika & Nagma



WASHE (Water Sanitation Hygiene Education) programme targets the girl child in municipal schools and aims to provide them with easy access to safe water and improved toilet facilities as well as hygiene education.

The lack of access to water and sanitation facilities is a continuing problem in India – nearly 48 per cent of Indians lack access to basic sanitation<sup>1</sup>. The fear of not obtaining sufficient clean water is another problem in most communities, followed by having to negotiate the squalor of their streets.

This issue is on top of the government's national agenda, but its sheer magnitude demands more contributors. WASHE is our response to the nation-wide water and sanitation crises, and is aligned to the 'Swachh Bharat-Swachh Vidyalaya' meaning 'Clean India: Clean School' movement, and the global Millennium Development Goal of reducing by half the proportion of people without access to basic sanitation by 2015.

WASHE is implemented in eight municipal schools in Mumbai and Delhi. Since 2011, WASHE has provided over 45,000 girls with a reason to stay back in school, and positively influenced over 1.8 million family members.

Women and girls are the biggest victims of the sanitation crises. 350 million women and girls in India menstruate in a given day<sup>2</sup>. 70 per cent of them do not have access to toilets, safe drinking water and hygienic sanitary products<sup>2</sup>. 23 per cent of girls drop out of school after reaching puberty. CIA World Fact book suggests that if just one percent more girls were enrolled in schools, India's GDP would rise by an estimated US\$5.5 billion annually<sup>3</sup>.

Impacted **45,000** girls,  
influenced over **1.8mn** family  
members since 2011



Girls at the WASHE school testing the quality of water



Sanitary napkin dispensing unit and the green disposing unit installed at the WASHE schools



Girls enthusiastically participate in a quiz organised on International Women's Day

WASHE delivery model includes provision of remodeled gender specific toilets, clean drinking water, free sanitary napkins and a green disposing unit. The girls are educated on topics such as identifying clean water and practical water testing techniques; correct hand washing behaviors, significance of personal hygiene and menstrual hygiene and their linkages to infections and preventable diseases like diarrhea, and reduced mortality. The modules also ingrain the importance of water and environmental conservation through lessons on rain water harvesting and vermicomposting methods.

The student WASHE Committee is actively involved in monitoring the effectiveness of the programme, and ensuring the maintenance of hygiene standards and availability of menstrual sanitation materials in their school.

Our staff volunteers take keen interest in empowering the girls. Through an efficient roster staff share their skills on topics of financial and digital education, curriculum subjects, communication and soft skills, thereby leading them on the path of living a healthy and economically productive life.

WASHE schools and local government back our efforts. Traditionally, a girl discussing their transition from childhood to adulthood has been considered a taboo in India. Hence, sensitisation and advocacy is conducted at different levels i.e. teachers, local community and parents. We cross-leverage the goodness of our community programmes by delivering HIV education to the mothers of the adolescent girls. The sessions have been received very positively.

<sup>1</sup>BBC: Why India's sanitation kills women

<sup>2</sup>A Better Toilet: Recognizing MHM

<sup>3</sup>Forbes: Better Sanitation could be worth 5.5 billion to Indian economy



## Case study

### WASHE

**Shabana Ansari, 16 yrs, & Saloni Sahani, 14 yrs, IX grade, Kalina WASHE School**

Thousands of people migrate to cities increasing the burden on its already stressed resources. There is no sense of a house or a room to live in. The unavailability of safe water affects women and girls disproportionately, by impacting their health, dignity, contributing to assault, vulnerability and thereby frustrating efforts to empower women. To that effect, Shabana and Saloni share their experiences.

**“We have a toilet, but no water,” opined Shabana**

Shabana lives with her parents and seven siblings in the Babasaheb Ambedkar Nagar slum community in Mumbai. She is fortunate to have a toilet, but without water. Her family relies on the community water pump to store water for drinking, washing, cleaning, and other chores.

She values the WASHE lessons on health, hygiene, hand washing, and techniques to identify clean and contaminated water that has empowered her to take charge of her health and educate her family.

**“We don’t have a toilet or water. Adding to our woes we have to buy water,” said Saloni**

Saloni’s house does not have a toilet and her family accesses the free community toilet to relieve themselves. Saloni shares that, every time she feels an urge to visit the toilet she has to walk for some distance with a bucket of water, and she has the opportunity to wash her hands only after she comes back home. Leaving her vulnerable to assault and infection. Owing to the awareness gained during the WASHE sessions, she feels the sense of urgency to reach home, and realises the significance of avoiding contact with other people and objects en route to home, until she has thoroughly washed her hands with soap.

She adds, “There are no free meals in this world. While there is no charge to use the community toilet, the water has to be purchased at an expense of \$3 per month, adding to their financial burden. We boil the water to make it good for consumption as the source of water is unknown, then the other activities for which it is needed are prioritised; with cleaning and flushing falling at the tail end of the pecking order.”



L-R: Saloni (second), Shabana (third) enjoy an after exam banter with their friends in the school



## Case study

### WASHE

Prema is proud of the education her daughter Anita receives at the Kalina WASHE school. She is a community advocate of the programme, and said, “My daughter is more aware of her health, and I have seen many positive changes in her. She has complete knowledge of her body, and is also provided sanitary napkins to help her tide over those critical days hygienically. I am grateful to the Bank for running the WASHE programme.”  
- Prema Devi Verma, mother of WASHE beneficiary



Anita Verma with her mother Prema Devi Verma, Kalina WASHE School

WASHE was launched in the Kalina Municipal school in 2011.

“Since the past few years, needy and deserving students from the school have been receiving WASHE education. Teenage girls are provided with sanitary napkins and health and sanitation education, and knowledge of correct ‘hand washing behavior’ has been ingrained in students through demonstration and constant encouragement. The Bank volunteers participate and teach computers, English and financial education – free of cost. The students have also been taught the importance of savings and financial nuances through bank visits. WASHE has positively impacted the school attendance among girls.” - Amelina Rodrigues, Principal of Kalina WASHE School



Amelina Rodrigues, Principal of Kalina WASHE School





We marked 15 years of Living with HIV in 2014.

HIV and AIDS remain a serious challenge across our markets, impacting our employees, their families and their communities. Launched in 1999, Standard Chartered encourages HIV and AIDS awareness and promotes safer behaviours to prevent new HIV infections. Through the Living with HIV (LwHIV) programme we provide facts about the virus and syndrome, helping to dispel the myths.

HIV and AIDS affect 35 million people around the world - over two million people in India alone. India has the third largest HIV epidemic in the world<sup>1</sup>.



Daniel Mobley, Regional Head of Corporate Affairs, South Asia, unveils the new corporate mugs for India bearing HIV designs

Pan India Living with HIV Champions felicitated for their unwavering commitment to the programme

Over 60 dedicated Living with HIV Champions in India

Marking 15 years of providing education on HIV and AIDS awareness to our staff and communities in 2014, we focused on 'Positive Living' initiatives across our markets, encouraging colleagues to get involved in reducing the fear and stigma associated with HIV and AIDS. Multitude of engaging awareness events were organised around the year which garnered equal participation from staff and members of public. In India, over 500 staff members lent their support to the programme through involvement in Living with HIV volunteering events in 2014, marking a substantial increase over 2013.

In December 2014, we also established a partnership with the MTV Staying Alive Foundation to provide funding to organisations delivering local education and awareness programmes on HIV and AIDS in several of our markets. One of the organisations based in India, Move Ahead Women, use three art forms Thiruvathira, Ottan Thullal and street theatre to convey HIV prevention messages to adolescent girls in rural schools in Kerala. Over the next two years, the programme aims to reach over 18,000 girls.

We are very proud that the Bank has over 700 Living with HIV Champions across our network. In India, the programme is anchored by a dedicated group of over 60 employee champions.

<sup>1</sup>Avert: HIV and AIDS in India



Goal, our leading education programme, combines sports with life-skills training to empower girls with the confidence, knowledge and skills they need to be integral economic leaders in their families and communities.

We reached more than 50,000 girls across 24 markets in 2014. From 2006 to 2014, we empowered nearly 146,000 girls. In India, the programme impacted over 23,000 girls across Delhi, Mumbai and Chennai and more than 92,000 family members to date. The programme is delivered through 39 active Goal sites.

Underprivileged adolescent girls are often relegated to unskilled, low-paying jobs or even if they gain meaningful employment they find it hard to sustain. To bridge the gap between leaving school and commencing in the workplace, in 2014, we expanded the employability component of the programme through a partnership with the International Youth Foundation.

Empowering adolescent girls by giving them the tools to shape their own future has an incredible multiplier effect on economic growth. India is spearheading the employability pilot with 110 girls who are being equipped with market-relevant workforce readiness skills training, English speaking in workplace, mentoring, and job placement support to enhance their placement prospects. We are also harnessing the power of our brand to raise jobs.

From 2006 to 2014, a total of 92 girls, including 14 girls from the employability pilot, have gained meaningful employment across vocations and industries, or within Goal. They are drawing a monthly salary between \$33 to \$200.



Anna Marrs, Group Head of Commercial and Private Banking interacted with four girls from the employability pilot in Delhi  
L-R: Neetu, Jaya (Goal Co-ordinator), Anna Marrs, Renu, Renuka and Pooja

Reached over 23,000 girls and impacted 92,000 family members since 2006



Staff enjoy a game of netball with the Goal girls





Suriya G, 19 years, Semmanjeri Resettlement Area, Chennai

## Case study

### Goal

Suriya's family was evicted from their home in Pattinampakkam due to a slum clearance plan proposed by the city corporation. The eviction changed Suriya's life forever.

Suriya hails from a poor family and was forced to drop out of school while she was still studying in the ninth grade. In an attempt to secure her future, she was married at the age of 15 years and delivered her first baby at the age of 18. A few months later, Suriya lost her husband in a tragic motorbike accident. She was shattered and she shifted to her maternal home.

In 2014, Suriya became a Community Sports Coach (CSC). In the last eight months her personality has transformed from being shy and reticent to a confident girl. "If someone had introduced these ideas to me while I was still in school perhaps I too would have learned to 'say no' and could have delayed my marriage. I can't undo my past, but through the Goal Life Skills module I am training young girls to 'say no' in the face of undue pressure which could violate their rights."

Her parents are overjoyed with the transformation, and support her participation in Goal wholeheartedly. Suriya's dream of becoming a school teacher was shortchanged due to her early marriage. With a child to care for, Suriya does not feel like she can take time to pursue her studies, however the opportunity of teaching children in the capacity of a CSC brings her great pleasure. She aspires to hone her skills and become a fulltime Goal coach.



## Employee volunteering

Our staff are highly engaged in employee volunteering.

Every employee is entitled to three days of paid volunteering leave annually. We integrate volunteering into our community programmes and encourage skills-based volunteering, where 30 per cent of our staff have shared their skills with the community.

In 2014, globally we contributed over 86,000 volunteering days across our markets. India contributed over 15,000 employee volunteering days.

## Financial education

Our global Financial Education for Youth programme trained over 13,000 young people across 15 markets in 2014.

As bankers, we are uniquely positioned to help educate young people about financial services. In India, 4,600 young people were trained by more than 300 employee volunteers.

We also expanded our Education for Entrepreneurs training programme by developing a training toolkit enabling staff volunteers to deliver sessions on financial management to micro and small businesses in our communities. In 2014, the programme ran in eight markets and reached 835 entrepreneurs. In 2015, the programme was launched in India.

Financial education and consumer education makes the financial marketplace effective and efficient and better equips consumers to make tough yet smart financial decisions. Exploiting our expertise in the field of banking, we continue to organise financial education training sessions for farmers to uplift and empower the unbanked population.

## Standard Chartered Mumbai Marathon

The Standard Chartered Mumbai Marathon (SCMM) is India's largest charity raising platform and one of the richest marathons in Asia.

SCMM kindles the spirit of fitness and reflects the empathetic undercurrent that runs through the veins of Mumbai.

Dominating people's hearts, SCMM's record breaking streak continues both in terms of increasing number of participants and the funds raised for charity. The 12<sup>th</sup> edition witnessed over 40,000 runners, 292 participating NGOs and \$3.93 million funds raised – surpassing all previous years' numbers.

SCMM has cumulatively raised \$21.41 million for social causes, since its inception in 2004.

Charitable giving is monitored by United Way of Mumbai, Official Philanthropy Partner, who facilitates connections between the donors and beneficiaries, add credibility by ensuring transparency in the process of managing and allocating funds, whilst adhering to highest standards of integrity.



Elite athletes make a dash across the Bandra-Worli Sea Link in SCMM 2015



Sunil Kaushal, Regional CEO, India & South Asia with Devendra Fadnavis, Chief Minister of Maharashtra cheer the crowd at the SCMM 2015 grand stand

## Emergency response

We provide emergency response and support reconstruction efforts across our markets.

Globally, in 2014, we contributed more than \$700,000 to relief efforts in Asia and the Ebola Virus Disease (EVD) in West Africa.

In India, in 2014, Standard Chartered India made a contribution of Rs. 1 crore (\$166,667) towards relief work for those affected by the floods in Jammu & Kashmir, including staff fund raising. The Bank partnered with the Indian Red Cross Society to support the provision of large water purification units to make safe drinking water available, along with emergency shelter, hygiene promotion and non-food relief items to more than 5,000 badly affected families. Recognising the need for warm clothes during winter and snow, a further donation was made to United Way of Mumbai for dispensing over 2,000 blankets to close to 700 families from the 15 worst affected villages in Anantnag and Pulwama districts of Jammu & Kashmir.

Determined to support rebuilding of the ravaged communities, our staff also volunteered their time to conduct a survey on the efficacy of the relief effort in Jammu & Kashmir.



Sunil Kaushal, Regional CEO, India & South Asia handing over the J&K Disaster Relief donation cheque to representatives from the Indian Red Cross Society in the presence of Shri S.S. Mundra, Deputy Governor, Reserve Bank of India



Habitat for Humanity volunteers help clear the debris in Nepal

Nepal is important business geography for the Bank in South Asia. The destruction and deaths caused by the recent earthquake in Nepal is unprecedented. In 2015, Standard Chartered India has made a donation of \$200,000 to the Nepal Red Cross Society for short-term relief. Our staff have fund raised over \$400,000 for Habitat for Humanity, and the Bank will match the appeal up to US\$100,000.

The International Red Cross/Red Crescent Societies (Red Cross/Crescent) and Habitat for Humanity (Habitat) are our two global strategic partners who help us respond to emergencies in a more consistent and timely manner.



# Our performance

## Sustainability awards 2014-2015

### [Skoch Renaissance Award 2014](#)

Skoch ‘Order-of-Merit’ plaque for Financial Inclusion and CSR

### [CMO - 4<sup>th</sup> Asia Best CSR Practices Awards 2014](#)

‘Concern for Health’ for Seeing is Believing

### [Blue Dart CSR Excellence and Leadership Awards 2014](#)

‘Concern for Health’ for Seeing is Believing

## Country awards 2014-2015

### [UTI-CNBC Financial Advisor Award 2014-15](#)

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

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

‘Foreign Currency Bond Deal Maker of the Year’

### [Private Banker International Awards 2014](#)

Awarded the ‘Outstanding Private Bank South Asia’

### [PWM & The Banker’s Global Private Banking Awards 2014](#)

Awarded the ‘Best Private Bank India 2014’

### [National Payment Corporation of India 2014](#)

‘Best Bank for Excellence in ATM’ performance in the small bank category

### [ACQ Global Awards 2014](#)

‘Bank of the Year (Wealth Management)’ for India

## Sustainability indices

### [Dow Jones Sustainability Index](#)

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

### [FTSE4Good](#)

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

### [Carbon Disclosure Project](#)

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



# India

## Here for good

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

### INVESTING IN COMMUNITIES

### BEING A RESPONSIBLE COMPANY

### CONTRIBUTING TO SUSTAINABLE ECONOMIC GROWTH

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

#### Environmental and Social Risk Management



We have played a key role in financing over **730 MW** of wind farms.

In the financial year 2014-2015, the Bank has financed renewable energy deals to the tune of **US\$110mn**.

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



#### Lending to Microfinance Institutions

Since 2006, we have surpassed **US\$383mn** in lending to **24** microfinance institutions (MFIs).



In 2014, we have disbursed over **US\$77mn** to MFIs impacting **500,000** women

Our MFI financing has reached an estimated **2.58mn** people.



#### Supporting Commercial Clients & Business Clients



In 2014 alone, we provided **US\$2.8bn** in lending to small and medium enterprises. **US\$709mn** in lending to small businesses. **US\$2bn** in lending to medium enterprises segment.

#### Financing Agribusiness

We grew our agribusiness from **US\$93mn** in 2014



to **US\$188mn** in 2015 through a combination of own origination as well as the purchase of direct agriculture securitisation portfolio.



We are actively supporting financial inclusion by providing the necessary financial backing to over **800** Micro and Small Enterprises (MSE).

The overall Priority Sector Lending book size to MSE stands at **US\$1.65bn** as of March 2015 as compared to **US\$1.33bn** as of March 2014.

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

#### Developing Human Capital

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



More than **19,000** staff



Women staff in senior management **13%**



**130** People with disabilities employed

People employed across



**11** nationalities



Women staff **27%**

**41** talking ATMs with Braille friendly keypad. A minimum of one-third of all future ATMs deployed by the Bank will be talking ATMs.



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



#### Environment



We reduced our water use intensity by **5.3%** in 2014. From 2009 to 2014 the estimated water savings measure up to **67ML**, which can fill **27** Olympic-sized pools.

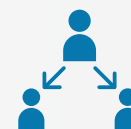
We reduced our energy use intensity by **11%** in 2014. **65%** of our annual energy demand at our SCOPE office is met by renewable energy sources like wind and solar power.



Distributed over **64,000** kg of IT equipment through our asset disposal initiative, representing an increase of **116%** from 2013.

#### Suppliers

In 2014, we availed services from close to **6,000** suppliers. Supplier Charter has been sent to over **5,000** suppliers. Our Supplier Charter, sets out a number of principles for the behavioural standards expected from our suppliers and those within a supplier's area of influence that assist them in performing their obligations to us.



#### Conduct



**97%** our employees reconfirmed their commitment to our Code of Conduct in 2014. We continue to embed our six fair-accountability principles.

#### Our Heritage Buildings



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

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

#### Employee Volunteering



Over **15,000** employee volunteering (EV) days in 2014.

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

#### Financial Education

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



We imparted the RBI and Bank's financial education curriculum to over **4,600** underprivileged youth in 2014.



Launched in 2006, reached over **23,000** girls and **92,000** family members.



Water Sanitation Hygiene Education

WASHE makes available improved toilet facilities and hygiene education for the girl child across **8** municipal schools in Mumbai and Delhi.

Empowered over **45,000** girls and **1.8mn** family members, since 2011.



#### Living with HIV

Over **60** Living with HIV champions cover basic facts about the virus and help share knowledge about prevention. They also educate our own staff and people in the community.

In 2014, **541** staff members were involved in Living with HIV volunteering events.



Seeing is Believing

Seeing is Believing has impacted the lives of **11mn** people by providing essential and quality eye care to some of the poorest communities through the **92** Vision Centres (VCs) across **10** states.



We have helped fund **1.14 mn** cataract operations



**US\$800,000** SiB's first historic agreement with a longstanding Private Bank client

Over **150,000** pairs of spectacles distributed. More than **6,000** community health workers trained

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

#### SiB partnership with Queen Elizabeth Diamond Jubilee Trust



We've joined forces with The Queen Elizabeth Diamond Jubilee Trust to eliminate avoidable blindness. The bank has Pledged **US\$5mn** which will be used to address Retinopathy of Prematurity (ROP), in partnership with Public Health Foundation of India (PHFI) and Government of India.

#### Providing a gateway to financial freedom

SiB Vision centers in Delhi are completely managed by women. Since 2010, **50** women with **10+2** education from different vocations have been trained into qualified mid-level health care professionals.



#### Emergency Response



In 2014, we contributed **US\$166,667** to the Indian Red Cross Society towards relief work in Jammu & Kashmir, including staff fund raising.

In 2015, staff have fund raised **US\$400,000** for the Habitat for Humanity appeal and the Bank will match the appeal upto **US\$100,000**. Additionally, we have made a donation of **US\$200,000** to the Nepal Red Cross Society.





**WASHE**

Seeing  is Believing

 Living with HIV

**Goal**  
reaching  
new heights

For more details about Standard Chartered Bank's Sustainability agenda in India, please contact:  
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