Sustainability Principles







Sustainability Principles and Strategy

CIMB'S SUSTAINABILITY PRINCIPLES

Through our ASEAN-wide presence and by the nature of our business, we can play a significant role in shaping the sustainability landscape in the region. Our pledge of #CIMBforTomorrow means that we aim to use our influence to not only improve the environmental, social and governance practices within our own operations, but to create net positive impacts for everyone connected to the Group. This is encapsulated in our Sustainability Principles, which are embedded in our organisational purpose and Forward23+ strategy.

Our Sustainability Principles include the following:



Proactively integrate economic, environmental and social considerations in our business decisions, including financing, investments, and procurement, and in managing our people and operational impacts.



Recognise and be guided by internationally accepted principles from key organisations to promote responsible business performance.



Exercise a precautionary approach, taking due care and diligence to evaluate, adopt and advocate measures that will prevent and minimise environmental harm as well as promote social equality and equity.



Create net positive impact, adopting an inclusive approach to positively influence our business relations in their sustainability performance, and taking a holistic approach in striving for a just transition to a greener economy.



Engage actively and openly with our stakeholders regarding the management of sustainability risk, and to identify opportunities for sustainable development.

These principles are aligned and guided by our commitments to driving sustainable finance and global development, as well as the UN Sustainable Development Goals (SDGs). We mapped the UN SDGs based on areas we have the most impact and influence, resulting in seven priority SDGs. Our material matters and corresponding policies and programmes, and in particular, our Green, Social, Sustainable Impact Products and Services (GSSIPS) Framework, are aligned with these priority SDGs.







STAKEHOLDER ENGAGEMENT

Our ability to create long-term shared value is built on the trust of our stakeholders, who are at the heart of our sustainability journey. We regularly engage with our diverse stakeholders to capture their valuable feedback on how we can continue to meet their evolving needs and expectations. This is guided by a comprehensive engagement framework that enables us to effectively gain insights into delivering innovative programmes and solutions that address their most critical environmental, social, economic and governance concerns.



CUSTOMERS

Frequency: **Daily**

How We Engage

- Feedback from annual and post-interaction surveys
- Frontline channels, including call centres, branches and social media
- Complaints and feedback mechanisms
- Relationship Managers
- Customer appreciation events such as WoWeek!

Issues Raised

- Consistent and superior customer experience
- Performance reliability of digital platforms
- Data privacy and cybersecurity
- Sustainable finance and responsible banking
- Access to finance
- Favourable financing terms
- Transparent and fair business relationships

How We Responded

- Improved stability of Clicks and BizChannel
- Reengineered processes for better customer experience
- Leveraged data analytics to ensure relevant solutions are provided
- Increased governance and operationalisation of Treating Customers Fairly outcomes
- Broadened the suite of sustainable finance products and services
- Published our Sustainable Finance Framework, which lays out our sector requirements



INVESTORS

Frequency: Quarterly/Annually

How We Engage

- · Quarterly financial results briefings
- Investor roadshows
- One-on-one investor engagements
- Sustainability Investor Day
- Annual General Meetings
- ESG and credit rating agencies

Issues Raised

- Governance and ethics
- Climate change targets, strategy, portfolio-level physical and transition risks and related disclosures
- Biodiversity and human rights risks and safeguards
- Sustainable finance goals and approaches
- Engagement approach with high sustainability risk clients and related sector requirements
- Risk management and business resilience

How We Responded

- Established Group Sustainability and Governance Committee
- Organised Sustainability Investor Day with investors and analysts
- Commenced reporting in line with TCFD recommendations, published scope 3 financed emissions baseline, and commenced setting sector-specific climate targets
- Conducted engagements with high sustainability risk clients to communicate our responsible banking requirements
- Rolled out the Group Human Rights Policy









EMPLOYEES

Frequency: **Daily**

How We Engage

- Quarterly townhalls and department meetings
- Performance reviews and regular check-ins and surveys, such as the annual Organizational Health Index
- Survey Feedback platforms such as "Have Your Say", "Teh Tarik" with Group CEO, and targeted focus groups
- Employee engagement and appreciation events

Issues Raised

- Corporate culture, values and leadership
- New ways of working in the new normal
- Managing mental health strain
- Providing superior customer experience
- Improvements in internal processes and technological enablement
- Talent attraction, growth and retention
- · Diversity and inclusion
- · Compensation and benefits

How We Responded

- Kicked-off cascading of our new EPICC values framework with our top 500 leaders
- Introduced a hybrid work policy to embed a flexible work environment post-pandemic
- Rolled out mental health services through a partnership with Naluri
- Undertook various projects to simplify internal processes and improve the employee experience
- Launched "Forward Your Career", an enhanced programme to deliver the optimal employee mobility journey
- Conducted career path mapping for divisions in Malaysia
- Developed a diversity and inclusion strategy focused on increasing female representation in leadership
- Developed a flexible benefits framework



REGULATORS

Frequency: Quarterly

How We Engage

- One-on-one meetings
- Industry initiatives, such as the Joint Committee on Climate Change (JC3) and its various subcommittees
- Working groups and consultation forums such as the CEO Action Network

Issues Raised

- Driving the sustainable finance ecosystem
- Sustainability-related regulations and guidelines, such as the Value-Based Intermediation and Investment Impact Assessment Framework (VBIAF) Sectoral Guides
- Climate change, including the Climate Change and Principle-based Taxonomy (CCPT) and Task Force on Climate-related Financial Disclosures (TCFD)
- Biodiversity risks and impacts to the financial system
- Financial crime, cybersecurity and
- Fair dealing and conduct
- Technology and customer experience
- Governance and ethics
- Risk management and business resilience

How We Responded

- Active involvement in JC3 and its subcommittees, including the CCPT Implementation Group
- Led development of VBIAF Sectoral Guide: Oil and Gas and currently working on the Agriculture Sectoral Guide
- Co-led development of the TCFD Application Guide as part of JC3
- Engaged the Malaysian Anti-Corruption Agency to discuss corruption risk in our operations
- Quarterly updates to Bank Negara Malaysia (BNM) on Climate Risk management, Anti Money Laundering (AML) and technology transformation progress
- Supported BNM and the Securities Commissions Malaysia to profile sustainable finance in Malaysia at the Conference of Parties (COP27)









SUPPLIERS

Frequency: Monthly

Issues Raised How We Responded **How We Engage** • Procurement process • Partnerships for growth • Engaged 179 suppliers on sustainability issues • Virtual focus groups Fair remuneration and payment • Performance evaluations • Implemented VCOC Seminars and conferences Vendor Code of Conduct (VCOC) acknowledgement as a requirement Seamless procurement system for new vendors Cybersecurity and data privacy



COMMUNITY/NGOs/CIVIL SOCIETY

Frequency: Monthly

How We Engage

- Non-governmental organisation (NGO) engagements
- One-on-one meetings
- Community partnerships
- Donations and sponsorships
- Employee volunteerism activities

Issues Raised

- Financial inclusion and literacy
- Community development
- Human Rights risks
- Progress on sustainable finance and our sector requirements, including climate change and deforestation

How We Responded

- · Consulted with NGOs on our Human Rights and NDPE policies
- Participated in NGO engagements and benchmarking exercises, such as the Forest 500 study
- Ramped up employee volunteerism resulting in over 140,000 volunteer hours achieved in 2022





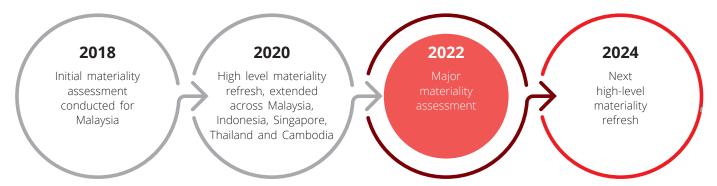
MATERIAL MATTERS

We recognise that the global banking industry is continuously evolving, with increasing pressure and expectations from society. Materiality assessment is one of our key approaches to identifying the critical economic, environmental and social matters for our organisation, with inputs from our stakeholders. We consider the concept of double materiality in our approach, where we consider the potential impact of our activities on the environment and society, alongside environmental and societal matters that have a potential impact on our business.

We are guided by our material matters to drive long-term value creation and competitiveness for the Group as a whole. The outcome of the materiality assessment serves as input to our sustainability strategy and drives our ambition to become an ASEAN sustainability leader.

MATERIALITY METHODOLOGY

We conduct an in-depth materiality assessment every four years, with a midpoint review every two years. In 2020, we conducted a materiality checkpoint, followed by a major update in 2022 to reassess the relevance of ESG matters to our key stakeholders.



The materiality assessment was conducted in alignment with the latest GRI Sustainability Reporting Standards (GRI Standards) 2021¹. Our materiality assessment process is described as follows:

IDENTIFICATION

- We identified a list of 25 potential material topics from various sources, including global trends, GRI Standards 2021 and the S&P Global Corporate Sustainability Assessment
- We also conducted benchmarking with our peers' material topics

ENGAGEMENT

- We engaged over 5,000 clients, suppliers and employees across Malaysia, Indonesia, Singapore, Thailand and Cambodia through surveys. Surveys were also translated into Thai and Indonesia
- Inputs from other stakeholders, such as investors, regulators and communities, were also gathered based on our engagements with them over the past 12 months

PRIORITISATION

 The stakeholders' inputs were prioritised according to the relative criticality of stakeholder groups based on their influence and impact, as well as geography, based on relative revenue contribution from each country studied

VALIDATION

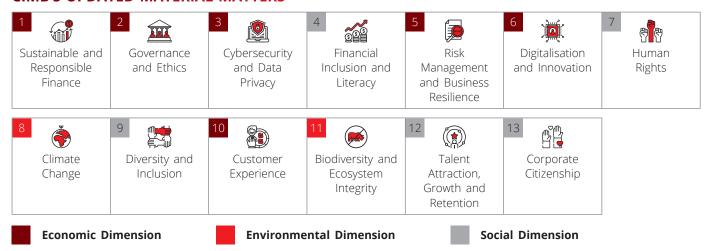
- We deliberated internally with management and regional teams to narrow down the focus to the top 13 Material Matters
- The Material Matters were validated and approved by the Board as the highest governing body

¹ Global Reporting Initiative (GRI) Standards 2021 (Reference): https://www.globalreporting.org/.

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CIMB'S UPDATED MATERIAL MATTERS



Based on the outcome of our materiality assessment, we prioritised 13 material topics that represent CIMB's most significant impacts on the economy, environment and society, and vice versa.

Along with our stakeholder engagement process, we have made improvements by updating our definition of each material topic to be more concise. We have updated and enhanced the clarity of our material matters with the addition, deprioritisation, splitting and renaming of the topics. Major updates are as follows:

Human Rights



New material matter, added to provide better focus and coverage of human rightsrelated issues

Digitalisation and Innovation



Split out from "Technology" to provide specific focus on digitalisation and innovation in our business

Health, Safety and Well-being



Treated as a hygiene factor, as our stakeholders expect this to be fundamental to our business

Biodiversity and Ecosystem Integrity



New material matter, added to reflect its nature as an emerging risk in the banking industry and its increasing importance to our stakeholders

Cybersecurity and Data Privacy



Split out from "Technology" to provide specific focus on issues related to cybersecurity and data privacy

Sustainable Supply Chain



Treated as a hygiene factor, as well as to make way for more highly material matters such as our financed emissions (climate change)

Sustainable and Responsible **Finance**



Updated to include "responsible finance" to explicitly cover both positive impacts in our financial services as well as elements of "do no harm" to people and planet

Risk Management and Business Resilience



Split out from "Governance" to provide more focus on robust risk management and resilience of economic value creation

Sustainability Awareness and **Participation**



Treated as 'business as usual', as this has been ongoing and foundations have been set, as well as to make way for more highly material matters

Governance and Ethics



Updated to explicitly call out "ethics" which covers elements such as anti-competitive behaviour, responsible tax management and contribution to peace and justice

Corporate Culture



Merged with "Talent Attraction, Growth and Retention", as a strong corporate culture is fundamental for attracting and retaining the right talent

Sustainability Principles







Sustainability Principles and Strategy

Our identified material matters represent our most significant impact on the economy, environment, and people. To address these matters, we adopt a long-term management approach as part of our sustainability efforts. This allows us to minimise related risks and build on opportunities, thus generating sustainable value for our stakeholders.

Why is it important

Risks

Opportunities

Long-Term Approach



ECONOMIC



SUSTAINABLE AND RESPONSIBLE FINANCE

We integrate sustainability considerations in our transactions, products and services, to generate long-term value for stakeholders, and contribute towards an inclusive and environmentally sustainable economy, while ensuring our financial services are not enabling harm to people and planet

 Inability to integrate and adapt to fast-evolving sustainability risks could lead to stranded assets and higher default rates by clients who are financially impacted by sustainability matters













- Being an ASEAN sustainability leader
- Generate long-term value and harness new business opportunities by delivering innovative sustainable finance products and services
- Delivering products and services to support people, businesses and activities that create positive impacts on society, from economic, environmental and social perspectives
- Managing risks and potential negative impacts arising from the activities that CIMB finances, including impacts on the economy, environment and society in general



GOVERNANCE AND ETHICS



- Reputational damage for failing to meet regulators' or other stakeholders' expectations
- Fines for breaching regulatory requirements
- Financial losses due to failure to mitigate or limit our risk exposure
- Lack of integrity and transparency in our culture
- Strong governance practices enable the effective execution of business strategy, while strengthening our ability to become a responsible financial institution
- A culture of ethics, integrity and transparency is a critical foundation for any high-performing organisation
- Allocating resources strategically and reinforcing our ability to plan and achieve resilient value creation
- Reinforcing a healthy culture of ethics, integrity and transparency throughout the organisation





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Why is it important

It is critical for us as a local

continuously evolving market

ASEAN bank to strengthen

business resilience in a

landscape. Our long-term

performance depends on

financial and business risks

while we strive to meet our

financial and sustainability

how well we manage

and environmental

Risks

Opportunities

Long-Term Approach



RISK MANAGEMENT AND BUSINESS RESILIENCE

 Lack of integrated or systematic processes to understand, measure and manage financial and business risks

- Adopting a short-term and reactive approach to emerging risks and trends
- Integrated, long-term processes to manage risks in a holistic way
- Strengthened business fundamentals which will enable the effective execution of business strategies and initiatives
- Putting in place controls that limit CIMB's risk exposure, meet regulatory expectations, as well as ensure commercial resilience
- Adapting to and integrating emerging risks to maintain business resilience and economic performance



goals

CYBERSECURITY AND DATA PRIVACY



- Failing to prevent cybersecurity breaches and loss of customers' data, leading to reputational damage and loss of trust
- Business operations can be disrupted
- Strengthened customers' trust
- Continued protection of critical data and business continuity
- · Robust data management practices will allow us to be more efficient in catering to stakeholders' needs and expectations
- Safeguarding CIMB's data and systems, as well as customers' data and privacy
- Protecting customers from frauds and scams



DIGITALISATION AND INNOVATION



- Failing to adapt to digital disruptions in the banking industry
- Loss of competitiveness
- Capturing new revenue streams, value creation opportunities as well as opportunities to reduce operational costs
- Strengthened technological resilience
- Enhanced and differentiated customer experience
- Ensuring a seamless and differentiated digital experience for customers
- Transforming our operations by deploying tools such as data analytics capabilities and artificial intelligence to be a data-first organisation











Why is it important

Risks

Opportunities

Long-Term Approach



CUSTOMER EXPERIENCE

Customers are at the heart of what we do as a bank and our reason for existence. Our competitive advantage depends on how well we meet their needs, providing value-adding and differentiated products and services

- Disproportionate focus on high net-worth and preferred customer segments
- Narrow approach to banking that is not designed to meet the needs of special groups of customers, including the unbanked and underbanked, disadvantaged, differentlyabled, and aged
- Short-lived customer loyalty

- Catalysing the market by creating new benchmarks for excellent customer experience
- Tapping new market segments with products designed to meet specific socio-economic needs
- Increasing brand affinity and loyalty







- Engaging in responsible marketing and fair dealing practices to strengthen customer trust
- Going the extra mile for our customers, and delivering excellent customer experience that builds long-term relationships
- Delivering relevant, value-adding and competitive products and services





CLIMATE CHANGE

Climate change is an existential threat to all, including ourselves. As a responsible and influential corporate citizen, we are committed to achieving net zero operational greenhouse gas (GHG) scope 1 and 2 emissions by 2030 and Net Zero overall GHG emissions by 2050

- Failing to account for and mitigate climate-related risks in our portfolio could result in higher loan/financing impairments due to stranded assets and physical climate impacts
- Failure to anticipate and mitigate physical risks in our operational footprint and supply chain could result in operational disruptions and losses
- Accelerating market transition towards a low-carbon economy by channeling funds towards low-carbon businesses and away from those with high carbon trajectories
- Building client trust by helping them manage their own climate risks
- Capturing new business opportunities arising from climate risk mitigation and climate transition



- Implementing our roadmap toward net zero scope 1 and 2 emissions, including implementing an internal carbon price
- Setting Paris-aligned carbon-related targets for our most carbon-intensive







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Why is it important

Risks

Opportunities

Long-Term Approach



BIODIVERSITY AND ECOSYSTEM INTEGRITY



Protecting biodiversity and ecosystem integrity is critical for a sustainable economy and ensuring that society's basic needs such as energy, food and water are met. It is our responsibility to ensure that the activities and clients we finance do not cause harm to biodiversity and natural ecosystems. We can support and promote biodiversity in how we channel our financing

- · Financing clients who pollute or destroy natural habitats can cause reputational damage
- Failing to account for nature-related risks in our loan/financing portfolio could increase exposure to significant financial risks, including physical, transition and systemic risks
- · Financing clients who contribute towards a "nature-positive" economy
- Robust sustainability due diligence embedding nature-related risk considerations
- Committing to a No Deforestation, No Expansion on Peat and No Exploitation (NDPE) to promote sustainable practices
- Integrating biodiversity and ecosystem integrity, including waste and water management, considerations into financing and other business decisions



SOCIAL



FINANCIAL INCLUSION AND LITERACY





As a responsible financial institution, we have a duty to equip individuals and businesses with financial knowledge that will help them to better manage their finances. We also serve the unbanked and underbanked towards building more resilient and financially secure communities

- Mis-selling of our banking products and services
- Failing to capitalise on business opportunities to serve the unbanked and underbanked communities and demographics
- · Integration of underserved and disadvantaged groups into the banking system
- New business opportunities arising from serving the unbanked and underbanked
- Improved financial planning and management, contributing to the quality of life of customers and communities
- Providing access to affordable financial services, and improving financial literacy, especially among disadvantaged segments of society



HUMAN RIGHTS

Businesses are expected to respect human rights in all aspects of our operations. As a responsible financial institution, we ensure that we do not finance or enable, directly or indirectly, human rights violations caused by our clients and other stakeholders

- Being linked to human rights violations can cause reputational damage and potentially lead to elevated credit risk and financial losses
- Promoting awareness and respect for global human rights principles among our business relations
- Delivering products and services that serve minority and vulnerable customer segments







- Upholding international human rights laws and standards
- Integrating human rights due diligence in our sustainability due diligence process
- Promoting fair labour practices and fair treatment of communities







Why is it important

Risks

Opportunities

Long-Term Approach



TALENT ATTRACTION, GROWTH AND RETENTION

Employees are key to successful execution of our business strategies, and as a responsible employer, we aim to provide a safe, fair and fulfiling work environment and individual development for our people. Amid the global transition towards a more sustainable economy, we will face fiercer competition to attract, grow and retain the right talent

- Failing to capitalise on emerging trends due to lack of skilled employees, leading to loss of competitive advantage
- Lower productivity and performance due to unmotivated employees
- Inability of employees to fully contribute due to lack of skills, knowledge and tools
- Become the "employer of choice" among the top talents in the region
- Enhance organisational agility and effectiveness with highly-skilled, well-equipped and motivated talent
- Attracting and nurturing the right talent to futureproof the organisation and its business
- Implementing effective mechanisms to retain talent for business continuity, productivity, performance and competitiveness
- Strengthening management-employee relationships to foster a strong corporate culture, which is built on trust and accountability



DIVERSITY AND INCLUSION

Diversity across the organisation can foster innovation, inclusive growth and participative leadership, and serve to remove barriers to communication, productivity and performance

- Lack of diverse ideas, skills and motivation for innovation
- Inability to attract talented individual from diverse groups
- Encouraging diverse ideas and views for innovative solutions across customer segments and markets
- Promoting local employment by supporting overlooked high-potential talent

 Providing and promoting equal, fair and inclusive opportunities regardless of gender, age, background, beliefs, ethnicity, skill and abilities



CORPORATE CITIZENSHIP

Our purpose is to build a high performing sustainable organisation to help advance customers and society. This can only be achieved when we embed a sense of belonging, accountability, and purposeful communications within our organisation and with the communities we operate in

- Being perceived as insensitive to the local environment and communities
- Loss of trust from and regulators and being seen as unsupportive of national initiatives
- Meaningful corporate social responsibility (CSR) initiatives can increase our visibility and contribute towards our reputation as a responsible financial institution
- Engaging with communities and local governments will bring important business insights
- Involving our employees in volunteerism can improve their understanding and ability to serve our customers better, as well as increase motivation and loyalty









- Supporting regional and national policies to reduce poverty and build sustainable communities, among others
- Implementing CSR initiatives that contribute to economic, environmental and social well-being as well as address the needs of stakeholders







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SUSTAINABILITY ROADMAP

The CIMB Group Sustainability Roadmap is developed according to our sustainability principles, and forms the foundation of our strategies and initiatives to steer our business activities and operations towards achieving our sustainability aspirations. The scope of our roadmap covers all areas we may impact or influence, including our own operations, as well as downstream impacts on stakeholders such as customers, and upstream with our suppliers. The roadmap covers our material sustainability matters to deliver net positive impacts to our stakeholders, including the economy, communities and environment.

We have also embedded the Value-Based Intermediation (VBI) principles into our sustainability roadmap. Developed by Bank Negara Malaysia, VBI aims to deliver the intended outcomes of Shariah, applying its principles of benefit attainment and prevention of harm.



THE GROUP

Sustainable Action

How we embed sustainability principles in all our business operations and processes to reduce our negative impact, such as carbon footprint, and generate positive impact through our business



OUR CLIENTS

Sustainable Business

How we generate profits in a responsible manner, creating net positive impact through the products and services we provide, and by assisting and encouraging our customers and clients on their own sustainability journeys



SOCIETY

Corporate Social Responsibility

How we use a portion of our profits to enhance and contribute towards sustainable long-term positive impacts in the communities around us



Governance and Risk

How we govern and report sustainability risks, including setting targets and tolerance levels, and how we organise and mobilise ourselves for the best results



Stakeholder Engagement and Advocacy

How we champion, engage, build capability and capacity, raise awareness and drive participation for sustainability, both internally and externally







OUR SCORECARD

Our sustainability commitments are underpinned and tracked via a set of robust value-creation indicators, with quantitative targets where possible, and supplemented with qualitative commitments for the remaining indicators. These targets align with national priorities, the UN SDGs and industry benchmarks. They have been widely discussed with business units and enablers, as well as the Group Sustainability Council, Group Transformation Committee and Board, to ensure that they are relevant and to achieve a balance of reach and practicality.

In 2022, we commenced the alignment of our scorecard to reflect our updated material matters. However, Group-level targets on new material matters, such as Human Rights and Biodiversity and Ecosystem Integrity, will only be incorporated after due planning, deliberation and approvals.

SUSTAINABLE ACTION Material Topics: • Climate Change • Diversity and Inclusion • Human Rights • Talent Attraction, Growth and Retention Related UN SDGs: 8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED 11 RESPONSIBLE 12 RESPONSIBLE CONSIMPTION AND PRODUCTION AND PRODUCT

Success Measures	2019 Baseline	2022 Performance	2024 Goals and Commitments ¹
Climate Change GHG emissions reduction (Scope 1 and 2) ²	94,834 tonnes CO₂e	74,036 tonnes CO ₂ e, reduction of 22% from baseline	25% reduction from 2019 baseline; towards net zero by 2030
Diversity and Inclusio Women in leadership (GCEO-2 level and above)	38% women in leadership (2020 baseline)	42.4% women in leadership	45% women in leadership
Gender pay gap ³	1 (Male): 1.00 (Female) for Key Management 1 (Male): 0.97 (Female) for Senior Management (2020 baseline)	1 (Male): 0.98 (Female) for Key Management 1 (Male): 0.98 (Female) for Senior Management	CIMB is committed to reducing the gender pay gap

- ¹ Unless otherwise stated.
- ² Scope of success measure changed from intensity to absolute reduction to reflect emissions reduction more accurately.
- In 2021, we revised our methodology to calculate our gender pay gap ratio using a weighted average across business units, business enablers and population size across Malaysia, Indonesia, Singapore and Thailand. The 2020 figures (covering Malaysia only) were restated and used as a baseline based on this methodology. The same methodology continued to be applied in 2022.







Success Measures	2019 Baseline	2022 Performance	2024 Goals and Commitments ¹
Customer Experience Relative Net Promoter Score (NPS) compared to peers	Top 48%	Within 74%	Top quartile (25%)
Sustainable Finance CIMB financing clients with Environmental and Social (E&S) action plans	11 clients with new action plans	89 clients with new action plans	To measure and report progress annually
Clients that implemented E&S action plans	None, as E&S action plans were only due from 2020 onwards	84% of clients successfully completed E&S action plans due in 2022	To measure and report progress annually
Green, Social, Sustainable Impact Products and Services (GSSIPS) ²	Not measured	RM54.3 billion mobilised from 2021-2022	RM60 billion mobilised from 2021-2024
Financial Inclusion an Financing provided to underserved communities ³		RM14.3 billion	To measure and report progress annually
Climate Change Reduction in financed emissions	13,811 ktCO ₂ e for nine carbon intensive sectors, covering 61% of total gross financing (2021 baseline)	Baselined financed emissions for nine carbon intensive sectors 2030 climate targets set for thermal coal mining and cement sectors	To measure and report progress annually towards Net Zero by 2050







- Unless otherwise stated.
- ² Includes Financial Inclusion figures.

Success

Measures

Corporate Citizenship CSR investments

Employee volunteer

disbursed

hours

³ Includes financing to low-income individuals and micro and small enterprises.

2019

Baseline

RM45.8 million²

6,580 hours4

CORPORATE SOCIAL
RESPONSIBILITY

Material Topics:

• Corporate Citizenship

Related UN SDGs:











- Unless otherwise stated.
- Total approved.
- Total disbursed. We updated our reporting definitions to align more closely with the impacts created.

2022

Performance

RM34.4 million³

142,914 hours

2024 Goals and

Commitments¹

RM150 million

disbursed from 2021 - 2025

100,000 hours in

volunteerism annually,

employee

by 2024

Malaysia only.







GOVERNANCE AND RISK

Material Topics:

- Governance and Ethics
- Risk Management and Business Resilience
- Climate Change
- Human Rights

Related UN SDGs:











Success Measures	2019 Baseline	2022 Performance	2024 Goals and Commitments ¹
Governance and Ethi Material issues supported by policy commitments ²	9 out of 14 (64%) of material issues supported	12 out of 13 (92%) material issues supported	All material issues supported by policy commitments
Improvement in governance score on S&P Global Corporate Sustainability Assessment (CSA) ³	Score of 58 (based on 2018 performance)	Score of 75 (based on 2021 performance). A 29% improvement from 2019 baseline	30% improvement from 2019 baseline
Female representation on the Board ⁴	11%	30%	At least 30%

- ¹ Unless otherwise stated.
- ² Total number of material issues has reduced from 14 to 13 since 2019 as part of our materiality refresh exercises.
- ³ Includes Anti-Crime Policy and Measures, Risk and Crisis Management, Codes of Business Conduct, Tax Strategy, Corporate Governance, Information Security/Cybersecurity and System Availability, Privacy Protection.
- CIMB Group Holdings Berhad.

STAKEHOLDER ENGAGEMENT AND ADVOCACY

Material Topics:

- Talent Attraction, Growth and Retention
- Sustainable and Responsible Finance

Related UN SDGs:





Success	2019	2022	2024 Goals and
Measures	Baseline	Performance	Commitments ¹
Talent Attraction, Growth and Retention Employees trained in sustainability each year	2,268	4,416 employees across the region ²	To measure and report progress annually

- ¹ Unless otherwise stated.
- ² Excludes e-learning.