

## VERIFICATION STATEMENT

### Scope and Objective

Hong Kong Quality Assurance Agency (“HKQAA”) has been commissioned by Hang Seng Bank Limited (“Hang Seng”) to conduct an independent verification for its Corporate Sustainability Report 2018 (“the Report”). The Report describes Hang Seng’s efforts towards sustainable development during the calendar year of 2018.

The aim of this verification is to provide a reasonable assurance on the reliability of the reporting contents. The Report was prepared in accordance with the Core Option of the GRI Sustainability Reporting Standards (GRI Standards) and the GRI G4 Financial Services Sector Disclosures, as well as the Environmental, Social and Governance Reporting Guide (ESG Guide) issued by the Hong Kong Exchanges and Clearing Limited.

### Level of Assurance and Methodology

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised) - Assurance Engagements Other Than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board, and ISO 14064-3 : Specification with guidance for the validation and verification of greenhouse gas assertions. The verification process was designed to obtain a reasonable level of assurance in accordance with the standard for the purpose of devising the verification conclusion. The extent of verification covered the Global Reporting Initiative Sustainability Reporting Standards (“GRI Standards”), the GRI G4 Financial Services Sector Disclosures and the Environmental, Social and Governance Reporting Guide (“ESG Guide”) of The Stock Exchange of Hong Kong Limited.

The verification procedures performed included discussion of the materiality analysis process, reviewing systems and processes for collecting, collating and reporting of the performance data, verifying relevant documentation, interviewing responsible personnel with accountability for preparing the Report. Raw data and supporting evidence of the selected samples were thoroughly examined during the verification process.

### Independence

Hang Seng was responsible for the collection and presentation of the information. HKQAA did not involve in the collection and calculation of data or the compilation of the reporting contents where HKQAA’s verification activities were entirely independent from Hang Seng. There was no relationship between HKQAA and Hang Seng that would affect the independence of HKQAA for providing the verification service.

### Conclusion

Based on the verification results and in accordance with the verification procedures undertaken, HKQAA has obtained reasonable assurance and is in the opinion that:

- The Report has been prepared in accordance with the GRI Standards – Core Option and GRI G4 Financial Services Sector Disclosures, as well as the ESG Guide;
- The Report illustrates Hang Seng’s sustainability performance, covering all material and relevant aspects and topics, in a balanced, comparable, clear and timely manner; and
- The data and information disclosed in the Report are reliable and complete.

Hang Seng has been putting continuous efforts to enhance the report quality by incorporating new improvement elements such as with a wider and more systematic stakeholder engagement and materiality assessment process. Also, the clearer and detail performance data reporting enables greater extent of disclosure regarding Hang Seng’s overall sustainability status.

### Signed on behalf of Hong Kong Quality Assurance Agency



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