

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 of its Corporate Sustainability Report 2013 ("the Report"). The Report describes Hang Seng's efforts to support the principles of sustainable development during the calendar year of 2013. The Report focuses on the economic, environmental and social issues that contribute to the sustainability of Hang Seng and are of interest to stakeholders.

The aim of this verification was to provide a reasonable assurance on the reliability of the reporting contents. The Report covers the standard disclosures defined in the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines Version 3.1 (G3.1) with A+ application level and the Key Performance Indicators that defined in the Environmental, Social and Governance (ESG) Reporting Guide of the Hong Kong Exchanges and Clearing Limited ("HKEx").

Methodology

The process applied in this verification was based on the current best practices including:

- ISAE 3000 - Assurance Engagements Other Than Audits or Reviews of Historical Financial Information;
- AA1000 Assurance Standard 2008;
- G3.1 of GRI and the Financial Services Sector Supplement; and
- ESG Reporting Guide of HKEx.

The verification process included reviewing of relevant documentation, interviewing responsible personnel with accountability for preparing the Report and verifying the selected representative sample of data and information presented in the Report. Raw data and supporting evidence of the selected samples were thoroughly examined.

Independence

HKQAA was not involved in collecting and calculating data, or in the development of the Report. HKQAA's activities are independent from Hang Seng.

Conclusion

Based on the results of our verification, the verification team concluded that the contents stated within the Report fulfill the A+ application level of the GRI - G3.1 and cover the Key Performance Indicators of the ESG Reporting Guide. The Report provides a reliable, accurate and consistent reflection of Hang Seng's sustainability achievement in the past year. It is a fair and honest presentation of all material aspects of the Bank and there are no significant omissions.

Over the years, Hang Seng has been actively participating in driving sustainable development and creating positive changes of the social values in the community especially the strong emphasis on upholding integrity and youth development. It was evident that sustainability has been embedded into the day-to-day business activities of the Bank. In 2013, Hang Seng continued its efforts to engage with stakeholders and fine-tuning the assessment process for identifying the material aspects, the report's inclusivity, materiality, and responsiveness is ascertained.

Signed on behalf of Hong Kong Quality Assurance Agency



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