

## 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 2014 ("the Report"). The Report describes Hang Seng's efforts to support the principles of sustainable development during the calendar year of 2014. 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 Application Level A+ and the Key Performance Indicators that defined in the Environmental, Social and Governance Reporting Guide (ESG Reporting Guide) of the Hong Kong Stock Exchange.

### 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;
- G3.1 of GRI and the Financial Services Sector Supplement; and
- ESG Reporting Guide.

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

It is the opinion of the verification team that the contents stated within the Report fulfills the Application Level A+ of the GRI G3.1 and covers the Key Performance Indicators of the ESG Reporting Guide. The Report provides a reliable, accurate and consistent reflection of Hang Sang's sustainability achievement of 2014. It is a fair and honest presentation of all material aspects of the Bank and no significant issues are omitted.

The materiality assessment approach has been continuously enhanced to prioritize latest sustainability issues of the Bank and timely addressed in the Report. In 2014, various engagement events were organized between the Bank and its stakeholders to facilitate timely response of stakeholders' concerns and expectations. The momentum of integrating sustainability into the Bank's day-to-day operations has been sustained with greater management commitments observed. Besides, Hang Seng's data and information management mechanism was found highly effective that underpinned the reliability of the contents stated within the Report.

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



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