

## Report Coverage

This report covers Hang Seng's Hong Kong operations unless otherwise stated. It covers operations that are under Hang Seng's direct control and documents the Bank's influence on the sustainability awareness and activities of its employees, customers, suppliers and business partners, as well as the wider community. Mainland China and other operations are excluded as their contribution to the Hang Seng Bank Group's profit before tax and total assets is not significant. In terms of significance, the average of both profit before tax and total assets should be more than five per cent for the past five years. Unless otherwise stated, the term 'Group' in this report refers to Hang Seng and its subsidiaries in Hong Kong.

## Reporting Guidelines

Financial and corporate data in this report are directly comparable to those in the Bank's Annual Report 2019 unless otherwise stated. The report was prepared in accordance with the internationally recognised Global Reporting Initiative (GRI) Sustainability Reporting Standards (GRI Standards) and GRI G4 Financial Services Sector Disclosures, and the Environmental, Social and Governance Reporting Guide (ESG Guide) issued by the Hong Kong Exchanges and Clearing Limited (HKEx).

## Assurance

This report has been independently verified by the Hong Kong Quality Assurance Agency. It is confirmed as having been prepared in accordance with the GRI Standards (Core option) and the HKEx's ESG Guide. (See [Verification Statement](#))

## Data Collection

Collection of data for this report was coordinated by the Bank's CSR Sustainers, in consultation with relevant teams and individuals. Hang Seng has published an annual online report since 2006. Hang Seng's previous report was published in May 2019.

