

Content Index for GRI Standards and HKEx ESG Reporting Guide

Items with # were selected and rigorously verified by HKQAA as part of the report verification process to devise opinions and conclusions on this report. (See [Verification Statement](#))

GRI Standards Disclosure	HKEx ESG Reporting Guide	Disclosure Description	Reference
General Disclosures			
GRI 102: General Disclosure 2016			
Organisation Profile			
102-1		Name of the organisation	Cover ; Table of Content
102-2		Activities, brands, products, and services	Our Business Values: Principles in Practice > What We Do
102-3		Location of headquarters	Hong Kong.
102-4		Location of operations	Hong Kong, mainland China and others.
102-5		Ownership and legal form	Listed on The Stock Exchange of Hong Kong Limited.
102-6		Markets served	Our Business Values: Principles in Practice
102-7		Scale of the organisation	Our Business Values: Principles in Practice ; Our People
102-8 [#]	KPI B1.1	Information on employees and other workers	Our People > Our People: In Numbers
102-9		Supply chain	Our Risk Management > Responsible Value Chain > Supply chain risk
102-10		Significant changes to the organisation and its supply chain	There was no significant change to the organisation and its supply chain in 2019.
102-11		Precautionary principle or approach	Annual Report 2019: Corporate Governance Report (page 110-139) ; Our Risk Management
102-12		External initiatives	Our People > Equal Opportunities, Diversity and Inclusion ; Our Environment > Our Environmental Management > Our environmental advocacy
102-13		Membership of associations	Our Business Values: Principles in Practice > What We Do > Memberships of industry associations
Strategy			
102-14		Statement from senior decision-maker	Chief Executive's Message

Content Index for GRI Standards and HKEx ESG Reporting Guide

GRI Standards Disclosure	HKEx ESG Reporting Guide	Disclosure Description	Reference
General Disclosures			
GRI 102: General Disclosure 2016			
Ethics and Integrity			
102-16		Values, principles, standards, and norms of behaviour	Chief Executive's Message ; Our Business Values: Principles in Practice ; Our Risk Management ; Our Customers ; Our People ; Our Environment ; Our Community
102-17	KPI B7.2	Mechanisms for advice and concerns about ethics	Our Risk Management > Managing Different Types of Risk > Internal risk mitigation
Governance			
102-18[#]		Governance structure	Our Risk Management > Managing Different Types of Risk > Compliance risks Annual Report 2019: Corporate Governance Report (page 110-139)
Stakeholder Engagement			
102-40[#]		List of stakeholder groups	Our Business Values: Principles in Practice > Our Values: Our Stakeholders
102-41		Collective bargaining agreements	None in 2019. The Bank respects the right to form and join trade unions and will work in a professional manner with legitimate employee representative bodies in accordance with the HSBC Group's HR Functional Instruction Manual.
102-42[#]		Identifying and selecting stakeholders	Our Business Values: Principles in Practice > Our Values: Our Stakeholders
102-43[#]	KPI B6.2	Approach to stakeholder engagement	Our Business Values: Principles in Practice > Our Values: Our Stakeholders
102-44[#]	KPI B6.2	Key topics and concerns raised	Our Business Values: Principles in Practice > From Feedback to Action

Content Index for GRI Standards and HKEx ESG Reporting Guide

GRI Standards Disclosure	HKEx ESG Reporting Guide	Disclosure Description	Reference
General Disclosures			
GRI 102: General Disclosure 2016			
Reporting Practice			
102-45		Entities included in the consolidated financial statements	Annual Report 2019
102-46[#]		Defining report content and topic boundaries	About This Report ; Our Business Values: Principles in Practice > Our Materiality Assessment
102-47[#]		List of material topics	Our Business Values: Principles in Practice > Our Materiality Assessment
102-48		Restatements of information	No restatements of information in previous report.
102-49		Changes in reporting	No significant change.
102-50		Reporting period	Table of Content > Report Scope
102-51		Date of most recent report	Our most recent report, Corporate Sustainability Report 2018, was published in May 2019.
102-52		Reporting cycle	Our corporate sustainability report is published annually.
102-53		Contact point for questions regarding the report	Your Feedback
102-54[#]		Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55		GRI content index	Content Index
102-56		External assurance	Report Verification ; About This Report > Assurance

Content Index for GRI Standards and HKEx ESG Reporting Guide

GRI Standards Disclosure	HKEx ESG Reporting Guide	Disclosure Description	Reference
Economic Standards Series			
GRI 201 Economic Performance 2016			
103-1, 103-2, 103-3		Management Approach	Chief Executive's Message ; Our Business Values: Principles in Practice
201-1	KPI B8.2	Direct economic value generated and distributed	Our Business Values: Principles in Practice > What We Do > Our performance
GRI 202 Market Presence 2016			
103-1, 103-2, 103-3	GD B1	Management Approach	Our Business Values: Principles in Practice > Our Strategy ; Our People
202-2		Proportion of senior management hired from the local community	Annual Report 2019: Appointment and Re-election of Directors (page 114) ; Biographical Details of Directors and Senior Management (page 140-147) ; Our People
GRI 204 Procurement Practices 2016			
103-1, 103-2, 103-3	GD B5, KPI B5.2	Management Approach	Our Business Values: Principles in Practice ; Our Risk Management > Responsible Value Chain > Supply chain risk
204-1[#]		Proportion of spending on local suppliers	Our Risk Management > Responsible Value Chain > Supply chain risk
GRI 205 Anti-corruption 2016			
103-1, 103-2, 103-3	GD B7	Management Approach	Our Risk Management > Managing Different Types of Risk > Financial crime risks ; Internal risk mitigation ; Responsible Value Chain > Supply chain risk
205-2[#]		Communication and training about anti-corruption policies and procedures	Our Risk Management > Managing Different Types of Risk > Financial crime risks ; Our People > Building a culture of success
205-3	KPI B7.1	Confirmed incidents of corruption and actions taken	Our Risk Management > Managing Different Types of Risk > Financial crime risks

Content Index for GRI Standards and HKEx ESG Reporting Guide

GRI Standards Disclosure	HKEx ESG Reporting Guide	Disclosure Description	Reference
Environmental Standards Series			
GRI 301 Materials 2016			
103-1, 103-2, 103-3 [#]	GD A2, GD A3, KPI A3.1	Management Approach	Our Business Values: Principles in Practice > Our Strategy ; Our Risk Management > Responsible Value Chain > Supply chain risk ; Our Environment > Our Environmental Management
301-1 [#]	KPI A2.5	Materials used by weight or volume	Our Environment > Environmental Performance Packaging materials used are not material to the business so the indicator is not disclosed.
GRI 302 Energy 2016			
103-1, 103-2, 103-3	GD A2, GD A3, KPI A1.5, KPI A2.3, KPI A3.1	Management Approach	Our Risk Management > Responsible Value Chain > Supply chain risk ; Our Environment > Our Environmental Management
302-1 [#]	KPI A2.1	Energy consumption within the organisation	Our Environment > Environmental Performance
302-3 [#]	KPI A2.1	Energy intensity	Our Environment > Environmental Performance
GRI 303 Water 2018			
103-1, 103-2, 103-3	GD A2, GD A3, KPI A2.4, KPI A3.1	Management Approach	Our Risk Management > Responsible Value Chain > Supply chain risk ; Our Environment > Our Environmental Management
303-3 [#]	KPI A2.2	Water withdrawal	Our Environment > Environmental Performance Only municipal water from Water Supplies Department is used in the operation. Hong Kong is of low water stress, and there is no issue in sourcing water.

Content Index for GRI Standards and HKEx ESG Reporting Guide

GRI Standards Disclosure	HKEx ESG Reporting Guide	Disclosure Description	Reference
GRI 305 Emissions 2016			
103-1, 103-2, 103-3[#]	GD A1, GD A3, KPI A1.1, KPI A1.5, KPI A3.1	Management Approach	Chief Executive's Message ; Our Business Values: Principles in Practice > Our Strategy ; Our Risk Management > Responsible Value Chain > Supply chain risk ; Our Environment > Our Environmental Management Air emissions are not material to the business and therefore not disclosed.
305-1[#]	KPI A1.2	Direct (Scope 1) GHG emission	Our Environment > Environmental Performance
305-2[#]	KPI A1.2	Energy indirect (Scope 2) GHG emissions	Our Environment > Environmental Performance
305-3[#]	KPI A1.2	Other indirect (Scope 3) GHG emissions	Our Environment > Environmental Performance
305-4[#]	KPI A1.2	GHG emissions intensity	Our Environment > Environmental Performance
GRI 306 Effluents and Waste 2016			
103-1, 103-2, 103-3[#]	GD A1, GD A3, KPI A1.6, KPI A3.1	Management Approach	Our Business Values: Principles in Practice > Our Strategy ; Our Risk Management > Responsible Value Chain > Supply chain risk ; Our Environment > Our Environmental Management
306-2[#]	KPI A1.3, KPI A1.4, KPI A1.6	Waste by type and disposal method	Our Environment > Environmental Performance Given the nature of our business, hazardous waste is not a material issue for our direct operations. The disclosed figures under Environmental Performance do not include waste arising from one-off renovations.
GRI 307 Environmental Compliance 2016			
307-1	GD A1	Noncompliance with environmental laws and regulations	Our Environment > Our Environmental Management No judgments were entered against the Bank in litigation regarding environmental laws or regulations in 2019.

Content Index for GRI Standards and HKEx ESG Reporting Guide

GRI Standards Disclosure	HKEx ESG Reporting Guide	Disclosure Description	Reference
Social Standards Series			
GRI 401 Employment 2016			
103-1, 103-2, 103-3	GD B1	Management Approach	Chief Executive's Message ; Our Business Values: Principles in Practice > Our Strategy ; Our People
401-1 [#]	KPI B1.2	New employee hires and employee turnover	Our People > Our People: In Numbers
GRI 402 Labour/ Management Relations 2016			
103-1, 103-2, 103-3 [#]		Management Approach	Chief Executive's Message ; Our Business Values: Principles in Practice > From Feedback to Action ; Our People > Employee Engagement and Communication
402-1		Minimum notice periods regarding operational changes	Our People > Employee Engagement and Communication
GRI 403 Occupational Health and Safety 2018			
103-1, 103-2, 103-3	GD B2, KPI B2.3	Management Approach	Chief Executive's Message ; Our People > Occupational Health and Safety
403-1		Occupational health and safety management system	Our People > Occupational Health and Safety
403-4		Worker participation, consultation, and communication on occupational health and safety	Our People > Occupational Health and Safety
403-5		Worker training on occupational health and safety	Our People > Occupational Health and Safety
403-9 [#]	KPI B2.1, KPI B2.2	Work-related injuries	Our People > Occupational Health and Safety
GRI 404 Training and Education 2016			
103-1, 103-2, 103-3 [#]	GD B3	Management Approach	Our Business Values: Principles in Practice > Our Strategy ; Our People > Training and Skills Development

Content Index for GRI Standards and HKEx ESG Reporting Guide

GRI Standards Disclosure	HKEx ESG Reporting Guide	Disclosure Description	Reference
GRI 404 Training and Education 2016			
404-1 [#]	KPI B3.1, KPI B3.2	Average hours of training per year per employee	Our People > Training and Skills Development
404-3		Percentage of employees receiving regular performance and career development reviews	Our People > Promoting High Performance
GRI 405 Diversity and Equal Opportunity 2016			
103-1, 103-2, 103-3	GD B1	Management Approach	Chief Executive's Message ; Our People
405-1 [#]	KPI B1.1	Diversity of governance bodies and employees	Annual Report 2019: Board Composition (page 111); Biographical Details of Directors and Senior Management (page 140-147) ; Our People > Equal Opportunities, Diversity and Inclusion ; Our People: In Numbers
GRI 406 Nondiscrimination 2016			
103-1, 103-2, 103-3	GD B1	Management Approach	Our People > Promoting High Performance > Fair rewards for equal works ; Equal Opportunities, Diversity and Inclusion
406-1		Incidents of discrimination and corrective actions taken	Our People > Equal Opportunities, Diversity and Inclusion
GRI 412 Human Rights Assessment 2016			
103-1, 103-2, 103-3	GD B4, KPI B4.1, KPI B4.2	Management Approach	Our Risk Management > Responsible Value Chain > Addressing environmental and social risks as standard ; Supply chain risk ; Our People > Equal Opportunities, Diversity and Inclusion
412-2 [#]		Employee training on human rights policies or procedures	Child and forced labour are not material to the business so the two indicators are not disclosed. Our People > Equal Opportunities, Diversity and Inclusion

Content Index for GRI Standards and HKEx ESG Reporting Guide

GRI Standards Disclosure	HKEx ESG Reporting Guide	Disclosure Description	Reference
GRI 413 Local Communities 2016			
103-1, 103-2, 103-3	GD B8, KPI B8.1	Management Approach	Chief Executive's Message ; Our Business Values: Principles in Practice > Our Strategy ; From Feedback to Action ; Our Customers > Power to the People ; Improving Access for All ; Our Community
413-1 [#]		Operations with local community engagement, impact assessments, and development programmes	Our Customers > Power to the People ; Improving Access for All ; Our Community
GRI 416 Customer Health and Safety 2016			
103-1, 103-2, 103-3	GD B6	Management Approach	Our Customers > Transparency, Accountability, Choice > Customer safety
416-1	KPI B6.1, KPI B6.4	Assessment of the health and safety impacts of product and service categories	Our Customers > Transparency, Accountability, Choice > Customer safety Financial services provided by the Bank are not subject to recalls for health and safety reasons.
GRI 418 Customer Privacy 2016			
103-1, 103-2, 103-3 [#]	GD B6, KPI B6.2, KPI B6.5	Management Approach	Our Business Values: Principles in Practice > From Feedback to Action ; Our Risk Management > Managing Different Types of Risk > Information risk ; Our Customers > Transparency, Accountability, Choice > Customer privacy
418-1	GD B6, KPI B6.2	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Small number of complaints were recorded by the Bank in 2019. Data would be disclosed in future corporate sustainability report when ready.
GRI 419 Socioeconomic Compliance 2016			
419-1	GD B1, GD B2, GD B4, GD B6, GD B7	Noncompliance with laws and regulations in the social and economic area	No judgments were entered against the Bank in litigation concerning employment practice, occupational health and safety, child or forced labour, product responsibility and corruption in 2019.

Content Index for GRI Standards and HKEx ESG Reporting Guide

GRI Sector Disclosure	Financial Services Sector Disclosures Description	Reference
Product and Service Labeling		
G4-DMA	Management Approach	Our Customers > Transparency, Accountability, Choice; Power to the People; Improving Access for All
Product Portfolio		
G4-DMA	Management Approach	Our Risk Management > Responsible Value Chain > Addressing environmental and social risks as standard; Supply chain risk; Our People > Training and Skills Development
G4-FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector	Annual Report 2019: Segmental Analysis (page 193-196)
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	We do not report publicly on the monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	We do not report publicly on the monetary value of products and service designed to deliver a specific environmental benefit for each business line broken down by purpose.
Audit		
G4-DMA	Management Approach	Our Risk Management
Active Ownership		
G4-DMA	Management Approach	We do not report publicly on the voting policy(ies) applied to environmental or social issues for shares over which the reporting organisation holds the right to vote shares or advises on voting. All subsidiaries are covered by the HSBC Group's sustainability policies.

Content Index for GRI Standards and HKEx ESG Reporting Guide

GRI Sector Disclosure	Financial Services Sector Disclosures Description	Reference
Active Ownership		
G4-FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues	Our Risk Management > Responsible Value Chain > Addressing environmental and social risks as standard
G4-FS11	Percentage of assets subject to positive and negative environmental or social screening	We do not report publicly on this indicator. All subsidiaries are covered by the HSBC Group's sustainability policies.
Local Communities		
G4-FS13	Access points in low-populated or economically disadvantaged areas by type	Our Customers > Improving Access for All
G4-FS14	Initiatives to improve access to financial services for disadvantaged people	Our Customers > Improving Access for All