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Content Index for GRI Standards, HKEx ESG Guide and SASB Standards

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 [Report Verification](#).)

GRI Standards Disclosure	HKEx ESG Guide	SASB Standards	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	About This Report
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	Report Scope ; About This Report
102-7			Scale of the organisation	Our People ; About This Report
102-8 [#]	KPI B1.1		Information on employees and other workers	Our People > Our People In Numbers
102-9	KPI B5.1		Supply chain	Being Proactive to Manage Risk > Responsible Value Chain > Maintaining supply chain integrity
102-10			Significant changes to the organisation and its supply chain	There was no significant change to the organisation and its supply chain in 2020.
102-11			Precautionary principle or approach	Annual Report 2020: Corporate Governance Report (page 120-147) Being Proactive to Manage Risk

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GRI Standards Disclosure	HKEx ESG Guide	SASB Standards	Disclosure Description	Reference
102-12			External initiatives	Our ESG Journey > Pursuing Environmental Excellence ; Our People > Training and Skills Development > Providing youth opportunities > Supporting industry initiatives ; Our Environment > Our Environmental Management > Advocating for the environment
102-13			Membership of associations	Our Stakeholder > Memberships of Industry Associations ; Our Environment > Our Environmental Management > Advocating for the environment
Strategy				
102-14			Statement from senior decision-maker	Board Statement & Chief Executive's Message
Ethics and Integrity				
102-16			Values, principles, standards, and norms of behaviour	Chief Executive's Message ; Being Proactive to Manage Risk ; Our Customers ; Our People ; Our Environment ; Our Community
102-17	KPI B7.2	FN-CB-510a.2	Mechanisms for advice and concerns about ethics	Being Proactive to Manage Risk > Managing Different Types of Risk > Whistle-blowing
Governance				
102-18			Governance structure	Board Statement & Chief Executive's Message ; Our ESG Journey > Our ESG Governance ; Being Proactive to Manage Risk > Managing Different Types of Risk > Compliance ; Strengthening cybersecurity ; Equal opportunities, non-discrimination and human rights Annual Report 2020: Corporate Governance Report (page 120-147)
Stakeholder Engagement				
102-40 [#]			List of stakeholder groups	Our Stakeholders > Engaging Our Stakeholder Community
102-41			Collective bargaining agreements	None in 2020.

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GRI Standards Disclosure	HKEx ESG Guide	SASB Standards	Disclosure Description	Reference
102-42 [#]			Identifying and selecting stakeholders	Our Stakeholders > Engaging Our Stakeholder Community
102-43 [#]	KPI B6.2		Approach to stakeholder engagement	Our ESG Journey > Sustainability in Action ; Our Stakeholders > Engaging Our Stakeholder Community
102-44 [#]	KPI B6.2		Key topics and concerns raised	Our Stakeholders > From Feedback to Action
Reporting Practice				
102-45			Entities included in the consolidated financial statements	Annual Report 2020
102-46			Defining report content and topic boundaries	About This Report
102-47			List of material topics	About This Report > 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	Report Scope
102-51			Date of most recent report	Our most recent report, Corporate Sustainability Report 2019, was published in May 2020.
102-52			Reporting cycle	Our ESG report is published annually.
102-53			Contact point for questions regarding the report	esg.report@hangseng.com
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	About This Report > Assurance ; Report Verification

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GRI Standards Disclosure	HKEx ESG Guide	SASB Standards	Disclosure Description	Reference
Economic Standards Series				
GRI 201 Economic Performance 2016				
103-1, 103-2, 103-3			Management Approach	Chief Executive's Message
201-1	KPI B8.2		Direct economic value generated and distributed	About This Report > Our Performance
GRI 202 Market Presence 2016				
103-1, 103-2, 103-3	GD B1		Management Approach	Our People
202-2			Proportion of senior management hired from the local community	Annual Report 2020: Appointment and Re-election of Directors (page 124); Biographical Details of Directors and Senior Management (page 148-161) Our People
GRI 204 Procurement Practices 2016				
103-1, 103-2, 103-3	GD B5, KPI B5.2		Management Approach	Being Proactive to Manage Risk > Managing different types of risk > Whistle-blowing ; Responsible Value Chain > Maintaining supply chain integrity ; Protecting human rights ; Strengthening contractor partnerships ; Utilising online risk profiles
204-1 [#]			Proportion of spending on local suppliers	Being Proactive to Manage Risk > Responsible Value Chain > Maintaining supply chain integrity
GRI 205 Anti-corruption 2016				
103-1, 103-2, 103-3	GD B7		Management Approach	Being Proactive to Manage Risk > Managing Different Types of Risk > Compliance ; Financial crime ; Anti-bribery and corruption ; Staff code of conduct and staff awareness ; Conflicts of interest ; Whistle-blowing ; Responsible Value Chain > Maintaining supply chain integrity ; Strengthening contractor partnerships ; Utilising online risk profiles
205-2 [#]			Communication and training about anti-corruption policies and procedures	Being Proactive to Manage Risk > Managing Different Types of Risk > Compliance ; Financial crime ; Anti-bribery and corruption ; Staff code of conduct and staff awareness ; Whistle-blowing ; Responsible Value Chain > Utilising online risk profiles ; Our People > Training and Skills Development

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GRI Standards Disclosure	HKEx ESG Guide	SASB Standards	Disclosure Description	Reference
205-3	KPI B7.1		Confirmed incidents of corruption and actions taken	Being Proactive to Manage Risk > Managing Different Types of Risk > Financial crime; Anti-bribery and corruption
Environmental Standards Series				
GRI 301 Materials 2016				
103-1, 103-2, 103-3	GD A2, GD A3, KPI A3.1		Management Approach	Our ESG Journey > Pursuing Environmental Excellence ; Being Proactive to Manage Risk > Responsible Value Chain > Maintaining supply chain integrity ; Our Environment > Our Environmental Management
301-1	KPI A2.5		Materials used by weight or volume	Our Environment > Our Environmental Performance Packaging materials used are not material to the business and therefore 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 ESG Journey > Our ESG Strategy ; Pursuing Environmental Excellence ; Being Proactive to Manage Risk > Responsible Value Chain > Maintaining supply chain integrity ; Our Environment > Our Environmental Management
302-1*	KPI A2.1		Energy consumption within the organisation	Our Environment > Our Environmental Performance
302-3*	KPI A2.1		Energy intensity	Our Environment > Our 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 ESG Journey > Pursuing Environmental Excellence ; Our Environment > Our Environmental Management
303-3	KPI A2.2		Water withdrawal	Our Environment > Our 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.

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GRI Standards Disclosure	HKEx ESG Guide	SASB Standards	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 ESG Journey > Our ESG Strategy ; Pursuing Environmental Excellence ; Being Proactive to Manage Risk > Responsible Value Chain > Maintaining supply chain integrity ; Our Environment > Our Shared Responsibility ; 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 > Our Environmental Performance
305-2 [#]	KPI A1.2		Energy indirect (Scope 2) GHG emissions	Our Environment > Our Environmental Performance
305-3 [#]	KPI A1.2		Other indirect (Scope 3) GHG emissions	Our Environment > Our Environmental Performance
305-4 [#]	KPI A1.2		GHG emissions intensity	Our Environment > Our 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 ESG Journey > Pursuing Environmental Excellence ; Our Environment > Our Shared Responsibility ; Our Environmental Management
306-2 [#]	KPI A1.3, KPI A1.4, KPI A1.6		Waste by type and disposal method	Our Environment > Our Environmental Performance Hazardous waste is not material to the business and therefore not disclosed.
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 2020.

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GRI Standards Disclosure	HKEx ESG Guide	SASB Standards	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 ESG Journey > Our ESG Strategy ; Sustainability in Action ; 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 People > Promoting High Performance and Engagement > Employee engagement and communication
402-1			Minimum notice periods regarding operational changes	Our People > Promoting High Performance and Engagement > 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 ESG Journey > Our ESG Strategy ; Sustainability in Action ; Our People > Promoting Occupational Health and Safety
403-1			Occupational health and safety management system	Our People > Promoting Occupational Health and Safety
403-4			Worker participation, consultation, and communication on occupational health and safety	Our People > Promoting Occupational Health and Safety
403-5			Worker training on occupational health and safety	Our People > Promoting Occupational Health and Safety
403-9 [#]	KPI B2.1, KPI B2.2		Work-related injuries	Our People > Our People in Numbers
GRI 404 Training and Education 2016				
103-1, 103-2, 103-3	GD B3		Management Approach	Chief Executive's Message ; Our ESG Journey > Our ESG Strategy ; Sustainability in Action ; Our People > Training and Skills Development

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GRI Standards Disclosure	HKEx ESG Guide	SASB Standards	Disclosure Description	Reference
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 and Engagement
GRI 405 Diversity and Equal Opportunity 2016				
103-1, 103-2, 103-3	GD B1		Management Approach	Being Proactive to Manage Risk > Managing different types of risk > Equal opportunities, non-discrimination and human rights ; Staff code of conduct and staff awareness ; Our People
405-1	KPI B1.1		Diversity of governance bodies and employees	Annual Report 2020: Board Composition (page 121-122) ; Biographical Details of Directors and Senior Management (page 148-161) Our People > Promoting Equal Opportunities, Diversity and Inclusion ; Our People In Numbers
GRI 406 Non-discrimination 2016				
103-1, 103-2, 103-3	GD B1		Management Approach	Being Proactive to Manage Risk > Managing different types of risk > Equal opportunities, non-discrimination and human rights ; Staff code of conduct and staff awareness ; Our People > Promoting High Performance and Engagement > Fair rewards for equal works ; Promoting Equal Opportunities, Diversity and Inclusion
406-1			Incidents of discrimination and corrective actions taken	Being Proactive to Manage Risk > Managing different types of risk > Equal opportunities, non-discrimination and human rights ; Our People > Promoting Equal Opportunities, Diversity and Inclusion

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GRI Standards Disclosure	HKEx ESG Guide	SASB Standards	Disclosure Description	Reference
GRI 412 Human Rights Assessment 2016				
103-1, 103-2, 103-3	GD B4, KPI B4.1, KPI B4.2		Management Approach	Being Proactive to Manage Risk > Managing Different Types of Risk > Equal opportunities, non-discrimination and human rights ; Whistle-blowing ; Responsible Value Chain > Promoting responsible financing ; Protecting human rights ; Our People > Promoting Equal Opportunities, Diversity and Inclusion Child and forced labour are not material to the business and therefore not disclosed.
412-2			Employee training on human rights policies or procedures	Being Proactive to Manage Risk > Managing Different Types of Risk > Equal opportunities, non-discrimination and human rights ; Our People > Promoting Equal Opportunities, Diversity and Inclusion
GRI 413 Local Communities 2016				
103-1, 103-2, 103-3	GD B8, KPI B8.1		Management Approach	Chief Executive's Message ; Our ESG Journey > Our ESG Strategy ; Sustainability in Action ; Our Customers > Giving Power to the People ; Improving Access for All ; Our Community
413-1 [#]			Operations with local community engagement, impact assessments, and development programmes	Our Customers > Giving 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	Chief Executive's Message ; Our Customers > Providing Transparency, Accountability and 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 > Providing Transparency, Accountability and Choice > Customer safety Financial services provided by the Bank are not subject to recalls for health and safety reasons.

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GRI Standards Disclosure	HKEx ESG Guide	SASB Standards	Disclosure Description	Reference
GRI 418 Customer Privacy 2016				
103-1, 103-2, 103-3	GD B6, KPI B6.2, KPI B6.5	FN-CB-230a.2	Management Approach	Being Proactive to Manage Risk > Financial crime ; Data privacy ; Strengthening cybersecurity ; Our Customers > Providing Transparency, Accountability and Choice > Customer privacy
418-1	GD B6, KPI B6.2	FN-CB-230a.1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Being Proactive to Manage Risk > Managing Different Types of Risk > Data privacy In 2020, there were 9 data breach cases and 10 account holders affected.
GRI 419 Socioeconomic Compliance 2016				
419-1	GD B1, GD B2, GD B4, GD B6, GD B7	FN-CB-510a.1	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 2020.
419-1	KPI B6.3		Description of practices relating to observing and protecting intellectual property rights	Our Customers > Providing Transparency, Accountability and Choice

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Content Index for GRI Sector Disclosure and SASB Standards

GRI Sector Disclosure	SASB Standards	Financial Services Sector Disclosures Description	Reference
Product and Service Labeling			
G4-DMA		Management Approach	Our Customers > Providing Transparency, Accountability and Choice ; Giving Power to the People ; Improving Access for All
Product Portfolio			
G4-DMA		Management Approach	Being Proactive to Manage Risk > Responsible Value Chain > Promoting responsible financing ; Maintaining supply chain integrity ; Our People > Training and Skills Development
G4-FS6	FN-CB-410a.1	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector	Annual Report 2020: Segmental Analysis (page 199-202)
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.
	FN-CB-550a.2	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	Annual report 2020: Management Discussion and Analysis > Risk > Risk management tools > Stress testing and recovery planning (page 51)
Audit			
G4-DMA		Management Approach	Being Proactive to Manage Risk

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GRI Sector Disclosure	SASB Standards	Financial Services Sector Disclosures Description	Reference
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.
G4-FS10	FN-CB-410a.2	Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues	Being Proactive to Manage Risk > Responsible Value Chain > Promoting responsible financing
G4-FS11		Percentage of assets subject to positive and negative environmental or social screening	We do not report publicly on percentage of assets subject to positive and negative environmental or social screening. All subsidiaries are covered by the HSBC Group's sustainability policies.
Local Communities			
G4-FS13	FN-CB-240a.4	Access points in low-populated or economically disadvantaged areas by type	Our Customer > Improving Access for All
G4-FS14	FN-CB-240a.4	Initiatives to improve access to financial services for disadvantaged people	Our Community > Promoting sustainable finance and financial literacy > e\$mart Financial Education Programme ; Our Customer > Improving Access for All