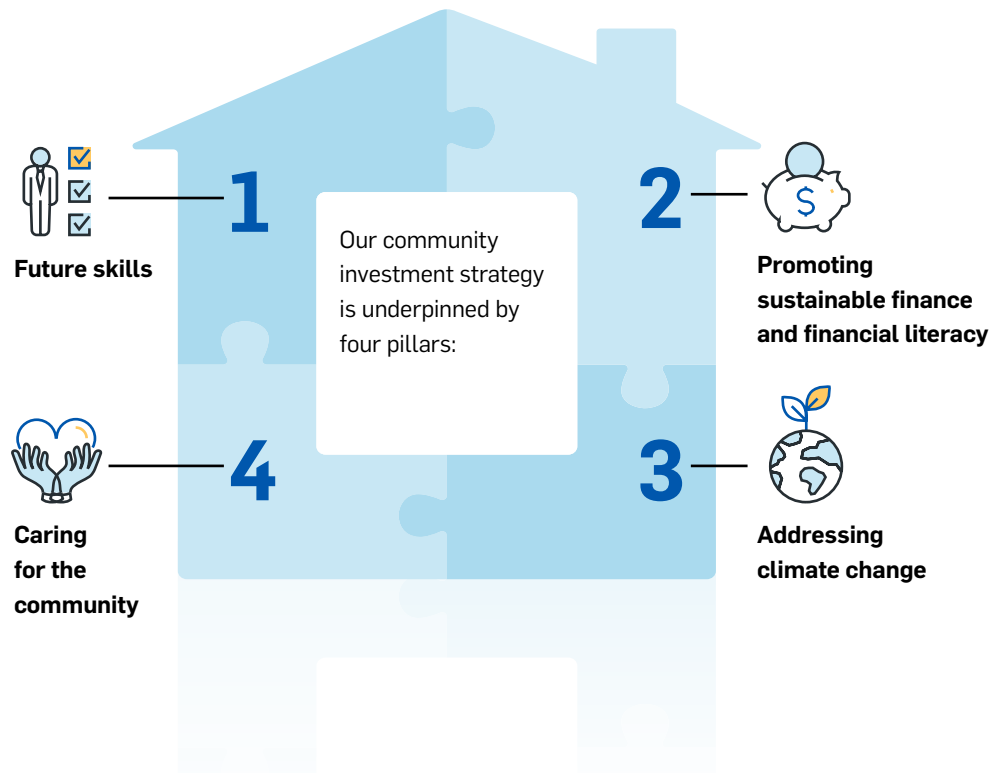


Social

Our Community

Overview

Hang Seng's commitment to creating a more prosperous and sustainable future for Hong Kong is embedded in everything we do as a bank.



Our strategic focus for 2021

At the heart of our 2021 focus is "Addressing Climate Change". This is in recognition of the importance in building capacity and resilience in our local community to meet existing and future climate challenges. To achieve the Bank's target of carbon neutrality by 2030 in our own operations, all functions and business units are implementing action plans to contribute to a low-carbon future.

Our community investment programme embarked to help drive renewable energy in the local community. In 2021, we launched the Hang Seng Low Carbon Future: SolarCare Programme to fund the installation of solar panels in non-profit community sites. Income generated from the solar panels are being put towards climate education programmes for young people. Thus the solar panels not only help to reduce carbon emissions but also provide a continual source of community investment. We also plan to adopt this approach in schools and more NGO sites in the future.

Furthermore, through the ESG and Green Finance Opportunities Forum which we initiated in 2021, we created a platform to connect key stakeholders, including investors, corporates, non-profits, regulators, and more to drive a collective effort to identify solutions that support a more sustainable future.

Going forward, we plan to allocate at least 25% of our community investment budget to "Addressing Climate Change" in the next five years.

Besides climate change, Hang Seng is also committed to supporting local young people by creating a wide range of opportunities for them to improve their employability and financial literacy. Over the course of 2021, we expanded the coverage of our financial education programmes to target young people of different ages and backgrounds. Our focus is to continue expanding the reach of our programmes to provide access to learning this important life skill to a wider audience including kindergarten students and their parents.

We remain intensely focused on our four community investment pillars, and provide meaningful impact leveraging our areas of expertise and influence.

Social

Our Community



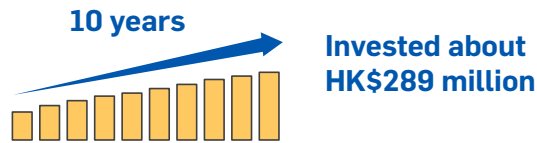
> HK\$31 million Community Investment

In 2021, the Bank spent over HK\$31 million in community investment, supporting local organisations to design and deliver 18 programmes for about 40,000 direct beneficiaries. We also made contributions to The Community Chest of Hong Kong to benefit another 2.5 million people.



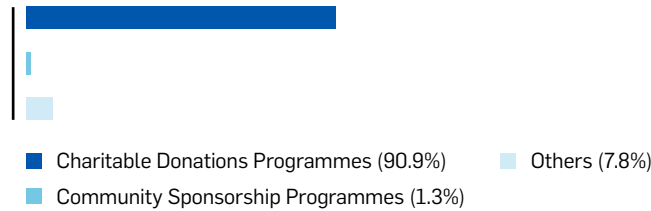
Contributed close to 10,300 hours of volunteer time and professional expertise

We also invested non-financial resources and contributed close to 10,300 hours (equivalent to about HK\$3.9 million) of volunteer time, professional expertise and practical support to further enhance our social and environmental impact.



Over the past 10 years, we have invested about HK\$289 million in community initiatives.

Breakdown of Hang Seng's community investment



Breakdown of community investment areas, in terms of monetary value, in 2021:



* Less was allocated to "Promoting sustainable finance and financial literacy" programmes than the 20% originally planned because delivery of some school programmes was affected by Hong Kong's half-day schooling arrangement during the pandemic. We plan to launch and resume more financial literacy programmes in schools in 2022.

For more details of each Hang Seng community investment programme, please refer to <https://www.hangseng.com/en-hk/about/esg/social/>.

The Corporate Social Responsibility Working Group, chaired by the Bank's Head of Communications and Corporate Sustainability, oversees the development and implementation of our community investment strategy. The Working Group reports progress on the Bank's various community investment initiatives to the ESG Steering Committee on a quarterly basis.

Addressing Climate Change

For many years, Hang Seng has been a supporter of environmental sustainability, building the resilience of our community against climate change. To further enhance our efforts in responding to this pressing global issue and to align with the Bank's ESG aspirations, we invested more resources and introduced new initiatives under the "Addressing Climate Change" pillar in 2021.

We launched the innovative "Hang Seng Low Carbon Future: SolarCare Programme" to support renewable energy development by installing solar panels at an NGO site. Leveraging the Government's Feed-in Tariff Scheme, the solar panels will generate funds to deliver high quality climate education activities for local youths for up to 10 years. This programme is unique as it not only provides sustainable funding for community projects, but also helps to directly reduce carbon emissions.

In the future, we plan to expand the programme to local schools and enhance engagement with students to build understanding and encourage their participation in championing a low-carbon future.

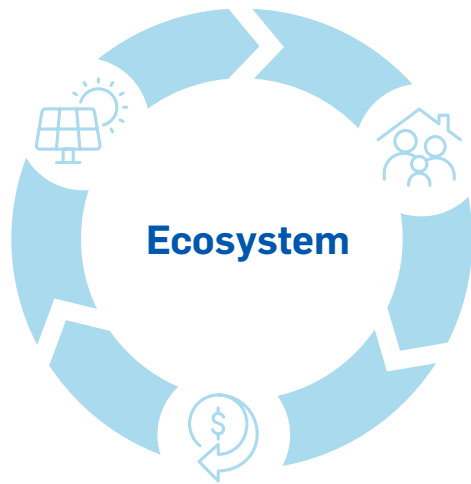
"Hang Seng is open-minded to innovative ideas. They provide funding to develop a financially sustainable 'Hang Seng Low Carbon Future – SolarCare Programme', which provides a long-term positive impact on youth empowerment on climate actions and contributes to transitioning Hong Kong into a carbon neutral city."

Alissa Tung,
CarbonCare InnoLab Programme Director

Social

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1 Hang Seng donated HK\$3 million to fund the Programme's first project which involved the installation of **390 solar panels** at the youth campsite of local NGO, Breakthrough.



2 The solar energy system is expected to generate approximately 150MWh of clean energy a year, equivalent to an estimated annual usage of **31 average Hong Kong households.**

3 This will earn an annual rebate of around **HK\$600,000** under the Hong Kong Government's Feed-in-Tariff Scheme, extending the impact of the original donation and generating a positive ripple effect for years to come.

To facilitate collaboration and inspire actions, the Bank initiated and title-sponsored the Chamber of Hong Kong Listed Companies' first ever "ESG and Green Finance Opportunities Forum 2021", which brought together corporates, regulators and sustainability professionals to discuss ESG best practices and the potential of green finance.

We also continue to support WWF Hong Kong's and Business Environment Council's corporate membership programme.

From 2016 to 2020, we supported Hang Seng Yunnan Low-carbon Village following the successful completion of a biogas initiative in Yunnan in the preceding 10 years. The low-carbon facilities installed in the villages continue to reduce carbon emissions every year, demonstrating the sustainable contributions of programmes like these which reach well beyond the initial project period.



Estimated carbon reductions from 2016 to 2021: **12,000 tonnes**

Carbon Removal

We have been working with The Conservancy Association to plant seedlings in local country parks to absorb the carbon already emitted in the atmosphere. In 2021, we planted 2,000 seedlings, bringing our total contributions to 22,400 seedlings over the past 15 years.

Social

Our Community

Future Skills

We believe young people are agents of change and play a significant role in the future development of society. So we continue to invest resources to create opportunities for younger generations to learn future skills, helping them to achieve their goals and thrive in the ever-changing world.

We support youth from diverse backgrounds through our community investment programmes to help build their future readiness and competitiveness. For example, 'I am...' Youth Portal provides career guidance and mentorship to young

people through its one-stop online portal. "Hang Seng Youth Career Planning Scheme" supports youth at-risk and ethnic minorities with entrepreneurship and career-related training. "Community in Action" develops the essential soft skills of athletes to enhance their future employability. Through these initiatives, we hope every young person has an equal opportunity to learn and acquire skills and develop attitudes that would help them succeed in life.

Building on our HK\$10 million COVID-19 relief initiative "Hang Seng Academic Assistance Programme" to provide academic support for over 4,600 underprivileged primary and secondary school students in 2020, we took the programme forward in 2021 by donating a further HK\$2 million to improve the learning efficacy and mental wellbeing of 800 students.

Long-term Social Impact

Hang Seng Youth Career Planning Scheme approved 97 business proposals from 2014 to 2021, of which 75% are still in operation and under regular monitoring and guidance of The Society of Rehabilitation and Crime Prevention. All applicants received start-up entrepreneurship training courses and tailor-made coaching to suit their specific needs.

For example, Emily, a single mom with a drug addiction problem, rebuilt her life with the support of the scheme. She started her own beauty business with the seed money granted, and with devotion and determination, her business is now going strong, bringing positive changes to her life.




Social

Our Community



The Kam Fan Advertising Gold award winner, **GO!GingerOnion**, is a Hang Seng Bank owned social media platform developed to empower young people to build confidence in exploring opportunities in life. In 2021, **GO!GingerOnion's** Instagram follower numbers exceeded 54,000.

 54,000



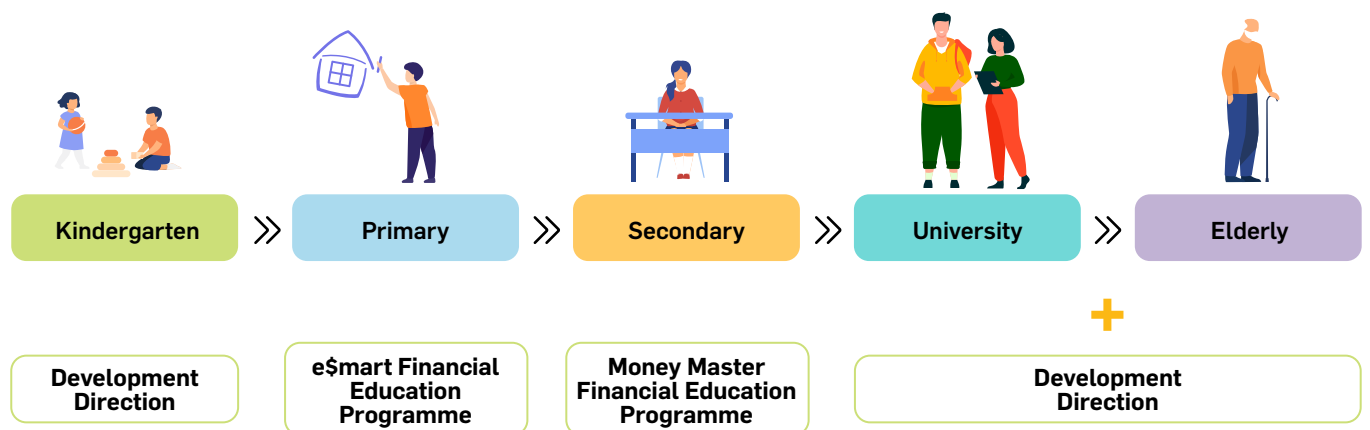
Promoting Sustainable Finance and Financial Literacy

We believe financial literacy is a core life skill that has substantial impact on one's financial future. Therefore, we have created a series of financial education programmes designed for students and adults of different ages to build a stronger foundation in fundamental financial knowledge.

In 2021, we launched the new Money Master Financial Education Programme, which targets to build digital financial literacy and money management skills among 2,000 junior secondary school students as well as to raise their awareness on issues such as online financial security and financial cybercrime.

Taking our education initiatives a step further, we designed a Career in Finance Taster Programme to let secondary school students interested in a career in finance to hear first-hand from our in-house experts on the different opportunities and careers available in banking. More than 20 students participated in the pilot programme held in 2021.

In the coming years, we aim to expand the reach of our financial education to cover a wider spectrum of beneficiaries from kindergarten, primary, secondary and university students to adults and the elderly.



Social

Our Community

Care for the Community

Hang Seng has been supporting the development of table tennis in Hong Kong for 30 years to nurture home-grown world-class talent as well as support young people to establish goals and develop life skills.

We are delighted to witness the medal winning performances of the Hang Seng Table Tennis Academy's graduates at the Tokyo Olympics and the Doha ITTF-ATTU Asian Championships. We donated HK\$3.2 million cash prize to be shared by all members of the Olympic table tennis team to celebrate their outstanding performance and recognise their on-going hard work and commitment.

Staff Volunteering

As a responsible corporate citizen, Hang Seng encourages its staff to give back to their local community. The Bank offers two days of leave for each employee to perform volunteer service.

In 2021, besides organising virtual staff volunteering activities to help people in need, we resumed physical volunteering whenever possible while observing safe social distancing measures.

We leveraged our core strengths and expertise, and organised an anti-money laundering training workshop for social workers of Tung Wah Group of Hospitals to enhance participants' ability to help their clients avoid becoming involved in money laundering activities. We also supported the Hong Kong Association of Banks' Financial Education Workshop initiative and delivered basic financial knowledge to the underprivileged community.

“Hang Seng has been actively supporting the development of table tennis in Hong Kong for 30 years. Through training at Hang Seng Table Tennis Academy, young people can learn to face life challenges with a positive attitude, as well as enhance their confidence and interpersonal skills. The Academy has also nurtured many world-class table tennis talents for Hong Kong.”

Theresa Chan,

Coaching and Athlete Development Director at Hong Kong Table Tennis Association

Long-term Social Impact

The Hang Seng Table Tennis Academy has helped to develop 140 past and present members of the Hong Kong Table Tennis Team or Hong Kong Table Tennis Youth Team. Five out of the six core players of the Hong Kong Table Tennis Team at the 2020 Tokyo Olympics were Academy graduates, including the three medal winners. Since its official establishment in 2001, Hang Seng Table Tennis Academy has provided training to more than 65,000 students and reached close to 410,000 beneficiaries through over 7,700 activities.



In-kind Donation

We continued to donate second-hand laptops to the local community. Not only does this allow for more responsible and environmentally-friendly use of resources, it also helps to improve digital inclusion and accessibility for the community. Total in-kind donation in 2021 amounted to about HK\$1.2 million.