

Key Metrics – Performance Data Summary

Economic Performance

	Unit	2021	2020	2019	2018
Direct economic value generated		33,230	36,087	43,521	41,220
Direct economic value distributed		24,592	24,415	30,442	29,399
Operating Costs		5,256	4,691	4,661	4,994
Employee compensation and benefits		6,311	6,102	6,229	5,656
Payments to providers of capital	HK\$ million	10,453	11,214	16,020	14,756
Payments to government in Hong Kong		2,466	2,287	3,465	3,907
Payments to governments outside Hong Kong		77	92	36	55
Charitable donations		29	29	31	31
Direct economic value retained		8,638	11,672	13,079	11,821

Note: The data in Economic Performance table cover Hang Seng Group, including Hang Seng and all its subsidiaries.

More details on our business continuity policies and approach of incorporation of stress test to capital planning strategies are available in the [Annual Report 2021](#).

Key Metrics – Performance Data Summary

Environmental Performance

	Unit	2021 ^{''}	2020 [#]	2019 [*]	2018 [^]
Total GHG emissions¹		16,411.02	19,571.59	20,926.67	21,610.84
Scope 1		70.16	144.52	193.87	192.20
Stationary combustion		27.19	57.98	78.30	79.32
Mobile combustion		42.97	86.54	115.57	112.88
Scope 2		15,973.04	18,904.47	19,865.00	20,514.00
Purchased electricity	tonnes of CO ₂ e	15,967.65	18,892.81	19,848.00	20,496.00
Towngas		5.39	11.66	17.00	18.00
Scope 3		367.81	522.6	867.80	904.64
Business travel (land and air)		70.57	201.85	551.96	563.43
Transmission and distribution loss		283.17	309.99	309.00	337.00
Upstream transportation and distribution (mobile branch)		14.07	10.76	6.84	4.21
Total GHG emissions per FTE		2.10	2.41	2.47	2.56
From Scope 1	tonnes of CO ₂ e / FTE	0.01	0.02	0.02	0.02
From Scope 2		2.04	2.33	2.35	2.43
From Scope 3		0.05	0.06	0.10	0.11
GHG emissions per sq. ft.	tonnes of CO ₂ e / sq. ft.	0.012	0.014	0.015	0.016
Total energy consumption²		29,292.18	30,030.36	31,719.92	32,756.78
Indirect: electricity	MWh	29,154.51	29,734.74	31,289.08	32,334.54
Direct: gas and diesel		137.67	295.62	430.84	422.24
Energy consumption per FTE	MWh/FTE	3.75	3.71	3.75	3.88
Energy consumption per sq. ft.	MWh/sq. ft.	0.02	0.02	0.02	0.02
Total water consumption³	000 m ³	73.21	72.19	76.74	79.14
Water consumption per FTE	m ³ /FTE	9.36	8.91	9.06	9.36
Total paper consumption	tonnes	1,085.65	1407.75	1,569.97 ⁴	1,371.92
Waste disposed to landfill⁵	tonnes	264.42	507.26 ⁶	305.60	302.41
Waste disposed per FTE	tonnes/FTE	0.03	0.06	0.04	0.04

Key Metrics – Performance Data Summary

Environmental Performance

	Unit	2021 [†]	2020 [#]	2019 [*]	2018 [^]
Waste collected for recycling		354.42	569.96	633.75	580.69
Paper		324.44	442.51	598.20	530.07
Plastic		0.72	0.79	1.40	0.59
Aluminium cans		1.36	0.58	0.66	0.20
Glass ⁷	tonnes	0.06	0.28	0.29	0.10
Furniture		14.81	5.55	0.79	7.14
IT and electrical ⁸		1.90	106.82	4.79	17.61
Food waste		6.31	13.43	27.62	24.98
Ink jet bottles and toner cartridge		4.82	N/A	N/A	N/A

Remarks:

Data coverage of environmental performance data: Hang Seng Bank's Hong Kong operations. Data is rounded up to 2 decimal places. Most Of our environmental footprint dropped in 2020 and 2021 owing to altered working conditions during COVID-19.

Key: m³: cubic metres CO₂e: Carbon dioxide equivalent MWh: Megawatt hour FTE: Full-time equivalent employee⁸ sq. ft.: Square feet⁹

[†]1 Oct 2020–30 Sep 2021

[#]1 Oct 2019–30 Sep 2020

^{*}1 Oct 2018–30 Sep 2019

[^]1 Oct 2017–30 Sep 2018

- Scopes 1 and 2 greenhouse gas emissions were estimated according to the Hong Kong Government's Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings in Hong Kong (2010 Edition). Scope 2 greenhouse gas emissions are calculated based on electricity and town gas consumed, as well as the corresponding emission factors, as provided by the utility companies. The emission factors for CLP and Hong Kong Electric were 0.37 kg CO₂e/kWh and 0.7314 kg CO₂e/kWh respectively, as of 2021. Scope 3 greenhouse gas emissions were estimated with reference to the GHG Protocol's Corporate Value Chain (Scope 3) Accounting and Reporting Standard.
- The total energy consumption figures cover the energy consumption of the Bank's building operation only and exclude the energy consumption of the Bank's company vehicles.
- Freshwater is used for toilet flushing in Hang Seng 113 as it is not covered by the Water Supplies Department's seawater supply system.
- The surge in paper consumption in office was resulted from a change in the data collection method since the second quarter of 2019, which reflects upon user base.
- Hazardous waste is not counted owing to the insignificant amount.
- Renovation of our headquarters and other core buildings generated construction waste, hence a higher volume of waste disposal.
- Relevant data have been collected for reporting since 2018.
- All IT electronic wastes are recycled by authorised vendor of our parent company according to environmental friendly recycling process or donated to charity (if the equipment can be reused). In 2021, we have arranged recycling of all IT electronic wastes with Mass 8 Computer Service Limited. While 600 laptops were donated to Crossroads Foundation. Our target and on-going process are to recycle or donate all IT electronic wastes (if any) via the two said organisations.
- Full-time equivalent employees as of 30 Sep 2021, 30 Sep 2020, 30 Sep 2019 and 30 Sep 2018 were 7,820, 8,103, 8,468 and 8,452 respectively.
- Floor area as of 30 Sep 2021, 30 Sep 2020, 30 Sep 2019 and 30 Sep 2018 was 1,332,183, 1,375,455, 1,387,344 and 1,357,948 sq. ft., respectively.

Key Metrics – Performance Data Summary

Social Performance – Our People in Numbers

Headcount by age group, employment type, gender and nationalities

	2021	2020	2019	2018
Total number of employees	7,629	7,843	8,543	8,611
Breakdown by age group				
Below 30	1,850	1,999	2,536	2,585
30 to 39	2,769	2,712	2,704	2,650
40 to 49	1,750	1,824	1,957	2,034
50 to 59	1,197	1,262	1,271	1,291
60 or above	63	46	75	50
Percentage breakdown of all employees in Hong Kong by nationality (Top 4 nationalities)				
Chinese	97.99%	N.A.	N.A.	N.A.
British	0.71%	N.A.	N.A.	N.A.
Canadian	0.41%	N.A.	N.A.	N.A.
Australian	0.22%	N.A.	N.A.	N.A.
Percentage breakdown of executive in Hong Kong by nationality (Top 4 nationalities)				
Chinese	93.37%	N.A.	N.A.	N.A.
British	2.41%	N.A.	N.A.	N.A.
Canadian	1.20%	N.A.	N.A.	N.A.
Australian	0.60%	N.A.	N.A.	N.A.
Breakdown by gender				
	Male	Female	Male	Female
	3,242	4,387	3,358	4,485
			Male	Female
			3,674	4,870
			Male	Female
			3,653	4,958
Breakdown by employment type and gender				
Full-time permanent staff	3,200	4,352	3,319	4,465
Full-time contract staff	41	31	38	17
Part-time staff	1	4	1	3
Temporary staff ²	-	-	-	-
Breakdown by employee category and gender				
Executive	1,439	1,441	1,340	1,355
Officer	1,278	1,970	1,447	2,069
Clerical/blue-collar	525	976	572	1,061
			809	1,312
			1,205	1,216
			1,702	2,314
			747	1,428

Key Metrics – Performance Data Summary

Social Performance – Our People in numbers

Employee profile by age group and years of service

	2021	2020	2019	2018
Average age of employees				
Overall	38	38	38	38
Executive	40	40	40	40
Officer	37	37	37	36
Clerical/blue-collar	37	37	36	38
Average years of service				
Overall	10	10	9	10
Executive	9	9	9	8
Officer	11	11	10	10
Clerical/blue-collar	10	11	9	11

New Hire and Internal Hire

	2021		2020 ⁵		2019		2018	
	Male	Female	Male	Female	Male	Female	Male	Female
Below 30	370	418	135	98	525	490	563	616
30 to 39	295	249	117	50	227	180	346	295
40 to 49	77	93	15	28	50	85	67	121
50 to 59	23	13	7	3	19	27	32	31
60 or above	5	8	1	1	12	13	3	4
Total	770	781	275	180	833	794	1,011	1,067
Grand total		1,551		455		1,628		2,078
New hire rate³		20.3%		5.8%		19.1%		24.1%
Internal hire rate⁴		20.3%		57.3%		42.1%		26.3%

Total turnover by age and gender in 2021

	Male		Female		Undeclared	
	Headcount	Turnover rate	Headcount	Turnover rate	Headcount	Turnover rate
Below 30	280	3.6%	287	3.7%	1	0.0%
30 – 39	299	3.8%	270	3.4%	0	0%
40 – 49	91	1.2%	129	1.6%	0	0%
50 – 59	56	0.7%	68	0.9%	0	0%
60 or above	65	0.8%	50	0.6%	0	0%
Total	791	10.1%	804	10.3%	1	0.0%
Grand Total	1,596 (20.4%)					

Voluntary turnover by employee category⁶ in 2021

	2021	
	Headcount	Turnover rate
Executive	455	5.8%
Officer	769	9.8%
Clerical/blue-collar	316	4.0%

Key Metrics – Performance Data Summary

Voluntary turnover by age and gender⁶

	2021				2020				2019				2018			
	Male		Female		Male		Female		Male		Female		Male		Female	
	Headcount	Turnover ⁷	Headcount	Turnover ⁷	Headcount	Turnover ⁷	Headcount	Turnover ⁷	Headcount	Turnover ⁷	Headcount	Turnover ⁷	Headcount	Turnover ⁷	Headcount	Turnover ⁷
Below 30	276	3.5%	286	3.6%	225	2.9%	191	2.8%	320	3.8%	343	4.1%	363	4.4%	382	4.7%
30 to 39	296	3.8%	267	3.4%	172	2.1%	131	1.6%	256	3.0%	227	2.7%	233	2.8%	207	2.5%
40 to 49	84	1.6%	122	1.6%	36	0.4%	79	1.0%	72	0.8%	113	1.3%	70	0.8%	113	1.4%
50 to 59	46	0.6%	62	0.8%	30	0.4%	41	0.5%	81	0.9%	83	1.0%	49	0.6%	43	0.6%
60 or above	53	0.7%	47	0.6%	40	0.5%	46	0.6%	3	0.1%	4	0.1%	35	0.4%	36	0.5%
Total	755	9.6%	784	10.0%	504	6.3%	488	6.4%	733	8.6%	770	9.2%	751	9.1%	780	9.7%
Grand total	1,540 (19.6%)				992 (12.7%)				1,502 (17.8%)				1,531 (17.9%)			

Remarks:

- All headcounts are in full-time employee equivalent (FTE). Due to rounding, numbers presented may not add up precisely to the totals provided and the percentages may not precisely reflect the absolute figures.
- The "temporary staff" category was retired in 2018. The headcount was incorporated into the other three categories.
- Percentage age of total new hires compared to total employees at the end of year.
- Percentage age of internal hires refers to the total number of open positions filled by employees divided by the total number of vacancies in the year.
- In 2020, due to impact of COVID-19 and the slowdown in economic activity, the Bank maintained a relatively low attrition rate, which reduced the need for external recruitment. The Bank was also prudent in cost control and headcount expansion.
- The turnover rate is based on the actual number of employees.
- No significant seasonal variations in headcount were reported.
- Hong Kong is the only location of operations covered in this report so workforce data and employee turnover rate by geographical region are not applicable.
- Headcount, number of new hires and total turnover may not be calculated precisely from the data, due mainly to inter-company transfers with subsidiaries and change of employment status of individual employees (e.g. from full-time to part-time, or vice versa).

Key Metrics – Performance Data Summary

Occupational Health and Safety

	2021	2020	2019	2018
Absenteeism rate*				
Male	1.31%	1.06%	1.56%	1.50%
Female	2.07%	1.60%	2.28%	2.15%
Overall	1.75%	1.37%	1.98%	1.87%
Lost days due to work injury[^]	32	625	333	136.5
Work-related fatalities	0	0	0	0
Work-related fatalities rate	0	0	0	0

Training and Skills Development

	2021 [*]	2020	2019	2018
Average learning and development days				
Per employee in Hong Kong	4.1	3.8	5.5	5
Average hours by gender[#]				
Male	35	34	52	46
Female	29	28	40	38
Average hours by employee category				
Executive	18	25	29	29
Officer	23	33	44	49
General staff	37	37	64	40

Remarks:

* All headcounts are in full-time employee equivalent (FTE).

We delivered training courses equally to all staff members depending on their roles and needs. The difference in average training hours between male and female members of staff is mainly due to more male colleagues received role-based training with longer training hours, as well as relatively less male colleagues in total headcount.

[^] The lost days due to work injury are counted based on the date of incident. Hence, at the time of the preparation of this Report, we may not be able to reflect the total number of lost working days of the incident for staff that have not completed the whole sick leave period. As a result, the lost days of 2018 to 2020 disclosed in this Report are greater than the figures disclosed in the Bank's ESG Report 2020.

Social Performance – Our Community

	Unit	2021	2020	2019	2018
Number of outlets as of 31 December 2021*	N.A.	281	288	297	286
Number of customers as of 31 December 2021*	Million	3.7	>3	>3	>3
Community investment [^]	HK\$ million	31.7	30	33	32

Remarks:

* Data coverage: Hang Seng Group includes Hang Seng and all its subsidiaries.

[^] Community investment includes charitable donations and community sponsorships.