

KEY METRICS – PERFORMANCE DATA SUMMARY

Economic Performance

	Unit	2022	2021	2020	2019
Direct economic value generated		33,987	33,230	36,087	43,521
Direct economic value distributed		22,677	24,592	24,415	30,442
Operating Costs		5,628	5,256	4,691	4,661
Employee compensation and benefits		6,445	6,311	6,102	6,229
Providers of capital	HK\$ million	8,548	10,453	11,214	16,020
Government in Hong Kong		1,822	2,466	2,287	3,465
Governments outside Hong Kong		205	77	92	36
Charitable donations		29	29	29	31
Direct economic value retained		11,310	8,638	11,672	13,079

Notes:

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 2022](#).

Banking Disclosure Statement 2022:

Environmental Performance

	Unit	2022 ⁺	2021 ^{''}	2020 [#]	2019 [*]
Total GHG emissions¹		15,479.79	16,411.02	19,571.59	20,926.67
Scope 1		100.58	70.16	144.52	193.87
Stationary combustion		61.17	27.19	57.98	78.30
Mobile combustion		39.41	42.97	86.54	115.57
Scope 2		14,992.74	15,973.04	18,904.47	19,865.00
Purchased electricity	tonnes of CO ₂ e	14,979.85	15,967.65	18,892.81	19,848.00
Towngas		12.90	5.39	11.66	17.00
Scope 3		386.32	367.81	522.60	867.80
Business travel (land and air)		78.10	70.57	201.85	551.96
Transmission and distribution loss		297.64	283.17	309.99	309.00
Upstream transportation and distribution (mobile branch)		10.58	14.07	10.76	6.84
Total GHG emissions per FTE		2.08	2.10	2.41	2.47
From Scope 1	tonnes of CO ₂ e / FTE	0.01	0.01	0.02	0.02
From Scope 2		2.02	2.04	2.33	2.35
From Scope 3		0.05	0.05	0.06	0.10
GHG emissions per sq. ft.	tonnes of CO ₂ e / sq. ft.	0.013	0.012	0.014	0.015
Total Gas emissions besides CO₂²		5.99	N/A	N/A	N/A
CH ₄	tonnes of CO ₂ e	0.11	N/A	N/A	N/A
N ₂ O		5.88	N/A	N/A	N/A
Total energy consumption³		28,349.81	29,292.18	30,030.36	31,719.92
Indirect: electricity	MWh	28,037.15	29,154.51	29,734.74	31,289.08
Direct: gas and diesel		312.66	137.67	295.62	430.84
Energy consumption per FTE	MWh / FTE	3.82	3.75	3.71	3.75
Energy consumption per sq. ft.	MWh / sq. ft.	0.02	0.02	0.02	0.02
Total water consumption	000 m ³	68.92	73.21	72.19	76.74
Water consumption per FTE	m ³ / FTE	9.30	9.36	8.91	9.06

Environmental Performance

	Unit	2022 ⁺	2021 ^{''}	2020 [#]	2019 [*]
Total paper consumption⁴	tonnes	1,447.00	1,401.00	1,747.00	1,920.00
Waste disposed to landfill⁵	tonnes	214.49	264.42	507.26	305.60
Waste disposed per FTE ⁶	tonnes / FTE	0.03	0.03	0.06	0.04
Waste collected for recycling		317.16	354.42	569.96	633.75
Paper		255.75	324.44	442.51	598.20
Plastic		0.53	0.72	0.79	1.40
Aluminium cans		0.44	1.36	0.58	0.66
Glass ⁷	tonnes	0	0.06	0.28	0.29
Furniture		33.77	14.81	5.55	0.79
IT and electrical ⁸		13.14	1.90	106.82	4.79
Food waste		9.71	6.31	13.43	27.62
Ink jet bottles and toner cartridge		3.81	4.82	N/A	N/A

* Data coverage: Hang Seng Bank's Hong Kong operations. Data is rounded up to 2 decimal places.

Key: m³: cubic metres CO₂e: Carbon dioxide equivalent MWh: Megawatt hour FTE: Full-time equivalent employee⁹ sq. ft.: Square foot¹⁰
⁺1 Oct 2021-30 Sep 2022 ^{''}1 Oct 2020-30 Sep 2021 [#]1 Oct 2019-30 Sep 2020 ^{*}1 Oct 2018-30 Sep 2019

Notes:

- Scopes 1 and 2 GHG 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 GHG emissions are calculated based on electricity and Towngas consumed, as well as the corresponding emission factors, as provided by the utility companies. The emission factors for CLP and Hong Kong Electric were 0.39 kg CO₂e / kWh and 0.7336 kg CO₂e / kWh respectively, as of 2022.
Scope 3 GHG emissions were estimated with reference to the GHG Protocol's Corporate Value Chain (Scope 3) Accounting and Reporting Standard.
- Due to the nature of our primary business, carbon dioxide is the main type of greenhouse gas applicable to our operations. While the amount is immaterial, our current reporting also incorporates methane and nitrous oxide for completeness.
- The total energy consumption figures cover the energy consumption of the Bank's building operations only and exclude the energy consumption of the Bank's company vehicles.
- The paper consumption is adjusted due to a new paper conversion formula adjusted by a third party. A new paper conversion formula was adopted in FY2022 to reflect the actual paper consumption. Prior year's paper consumption related to one of the vendors was based on assumption of number of pallets stocked-in on different types of paper products while the new formula was based on the actual consumption volume of paper products measured by the unit weight.
- 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 HSBC Group according to environmentally friendly recycling process. In 2022, we have arranged recycling of all IT electronic wastes.
- Full-time equivalent employees as of 30 Sep 2022, 30 Sep 2021, 30 Sep 2020 and 30 Sep 2019 were 7,454, 7,820, 8,103 and 8,468 respectively.
- Floor area as of 30 Sep 2022, 30 Sep 2021, 30 Sep 2020 and 30 Sep 2019 was 1,235,291, 1,332,183, 1,375,455 and 1,387,344 sq. ft., respectively.

Social Performance – Our People in Numbers

Headcount by age group, employment type, gender and nationalities

	2022	2021	2020
Total number of employees	7,020	7,629	7,843
Breakdown by age group			
Below 30	1,437	1,850	1,999
30 to 39	2,626	2,769	2,712
40 to 49	1,679	1,750	1,824
50 to 59	1,208	1,197	1,262
60 or above	70	63	46
Percentage breakdown of all employees in Hong Kong by nationality (Top 4 nationalities)			
Chinese	98.21%	97.99%	N/A
British	0.67%	0.71%	N/A
Canadian	0.34%	0.41%	N/A
Australian	0.21%	0.22%	N/A
Percentage breakdown of executive in Hong Kong by nationality (Top 4 nationalities)			
Chinese	97.11%	93.37%	N/A
British	1.13%	2.41%	N/A
Canadian	0.6%	1.20%	N/A
Australian	0.4%	0.60%	N/A

	2022		2021		2020	
	Male	Female	Male	Female	Male	Female
Total number of employees	7,020		7,629		7,843	
Breakdown by gender	2,967	4,053	3,242	4,387	3,358	4,485
Breakdown by employment type and gender						
Full-time permanent staff	2,927	4,013	3,200	4,352	3,319	4,465
Full-time contract staff	39	35	41	31	38	17
Part-time staff	1	5	1	4	1	3
Temporary staff ²	—	—	—	—	—	—
Breakdown by employee category and gender						
Executive	1,498	1,505	1,439	1,441	1,340	1,355
Officer	1,116	1,857	1,278	1,970	1,447	2,069
Clerical / blue-collar	353	691	525	976	572	1,061

Social Performance – Our People in Numbers

Headcount by global career band

	2022					
	Male		Female		Grand Total	
	Headcount	Percentage	Headcount	Percentage	Headcount	Percentage
Managing Director ³	19	0.28%	17	0.24%	36	0.52%
3	83	1.18%	64	0.91%	147	2.09%
4	394	5.61%	392	5.58%	786	11.19%
5	1,002	14.27%	1,032	14.71%	2,034	28.98%
6	1,116	15.90%	1,857	26.45%	2,973	42.34%
7	308	4.39%	661	9.42%	969	13.80%
8	45	0.64%	30	0.43%	75	1.07%
Grand Total	2,967	42.27%	4,053	57.73%	7,020	100.00%

Share of women in management positions in revenue-generating functions

	2022	
	Female	Total
Managing Director ³	7	0.5%
3	24	1.6%
4	157	10.5%
5	515	34.5%
Total	703	47.1%

Employee profile by age group and years of service

	2022	2021	2020	2019
Average age of employees				
Overall	39	38	38	38
Executive	40	40	40	40
Officer	38	37	37	37
Clerical / blue-collar	39	37	37	36
Average years of service				
Overall	10	10	10	9
Executive	9	9	9	9
Officer	11	11	11	10
Clerical / blue-collar	12	10	11	9

Social Performance – Our People in Numbers

New Hire and Internal Hire

	2022		2021		2020 ⁵		2019	
	Male	Female	Male	Female	Male	Female	Male	Female
Below 30	232	259	370	418	135	98	525	490
30 to 39	242	199	295	249	117	50	227	180
40 to 49	88	78	77	93	15	28	50	85
50 to 59	13	31	23	13	7	3	19	27
60 or above	3	6	5	8	1	1	12	13
Breakdown by employee category								
Executive	224	187	N/A	N/A	N/A	N/A	N/A	N/A
Officer	274	290	N/A	N/A	N/A	N/A	N/A	N/A
Clerical / blue-collar	80	96	N/A	N/A	N/A	N/A	N/A	N/A
Total	578	573	770	781	275	180	833	794
Grand total	1,151		1,551		455		1,628	
New hire rate⁴	16.4%		20.3%		5.8%		19.1%	
External hire rate⁵	53.2%		59.2%		37.4%		48.9%	
Internal hire rate⁵	46.8%		40.8%		62.6%		51.1%	

Total turnover by age and gender in 2022

	Male		Female		Undeclared	
	Headcount	Turnover rate	Headcount	Turnover rate	Headcount	Turnover rate
Below 30	273	3.7%	289	3.9%	0	0.0%
30 - 39	360	4.9%	338	4.6%	0	0%
40 - 49	126	1.7%	145	2.0%	0	0%
50 - 59	46	0.6%	84	1.1%	0	0%
60 or above	53	0.7%	46	0.6%	0	0%
Total	858	11.6%	902	12.2%	0	0.0%
Grand Total	1,760 (24%)					

Voluntary turnover by employee category⁶

	2022		2021	
	Headcount	Turnover rate	Headcount	Turnover rate
Executive	587	8.0%	455	5.8%
Officer	776	10.5%	769	9.8%
Clerical / blue-collar	340	4.6%	316	4.0%

Social Performance – Our People in Numbers

Voluntary turnover by age and gender⁶

	2022				2021				2020				2019			
	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	269	3.7%	286	3.9%	276	3.5%	286	3.6%	225	2.9%	191	2.8%	320	3.8%	343	4.1%
30 to 39	356	4.8%	336	4.6%	296	3.8%	267	3.4%	172	2.1%	131	1.6%	256	3.0%	227	2.7%
40 to 49	124	1.7%	141	1.9%	84	1.6%	122	1.6%	36	0.4%	79	1.0%	72	0.8%	113	1.3%
50 to 59	41	0.6%	72	1.0%	46	0.6%	62	0.8%	30	0.4%	41	0.5%	81	0.9%	83	1.0%
60 or above	42	0.6%	36	0.5%	53	0.7%	47	0.6%	40	0.5%	46	0.6%	3	0.1%	4	0.1%
Total	832	11.3%	871	11.9%	755	10.2%	784	10.0%	504	6.3%	488	6.5%	733	8.6%	770	9.2%
Grand total	1,703 (23.2%)				1,540 (20.2%)				992 (12.8%)				1,502 (17.8%)			

Notes:

- 1 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.
- 2 The 'temporary staff' category was retired in 2018. The headcount was incorporated into the other three categories.
- 3 Due to leadership band changes, all Hang Seng global career band 1 and 2 were mapped to Managing Director since 1 Mar 2022
- 4 Percentage of total new hires compared to total employees at the end of year.
- 5 Percentage of external and internal hires refers to the total number of open positions filled by external candidates and employees divided by the total number of vacancies in the year. This is a new calculation formula adopted in 2022. Data from 2019 to 2021 is reinstated by calculating with this new calculation formula.
- 6 The turnover rate is based on the actual number of employees.
- 7 No significant seasonal variations in headcount were reported.
- 8 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.
- 9 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).

Social Performance – Our People in Numbers

Training and Skills Development

	2022 ¹	2021	2020	2019
Average learning and development days				
Per employee in Hong Kong	3.3	4.1	3.8	5.5
Average hours by gender²				
Male	27.9	35.0	34.0	52.0
Female	25.4	29.0	28.0	40.0
Average hours by employee category				
Executive	21.5	18.0	25.0	29.0
Officer	25.3	23.0	33.0	44.0
General staff	27.4	37.0	37.0	64.0
Average hours by age group				
Boomers (Age 58 and above)	17.5	N/A	N/A	N/A
Gen-X (Age 42 to 57)	22.6	N/A	N/A	N/A
Gen-Y (Age 26 to 41)	28.4	N/A	N/A	N/A
Gen-Z (Age 25 and below)	33.8	N/A	N/A	N/A
Average hours by Business / Functions				
Wealth and Personal Banking	27.7	N/A	N/A	N/A
Commercial Banking	30.2	N/A	N/A	N/A
Global Banking	32.6	N/A	N/A	N/A
Global Markets	22.3	N/A	N/A	N/A
Digital Business Services	19.9	N/A	N/A	N/A
Global Functions	18.8	N/A	N/A	N/A
Central Management Services and Office	17.5	N/A	N/A	N/A

Notes:

- 1 All headcounts are in full-time employee equivalent ('FTE').
- 2 We delivered training courses equally to all staff members depending on their roles and needs. The difference in average training hours is mainly due to less male colleagues in total headcount.
- 3 The above learning hours exclude the learning and development activities arranged by individual department.

Occupational Health and Safety

	2022	2021	2020	2019
Absenteeism rate				
Male	1.17%	1.31%	1.56%	1.50%
Female	1.85%	2.07%	2.28%	2.15%
Overall	1.57%	1.75%	1.98%	1.87%
Lost days due to work injury	44	32	625	333
Work-related fatalities	0	0	0	0

Social Performance – Our Community

Community	2022	2021	2020	2019
Number of outlets*	263	281	288	297
Number of customers (million) *	>3.5	3.7	>3	>3
Pledged community investment (HK\$ million) [^]	32	31	30	33

Notes:

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

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