Key Metrics – Performance Data Summary

Economic Performance

	Unit	2023	2022	2021	2020
Direct economic value generated		**40,829**	33,987	33,230	36,087
Direct economic value distributed		**27,638**	22,677	24,592	24,415
Operating costs		**5,952**	5,628	5,256	4,691
Employee compensation and benefits		**5,795**	6,445	6,311	6,102
Providers of capital	HK$ million	**13,135**	8,548	10,453	11,214
Government in Hong Kong		**2,539**	1,822	2,466	2,287
Governments outside Hong Kong		**189**	205	77	92
Charitable donations		**28**	29	29	29
Direct economic value retained		**13,191**	11,310	8,638	11,672

Notes:

The data in the Economic Performance table covers Hang Seng Group, including Hang Seng and all its subsidiaries.

Environmental Performance

	Unit	2023[+]	2022['']	2021[#]	2020[*]
Total GHG emissions[1]		**14,557.26**	15,479.79	16,411.02	19,571.59
Scope 1		**137.87**	100.58	70.16	144.52
Stationary combustion		**86.76**	61.17	27.19	57.98
Mobile combustion		**51.11**	39.41	42.97	86.54
Scope 2		**13,565.13**	14,992.89	15,973.04	18,904.47
Purchased electricity	tonnes of CO_2e	**13,546.55**	14,979.99	15,967.65	18,892.81
Towngas		**18.58**	12.90	5.39	11.66
Scope 3[2]		**854.26**	386.32	367.81	522.60
Business travel (land and air)		**578.23**	78.10	70.57	201.85
Transmission and distribution loss		**260.02**	297.64	283.17	309.99
Upstream transportation and distribution (mobile branch)		**16.02**	10.58	14.07	10.76
Total GHG emissions per FTE		**2.10**	2.08	2.10	2.41
From Scope 1		**0.02**	0.01	0.01	0.02
From Scope 2	tonnes of CO_2e / FTE	**1.96**	2.02	2.04	2.33
From Scope 3		**0.12**	0.05	0.05	0.06
GHG emissions per sq. ft.	tonnes of CO_2e / sq. ft.	**0.01**	0.01	0.01	0.01
Total energy consumption[3]		**25,972.09**	28,349.81	29,292.18	30,030.36
Indirect: electricity	MWh	**25,524.09**	28,037.15	29,154.51	29,734.74
Direct: gas and diesel		**448.00**	312.66	137.67	295.62
Energy consumption per FTE	MWh / FTE	**3.75**	3.82	3.75	3.71
Energy consumption per sq. ft.	MWh / sq. ft.	**0.03**	0.02	0.02	0.02

Key Metrics – Performance Data Summary

Environmental Performance

	Unit	2023[+]	2022['']	2021[#]	2020[*]
Total water consumption	m³	**54,152.00**	68,924.00	73,214.00	72,193.00
Water consumption per FTE	m³ / FTE	**7.81**	9.30	9.36	8.91
Total paper consumption	tonnes	**1,224.00**	1,447.00	1,401.00	1,747.00
Waste disposed to landfill[4]	tonnes	**199.40**	214.49	264.42	507.26
Waste disposed per FTE[5]	tonnes / FTE	**0.03**	0.03	0.03	0.06
Waste collected for recycling		**222.13**	317.16	354.42	569.96
Paper		**199.92**	255.75	324.44	442.51
Plastic		**0.46**	0.53	0.72	0.79
Aluminium cans		**0.18**	0.44	1.36	0.58
Glass	tonnes	**0.08**	0	0.06	0.28
Furniture		**0**	33.77	14.81	5.55
IT and electrical		**10.99**	13.14	1.90	106.82
Food waste		**6.89**	9.71	6.31	13.43
Ink jet bottles and toner cartridge		**3.61**	3.81	4.82	N/A

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

Key: m³: Cubic metres CO_2e: Carbon dioxide equivalent   MWh: Megawatt hours   FTE: Full-time equivalent employee   sq. ft.: Square feet

[+]1 Oct 2022-30 Sep 2023   ['']1 Oct 2021-30 Sep 2022   [#]1 Oct 2020–30 Sep 2021   [*]1 Oct 2019–30 Sep 2020

Notes:

1. 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 were calculated based on the electricity and Towngas consumed, as well as the corresponding emission factors, as provided by the utility companies. The emission factor for CLP was 0.39 kg CO_2e/kWh as of 2023. The emission factors for Hong Kong Electric were 0.71 kg CO_2e/kWh in from October to December 2022 and 0.68 kg CO_2e/kWh from January to September 2023.

   Scope 3 GHG emissions were estimated with reference to the GHG Protocol's Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

2. Scope 3 represents indirect emissions attributed to upstream and downstream activities taking place to provide services to customers. Our upstream activities include business travel and emissions from its supply chain including transport, distribution and waste. Our downstream activities include financed emissions, which is not currently disclosed due to data and system limitations.

3. 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.

4. Hazardous waste is not counted owing to the insignificant amount.

5. Renovations of our headquarters and other core buildings generated construction waste, resulting in a higher volume of waste disposal.

Social Performance – Our People in Numbers

Headcount by Age Group, Employment Type, Gender and Nationalities[1,7,8]

	2023	2022	2021	2020
Total number of employees	**6,920**	7,020	7,629	7,843
Breakdown by age group				
Below 30	**1,339**	1,437	1,850	1,999
30 to 39	**2,664**	2,626	2,769	2,712
40 to 49	**1,624**	1,679	1,750	1,824
50 to 59	**1,218**	1,208	1,197	1,262
60 or above	**75**	70	63	46
Percentage breakdown of all employees in Hong Kong by nationality (Top 4 nationalities)				
Chinese	**98.4%**	98.2%	98.0%	N/A
British	**0.6%**	0.7%	0.7%	N/A
Canadian	**0.3%**	0.3%	0.4%	N/A
Australian	**0.2%**	0.2%	0.2%	N/A
Percentage breakdown of executive in Hong Kong by nationality (Top 4 nationalities)				
Chinese	**97.4%**	97.1%	93.4%	N/A
British	**0.9%**	1.1%	2.4%	N/A
Canadian	**0.6%**	0.6%	1.2%	N/A
Australian	**0.4%**	0.4%	0.6%	N/A

	2023		2022		2021		2020	
	Male	**Female**	Male	Female	Male	Female	Male	Female
Breakdown by gender	**2,955**	**3,965**	2,967	4,053	3,242	4,387	3,358	4,485
Breakdown by employment type and gender								
Full-time permanent staff	**2,915**	**3,924**	2,927	4,013	3,200	4,352	3,319	4,465
Full-time contract staff	**40**	**39**	39	35	41	31	38	17
Part-time staff	**0**	**2**	1	5	1	4	1	3
Breakdown by employee category and gender								
Executive	**1,552**	**1,545**	1,498	1,505	1,439	1,441	1,340	1,355
Officer	**1,012**	**1,785**	1,116	1,857	1,278	1,970	1,446	2,069
Clerical/ blue-collar	**391**	**635**	353	691	525	976	572	1,061

Social Performance – Our People in Numbers

Headcount by Global Career Band[1, 7, 8]

	2023					
	Male		**Female**		**Grand Total**	
	Headcount	**Percentage**	**Headcount**	**Percentage**	**Headcount**	**Percentage**
Managing Director[2]	19	0.3%	17	0.3%	36	0.5%
3	80	1.2%	76	1.1%	156	2.3%
4	420	6.1%	418	6.0%	838	12.1%
5	1,033	14.9%	1,034	14.9%	2,067	29.9%
6	1,012	14.6%	1,785	25.8%	2,797	40.4%
7	354	5.1%	615	8.9%	969	14.0%
8	37	0.5%	20	0.3%	57	0.8%
Grand total	**2,955**	**42.7%**	**3,965**	**57.3%**	**6,920**	**100.0%**

Share of Women in Management Positions in Revenue-generating Functions[1, 7, 8]

	2023	
	Female	**Total**
Managing Director[2]	7	0.5%
3	30	2.0%
4	164	10.7%
5	505	32.9%
Total	**706**	**46.1%**

Employee Profile by Age Group and Years of Service[1, 7, 8]

	2023	2022	2021	2020
Average age of employees				
Overall	**39**	39	38	38
Executive	**40**	40	40	40
Officer	**38**	38	37	37
Clerical/blue-collar	**38**	39	37	37
Average years of service				
Overall	**10**	10	10	10
Executive	**9**	9	9	9
Officer	**11**	11	11	11
Clerical/blue-collar	**10**	12	10	11

Key Metrics – Performance Data Summary

Social Performance – Our People in Numbers

New Hires and Internal Hires[1, 7, 8, 9]

	2023		2022		2021		2020	
	Male	**Female**	Male	Female	Male	Female	Male	Female
Below 30	**329**	**316**	232	259	370	418	135	98
30 to 39	**231**	**219**	242	199	295	249	117	50
40 to 49	**90**	**89**	88	78	77	93	15	28
50 to 59	**17**	**40**	13	31	23	13	7	3
60 or above	**4**	**3**	3	6	5	8	1	1
Breakdown by employee category								
Executive	**212**	**196**	224	187	N/A	N/A	N/A	N/A
Officer	**239**	**249**	274	290	N/A	N/A	N/A	N/A
Clerical/blue-collar	**220**	**222**	80	96	N/A	N/A	N/A	N/A
Total	**671**	**667**	578	573	770	781	275	180
Grand total	**1,338**		1,151		1,551		455	
New hire rate[3]	**19.0%**		16.4%		20.3%		5.8%	
External hire rate[4]	**62.4%**		53.2%		59.2%		37.4%	
Internal hire rate[4]	**37.6%**		46.8%		40.8%		62.6%	

Total Turnover by Age and Gender in 2023[1, 7, 8, 9]

	Male		**Female**	
	Headcount	**Turnover rate**	**Headcount**	**Turnover rate**
Below 30	227	3.2%	212	3.0%
30 to 39	235	3.3%	271	3.9%
40 to 49	112	1.6%	130	1.8%
50 to 59	70	1.0%	112	1.6%
60 or above	41	0.6%	40	0.6%
Total	**685**	**9.7%**	**765**	**10.9%**
Grand total	**1,450 (20.6%)**			

Voluntary Turnover by Employee Category[1, 5, 7, 8, 9]

	2023		2022	
	Headcount	**Turnover rate**	Headcount	Turnover rate
Executive	**459**	**6.5%**	587	8.0%
Officer	**592**	**8.4%**	776	10.5%
Clerical/blue-collar	**240**	**3.4%**	340	4.6%

Key Metrics – Performance Data Summary

Social Performance – Our People in Numbers

Voluntary Turnover by Age and Gender[1, 5, 7, 8, 9]

	2023				2022				2021				2020			
	Male		**Female**		Male		Female		Male		Female		Male		Female	
	Headcount	**Turnover[6]**	**Headcount**	**Turnover[6]**	Headcount	Turnover[6]	Headcount	Turnover[6]	Headcount	Turnover[6]	Headcount	Turnover[6]	Headcount	Turnover[6]	Headcount	Turnover[6]
Below 30	**222**	**3.2%**	**209**	**3.0%**	269	3.7%	286	3.9%	276	3.5%	286	3.6%	225	2.9%	191	2.8%
30 to 39	**227**	**3.2%**	**265**	**3.8%**	356	4.8%	336	4.6%	296	3.8%	267	3.4%	172	2.1%	131	1.6%
40 to 49	**102**	**1.4%**	**121**	**1.7%**	124	1.7%	141	1.9%	84	1.6%	122	1.6%	36	0.4%	79	1.0%
50 to 59	**52**	**0.7%**	**89**	**1.2%**	41	0.6%	72	1.0%	46	0.6%	62	0.8%	30	0.4%	41	0.5%
60 or above	**4**	**0.1%**	**0**	**0.0%**	42	0.6%	36	0.5%	53	0.7%	47	0.6%	40	0.5%	46	0.6%
Total	**607**	**8.6%**	**684**	**9.7%**	832	11.3%	871	11.9%	755	10.2%	784	10.0%	504	6.3%	488	6.5%
Grand total	**1,291 (18.3%)**				1,703 (23.2%)				1,540 (20.2%)				992 (12.8%)			

Notes:

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

2. Due to leadership band changes, all GCB 1 and 2 were mapped to Managing Director since 1 Mar 2022.

3. Percentage of total new hires compared to total employees at the end of year.

4. 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.

5. The turnover rate is based on the actual number of employees.

6. No significant seasonal variations in headcount were reported.

7. 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.

8. 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).

9. Inter-company transferees are calculated in new hires and turnover.

Social Performance – Our People in Numbers

Training and Skills Development[1, 3]

	2023	2022	2021	2020
Average learning and development days				
Per employee in Hong Kong	**3.6**	3.3	4.1	3.8
Average hours by gender[2]				
Male	**33.1**	27.9	35.0	34.0
Female	**26.9**	25.4	29.0	28.0

Notes:

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

2   We delivered training courses equally to all employees depending on their roles and needs.

3   The learning hours exclude the learning and development activities arranged by individual department.

Occupational Health and Safety

	2023	2022	2021	2020
Absenteeism rate				
Male	**0.7%**	1.2%	1.3%	1.1%
Female	**1.3%**	1.9%	2.1%	1.6%
Overall	**1.1%**	1.6%	1.8%	1.4%
Lost days due to work injuries	**439**	44	32	625
Work-related fatalities	**0**	0	0	0