

# 11. CSR Performance Data Overview

## Employee Data<sup>77</sup>

As of 31 December 2016, the Group had 12,836 employees<sup>78</sup>.

## Total workforce<sup>79</sup>

	Male	Female	Total workforce
Full-time employees	5,371	7,136	12,507
Non-full-time employees	112	217	329
Total workforce	5,483	7,353	12,836

## Total workforce (by age)<sup>81</sup>

Age	Number	Percentage
18-30	3,480	27.11%
31-40	3,364	26.21%
41-50	3,754	29.25%
50 or above	2,238	17.43%

## Total workforce (by employee category and gender)<sup>80</sup>

Rank	Male	Female	Total	Percentage
Departmental/ Division heads or above	347	197	544	4.24%
Middle management	2,586	2,398	4,984	38.83%
General employees	2,550	4,758	7,308	56.93%

## Total workforce (by location)<sup>82</sup>

Location	Number	Percentage
Hong Kong	11,971	93.25%
The Mainland of China	477	3.72%
Others	388	3.03%

<sup>77</sup> Apart from total workforce, total number of new hires and rate of employee turnover, other figures do not cover areas other than Hong Kong and the Mainland of China.

<sup>78</sup> G4-9, HKEx B1.1

<sup>79</sup> G4-10, HKEx B1.1

<sup>80</sup> G4-LA12, HKEx B1.1

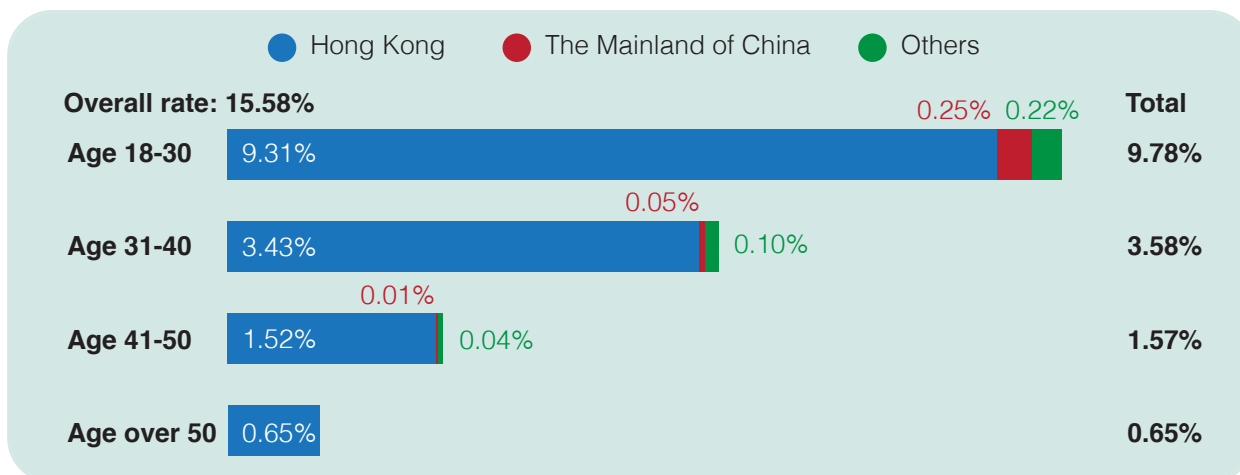
<sup>81</sup> G4-LA12, HKEx B1.1

<sup>82</sup> G4-10

## Total number of new hires (by location and gender, and by location and age)<sup>83</sup>

Total number of new hires : 2,602						
	Male	Female	Age 18-30	Age 31-40	Age 41-50	Age over 50
Hong Kong	45.61%	48.92%	64.37%	17.79%	7.61%	4.77%
The Mainland of China	0.96%	0.96%	1.50%	0.38%	0.04%	0.00%
Others	1.20%	2.35%	2.07%	0.97%	0.42%	0.08%
Total	47.77%	52.23%	67.94%	19.14%	8.07%	4.85%

## Rate of employee turnover (by age and location)<sup>84</sup>



## Return to work and retention after parental leave (by gender)<sup>85</sup>



<sup>83</sup> G4-LA1

<sup>84</sup> G4-LA1, HKEx B1.2

<sup>85</sup> G4-LA3

# Training and Education

## The average training hours and rate (by employee category and gender)<sup>86</sup>

The average training hours: 46.1

Rank	Male (hours)	% of total	Female (hours)	% of total
	51.3	42.5%	42.2	57.5%
Departmental/Division heads or above	36.3	2.8%	33.5	1.6%
Middle management	33.2	20.1%	31.6	18.6%
General employees	71.6	19.6%	47.7	37.3%

## Occupational health and safety performance<sup>87</sup>

	Male	Female	Overall
Injury rate <sup>i</sup>	0.21%	0.26%	0.24%
Lost day rate per 100 full-time employees <sup>i,ii,88</sup>	5.07%	11.88%	8.98%
Total number of work-related fatalities <sup>iii,89</sup>	0	0	0

i: All Injury Rates and Lost Day Rates are normalised to 200,000 worked hours, which is approximately equal to the number of hours worked by 100 full-time employees in one year.

ii: Number of lost days refers to the working days lost due to an occupational injury sustained by an employee for which the employee misses one or more scheduled workdays after the day of the injury.

iii: "Fatality" is the death of an employee or contractor as a result of an occupational injury incident in the course of employment.

## Economic Performance<sup>90</sup>

### 2016 Financial highlights

	Year 2016 (HK \$ million)	Year 2015 (HK \$ million)	Percentage change (+/-%)
Profit attributable to the equity holders of the Company	55,503	26,982	+105.7
Earnings per share Profit for the year	5.2496	2.5520	+105.7
Return on average total assets (%)	2.38	1.19	+1.19pp
Return on average shareholders' equity (%)	26.47	14.45	+12.02pp
<b>At year-end</b>	<b>Year 2016 (HK \$ million)</b>	<b>Year 2015 (HK \$ million)</b>	
Total assets	2,327,781	2,382,815	-2.3
Deposits from customers <sup>91</sup>	1,507,501	1,373,311	+9.8

<sup>86</sup> G4-LA9

<sup>87</sup> G4-LA6

<sup>88</sup> HKEx B2.2

<sup>89</sup> HKEx B2.1

<sup>90</sup> G4-EC1

<sup>91</sup> In response to the disposal of NCB and the proposed disposal of Chiyu Bank, this figure as at the end of 2015 has been restated.

## Environmental Performance

	Unit	Year 2016	Year 2015	Percentage change
<b>Paper<sup>92</sup></b>				
Paper purchases	kg	492,900	509,575 <sup>93</sup>	-3.3%
<b>Paper purchases intensity</b>				
By number of employees	kg/ person	39	41	-4.9%
<b>Total energy consumption<sup>94, 95</sup></b>				
Total electricity consumption <sup>96</sup>	kWh	86,778,942	86,314,433	+0.5%
	GJ	312,404	310,732	
Total consumption of towngas	unit	44,900	50,357	-10.8%
	GJ	2,155	2,417	
Total fuel consumption for vehicles <sup>97, 98</sup>	L	60,142	56,696	+5.6%
	GJ	2,039	1,930	
<b>Energy intensity<sup>99</sup></b>				
By number of employees	GJ/ person	25	25	0%
<b>Greenhouse Gas GHG emissions<sup>100,101</sup></b>				
Direct emissions (Scope 1) <sup>102</sup>	tonnes	277	280	-1.1%
Indirect emissions (Scope 2) <sup>103</sup>	tonnes	58,532	62,455	-6.3%
Other indirect emissions (Scope 3) <sup>104</sup>	tonnes	120	116	-3.1%
Total Greenhouse Gas GHG emissions <sup>105</sup>	tonnes	58,929	62,852	-6.2%
<b>Greenhouse Gas emissions intensity<sup>106</sup></b>				
By number of employees	tonnes / person	4.7	5.0	-6.0%
<b>Water consumption<sup>107, 108</sup></b>				
Total water consumption	cubic metres	197,686	201,155	-1.72%
<b>Water consumption intensity<sup>109</sup></b>				
By number of employees	cubic metres / person	15.8	16.0	-1.25%

## Cases of Discrimination and Corruption

Total number of incidents of discrimination <sup>110</sup>	0
Confirmed incidents of corruption <sup>111</sup>	0

<sup>92</sup> G4-EN1

<sup>93</sup> This figure has been restated to improve accuracy.

<sup>94</sup> G4-EN3, G4-EN6, HKEx A2.1, A2.3

<sup>95</sup> Calculated based on the guide set out in GRI G3.1

<sup>96</sup> In addition to the main properties and office towers of the Group, some branches are also included.

<sup>97</sup> Including diesel and gasoline.

<sup>98</sup> In addition to the main properties and office towers of the Group, some branches are also included.

<sup>99</sup> G4-EN5

<sup>100</sup> Calculated based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, Feb 2010 Edition issued by the Environmental Protection Department.

<sup>101</sup> This figure has been restated to improve accuracy.

<sup>102</sup> G4-EN15; including related GHG emissions of towngas and vehicles

<sup>103</sup> G4-EN16; including related GHG emissions of towngas and vehicles

<sup>104</sup> G4-EN17; including related GHG emissions of towngas and vehicles

<sup>105</sup> HKEx A1.2, A1.5

<sup>106</sup> This figure has been restated to improve accuracy.

<sup>107</sup> HKEx A2.2

<sup>108</sup> This figure has been restated to improve accuracy.

<sup>109</sup> This figure has been restated to improve accuracy.

<sup>110</sup> G4-HR3

<sup>111</sup> G4-SO5, HKEx B7.1