

## 10. CSR Performance Data Overview

### Employee Data

As at 31 December 2017, the Group has 13,050 employees.<sup>69</sup>

#### Total workforce (by employee type, contract type and gender)<sup>70</sup>

	Male	Female	Total
<b>Employee type</b>			
Permanent	5,406	7,287	<b>12,693</b>
Non-permanent	122	235	<b>357</b>
<b>Total</b>	<b>5,528</b>	<b>7,522</b>	<b>13,050</b>
<b>Contract type</b>			
Full-time	5,503	7,423	<b>12,926</b>
Part-time	25	99	<b>124</b>
<b>Total</b>	<b>5,528</b>	<b>7,522</b>	<b>13,050</b>

#### Total workforce (by employee category and gender)<sup>71</sup>

Rank	Male	Female	Total
Departmental/ Division heads or above	453	295	<b>748</b>
Middle management	2,632	2,500	<b>5,132</b>
General employees	2,443	4,727	<b>7,170</b>
<b>Total</b>	<b>5,528</b>	<b>7,522</b>	<b>13,050</b>

#### Total workforce (by age and geographical region)<sup>72</sup>

Geographical region	Age 18-30	Age 31-40	Age 41-50	Age above 50	Total
Hong Kong	3,039	2,904	3,730	1,900	<b>11,573</b>
The mainland	145	123	102	16	<b>386</b>
Southeast Asia and Others	506	382	174	29	<b>1,091</b>
<b>Total</b>	<b>3,690</b>	<b>3,409</b>	<b>4,006</b>	<b>1,945</b>	<b>13,050</b>

#### Total number of new hires (by gender, age and geographical region)<sup>73</sup>

	Number	Rate
<b>By gender</b>		
Male	1,414	10.83%
Female	1,837	14.08%
<b>By age</b>		
Age 18-30	2,365	18.12%
Age 31-40	596	4.57%
Age 41-50	213	1.63%
Age above 50	77	0.59%
<b>By geographical region</b>		
Hong Kong	2,857	21.89%
The mainland	48	0.37%
Southeast Asia and Others	346	2.65%
<b>Total</b>	<b>3,251</b>	<b>24.91%</b>

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<sup>69</sup> G4-9, HKEx B1.1  
<sup>70</sup> G4-10, HKEx B1.1  
<sup>71</sup> G4-LA12, HKEx B1.1  
<sup>72</sup> G4-10, G4-LA12, HKEx B1.1

<sup>73</sup> G4-LA1

### Employee turnover (by gender, age and geographical region)<sup>74</sup>

	Rate
<b>By gender</b>	
Male	7.12%
Female	8.73%
<b>By age</b>	
Age 18-30	9.90%
Age 31-40	3.56%
Age 41-50	1.88%
Age above 50	0.51%
<b>By geographical region</b>	
Hong Kong	14.12%
The mainland	0.23%
Southeast Asia and Others	1.50%
<b>Total</b>	<b>15.85%</b>

### Return to work and retention after parental leave (by gender)<sup>75</sup>

	Male	Female
Total number of employees who took parental leave	185	213
Return to work rate	98%	98%

### Average training hours and percentage of employees trained (by employee category and gender)<sup>76</sup>

Average training hours: 58.0 Total number of employees trained: 12,975 (99.4%)				
	Male		Female	
	Average training hours (hours)	Percentage of employees trained	Average training hours (hours)	Percentage of employees trained
<b>By rank</b>				
Departmental/ Division heads or above	33.1	3.4%	33.5	2.3%
Middle management	45.3	20.1%	54.0	19.1%
General employees	73.5	18.6%	63.0	36.0%
<b>Overall</b>	<b>56.8</b>	<b>42.1%</b>	<b>58.8</b>	<b>57.4%</b>

### Occupational health and safety performance<sup>77</sup>

	Male	Female	Total
Injury rate <sup>i</sup>	0.19	0.34	<b>0.28</b>
Lost day rate <sup>i,ii 78</sup>	2.02	12.94	<b>8.33</b>
Total number of work-related fatalities <sup>iii 79</sup>	0	0	<b>0</b>

<sup>i</sup> 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.

<sup>ii</sup> "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.

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

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<sup>74</sup> G4-LA1, HKEx B1.2  
<sup>75</sup> G4-LA3

<sup>76</sup> G4-LA9, HKEx B3.1, HKEx B3.2  
<sup>77</sup> G4-LA6  
<sup>78</sup> HKEx B2.2  
<sup>79</sup> HKEx B2.1

## Environmental Performance<sup>80</sup>

	Unit	2017	2016	Percentage change
<b>Paper<sup>81</sup></b>				
Paper purchases	kg	564,367	514,430	+10%
<b>Paper purchase intensity</b>				
By number of employees	kg/person	50	46	+8%
<b>Total energy consumption<sup>82, 83</sup></b>				
Total electricity consumption	kWh	95,840,478	91,891,188	+4%
	GJ	345,026	330,808	
Total Towngas consumption	unit	49,366	44,900	+10%
	GJ	2,370	2,155	
Total fuel consumption for corporate fleet <sup>84</sup>	L	73,292	60,142	+22%
	GJ	2,624	2,153	
<b>Energy intensity<sup>85</sup></b>				
By number of employees	GJ/person	31	30	+3%

	Unit	2017	2016	Percentage change
<b>Greenhouse gas (GHG) emissions<sup>86</sup></b>				
Direct GHG emissions (Scope 1) <sup>87</sup>	tCO <sub>2</sub> e	324	277	+17%
Indirect GHG emissions (Scope 2) <sup>88</sup>	tCO <sub>2</sub> e	65,087	61,697	+5%
Other indirect GHG emissions (Scope 3) <sup>89</sup>	tCO <sub>2</sub> e	107	118	-9%
Total GHG emissions <sup>90</sup>	tCO <sub>2</sub> e	65,517	62,092	+6%
<b>Greenhouse gas (GHG) emissions intensity<sup>91</sup></b>				
By number of employees	tCO <sub>2</sub> e/person	5.8	5.6	+4%
By floor area	tCO <sub>2</sub> e/m <sup>2</sup>	0.27	0.26	+4%

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<sup>80</sup> To enhance data coverage, most data figures of 2017 and 2016 (restated) now include the Group's major businesses in Hong Kong (BOCHK, BOC Credit Card and BOC Life). (G4-22)

<sup>81</sup> G4-EN1

<sup>82</sup> G4-EN3, HKEx A2.1

<sup>83</sup> Including main properties, office towers and most branches of the Group, except public electricity consumption of specific buildings

<sup>84</sup> Including diesel and gasoline use of BOCHK, but excluding that of BOC Credit Card and BOC Life

<sup>85</sup> G4-EN5

<sup>86</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 issued by the Environmental Protection Department and the Electrical and Mechanical Services Department

<sup>87</sup> G4-EN15; including GHG emissions related to Towngas and vehicles

<sup>88</sup> G4-EN16; including GHG emissions related to electricity and Towngas

<sup>89</sup> G4-EN17; including GHG emission related to water consumption and wastewater discharge

<sup>90</sup> HKEx A1.1, HKEx A1.2

<sup>91</sup> G4-EN18, HKEx A1.1, HKEx A1.2

	Unit	2017	2016	Percentage change
<b>Water consumption<sup>92, 93</sup></b>				
Total water consumption	m <sup>3</sup>	180,503	197,686	-9%
<b>Water consumption intensity</b>				
By number of employees	m <sup>3</sup> /person	16	18	-10%
<b>Waste disposal<sup>94</sup></b>				
General waste	kg	757,952	742,390	+2%
<b>Major waste recovered<sup>95</sup></b>				
<b>Non-hazardous<sup>96</sup></b>				
Waste paper	kg	265,929	432,376	-38%
Plastic bottle	kg	206	214	-4%
Aluminium can	kg	188	213	-12%
Food waste	kg	71,925	85,165	-16%
<b>Hazardous<sup>97</sup></b>				
Rechargeable battery	pcs	107	120	-11%
Electronic waste	pcs	3,119	5,398	-42%
Fluorescent lamp	pcs	1,154	929	+24%
Toner cartridge	pcs	220	192	+15%

### Cases of discrimination and corruption

	Number
Incidents of discrimination <sup>98</sup>	0
Confirmed incidents of corruption <sup>99</sup>	0

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<sup>92</sup> G4-EN8, HKEx A2.2

<sup>93</sup> Including main properties, office towers and most branches of the Group, except public water consumption of specific buildings

<sup>94</sup> G4-EN23, HKEx A1.6; including main properties and office towers

<sup>95</sup> G4-EN23, HKEx A1.6; including main properties and office towers

<sup>96</sup> HKEx A1.4

<sup>97</sup> HKEx A1.3

<sup>98</sup> G4-HR3

<sup>99</sup> G4-SO5, HKEx B7.1