

10. CSR Performance Data Overview

Employee Data⁴³

As at 31 December 2018, the Group has 14,046 employees.

Total workforce (by employee type, geographical region, contract type and gender)

By employee type	Male	Female	Total
Permanent	5,837	7,768	13,605
Non-permanent	120	321	441
Total	5,957	8,089	14,046
By geographical region	Permanent	Non-permanent	Total
Hong Kong	11,860	418	12,278
The mainland	374	7	381
Southeast Asia and Others	1,371	16	1,387
Total	13,605	441	14,046
By contract type	Male	Female	Total
Full-time	5,938	8,010	13,948
Part-time	19	79	98
Total	5,957	8,089	14,046

Total workforce (by employee category and gender)

By category	Male	Female	Total	Percentage
Division heads or above	465	287	752	5.35%
Middle management	2,783	2,722	5,505	39.19%
General employees	2,709	5,080	7,789	55.46%
Total	5,957	8,089	14,046	
Percentage	42.41%	57.59%		

Total workforce (by geographical region and age)

Geo-graphical region	Age 18-30	Age 31-40	Age 41-50	Age 51 or above	Total	Percentage
Hong Kong	3,436	2,964	3,729	2,149	12,278	87.42%
The mainland	131	128	107	15	381	2.71%
Southeast Asia and Others	605	512	225	45	1,387	9.87%
Total	4,172	3,604	4,061	2,209	14,046	
Percentage	29.70%	25.66%	28.91%	15.73%		

Proportion of senior managementⁱ hired from the local community (by geographical region)⁴⁴

By geographical region	Percentage
Hong Kong	85.06%
The mainland	100%
Southeast Asia and Others	55.79%
Total	81.38%

i: Senior management refers to Division heads or above.

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⁴³ 102-7, 102-8, 405-1, HKEx B1.1
⁴⁴ 202-2

Total number of new hires (by gender, age and geographical region)⁴⁵

	Number	Rate
By gender		
Male	1,730	12.32%
Female	2,331	16.59%
By age		
Age 18-30	2,748	19.56%
Age 31-40	686	4.88%
Age 41-50	363	2.59%
Age 51 or above	264	1.88%
By geographical region		
Hong Kong	3,597	25.61%
The mainland	35	0.25%
Southeast Asia and Others	429	3.05%
Total	4,061	28.91%

Employee turnover (by gender, age and geographical region)⁴⁶

	Number	Rate
By gender		
Male	1,030	7.46%
Female	1,426	10.33%
By age		
Age 18-30	1,542	11.17%
Age 31-40	546	3.96%
Age 41-50	259	1.87%
Age 51 or above	109	0.79%
By geographical region		
Hong Kong	2,156	15.62%
The mainland	36	0.26%
Southeast Asia and Others	264	1.91%
Total	2,456	17.79%

Use of parental leaveⁱⁱ (by gender)⁴⁷

	Male	Female
Total number of employees that were entitled to parental leave	5,822	7,907
Total number of employees that took parental leave	184	186
Total number of employees that returned to work after parental leave ended	181	181
Percentage (%) of employees that returned to work after parental leave ended (return rate)	98.37%	97.31%
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	168	157
Percentage (%) of employees that returned to work after parental leave ended that were still employed 12 months after their return to work (retention rate)	91.30%	84.41%

ii: Parental leave refers to maternity leave and paternity leave.

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⁴⁵ 401-1
⁴⁶ 401-1, HKEx B1.2
⁴⁷ 401-3

Average training hours and percentage of employees trained (by employee category and gender)⁴⁸

Average training hours: 40.5				
Total number of employees trained: 14,046				
Percentage of employees trained: 100%				
By category	Male		Female	
	Average training hours	Percentage of employees trained	Average training hours	Percentage of employees trained
Division heads or above	36.06	3.31%	36.35	2.04%
Middle management	35.44	19.81%	29.45	19.38%
General employees	53.82	19.29%	42.60	36.17%
Total	43.85	42.41%	37.95	57.60%

Occupational health and safety performance⁴⁹

	Total
Number and rate of high-consequence work-related injuries ^{iii,vii}	1 employee 0.01 (Every 200,000 worked hours)
Number and rate of lost time ^{iv,vii}	839.22 days 5.78 (Every 200,000 worked hours)
Number and rate of fatalities as a result of work-related injury ^{v,vii}	0 employee 0 (Every 200,000 worked hours)
Number and rate of recordable work-related injuries ^{vi,vii}	29 employees 0.20 (Every 200,000 worked hours)

iii: High-consequence work-related injury refers to injury which the employee cannot recover, or does not or is not expected to recover fully to pre-injury health status within 6 months (excluding fatality).

iv: Lost time refers to the working days lost due to a work-related injury sustained by an employee for which the employee misses 1 or more scheduled workdays after the day of the injury.

v: Fatality refers to the death of employee or contractor as a result of a work-related injury incident in the course of employment.

vi: Recordable work-related injury relates to injury, disease (or even death) contracted during course of employment and diagnosed by licensed health care professional, resulting in the employee being unable to perform normal work duties.

vii: Rate of high-consequence work-related injuries, rate of lost time, rate of fatalities as a result of work-related injury and rate of recordable work-related injuries are all normalised to 200,000 worked hours, which is approximately equal to the number of hours worked by 100 full-time employees in a year.

Cases of discrimination and corruption⁵⁰

Confirmed incidents of discrimination	0
Confirmed incidents of corruption	0

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⁴⁸ 404-1, HKEx B3.1, HKEx B3.2
⁴⁹ 403-2 (2016), HKEx B2.1, HKEx B2.2
⁵⁰ 205-3, 406-1, HKEx B7.1

Environmental Performance

	Unit	2018	2017	Difference
Paper ⁵¹				
Paper purchased	kg	618,847	564,367	+10%
Paper purchase intensity				
By number of employees	kg/person	50.40	49.97	+0.9%
Total energy consumption ^{52, 53}				
Total electricity consumption	kWh	94,278,511	95,840,478	-2%
	GJ	339,403	345,026	
Total Towngas consumption	unit	53,370	49,366	+8%
	GJ	2,562	2,370	
Total fuel consumption for corporate fleet ⁵⁴	kg	73,096	73,292	+0.3%
	GJ	2,617	2,624	
Energy intensity ⁵⁵				
By number of employees	GJ/person	28.06	30.99	-9%
Greenhouse gas (GHG) emissions ⁵⁶				
Direct GHG emissions (Scope 1) ⁵⁷	tCO ₂ e	333	324	+3%
Indirect GHG emissions (Scope 2) ⁵⁸	tCO ₂ e	62,621	65,087	-4%
Other indirect GHG emissions (Scope 3) ⁵⁹	tCO ₂ e	132	107	+23%
Total GHG emissions ⁶⁰	tCO ₂ e	63,086	65,517	-4%
Greenhouse gas (GHG) emissions intensity ⁶¹				
By number of employees	tCO ₂ e/person	5.14	5.80	-11%
By floor area	tCO ₂ e/m ²	0.24	0.27	-11%

	Unit	2018	2017	Difference
Water consumption^{62, 63}				
Total water consumption	Megalitre	218	181	+21%
Water consumption intensity				
By number of employees	Megalitre/person	0.018	0.016	+11%
Waste disposal⁶⁴				
General waste	Ton	860.71	757.95	+14%
Waste disposal intensity				
By number of employees	ton/person	0.070	0.067	+4%
Major waste recovered⁶⁵				
Non-hazardous⁶⁶				
Waste paper	ton	282.77	265.93	+6%
Plastic bottle	ton	0.35	0.21	+67%
Aluminium can	ton	0.21	0.19	+11%
Food waste	ton	79.28	71.93	+10%
Hazardous⁶⁷				
Rechargeable battery	pcs	85	107	-21%
Electronic waste	pcs	4,293	3,119	+38%
Fluorescent lamp	pcs	1,186	1,154	+3%
Toner cartridge	pcs	131	220	-40%

⁵¹ 301-1
⁵² 302-1, HKEx A2.1, HKEx A2.3
⁵³ Including main properties, office towers and most branches of the Group in Hong Kong, except public electricity consumption of specific buildings
⁵⁴ Including diesel and gasoline use of BOCHK, but excluding that of its subsidiaries
⁵⁵ 302-3, HKEx A2.1
⁵⁶ 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
⁵⁷ 305-1, HKEx A1.1; including GHG emissions related to Towngas and vehicles
⁵⁸ 305-2, HKEx A1.1; including GHG emissions related to electricity and Towngas

⁵⁹ 305-3, HKEx A1.1; including GHG emission related to water consumption and wastewater discharge
⁶⁰ HKEx A1.2
⁶¹ 305-4, HKEx A1.2, HKEx A1.5
⁶² 303-1 (2016), HKEx A2.2
⁶³ Including main properties, office towers and most branches of the Group in Hong Kong, except public water consumption of specific buildings
⁶⁴ 306-2, HKEx A1.3, HKEx A1.4; including main properties and office towers of the Group in Hong Kong; Disposal amount of non-hazardous waste and hazardous waste are counted in total due to the insignificant amount of hazardous waste disposal
⁶⁵ 306-2, HKEx A1.3, HKEx A1.4; including main properties and office towers of the Group in Hong Kong
⁶⁶ HKEx A1.4
⁶⁷ HKEx A1.3