

# 11. Data Overview on Sustainability Performance



## Employee Data<sup>49</sup>

As at 31 December 2019, the Group has 14,668 employees.

### Total workforce

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

Employee type	Male	Female	Total
Permanent	6,171	8,121	<b>14,292</b>
Non-permanent	102	274	<b>376</b>
<b>Total</b>	<b>6,273</b>	<b>8,395</b>	<b>14,668</b>
Geographical region	Permanent	Non-permanent	Total
Hong Kong	12,259	333	<b>12,592</b>
The mainland	441	7	<b>448</b>
Southeast Asia and others	1,592	36	<b>1,628</b>
<b>Total</b>	<b>14,292</b>	<b>376</b>	<b>14,668</b>
Contract type	Male	Female	Total
Full-time	6,264	8,337	<b>14,601</b>
Part-time	9	58	<b>67</b>
<b>Total</b>	<b>6,273</b>	<b>8,395</b>	<b>14,668</b>

### Total workforce (by employee category and gender)

Employee category	Male	Female	Total	Percentage
Senior management <sup>i</sup>	485	307	<b>792</b>	<b>5.40%</b>
Middle level staff	3,029	3,005	<b>6,034</b>	<b>41.14%</b>
General employees	2,759	5,083	<b>7,842</b>	<b>53.46%</b>
<b>Total</b>	<b>6,273</b>	<b>8,395</b>	<b>14,668</b>	
<b>Percentage</b>	<b>42.77%</b>	<b>57.23%</b>		

i: Senior management refers to division heads or above.

### Total workforce (by geographical region and age)

Geo-graphical region \ Age	18-30	31-40	41-50	51 or above	Total	Percentage
Hong Kong	3,482	3,136	3,641	2,333	<b>12,592</b>	<b>85.85%</b>
The mainland	166	153	112	17	<b>448</b>	<b>3.05%</b>
Southeast Asia and others	727	589	260	52	<b>1,628</b>	<b>11.10%</b>
<b>Total</b>	<b>4,375</b>	<b>3,878</b>	<b>4,013</b>	<b>2,402</b>	<b>14,668</b>	
<b>Percentage</b>	<b>29.83%</b>	<b>26.44%</b>	<b>27.36%</b>	<b>16.37%</b>		

### Proportion of senior management hired from the local community (by geographical region)

Geographical region	Percentage
Hong Kong	86.31%
The mainland	75.00%
Southeast Asia and others	43.08%
<b>Total</b>	<b>82.70%</b>



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<sup>49</sup> 102-7, 102-8, 405-1, B1.1

**Total number of new hires (by gender, age and geographical region)<sup>50</sup>**

	Number	Rate
<b>Gender</b>		
Male	1,397	9.52%
Female	1,613	11.00%
<b>Age</b>		
18-30	1,877	12.79%
31-40	760	5.19%
41-50	271	1.85%
51 or above	102	0.69%
<b>Geographical region</b>		
Hong Kong	2,466	16.81%
The mainland	99	0.67%
Southeast Asia and others	445	3.04%
<b>Total</b>	<b>3,010</b>	<b>20.52%</b>

**Employee turnover (by gender, age and geographical region)<sup>51</sup>**

	Rate
<b>Gender</b>	
Male	5.96%
Female	7.36%
<b>Age</b>	
18-30	7.92%
31-40	3.40%
41-50	1.54%
51 or above	0.46%
<b>Geographical region</b>	
Hong Kong	11.69%
The mainland	0.19%
Southeast Asia and others	1.44%
<b>Total</b>	<b>13.32%</b>

**Use of parental leave<sup>ii</sup> (by gender)<sup>52</sup>**

	Male	Female
Total number of employees that were entitled to parental leave	6,066	8,063
Total number of employees that took parental leave	193	272
Total number of employees that returned to work after the end of parental leave	192	263
Percentage of employees that returned to work after the end of parental leave (return rate)	99%	97%
Total number of employees that returned to work after the end of parental leave that were still employed 12 months after their return to work	188	246
Percentage of employees that returned to work after the end of parental leave that were still employed 12 months after their return to work (retention rate)	98%	94%

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

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<sup>50</sup> 401-1  
<sup>51</sup> 401-1, B1.2  
<sup>52</sup> 401-3

### Average training hours and percentage of employees trained (by employee category and gender)<sup>53</sup>

Average training hours: 36.8				
Total number of employees trained: 14,449				
Percentage of employees trained: 95.8%				
Employee category	Male		Female	
	Average training hours	Percentage of employees trained	Average training hours	Percentage of employees trained
Senior management	28.4	96.7	31.2	99.3
Middle level staff	31.9	98.2	30.9	97.4
General employees	50.6	94.1	35.8	94.2
<b>Total</b>	<b>39.8</b>	<b>96.3</b>	<b>33.9</b>	<b>95.5</b>

### Occupational health and safety performance<sup>54</sup>

	Total
Number and rate of high-consequence work-related injuries <sup>iii,vii</sup>	0 employee 0 (Every 200,000 worked hours)
Number and rate of lost time <sup>iv,vii</sup>	686.03 days 4.54 (Every 200,000 worked hours)
Number and rate of fatalities as a result of work-related injury <sup>v,vii</sup>	0 employee 0 (Every 200,000 worked hours)
Number and rate of recordable work-related injuries <sup>vi,vii</sup>	0 employees 0 (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 six 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 one 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: The total number of hours worked in 2019 is 30,238,461. 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 corruption<sup>55</sup>

	Total
Confirmed incidents of discrimination	0
Confirmed incidents of corruption	0

### Percentage of suppliers by geographical region<sup>56</sup>

Geographical region	Percentage
Hong Kong	81.6%
The mainland	13.7%
Others	4.7%
<b>Total</b>	<b>100%</b>



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<sup>53</sup> 404-1, B3.1, B3.2

<sup>54</sup> 403-2 (2016), B2.1, B2.2

<sup>55</sup> 205-3, 406-1, B7.1

<sup>56</sup> B5.1

**Environmental Performance<sup>57</sup>**

	Unit	2019	2018 <sup>58</sup>	Difference
<b>Paper<sup>59</sup></b>				
Paper purchased	kg	576,549	618,847	-7%
<b>Paper purchase intensity</b>				
By number of employees	kg/person	45.79	50.40	-9%
<b>Total energy consumption<sup>60, 61, 62</sup></b>				
Total electricity consumption	kWh	95,502,750	95,830,567	-0.3%
	GJ	343,810	344,990	
Total Towngas consumption	unit	52,676	53,370	-1%
	GJ	2,528	2,562	
Total diesel consumption for corporate fleet	L	17,010	18,995	-10%
	GJ	612	684	
Total gasoline consumption for corporate fleet <sup>63</sup>	L	62,803	54,101	16%
	GJ	2,073	1,785	
Total energy consumption	GJ	349,023	350,021	-0.3%
<b>Energy intensity<sup>64</sup></b>				
By number of employees	GJ/person	27.72	28.51	-3%
<b>Greenhouse gas (GHG) emissions<sup>65</sup></b>				
Direct GHG emissions (Scope 1) <sup>66</sup>	tCO <sub>2</sub> e	350	333	5%
Indirect GHG emissions (Scope 2) <sup>67</sup>	tCO <sub>2</sub> e	65,083	65,003	0.1%
Other indirect GHG emissions (Scope 3) <sup>68</sup>	tCO <sub>2</sub> e	39	49	N/A
Total GHG emissions <sup>69</sup>	tCO <sub>2</sub> e	65,472	65,385	N/A

	Unit	2019	2018 <sup>58</sup>	Difference
<b>Greenhouse gas (GHG) emissions intensity<sup>70</sup></b>				
By number of employees	tCO <sub>2</sub> e/person	5.20	5.33	N/A
By floor area	tCO <sub>2</sub> e/m <sup>2</sup>	0.24	0.25	N/A
<b>Water<sup>71, 72</sup></b>				
Total water consumption	Megalitre	65	81	N/A
<b>Water consumption intensity</b>				
By number of employees	Megalitre/person	0.0052	0.0066	N/A
<b>Waste disposal<sup>73</sup></b>				
General waste	Ton	611.60	860.71	-29%
<b>Waste disposal intensity</b>				
By number of employees	Ton/person	0.049	0.070	-31%
<b>Major waste recovered<sup>74</sup></b>				
<b>Non-hazardous<sup>75</sup></b>				
Waste paper	Ton	297.64	282.77	5%
Plastic bottle	Ton	0.41	0.35	17%
Aluminium can	Ton	0.38	0.21	81%
Food waste	Ton	65.06	79.28	-18%
<b>Hazardous<sup>76</sup></b>				
Rechargeable battery	pcs	68	85	-20%
Electronic waste	pcs	3,709	4,293	-28%
Fluorescent lamp and compact fluorescent light bulbs	pcs	851	1,186	-28%

<sup>57</sup> As we were unable to receive relevant data for the whole year from relevant Government department, some fresh water consumption related figures, which include greenhouse gas emissions, greenhouse gas emissions intensity, water and water consumption intensity, reflect the data of reporting period from Jan to Oct 2019 only. Since the data between 2018 and 2019 are not comparable, the relevant percentage differences in the table are not available. The data has been restated to improve data accuracy.

<sup>58</sup> 301-1  
<sup>59</sup> 302-1, A2.1, A2.3

<sup>60</sup> Including main properties, office towers and most branches of the Group in Hong Kong, except public electricity consumption of specific buildings

<sup>61</sup> These conversion factors are used to standardise the units to gigajoules (GJ): Electricity (0.0036GJ/kWh), town gas (0.048GJ/unit), diesel (0.036GJ/L), gasoline (0.033GJ/L)

<sup>62</sup> Including diesel and gasoline use of BOCHK, but excluding that of its subsidiaries

<sup>63</sup> 302-3, A2.1

<sup>64</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>65</sup> 305-1, A1.1; including GHG emissions related to Towngas and vehicles

<sup>66</sup> 305-2, A1.1; including GHG emissions related to electricity and Towngas

<sup>67</sup> 305-3, A1.1; including GHG emission related to water consumption and wastewater discharge

<sup>68</sup> A1.2

<sup>69</sup> 305-4, A1.2, A1.5

<sup>70</sup> 303-1(2016), A2.2

<sup>71</sup> Including main properties, office towers and most branches of the Group in Hong Kong, except public water consumption of specific buildings

<sup>72</sup> A1.3, 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

<sup>73</sup> A1.6; including main properties and office towers of the Group in Hong Kong

<sup>74</sup> A1.4

<sup>75</sup> A1.3

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