

Data Overview on Sustainability Performance⁴⁶

SUSTAINABLE DEVELOPMENT GOALS



ENVIRONMENT

GHG EMISSIONS

Greenhouse gas (GHG) emissions ⁴⁷	2020	2019 ⁴⁸	2018
GHG emissions (tCO₂e)			
Direct GHG emissions (Scope 1)	282	350	333
Indirect GHG emissions (Scope 2)	63,394 ⁴⁹	65,083	65,003
Other indirect GHG emissions (Scope 3)	61	39	49
Total Scope 1 and 2 emissions (tCO₂e)	63,676	65,433	65,336
Total Scope 1, 2 and 3 emissions (tCO₂e)	63,737	65,472	65,385
Greenhouse gas (GHG) emissions intensity⁵⁰	2020	2019	2018
Scope 1,2 and 3 emissions (tCO ₂ e)/employee	5.08	5.20	5.33
Scope 1,2 and 3 emissions (tCO ₂ e)/area (m ²)	0.25	0.24	0.25

ENERGY

Total energy consumption ⁵¹	2020	2019	2018
Energy consumption (GJ)			
Direct energy consumption			
Diesel consumption for corporate fleet	677	612	684
Petrol consumption for corporate fleet	1,577	2,073	1,785
Indirect energy consumption			
Electricity consumption ⁵²	337,374	343,810	344,990
Towngas consumption	2,126	2,528	2,562
Total energy consumption (GJ)	341,754	349,023	350,021
Energy intensity⁵³	2020	2019	2018
Energy (GJ)/employee	27.22	27.72	28.51

⁴⁶ 102-8

⁴⁷ 305-1, 305-2, 305-3, A1.1, A1.2

⁴⁸ The 2019 other indirect emissions (Scope 3), total Scope 1, 2 and 3 emissions, scope 1, 2 and 3 emissions per employee, and scope 1, 2 and 3 emissions per square meter area are 67 tonnes, 65,500 tonnes, 5.20 (tonnes/employee) and 0.25 (tonnes/square meter) respectively with the actual water consumption reflected.

⁴⁹ Includes the renewable energy certificates purchased to offset indirect emissions from electricity consumption.

⁵⁰ 305-4

⁵¹ 302-1, A2.1

⁵² In 2020 and 2019 we purchased renewable energy certificates worth a total of 1,080 GJ and 900 GJ respectively.

⁵³ 302-3, A2.1

Data Overview on Sustainability Performance

PAPER ⁵⁴

Total paper purchased	2020	2019	2018
Paper purchased (tonnes)	496.54	576.55	618.85

Paper purchase intensity	2020	2019	2018
Paper purchased (tonnes)/employee	39.54	45.79	50.40

WASTE AND RECYCLING

Non-hazardous waste recycled (tonnes) ⁵⁵	2020	2019	2018
Paper	261.30	297.64	282.77
Plastic	0.58	0.41	0.35
Aluminium	1.35	0.38	0.21
Food waste	50.06	65.06	79.28
Total non-hazardous waste (tonnes)	313.29	363.49	362.61

Hazardous waste recycled (number of items) ⁵⁶	2020	2019	2018
Rechargeable battery	62	68	85
E-waste	7,159	3,709	4,293
Fluorescent tubes	458	851	1,186
Total hazardous waste (number of items)	7,679	4,628	5,564

Waste disposed to landfill	2020	2019	2018
General waste to landfill (tonnes)	184.30	611.60	860.71

Waste disposal intensity	2020	2019	2018
General waste to landfill (tonnes/employee)	0.015	0.049	0.070

WATER ^{57 58}

Total water consumption	2020	2019	2018
Water consumption (Megalitre)	97.15	65.00	81.00

Water intensity	2020	2019	2018
Water consumption (Megalitre/employee)	0.0077	0.0052	0.0066

⁵⁴ 301-1

⁵⁵ A1.4

⁵⁶ A1.3

⁵⁷ 303-3, A2.2

⁵⁸ The actual water consumption and water intensity in 2019 were 110.23 megalitres and 0.0088 megalitres/employee respectively. Due to the delay in water bills, estimation was made for certain period of 2020 with seasonal factors considered. Also from January 2020, the flushing water at BOC Credit Card Centre was changed from fresh water to sea water. For the above reasons, the data for 2019 and 2020 are not directly comparable.

EMPLOYEES ⁵⁹

Total number of employees by geographical region, employee type and gender

Employee type	2020			2019			2018		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
<u>Hong Kong</u>									
Permanent	6,831	5,392	12,223	6,842	5,417	12,259	6,663	5,197	11,860
Non-permanent	241	93	334	252	81	333	312	106	418
<u>Mainland China</u>									
Permanent	390	209	599	273	168	441	221	153	374
Non-permanent	4	4	8	4	3	7	4	3	7
<u>Southeast Asia and others</u>									
Permanent	1,095	629	1,724	1,006	586	1,592	884	487	1,371
Non-permanent	15	12	27	18	18	36	5	11	16
Hong Kong Total	7,072	5,485	12,557	7,094	5,498	12,592	6,975	5,303	12,278
Mainland China Total	394	213	607	277	171	448	225	156	381
Southeast Asia and others Total	1,110	641	1,751	1,024	604	1,628	889	498	1,387
Total	8,576	6,339	14,915	8,395	6,273	14,668	8,089	5,957	14,046

Total number of employees by contract type and gender

Contract type	2020			2019			2018		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Full-time	8,531	6,334	14,865	8,337	6,264	14,601	8,010	5,938	13,948
Part-time	45	5	50	58	9	67	79	19	98
Total	8,576	6,339	14,915	8,395	6,273	14,668	8,089	5,957	14,046

Data Overview on Sustainability Performance

Total number of employees by geographical region, age group and gender

Employee type	2020			2019			2018		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
<u>Hong Kong</u>									
18-30	1,825	1,437	3,262	1,952	1,530	3,482	1,926	1,510	3,436
31-40	1,664	1,624	3,288	1,583	1,553	3,136	1,519	1,445	2,964
41-50	2,089	1,422	3,511	2,181	1,460	3,641	2,284	1,445	3,729
51 or above	1,494	1,002	2,496	1,378	955	2,333	1,246	903	2,149
<u>Mainland China</u>									
18-30	202	79	281	114	52	166	78	53	131
31-40	113	76	189	88	65	153	76	52	128
41-50	74	38	112	73	39	112	68	39	107
51 or above	5	20	25	2	15	17	3	12	15
<u>Southeast Asia and others</u>									
18-30	542	214	756	522	205	727	443	162	605
31-40	380	254	634	341	248	589	303	208	511
41-50	151	139	290	135	125	260	118	108	226
51 or above	37	34	71	26	26	52	25	20	45
Hong Kong Total	7,072	5,485	12,557	7,094	5,498	12,592	6,975	5,303	12,278
Mainland China Total	394	213	607	277	171	448	225	156	381
Southeast Asia and others Total	1,110	641	1,751	1,024	604	1,628	889	498	1,387
Total	8,576	6,339	14,915	8,395	6,273	14,668	8,089	5,957	14,046

Total number of employees by employee category and gender

Employee category	2020			2019			2018		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Senior management	324	508	832	307	485	792	283	456	739
Middle level staff	3,155	3,141	6,296	3,005	3,029	6,034	2,729	2,787	5,516
General employees	5,097	2,690	7,787	5,083	2,759	7,842	5,077	2,714	7,791
Total	8,576	6,339	14,915	8,395	6,273	14,668	8,089	5,957	14,046

Data Overview on Sustainability Performance

Gender by employee category	2020		2019		2018	
	Female %	Male %	Female %	Male %	Female %	Male %
Board ¹	11	89	10	90	11	89
Senior management	2.17	3.41	2.09	3.31	2.01	3.25
Middle level staff	21.15	21.06	20.49	20.65	19.43	19.84
General employees	34.17	18.04	34.65	18.81	36.15	19.32
Total	57.49	42.51	57.23	42.77	57.59	42.41

1. Board not included in Total.

Age by employee category	2020				2019				2018			
	18-30	31-40	41-50	51 or above	18-30	31-40	41-50	51 or above	18-30	31-40	41-50	51 or above
Senior management	-	107	395	330	-	108	401	283	13	114	372	240
Middle level staff	600	2,508	2,078	1,110	635	2,354	2,029	1,016	541	2,106	1,921	948
General employees	3,699	1,496	1,440	1,152	3,740	1,416	1,583	1,103	3,618	1,383	1,769	1,021
Total	4,299	4,111	3,913	2,592	4,375	3,878	4,013	2,402	4,172	3,603	4,062	2,209

Proportion of senior management hired from the local community by geographical region ⁶⁰

Geographical region	2020		2019		2018	
	%		%		%	
Hong Kong	87.25		86.31		85.06	
Mainland China	80.00		75.00		100.00	
Southeast Asia and others	33.78		43.08		54.88	
Total	82.45		82.70		81.73	

New hire by gender, age and geographical region

	2020		2019		2018	
	Number	Rate (% total staff)	Number	Rate (% total staff)	Number	Rate (% total staff)
New hire by gender						
Female	1,018	6.82	1,613	11.00	2,331	16.59
Male	764	5.13	1,397	9.52	1,730	12.32
New hires by age						
18-30	1,149	7.70	1,877	12.79	2,748	19.56
31-40	408	2.74	760	5.19	686	4.88
41-50	160	1.08	271	1.85	363	2.59
51 or above	65	0.43	102	0.69	264	1.88
Employee new starters by region						
Hong Kong	1,283	8.60	2,466	16.81	3,597	25.60
Mainland China	212	1.43	99	0.67	35	0.25
Southeast Asia and others	287	1.92	445	3.04	429	3.06
Total	1,782	11.95	3,010	20.52	4,061	28.91

Employee turnover rate by gender, age and geographical region ⁶¹

	2020	2019	2018
Employee turnover rate by gender (%)			
Female	4.15	7.36	10.33
Male	3.46	5.96	7.46
Employee turnover rate by age (%)			
18-30	4.36	7.92	11.17
31-40	1.93	3.40	3.96
41-50	1.00	1.54	1.87
51 or above	0.32	0.46	0.79
Employee turnover rate by region (%)			
Hong Kong	6.61	11.69	15.62
Mainland China	0.30	0.19	0.26
Southeast Asia and others	0.70	1.44	1.91
Total	7.61	13.32	17.79

Parental Leave ⁶²

	2020		2019		2018	
	Female	Male	Female	Male	Female	Male
Employees that were entitled to parental leave	8,302	6,180	8,063	6,066	7,907	5,822
Employees that took parental leave	272	180	272	193	186	184
Employee that returned from parental leave	264	178	263	192	181	181
Rate of return from parental leave (%)	97	99	97	99	97	98
Employees still employed 12 months after return to work	248	172	246	188	157	168
Employees still employed 12 months after return to work (%)	94	97	94	98	87	93

Occupational health and safety performance ⁶³

	2020	2019	2018
Number of high consequence work-related injuries	-	-	1.0
Rate of high consequence work-related injuries ¹ (%)	-	-	0.0
Lost day due to work injury	969.3	686.0	839.2
Rate of lost day due to work injury ¹ (%)	5.8	4.5	5.8
Number of fatalities as a result of work-related injury	-	-	-
Fatalities rate as a result of work-related injury ¹ (%)	-	-	-
Number of recordable work-related injuries ²	1.0	-	-
Rate of recordable work-related injuries ¹ (%)	0.006	-	-

1. Calculated based on 200,000 hours worked

2. 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 for 6 months or above.

⁶¹ B1.2

⁶² 401-3

⁶³ 403-9, B2.1

Training and Development ⁶⁴

Average hours of training per employee	2020			2019			2018		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Senior management	25.65	24.16	24.74	29.95	26.89	28.08	36.73	36.77	36.76
Middle level staff	23.69	24.63	24.16	30.52	31.65	31.09	29.37	35.38	32.41
General employees	27.85	33.03	29.64	35.47	49.26	40.32	42.63	53.72	46.50
Total average hours of training per employee	26.24	28.16	27.05	33.50	39.03	35.86	37.95	43.85	40.45
Percentage of employees who received training (%)									
Senior management	91.79	92.37	92.14	96.09	94.85	95.33	90.81	92.11	91.61
Middle level staff	95.78	95.22	95.50	98.74	99.17	98.96	97.40	98.92	98.17
General employees	91.17	90.64	90.99	99.08	97.39	98.48	94.50	91.64	93.51
Total percentage of employees who received training (%)	92.89	93.04	92.95	98.84	98.06	98.51	95.35	95.08	95.24
Number of employees who received training on the following topics									
Anti-corruption	7,583	5,648	13,231	6,618	4,953	11,571	5,640	4,124	9,764
Occupational health and safety	7,513	5,649	13,162	937	879	1,816	5,817	4,203	10,020

Misconduct cases ⁶⁵

	2020	2019	2018
Confirmed incidents categories			
Discrimination	0	0	0
Corruption	0	0	0

SUPPLIERS

Number of suppliers by geographical region ⁶⁶

	2020	2019	2018
Hong Kong	607	622	537
Mainland China	93	104	89
Southeast Asia and others	35	36	40
Total number of suppliers	735	762	666

⁶⁴ 404-1, B3.1, B3.2

⁶⁵ 205-3, 406-1, B7.1

⁶⁶ 102-9, B5.1