

13. Overview of Sustainability Performance

13.1 Sustainability Performance Indicators ⁴⁵

Environment ⁴⁶

GHG Emissions ⁴⁷

| GHG emissions ⁴⁸ | Unit | 2021 | 2020 | 2019 |
|--|--------------------|----------------------|---------------|------------------|
| GHG emissions | | | | |
| Direct GHG emissions (Scope 1) ⁴⁹ | tCO ₂ e | 265 | 282 | 350 |
| Indirect GHG emissions (Scope 2) | tCO ₂ e | 45,580 ⁵⁰ | 63,394 | 65,083 |
| Other indirect GHG emissions (Scope 3) ⁵¹ | tCO ₂ e | 64 | 61 | 68 ⁵² |
| Total Scope 1 and 2 emissions | tCO ₂ e | 45,845 | 63,676 | 65,433 |
| Total Scope 1, 2 and 3 emissions | tCO ₂ e | 45,909 | 63,737 | 65,501 |

| GHG emissions intensity ⁵³ | Unit | 2021 | 2020 | 2019 |
|---|-----------------------------------|------|------|------|
| Scope 1, 2 and 3 emissions per employee | tCO ₂ e/employee | 3.77 | 5.08 | 5.20 |
| Scope 1, 2 and 3 emissions per area | tCO ₂ e/m ² | 0.20 | 0.25 | 0.24 |

⁴⁵ 102-7, 102-8

⁴⁶ The scope of environmental performance includes the Group's business outlets, branches, office buildings for own operations and leased offices over the reporting period.

⁴⁷ The calculation standards and methodologies for GHG emissions referenced the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010 edition) published by the Environmental Protection Department (EPD) and the Electrical and Mechanical Services Department (EMSD) of the Hong Kong Government. The sources of emissions factors for the reporting of GHG emissions include Sustainability Reports of the local utility companies, Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010 edition) and the "How to Prepare an ESG Report: Appendix 2: Reporting guidance on Environmental KPIs" published by HKEX. The GHG calculations cover carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), while hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF₆) and nitrogen trifluoride (NF₃) are not applicable.

⁴⁸ 305-1, 305-2, 305-3, A1.1, A1.2

⁴⁹ Including the diesel and petrol consumption by corporate fleet.

⁵⁰ The Scope 2 emissions decreased by about 28% compared with 2020. This is mainly due to energy efficient retrofitting of the office buildings over the year.

⁵¹ Including methane gas generation at landfill due to disposal of paper waste, GHG emissions due to electricity used for freshwater processing by the Water Services Department and sewage processing by the Drainage Services Department

⁵² The Scope 3 emissions in 2019 have been restated to integrate a more accurate dataset.

⁵³ 305-4

Energy

| Total energy consumption ^{54, 55} | Unit | 2021 | 2020 | 2019 |
|--|------|----------------|----------------|----------------|
| Energy consumption | | | | |
| Direct energy consumption | GJ | 2,177 | 2,254 | 2,685 |
| Diesel consumption for corporate fleet | GJ | 529 | 677 | 612 |
| Petrol consumption for corporate fleet | GJ | 1,648 | 1,577 | 2,073 |
| Indirect energy consumption | GJ | 292,306 | 339,500 | 346,338 |
| Electricity | GJ | 290,405 | 337,374 | 343,810 |
| Towngas | GJ | 1,901 | 2,126 | 2,528 |
| Total energy consumption | GJ | 294,483 | 341,754 | 349,023 |

| Energy intensity ⁵⁶ | Unit | 2021 | 2020 | 2019 |
|--------------------------------|-------------|-------|-------|-------|
| Energy intensity per employee | GJ/employee | 24.21 | 27.22 | 27.72 |

Paper^{57, 58}

| Total paper purchased | Unit | 2021 | 2020 | 2019 |
|-----------------------|--------|--------|--------|--------|
| Paper purchased | tonnes | 436.57 | 496.54 | 576.55 |

| Paper purchase intensity | Unit | 2021 | 2020 | 2019 |
|------------------------------|-------------|-------|-------|-------|
| Paper purchased per employee | kg/employee | 35.89 | 39.54 | 45.79 |

⁵⁴ The factors for converting the base units of different fuel types to gigajoule (“GJ”) are based on “How to Prepare an ESG Report: Appendix 2: Reporting guidance on Environmental KPIs” published by HKEX.

⁵⁵ 302-1, A2.1

⁵⁶ 302-3, A2.1

⁵⁷ 301-1, A2.5

⁵⁸ Based on the amount of office A4 paper purchased.

Waste and recycling

| Non-hazardous waste recycled ⁵⁹ | Unit | 2021 | 2020 | 2019 |
|--|--------|---------------|---------------|---------------|
| Paper | tonnes | 175.41 | 261.30 | 297.64 |
| Plastic | tonnes | 0.17 | 0.58 | 0.41 |
| Aluminum | tonnes | 0.09 | 1.35 | 0.38 |
| Food waste | tonnes | 73.98 | 50.06 | 65.06 |
| Total non-hazardous waste | tonnes | 249.64 | 313.29 | 363.49 |

| Hazardous waste recycled ⁶⁰ | Unit | 2021 | 2020 | 2019 |
|--|------|---------------------|--------------|--------------|
| Rechargeable battery | No. | 92 | 62 | 68 |
| E-waste | No. | 8,383 | 7,159 | 3,709 |
| Fluorescent tubes | No. | 5,445 ⁶¹ | 458 | 851 |
| Total hazardous waste | No. | 13,920 | 7,679 | 4,628 |

| Waste disposed to landfill ⁶² | Unit | 2021 | 2020 | 2019 |
|--|--------|----------------------|--------|--------|
| General waste to landfill | tonnes | 556.03 ⁶³ | 184.30 | 611.60 |

| Waste disposal intensity | Unit | 2021 | 2020 | 2019 |
|--|-----------------|-------|-------|-------|
| General waste to landfill per employee | tonnes/employee | 0.046 | 0.015 | 0.049 |

Water ⁶⁴

| Total water consumption | Unit | 2021 | 2020 | 2019 |
|-------------------------|-----------|--------|-------|----------------------|
| Water consumption | Megalitre | 104.20 | 97.15 | 110.23 ⁶⁵ |

| Water intensity | Unit | 2021 | 2020 | 2019 |
|--------------------------------|--------------------|--------|--------|----------------------|
| Water consumption per employee | Megalitre/employee | 0.0086 | 0.0077 | 0.0088 ⁶⁵ |

⁵⁹ 306-4, A1.4

⁶⁰ 306-4, A1.3

⁶¹ Including fluorescent light tubes and compact fluorescent lamps, collected by qualified contractors. The quantity of recovered fluorescent light tubes and compact fluorescent lamps increased mainly due to replacement of LED tubes at the common area of the office buildings during the year.

⁶² 306-3; A1.4

⁶³ Since September 2021, we extend the coverage by incorporating waste generated from IT and office at Shau Kei Wan.

⁶⁴ 303-3, A2.2

⁶⁵ The water consumption in 2019 have been restated to integrate a more accurate dataset.

Employee

Total number of employees by geographical region, employee type and gender⁶⁶

| Employee type | Unit | 2021 | | | 2020 | | | 2019 | | |
|--|------|--------------|--------------|---------------|--------------|--------------|---------------|--------------|--------------|---------------|
| | | Female | Male | Total | Female | Male | Total | Female | Male | Total |
| <u>Hong Kong</u> | | | | | | | | | | |
| Permanent | No. | 6,594 | 5,264 | 11,858 | 6,831 | 5,392 | 12,223 | 6,842 | 5,417 | 12,259 |
| Non-permanent | No. | 210 | 97 | 307 | 241 | 93 | 334 | 252 | 81 | 333 |
| <u>The Chinese mainland</u> | | | | | | | | | | |
| Permanent | No. | 444 | 188 | 632 | 390 | 209 | 599 | 273 | 168 | 441 |
| Non-permanent | No. | 0 | 1 | 1 | 4 | 4 | 8 | 4 | 3 | 7 |
| <u>Southeast Asia and others</u> | | | | | | | | | | |
| Permanent | No. | 1,100 | 632 | 1,732 | 1,095 | 629 | 1,724 | 1,006 | 586 | 1,592 |
| Non-permanent | No. | 13 | 10 | 23 | 15 | 12 | 27 | 18 | 18 | 36 |
| Hong Kong Total | No. | 6,804 | 5,361 | 12,165 | 7,072 | 5,485 | 12,557 | 7,094 | 5,498 | 12,592 |
| The Chinese mainland Total | No. | 444 | 189 | 633 | 394 | 213 | 607 | 277 | 171 | 448 |
| Southeast Asia and others Total | No. | 1,113 | 642 | 1,755 | 1,110 | 641 | 1,751 | 1,024 | 604 | 1,628 |
| Total | No. | 8,361 | 6,192 | 14,553 | 8,576 | 6,339 | 14,915 | 8,395 | 6,273 | 14,668 |

Total number of employees by contract type and gender

| Employee type | Unit | 2021 | | | 2020 | | | 2019 | | |
|---------------|------|--------------|--------------|---------------|--------------|--------------|---------------|--------------|--------------|---------------|
| | | Female | Male | Total | Female | Male | Total | Female | Male | Total |
| Full-time | No. | 8,326 | 6,188 | 14,514 | 8,531 | 6,334 | 14,865 | 8,337 | 6,264 | 14,601 |
| Part-time | No. | 35 | 4 | 39 | 45 | 5 | 50 | 58 | 9 | 67 |
| Total | No. | 8,361 | 6,192 | 14,553 | 8,576 | 6,339 | 14,915 | 8,395 | 6,273 | 14,668 |

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

| Employee type | Unit | 2021 | | | 2020 | | | 2019 | | |
|----------------------|------|--------|-------|--------------|--------|-------|--------------|--------|-------|--------------|
| | | Female | Male | Total | Female | Male | Total | Female | Male | Total |
| Employee type | | | | | | | | | | |
| <u>Hong Kong</u> | | | | | | | | | | |
| 18-30 | No. | 1,638 | 1,336 | 2,974 | 1,825 | 1,437 | 3,262 | 1,952 | 1,530 | 3,482 |
| 31-40 | No. | 1,656 | 1,622 | 3,278 | 1,664 | 1,624 | 3,288 | 1,583 | 1,553 | 3,136 |
| 41-50 | No. | 1,952 | 1,400 | 3,352 | 2,089 | 1,422 | 3,511 | 2,181 | 1,460 | 3,641 |
| 51 or above | No. | 1,558 | 1,003 | 2,561 | 1,494 | 1,002 | 2,496 | 1,378 | 955 | 2,333 |

⁶⁶ 102-8, B1.1

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

| Employee type | Unit | 2021 | | | 2020 | | | 2019 | | |
|----------------------------------|------|--------------|--------------|---------------|--------------|--------------|---------------|--------------|--------------|---------------|
| | | Female | Male | Total | Female | Male | Total | Female | Male | Total |
| <u>Mainland China</u> | | | | | | | | | | |
| 18-30 | No. | 317 | 85 | 402 | 202 | 79 | 281 | 114 | 52 | 166 |
| 31-40 | No. | 82 | 53 | 135 | 113 | 76 | 189 | 88 | 65 | 153 |
| 41-50 | No. | 38 | 31 | 69 | 74 | 38 | 112 | 73 | 39 | 112 |
| 51 or above | No. | 7 | 20 | 27 | 5 | 20 | 25 | 2 | 15 | 17 |
| <u>Southeast Asia and others</u> | | | | | | | | | | |
| 18-30 | No. | 509 | 189 | 698 | 542 | 214 | 756 | 522 | 205 | 727 |
| 31-40 | No. | 399 | 259 | 658 | 380 | 254 | 634 | 341 | 248 | 589 |
| 41-50 | No. | 155 | 149 | 304 | 151 | 139 | 290 | 135 | 125 | 260 |
| 51 or above | No. | 50 | 45 | 95 | 37 | 34 | 71 | 26 | 26 | 52 |
| Hong Kong Total | No. | 6,804 | 5,361 | 12,165 | 7,072 | 5,485 | 12,557 | 7,094 | 5,498 | 12,592 |
| The Chinese mainland | | | | | | | | | | |
| Total | No. | 444 | 189 | 633 | 394 | 213 | 607 | 277 | 171 | 448 |
| Southeast Asia and others | | | | | | | | | | |
| Total | No. | 1,113 | 642 | 1,755 | 1,110 | 641 | 1,751 | 1,024 | 604 | 1,628 |
| Total | No. | 8,361 | 6,192 | 14,553 | 8,576 | 6,339 | 14,915 | 8,395 | 6,273 | 14,668 |

Total number of employees by employee category and gender

| Employee type | Unit | 2021 | | | 2020 | | | 2019 | | |
|--------------------|------|--------------|--------------|---------------|--------------|--------------|---------------|--------------|--------------|---------------|
| | | Female | Male | Total | Female | Male | Total | Female | Male | Total |
| Senior management | No. | 335 | 527 | 862 | 324 | 508 | 832 | 307 | 485 | 792 |
| Middle level staff | No. | 3,286 | 3,205 | 6,491 | 3,155 | 3,141 | 6,296 | 3,005 | 3,029 | 6,034 |
| General employees | No. | 4,740 | 2,460 | 7,200 | 5,097 | 2,690 | 7,787 | 5,083 | 2,759 | 7,842 |
| Total | No. | 8,361 | 6,192 | 14,553 | 8,576 | 6,339 | 14,915 | 8,395 | 6,273 | 14,668 |

Gender by employee category ⁶⁷

| Employee category | Unit | 2021 | | 2020 | | 2019 | |
|---------------------|------|--------------|--------------|--------------|--------------|--------------|--------------|
| | | Female | Male | Female | Male | Female | Male |
| Board ⁶⁸ | % | 11 | 89 | 11 | 89 | 10 | 90 |
| Senior management | % | 2.30 | 3.62 | 2.17 | 3.41 | 2.09 | 3.31 |
| Middle level staff | % | 22.58 | 22.02 | 21.15 | 21.06 | 20.49 | 20.65 |
| General employees | % | 32.57 | 16.91 | 34.17 | 18.04 | 34.65 | 18.81 |
| Total | % | 57.45 | 42.55 | 57.49 | 42.51 | 57.23 | 42.77 |

⁶⁷ 405-1

⁶⁸ Board members not included in Total.

Age by employee category ⁶⁹

| Employee category | Unit | 2021 | 2020 | 2019 |
|---------------------------|------|--------------|--------------|--------------|
| <u>Senior management</u> | | | | |
| 18-30 | No. | 0 | 0 | 0 |
| 31-40 | No. | 101 | 107 | 108 |
| 41-50 | No. | 423 | 395 | 401 |
| 51 or above | No. | 338 | 330 | 283 |
| <u>Middle level staff</u> | | | | |
| 18-30 | No. | 660 | 600 | 635 |
| 31-40 | No. | 2,582 | 2,508 | 2,354 |
| 41-50 | No. | 2,080 | 2,078 | 2,029 |
| 51 or above | No. | 1,169 | 1,110 | 1,016 |
| <u>General employees</u> | | | | |
| 18-30 | No. | 3,414 | 3,699 | 3,740 |
| 31-40 | No. | 1,388 | 1,496 | 1,416 |
| 41-50 | No. | 1,222 | 1,440 | 1,583 |
| 51 or above | No. | 1,176 | 1,152 | 1,103 |
| Total | | | | |
| 18-30 | No. | 4,074 | 4,299 | 4,375 |
| 31-40 | No. | 4,071 | 4,111 | 3,878 |
| 41-50 | No. | 3,725 | 3,913 | 4,013 |
| 51 or above | No. | 2,683 | 2,592 | 2,402 |

Proportion of senior management hired from the local community by geographical region ⁷⁰

| | Unit | 2021 | 2020 | 2019 |
|---------------------------|------|--------------|--------------|--------------|
| Hong Kong | % | 86.45 | 87.25 | 86.31 |
| The Chinese mainland | % | 80.00 | 80.00 | 75.00 |
| Southeast Asia and others | % | 32.93 | 33.78 | 43.08 |
| Overall | % | 81.32 | 82.45 | 82.70 |

⁶⁹ 405-1, B1.1

⁷⁰ 202-2 (Number of senior management in the specific region hired from the local community / Total number of senior management in the specific region) x 100%

New hire by gender, age and geographical region ⁷¹

| | Unit | 2021 | | 2020 | | 2019 | |
|---------------------------|-------|--------------|-------------|--------------|--------------|--------------|--------------|
| | | No. | % | No. | % | No. | % |
| Gender | | | | | | | |
| Female | No.:% | 1,589 | 10.92 | 1,018 | 6.82 | 1,613 | 11.00 |
| Male | No.:% | 1,263 | 8.68 | 764 | 5.13 | 1,397 | 9.52 |
| Age | | | | | | | |
| 18-30 | No.:% | 1,756 | 12.06 | 1,149 | 7.70 | 1,877 | 12.79 |
| 31-40 | No.:% | 658 | 4.53 | 408 | 2.74 | 760 | 5.19 |
| 41-50 | No.:% | 240 | 1.65 | 160 | 1.08 | 271 | 1.85 |
| 51 or above | No.:% | 198 | 1.36 | 65 | 0.43 | 102 | 0.69 |
| Region | | | | | | | |
| Hong Kong | No.:% | 2,321 | 15.96 | 1,283 | 8.60 | 2,466 | 16.81 |
| The Chinese mainland | No.:% | 254 | 1.74 | 212 | 1.43 | 99 | 0.67 |
| Southeast Asia and others | No.:% | 277 | 1.90 | 287 | 1.92 | 445 | 3.04 |
| Total | No.:% | 2,852 | 19.6 | 1,782 | 11.95 | 3,010 | 20.52 |

Employee voluntary turnover rate by gender, age and geographical region ⁷²

| | Unit | 2021 | | 2020 | | 2019 | |
|---------------------------|-------|--------------|--------------|--------------|-------------|--------------|--------------|
| | | No. | % | No. | % | No. | % |
| Gender | | | | | | | |
| Female | No.:% | 1,352 | 9.13 | 618 | 4.15 | 1,068 | 7.36 |
| Male | No.:% | 1,090 | 7.36 | 515 | 3.46 | 865 | 5.96 |
| Age | | | | | | | |
| 18-30 | No.:% | 1,335 | 9.02 | 649 | 4.36 | 1,148 | 7.92 |
| 31-40 | No.:% | 719 | 4.85 | 288 | 1.93 | 495 | 3.40 |
| 41-50 | No.:% | 308 | 2.08 | 148 | 1.00 | 223 | 1.54 |
| 51 or above | No.:% | 80 | 0.54 | 48 | 0.32 | 67 | 0.46 |
| Region | | | | | | | |
| Hong Kong | No.:% | 2,162 | 14.6 | 984 | 6.61 | 1,696 | 11.69 |
| The Chinese mainland | No.:% | 61 | 0.41 | 44 | 0.30 | 28 | 0.19 |
| Southeast Asia and others | No.:% | 219 | 1.48 | 105 | 0.70 | 209 | 1.44 |
| Total | No.:% | 2,442 | 16.49 | 1,133 | 7.61 | 1,933 | 13.32 |

⁷¹ 401-1

⁷² 401-1, B1.2

Parental Leave ⁷³

| | Unit | 2021 | | | 2020 | | | 2019 | | |
|---|------|--------|-------|---------------|--------|-------|---------------|--------|-------|---------------|
| | | Female | Male | Total | Female | Male | Total | Female | Male | Total |
| Employees that were entitled to parental leave | No. | 7,926 | 5,881 | 13,807 | 8,302 | 6,180 | 14,482 | 8,063 | 6,066 | 14,129 |
| Employees that took parental leave | No. | 211 | 150 | 361 | 272 | 180 | 452 | 272 | 193 | 465 |
| Employee that returned from parental leave | No. | 200 | 147 | 347 | 264 | 178 | 442 | 263 | 192 | 455 |
| Rate of return from parental leave | % | 95 | 98 | 96 | 97 | 99 | 98 | 97 | 99 | 98 |
| Employees still employed 12 months after return to work | No. | 188 | 134 | 322 | 248 | 172 | 420 | 246 | 188 | 434 |
| Employees still employed 12 months after return to work | % | 94 | 91 | 93 | 94 | 97 | 95 | 94 | 98 | 95 |

Occupational health and safety performance ⁷⁴

| | Unit | 2021 | 2020 | 2019 |
|--|----------------|-------|-------|-------|
| Number of high consequence work-related injuries | No. | 0 | 0 | 0 |
| Rate of high consequence work-related injuries ⁵⁴ | % | 0 | 0 | 0 |
| Lost day due to work injury | Number of days | 390.1 | 969.3 | 686.0 |
| Rate of lost day due to work injury ⁷⁵ | % | 2.6 | 5.8 | 4.5 |
| Number of fatalities as a result of work-related injury | No. | 0 | 0 | 0 |
| Fatalities rate as a result of work-related injury ⁷⁵ | % | 0 | 0 | 0 |
| Number of recordable work-related injuries ⁷⁶ | No. | 0 | 1 | 0 |
| Rate of recordable work-related injury ⁷⁵ | % | 0 | 0.006 | 0 |

⁷³ 401-3

⁷⁴ 403-9, B2.1, B2.2

⁷⁵ Calculated based on every 200,000 hours worked

⁷⁶ Recordable work-related injury relates to injury, disease (or even death) contracted during the 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.

Training and development ⁷⁷

| | Unit | 2021 | | | 2020 | | | 2019 | | |
|--|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | | Female | Male | Total | Female | Male | Total | Female | Male | Total |
| Average training hours by employee category and gender | | | | | | | | | | |
| Senior management | Hour | 44.13 | 49.74 | 47.56 | 25.65 | 24.16 | 24.74 | 29.95 | 26.89 | 28.08 |
| Middle level staff | Hour | 41.07 | 46.00 | 43.51 | 23.69 | 24.63 | 24.16 | 30.52 | 31.65 | 31.09 |
| General employees | Hour | 47.52 | 59.33 | 51.55 | 27.85 | 33.03 | 29.64 | 35.47 | 49.26 | 40.32 |
| Total average training per employee | Hour | 44.85 | 51.62 | 47.73 | 26.24 | 28.16 | 27.05 | 33.50 | 39.03 | 35.86 |
| Percentage of employees who received training | | | | | | | | | | |
| Senior management | % | 97.31 | 96.77 | 96.98 | 91.79 | 92.37 | 92.14 | 96.09 | 94.85 | 95.33 |
| Middle level staff | % | 96.38 | 96.38 | 96.38 | 95.78 | 95.22 | 95.50 | 98.74 | 99.17 | 98.96 |
| General employees | % | 96.05 | 93.33 | 95.13 | 91.17 | 90.64 | 90.99 | 99.08 | 97.39 | 98.48 |
| Total percentage of employees who received training | % | 96.23 | 95.20 | 95.79 | 92.89 | 93.04 | 92.95 | 98.84 | 98.06 | 98.51 |

⁷⁷ 404-1, B3.1, B3.2

Number and percentage of employees who received training on the following topics by employee category and gender

| | Unit | 2021 | | 2020 | | 2019 | |
|---------------------------------------|---------------|---------------|--------------|---------------|--------------|---------------|--------------|
| | | No. | % | No. | % | No. | % |
| Anti-corruption ⁷⁸ | | | | | | | |
| Employee category | | | | | | | |
| Board ⁷⁹ | No.; % | 9 | 100 | 9 | 100 | 8 | 37.50 |
| Senior management | No.; % | 827 | 95.94 | 809 | 97.24 | 752 | 94.95 |
| Middle level staff | No.; % | 6,202 | 95.55 | 6,058 | 96.22 | 5,438 | 90.12 |
| General employees | No.; % | 6,699 | 93.04 | 6,364 | 81.73 | 5,381 | 68.62 |
| Region | | | | | | | |
| Hong Kong | No.; % | 11,656 | 95.82 | 12,043 | 95.91 | 10,951 | 86.97 |
| The Chinese mainland | No.; % | 633 | 100 | 594 | 97.86 | 388 | 86.61 |
| Southeast Asia and others | No.; % | 1,439 | 81.99 | 594 | 33.92 | 232 | 14.25 |
| Total | No.; % | 13,728 | 94.33 | 13,231 | 88.71 | 11,571 | 78.89 |
| Contract type | | | | | | | |
| Full-time | % | | 85.92 | | 88.21 | | 12.34 |
| Part-time | % | | 100 | | 100 | | 20.90 |
| Occupational health and safety | | | | | | | |
| | No.; % | 12,509 | 85.95 | 13,162 | 88.25 | 1,816 | 12.38 |
| IT security / Customer privacy | | | | | | | |
| Contract type | | | | | | | |
| Full-time | % | | 94.95 | | 81.87 | | 64.71 |
| Part-time | % | | 100 | | 100 | | 100 |
| Misconduct cases ⁸⁰ | | | | | | | |
| Confirmed incidents categories | Unit | | 2021 | | 2020 | | 2019 |
| Discrimination | No. of case | | 0 | | 0 | | 0 |
| Corruption | No. of case | | 0 | | 0 | | 0 |

⁷⁸ 205-2

⁷⁹ Board members not included in Total.

⁸⁰ 205-3, 406-1, B7.1

Suppliers

Number of suppliers by geographical region ⁸¹

| Region | Unit | 2021 | 2020 | 2019 |
|----------------------------------|------|------------|------------|------------|
| Hong Kong | No. | 629 | 607 | 622 |
| The Chinese mainland | No. | 81 | 93 | 104 |
| Southeast Asia and others | No. | 38 | 35 | 36 |
| Total number of suppliers | No. | 748 | 735 | 762 |

Customer

Customer privacy ⁸²

| | Unit | 2021 | 2020 | 2019 |
|---|------|------|------|------|
| Substantiated complaints received concerning breaches of customer privacy | | | | |
| Complaints received from outside parties and substantiated by the organization | No. | 0 | 0 | 0 |
| Complaints from regulatory bodies | No. | 0 | 0 | 0 |
| Identified leaks, thefts, or losses of customer data | No. | 0 | 0 | 0 |
| Customers and employees affected by company's data breach | No. | 0 | 0 | 0 |
| Information security breaches or other cybersecurity incidents | No. | 0 | 0 | 0 |
| Fines/penalties paid in relation to information security breaches or other cybersecurity incident | HKD | 0 | 0 | 0 |
| External audits conducted on the IT infrastructure and information security management systems | No. | 2 | 1 | 1 |

Banking Service Channels

| | Unit | 2021 | 2020 | 2019 |
|--|------|------------------|------------------|------------------|
| Branches | | | | |
| Hong Kong | No. | 187 | 192 | 194 |
| Southeast Asia and others | No. | 34 ⁸³ | 35 ⁸⁴ | 35 ⁸⁴ |
| Total | No. | 221 | 227 | 229 |
| Number of automated banking sites | No. | 285 | 287 | 287 |
| Automated banking sites with 24/7 banking capacity | % | 100 | 100 | 100 |
| ATMs | No. | 630 | 642 | 668 |

⁸¹ 102-9, B5.1

⁸² 418-1

⁸³ Including Malaysia, Indonesia, Thailand, Cambodia, Vietnam, the Philippines, Laos, Brunei (Including Yangon branch that has no retail banking services).

⁸⁴ Including Malaysia, Indonesia, Thailand, Cambodia, Vietnam, the Philippines, Laos, Brunei