

## 7.1 SUSTAINABILITY PERFORMANCE INDICATORS

### Environment

#### GHG emission (Operation)<sup>63</sup>

GHG Emissions <sup>64</sup>	Unit	2024	2023	2022
<b>GHG emissions</b>				
Direct GHG emissions (Scope 1) <sup>65</sup>	tCO <sub>2</sub> e	517	548	575
Indirect GHG emissions (Scope 2) <sup>66</sup>	tCO <sub>2</sub> e	50,537	50,953	48,522
Other indirect emissions (Scope 3) <sup>67</sup>	tCO <sub>2</sub> e	79	89	86
Carbon offset <sup>68</sup>	tCO <sub>2</sub> e	12,024		
<b>Total Scope 1 and 2 emissions</b>	tCO <sub>2</sub> e	<b>51,054</b>	<b>51,501</b>	<b>49,097</b>
<b>Total Scope 1, 2 and 3 emissions</b>	tCO <sub>2</sub> e	<b>51,133</b>	<b>51,590</b>	<b>49,182</b>
<b>GHG emissions intensity<sup>69</sup></b>				
Scope 1, 2 and 3 emissions per employee	tCO <sub>2</sub> e/employee	3.34	3.46	3.32
Scope 1, 2 and 3 emissions per area	tCO <sub>2</sub> e/m <sup>2</sup>	0.12	0.12	0.13

#### Energy

Total energy consumption <sup>70, 71</sup>	Unit	2024	2023	2022
<b>Energy consumption</b>				
<b>Direct energy consumption</b>	GJ	<b>7,947</b>	<b>8,429</b>	<b>7,445</b>
Diesel consumption for corporate fleet	GJ	2,116	2,048	1,616
Petrol consumption for corporate fleet	GJ	5,831	6,381	5,830
<b>Indirect energy consumption</b>	GJ	<b>343,343</b>	<b>339,956</b>	<b>308,635</b>
Electricity	GJ	341,259	337,936	307,111
Towngas	GJ	2,084	2,020	1,524
<b>Total energy consumption</b>	GJ	<b>351,290</b>	<b>348,385</b>	<b>316,081</b>
<b>Energy intensity<sup>72</sup></b>				
Energy intensity per employee	GJ/employee	22.95	23.36	21.31

<sup>63</sup> 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 SAR 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 (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), while hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF<sub>6</sub>) and nitrogen trifluoride (NF<sub>3</sub>) are not applicable.

<sup>64</sup> 305-1, 305-2, 305-3, A1.1, A1.2

<sup>65</sup> Including the diesel and petrol consumption by corporate fleet.

<sup>66</sup> Include GHG emissions from electricity and gas consumption.

<sup>67</sup> Include GHG emissions from electricity used for freshwater processing by the Water Services Department and sewage processing by the Drainage Services Department; the volume of effluent is calculated on the basis of water consumption and is not separately collected.

<sup>68</sup> Include offsets from BOC Tower and BOC Building for self-use.

<sup>69</sup> 305-4

<sup>70</sup> 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; The reporting scope is the consolidation before the cut-off date for data collection.

<sup>71</sup> 302-1, A2.1

<sup>72</sup> 302-3, A2.1

**Paper<sup>73, 74, 75</sup>**

Total paper purchased	Unit	2024	2023	2022
Paper Purchased	tonnes	304.00	336.48	356.36

Paper purchase intensity	Unit	2024	2023	2022
Paper purchased per employee	kg/employee	19.86	27.98	29.23

**Waste and recycling**

Non-hazardous waste recycled <sup>76</sup>	Unit	2024	2023	2022
Paper	tonnes	245.83	210.99	172.09
Plastic	tonnes	0.44	0.31	0.15
Aluminium	tonnes	0.29	0.22	0.10
Food waste	tonnes	68.68	63.24	29.68
<b>Total non-hazardous waste</b>	tonnes	<b>315.24</b>	<b>274.76</b>	<b>202.02</b>

Hazardous waste recycled <sup>77</sup>	Unit	2024	2023	2022
Rechargeable battery	No.	153	125	92
E-waste	No.	2,821	2,346	1,789
Fluorescent tubes	No.	1,040	2,600	3,797
<b>Total hazardous waste</b>	No.	<b>4,014</b>	<b>5,071</b>	<b>5,678</b>

Waste disposed to landfill <sup>78</sup>	Unit	2024	2023	2022
General waste to landfill	tonnes	465.40	572.24	622.90

Waste disposal intensity <sup>79</sup>	Unit	2024	2023	2022
General waste to landfill per employee	tonnes/employee	0.030	0.048	0.051

**Water<sup>80</sup>**

Water	Unit	2024	2023	2022
Water consumption	Megalitre	98.26	109.83	97.80

Water intensity <sup>81</sup>	Unit	2024	2023	2022
Water consumption per employee	Megalitre/employee	0.0064	0.0091	0.0080

<sup>73</sup> 301-1, 301-3, A2.5<sup>74</sup> Based on the amount of office A4 paper purchased.<sup>75</sup> The reporting data of paper and water data covers the Group's business outlets, branches, office buildings for own operations and leased offices in Hong Kong during the reporting period; waste and recycling covers our major office buildings (including BOC Tower, BOC Centre, BOC Building, BOC Credit Card Centre and BOC Wanchai Commercial Centre etc).<sup>76</sup> 306-3, 306-4, A1.4<sup>77</sup> 306-3, 306-4, A1.3<sup>78</sup> 306-3, 306-5, A1.4<sup>79</sup> A1.4<sup>80</sup> 303-5, A2.2<sup>81</sup> A2.2

## Employee

Total number of employees by geographical region, employee type and gender<sup>82</sup>

		2024			2023			2022		
Employee type	Unit	Female	Male	Total	Female	Male	Total	Female	Male	Total
China Hong Kong										
Permanent	No.	6,550	5,365	11,915	6,463	5,286	11,749	6,598	5,358	11,956
Non-permanent	No.	194	72	266	201	74	275	178	56	234
Temporary employee	No.	194	72	266	201	74	275	178	56	234
Non-guaranteed Hours Employee	No.	0	0	0	0	0	0	0	0	0
China Mainland										
Permanent	No.	780	489	1,269	661	350	1,011	574	271	845
Non-permanent	No.	1	0	1	1	1	2	0	1	1
Temporary employee	No.	1	0	1	1	1	2	0	1	1
Non-guaranteed Hours Employee	No.	0	0	0	0	0	0	0	0	0
Southeast Asia and others										
Permanent	No.	1,178	647	1,825	1,190	653	1,843	1,122	631	1,753
Non-permanent	No.	20	13	33	17	19	36	18	25	43
Temporary employee	No.	20	13	33	17	19	36	18	25	43
Non-guaranteed Hours Employee	No.	0	0	0	0	0	0	0	0	0
Permanent Total	No.	8,508	6,501	15,009	8,314	6,289	14,603	8,294	6,260	14,554
Non-permanent Total	No.	215	85	300	219	94	313	196	82	278
Temporary employee	No.	215	85	300	219	94	313	196	82	278
Non-guaranteed Hours Employee	No.	0	0	0	0	0	0	0	0	0
Total	No.	8,723	6,586	15,309	8,533	6,383	14,916	8,490	6,342	14,832

Total number of employees by contract type, geographical region and gender<sup>83</sup>

		2024			2023			2022			
Employee type	Unit	Female	Male	Total	Female	Male	Total	Female	Male	Total	
<u>China Hong Kong</u>											
Full-time	No.	6,714	5,433	12,147	6,630	5,356	11,986	6,742	5,407	12,149	
Part-time	No.	30	4	34	34	4	38	34	7	41	
<u>China Mainland</u>											
Full-time	No.	781	489	1,270	662	351	1,013	574	272	846	
Part-time	No.	0	0	0	0	0	0	0	0	0	
<u>Southeast Asia and others</u>											
Full-time	No.	1,198	660	1,858	1,207	672	1,879	1,140	656	1,796	
Part-time	No.	0	0	0	0	0	0	0	0	0	
Full-time Total	No.	8,693	6,582	15,275	8,499	6,379	14,878	8,456	6,335	14,791	
Part-time Total	No.	30	4	34	34	4	38	34	7	41	
Total	No.	8,723	6,586	15,309	8,533	6,383	14,916	8,490	6,342	14,832	

<sup>82</sup> 2-7, B1.1<sup>83</sup> 2-7, B1.1

Total number of employees by geographical region, age group and gender<sup>84</sup>

		2024			2023			2022		
Employee type	Unit	Female	Male	Total	Female	Male	Total	Female	Male	Total
Employee type										
China Hong Kong										
18-30	No.	1,370	1,143	2,513	1,407	1,187	2,594	1,521	1,244	2,765
31-40	No.	2,027	1,741	3,768	1,890	1,671	3,561	1,849	1,752	3,601
41-50	No.	1,673	1,464	3,137	1,704	1,435	3,139	1,822	1,399	3,221
51 or above	No.	1,674	1,089	2,763	1,663	1,067	2,730	1,584	1,019	2,603
China Mainland										
18-30	No.	559	180	739	489	146	635	418	118	536
31-40	No.	176	234	410	127	143	270	108	97	205
41-50	No.	35	48	83	33	40	73	37	34	71
51 or above	No.	11	27	38	13	22	35	11	23	34
Southeast Asia and others										
18-30	No.	467	166	633	507	185	692	495	189	684
31-40	No.	466	235	701	461	257	718	423	254	677
41-50	No.	193	171	364	171	156	327	164	154	318
51 or above	No.	72	88	160	68	74	142	58	59	117
China Hong Kong total	No.	6,744	5,437	12,181	6,664	5,360	12,024	6,776	5,414	12,190
China Mainland total	No.	781	489	1,270	662	351	1,013	574	272	846
Southeast Asia and others total	No.	1,198	660	1,858	1,207	672	1,879	1,140	656	1,796
Total	No.	8,723	6,586	15,309	8,533	6,383	14,916	8,490	6,342	14,832

Total number of employees by employee category and gender<sup>85</sup>

Employee category	Unit	2024			2023			2022		
		Female	Male	Total	Female	Male	Total	Female	Male	Total
Senior management	No.	385	590	<b>975</b>	365	575	<b>940</b>	360	558	<b>918</b>
Middle level staff	No.	3,765	3,669	<b>7,434</b>	3,599	3,511	<b>7,110</b>	3,540	3,431	<b>6,971</b>
General employees	No.	4,573	2,327	<b>6,900</b>	4,569	2,297	<b>6,866</b>	4,590	2,353	<b>6,943</b>
<b>Total</b>	<b>No.</b>	<b>8,723</b>	<b>6,586</b>	<b>15,309</b>	<b>8,533</b>	<b>6,383</b>	<b>14,916</b>	<b>8,490</b>	<b>6,342</b>	<b>14,832</b>

Gender of the Board<sup>86</sup>

	Unit	2024		2023		2022	
		Female	Male	Female	Male	Female	Male
Board Member	%	20	80	18.18	81.82	18.18	81.82

Gender by employee category<sup>87</sup>

	Unit	2024		2023		2022	
		Female	Male	Female	Male	Female	Male
Senior management	%	2.51	3.85	2.45	3.85	2.43	3.76
Middle level staff	%	24.59	23.97	24.13	23.54	23.87	23.13
General employees	%	29.87	15.20	30.63	15.40	30.95	15.86
<b>Total<sup>88</sup></b>	<b>%</b>	<b>56.98</b>	<b>43.02</b>	<b>57.21</b>	<b>42.79</b>	<b>57.25</b>	<b>42.75</b>

<sup>84</sup> 2-7, B1.1<sup>85</sup> B1.1<sup>86</sup> 405-1<sup>87</sup> 405-1<sup>88</sup> Board members are not included in Total.

**Age by employee category<sup>89</sup>**

Employee category	Unit	2024	2023	2022
<u>Senior management</u>				
18-30	No.	0	0	0
31-40	No.	89	89	109
41-50	No.	442	455	441
51 or above	No.	444	396	368
<u>Middle level staff</u>				
18-30	No.	739	720	713
31-40	No.	3,115	2,990	2,945
41-50	No.	2,249	2,100	2,070
51 or above	No.	1,331	1,300	1,243
<u>General employees</u>				
18-30	No.	3,146	3,201	3,272
31-40	No.	1,676	1,470	1,429
41-50	No.	892	984	1,099
51 or above	No.	1,186	1,211	1,143
<b>Total</b>				
18-30	No.	<b>3,885</b>	<b>3,921</b>	<b>3,985</b>
31-40	No.	<b>4,880</b>	<b>4,549</b>	<b>4,483</b>
41-50	No.	<b>3,583</b>	<b>3,539</b>	<b>3,610</b>
51 or above	No.	<b>2,961</b>	<b>2,907</b>	<b>2,754</b>

**Proportion of senior management hired from the local community by geographical region<sup>90</sup>**

	Unit	2024	2023	2022
China Hong Kong	%	90.05	89.05	87.79
China Mainland	%	66.67	83.33	87.50
Southeast Asia and others	%	26.88	32.95	32.53
<b>Overall</b>	%	<b>83.59</b>	<b>83.72</b>	<b>82.79</b>

**New hire by gender, age group and geographical region<sup>91</sup>**

		2024		2023		2022	
	Unit	No.	%	No.	%	No.	%
<u>Gender</u>							
Female	No., %	1,279	8.35	1,415	9.49	1,841	12.41
Male	No., %	1,075	7.02	1,157	7.75	1,627	10.97
<u>Age</u>							
18-30	No., %	1,268	8.28	1,499	10.05	1,888	12.72
31-40	No., %	731	4.77	668	4.48	1,034	6.97
41-50	No., %	244	1.59	248	1.66	370	2.50
51 or above	No., %	111	0.73	157	1.05	176	1.19
<u>Region</u>							
China Hong Kong	No., %	1,738	11.35	1,984	13.30	2,795	18.84
China Mainland	No., %	328	2.14	236	1.58	277	1.87
Southeast Asia and others	No., %	288	1.88	352	2.36	396	2.67
<b>Total</b>	No., %	<b>2,354</b>	<b>15.38</b>	<b>2,572</b>	<b>17.24</b>	<b>3,468</b>	<b>23.38</b>

<sup>89</sup> 405-1, B1.1<sup>90</sup> 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%<sup>91</sup> 401-1

**Employee voluntary turnover rate by gender, age group and geographical region<sup>92</sup>**

	Unit	2024		2023		2022	
		No.	%	No.	%	No.	%
<u>Gender</u>							
Female	No., %	765	5.04	1,085	7.26	1,370	9.29
Male	No., %	622	4.10	877	5.87	1,195	8.09
<u>Age</u>							
18-30	No., %	649	4.27	945	6.33	1,307	8.85
31-40	No., %	470	3.10	652	4.36	776	5.25
41-50	No., %	182	1.20	283	1.89	370	2.51
51 or above	No., %	86	0.57	82	0.55	112	0.77
<u>Region</u>							
China Hong Kong	No., %	1,095	7.22	1,699	11.37	2,216	15.02
China Mainland	No., %	65	0.43	59	0.39	64	0.43
Southeast Asia and others	No., %	227	1.49	204	1.37	285	1.93
<b>Total</b>	No., %	<b>1,387</b>	<b>9.14</b>	<b>1,962</b>	<b>13.13</b>	<b>2,565</b>	<b>17.38</b>

**Compensation Ratio<sup>93</sup>**

	Unit	2024	2023	2022
Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	Ratio	17:1	17: 1	18: 1

**Parental leave<sup>94</sup>**

	Unit	2024			2023			2022		
		Female	Male	Total	Female	Male	Total	Female	Male	Total
Employees that were entitled to parental leave	No.	8,425	6,339	<b>14,674</b>	8,247	6,211	<b>14,458</b>	8,235	6,141	<b>14,376</b>
Employees that took parental leave	No.	244	168	<b>412</b>	254	181	<b>435</b>	215	147	<b>362</b>
Employee that returned from parental leave	No.	225	167	<b>392</b>	244	177	<b>421</b>	206	145	<b>351</b>
Rate of return from parental leave	%	92.21	99.40	<b>95.15</b>	96.06	97.79	<b>96.78</b>	95.81	98.64	<b>96.96</b>
Employees still employed 12 months after return to work	No.	213	158	<b>371</b>	217	162	<b>379</b>	176	124	<b>300</b>
Employees still employed 12 months after return to work	%	87.30	89.27	<b>88.12</b>	105.34	111.72	<b>107.98</b>	88.00	84.35	<b>86.46</b>

<sup>92</sup> 401-1, B1.2<sup>93</sup> 2-21<sup>94</sup> 401-3

**Occupational health and safety performance<sup>95</sup>**

	Unit	2024	2023	2022
Number of high consequence work-related injuries	No.	1	0	0
Rate of high consequence work-related injuries	%	0.006	0	0
Lost day due to work injury	Number of days	862.3	474.9	369.7
Rate of lost day due to work injury <sup>96</sup>	%	5.23	2.96	2.45
Number of fatalities as the result of work-related injuries	No.	0	0	0
Fatalities rate as a result of work-related injuries <sup>75</sup>	%	0	0	0
Number of recordable work-related injuries <sup>97</sup>	No.	0	0	0
Rate of recordable work-related injuries <sup>75</sup>	%	0	0	0
Number of hours worked	Hours	32,993,271	32,130,351	30,157,173

**Training and development<sup>98</sup>**

		2024			2023			2022		
	Unit	Female	Male	Total	Female	Male	Total	Female	Male	Total
<u>Average training hours by employee category and gender</u>										
Senior management	Hour	42.89	44.37	43.79	45.67	41.33	43.01	68.19	70.69	69.71
Middle level staff	Hours	42.93	46.14	44.52	46.82	44.11	45.48	41.70	46.60	44.11
General employees	Hours	51.49	59.64	54.24	55.56	67.61	59.59	54.03	62.07	56.75
<b>Total average training per employee</b>	<b>Hours</b>	<b>47.42</b>	<b>50.75</b>	<b>48.85</b>	<b>51.45</b>	<b>52.31</b>	<b>51.82</b>	<b>49.49</b>	<b>54.46</b>	<b>51.61</b>
<u>Percentage of employee who received training</u>										
Senior management	%	98.70	97.80	98.15	98.08	97.39	97.66	97.22	97.13	97.17
Middle level staff	%	99.34	99.65	99.49	99.44	99.40	99.42	96.53	96.18	96.36
General employee	%	99.85	98.80	99.49	99.50	98.91	99.30	97.89	95.54	97.09
<b>Total percentage of employee who received training(%)</b>	<b>%</b>	<b>99.58</b>	<b>99.18</b>	<b>99.41</b>	<b>99.41</b>	<b>99.04</b>	<b>99.26</b>	<b>97.29</b>	<b>96.03</b>	<b>96.75</b>

<sup>95</sup> 403-9, B2.1, B2.2<sup>96</sup> As per 200,000 working hours.<sup>97</sup> Recordable work-related injury relates to injury, disease (or even death) contracted during the course of employment and diagnosed by licenced health care professional, resulting in the employee being unable to perform normal work duties for 6 months or above<sup>98</sup> 404-1, B3.1, B3.2

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

		2024		2023		2022	
Unit		No.	%	No.	%	No.	%
<b>Anti-corruption<sup>99</sup></b>							
<u>Employee category</u>							
Board	No.; %	10	100.00	11	100.00	11	100.00
Senior management	No.; %	940	96.41	909	96.70	877	95.53
Middle level staff	No.; %	7,268	97.77	7,008	98.57	6,600	94.68
General employees	No.; %	6,555	95.00	6,761	98.47	6,563	94.53
<u>Region</u>							
China Hong Kong	No.; %	11,799	96.86	11,994	99.75	11,716	96.11
China Mainland	No.; %	1,262	99.37	995	98.22	834	98.58
Southeast Asia and others	No.; %	1,702	91.60	1,689	89.89	1,490	82.96
<b>Total<sup>100</sup></b>	No.; %	<b>14,763</b>	<b>96.43</b>	<b>14,678</b>	<b>98.40</b>	<b>14,040</b>	<b>94.66</b>
<u>Contract type</u>							
Full-time	%		96.07		98.02		94.65
Part-time	%		100.00		100		100.00
<b>Occupational health and safety</b>							
No.; %		<b>14,628</b>	<b>95.55</b>	<b>13,770</b>	<b>92.32</b>	<b>13,833</b>	<b>93.26</b>
<b>IT security/Customer privacy</b>							
<u>Contract type</u>							
Full-time	%		96.40		97.83		95.47
Part-time	%		100.00		100.00		100.00

### Misconduct cases<sup>101</sup>

Categories of Confirmed Cases	Unit	2024	2023	2022
Discrimination	No. of case	0	0	0
Corruption	No. of case	0	0	0
Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	No. of case	0	0	0
<b>Incidents of non-compliance concerning product and service information and labelling</b>				
Incidents of Non-compliance with laws and regulations that result in fines or penalties	No. of case	0	0	0
Incidents of Non-compliance with laws and regulations that result in warnings	No. of case	0	0	0
Incidents of non-compliance with voluntary codes	No. of case	0	0	0
<b>Incidents of Non-compliance with laws and regulations and/or voluntary codes concerning marketing communications</b>				
Incidents of Non-compliance with laws and regulations that result in fines or penalties	No. of case	0	0	0
Incidents of Non-compliance with laws and regulations that result in warnings	No. of case	0	0	0
Incidents of non-compliance with voluntary codes	No. of case	0	0	0
<b>Complaints</b>				
Complaints related to financial products and/or services <sup>102</sup>	No. of case	3,002	2,726	2,389
Substantiated complaints <sup>103</sup>	No. of case	89	86	90

<sup>99</sup> 205-2, B7.3

<sup>100</sup> Board members not included in Total

<sup>101</sup> 2-27, 205-3, 206-1, 406-1, 417-2, 417-3, B7.1

<sup>102</sup> The received new complaint case data includes cases that have been established, cases that have not been established, and cases that are under investigation, but not include duplicate cases.

<sup>103</sup> The verified established complaint cases include those received in previous years but verified as established in the current year.



## Supplier

### Number of suppliers by geographical region<sup>104</sup>

Region	Unit	2024	2023	2022
China Hong Kong	No.	737	681	646
China Mainland	No.	96	83	86
Southeast Asia and others	No.	79	52	44
<b>Total number of suppliers</b>	No.	<b>912</b>	<b>816</b>	<b>776</b>

## Customer

### Customer privacy<sup>105</sup>

	Unit	2024	2023	2022
Substantiated complaints received concerning breaches of customer privacy	No.	0	4	5
Complaints received from outside parties and substantiated by the organisation	No.	4	3	5
Complaints from regulatory bodies	No.	0	1	0
Number of information security breaches concerning customers' personal data	No.	0	0	0
<b>Customers affected by company's data breach</b>	No.	<b>0</b>	<b>0</b>	<b>0</b>
Information security breaches or other cybersecurity incidents	No.	1	0	0
Fines/penalties paid in relation to information security breaches or other cybersecurity incident	HK\$	0	0	0
External audits conducted on the IT general control, which includes infrastructure and information security management systems	No.	3	3	3

<sup>104</sup> 2-6, B5.1

<sup>105</sup> 418-1, B6.2

**Banking Service Channels<sup>106</sup>**

	Unit	2024	2023	2022
<u>Branches</u>				
China Hong Kong	No.	172	177	182
Southeast Asia and others	No.	33 <sup>107</sup>	33 <sup>107</sup>	33 <sup>107</sup>
<b>Total</b>	No.	<b>205</b>	<b>210</b>	<b>215</b>
Number of automated banking sites	No.	287	288	283
Automated banking sites with 24/7 banking capacity	%	100	100	100
ATMs	No.	648	617	627

<sup>106</sup> 2-6<sup>107</sup> Including Malaysia, Indonesia, Thailand, Cambodia, Vietnam, the Philippines, Laos, Brunei.