

About This Report

Report Profile

The Hang Seng Bank Corporate Sustainability Report (Report) provides information on Hang Seng Bank's (hereupon Hang Seng or the Bank) principles and actions as a corporate citizen in the financial sector, and its relationships with major stakeholders.

This Report describes the Bank's efforts to support the principles of sustainable development during the calendar year of 2018. It focuses on the economic, environmental and social issues that have an impact on the sustainability of Hang Seng and that are of interest to stakeholders. The Report supplements the Corporate Sustainability section of the Bank's Annual Report 2018.

Report Scope

The content of this Report was defined after taking into account the materiality of sustainability issues arising from Hang Seng's operations in Hong Kong.

Measurement techniques and calculations are explained next to data tables. Financial data is extracted or compiled from the Bank's audited annual accounts for the financial year 1 January to 31 December 2018.

There are no significant changes from the previous reporting period in terms of scope, boundary or measurement. Reasons are provided for any restatement of information published in previous Reports.

Reporting Period

Financial accounts data are for the financial year 1 January to 31 December 2018. Other information covers the same period unless otherwise stated.

Report Coverage

This Report covers Hang Seng's Hong Kong operations unless otherwise stated. Hang Seng's mainland China operations are excluded. It covers operations that are under Hang Seng's direct control and documents the Bank's positive influence on the sustainability awareness and activities of its employees, customers, suppliers and business partners, and the wider community. Unless otherwise stated, the term 'Group' in this Report refers to Hang Seng and its subsidiaries.

Reporting Guidelines

Financial and corporate data in this Report are directly comparable with those in the Bank's Annual Report 2018 unless otherwise stated. The Report was prepared in accordance with the internationally recognised Global Reporting Initiative (GRI) Sustainability Reporting Standards (GRI Standards) and GRI G4 Financial Services Sector Disclosures, and the Environmental, Social and Governance Reporting Guide (ESG Guide) issued by the Hong Kong Exchanges and Clearing Limited (HKEx).

Assurance

This Report has been independently verified by the Hong Kong Quality Assurance Agency and is confirmed as having been prepared in accordance with the GRI Standards (Core option) and the HKEx's ESG Guide. (See [Verification Statement](#) >>)

Data Collection

Collection of data for this Report was coordinated by the Bank's CSR Sustainers through consultation with relevant teams and individuals. Hang Seng has published an annual online Report since 2006. Hang Seng's previous Report was published in April 2018.

