

## Content Index for GRI Standards and HKEx ESG Reporting Guide

Items with # were selected and rigorously verified by HKQAA as part of the report verification process to derive opinions and conclusions on this report (see [Verification Statement](#) »).

| GRI Standards Disclosure                | HKEx ESG Reporting Guide | Disclosure Description                                       | Reference  |
|---|--------------------------|--|--|
| <b>General Disclosures</b>              |                          |  |  |
| <b>GRI 102: General Disclosure 2016</b> |                          |  |  |
| <b>Organisation Profile</b>             |                          |  |  |
| 102-1                                   |                          | Name of the organisation                                     | <a href="#">About This Report</a>  |
| 102-2                                   |                          | Activities, brands, products, and services                   | <a href="#">Our Business</a>   |
| 102-3                                   |                          | Location of headquarters                                     | <a href="#">Our Business</a>   |
| 102-4                                   |                          | Location of operations                                       | <a href="#">Our Business</a>   |
| 102-5                                   |                          | Ownership and legal form                                     | <a href="#">Our Business</a>   |
| 102-6                                   |                          | Markets served   | <a href="#">Our Business</a>   |
| 102-7                                   |                          | Scale of the organisation                                    | <a href="#">Our Business</a> ; <a href="#">Our People</a>  |
| 102-8 <sup>#</sup>                      | KPI B1.1                 | Information on employees and other workers                   | Our People > <a href="#">A Statistical Snapshot of Our People</a>  |
| 102-9                                   | KPI B5.1                 | Supply chain   | <a href="#">Our Suppliers</a>  |
| 102-10                                  |                          | Significant changes to the organisation and its supply chain | There was no significant change to the organisation and its supply chain in 2018.  |
| 102-11                                  |                          | Precautionary principle or approach                          | Annual Report 2018: <a href="#">Corporate Governance Report (page 104-127)</a><br>Our Corporate Governance > <a href="#">Risk Management</a> |
| 102-12                                  |                          | External initiatives   | <a href="#">Our Values</a>   |
| 102-13                                  |                          | Membership of associations                                   | <a href="#">Our Performance</a>  |

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| GRI Standards Disclosure      | HKEx ESG Reporting Guide | Disclosure Description                                     | Reference  |
|-------------------------------|--------------------------|--|--|
| <b>Strategy</b>               |                          |  |  |
| 102-14                        |                          | Statement from senior decision-maker                       | <a href="#">Chief Executive's Message</a>  |
| <b>Ethics and Integrity</b>   |                          |  |  |
| 102-16                        |                          | Values, principles, standards, and norms of behaviour      | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; <a href="#">Our Corporate Governance</a> ; <a href="#">Our Customers</a> ; <a href="#">Our Suppliers</a> ; <a href="#">Our People</a> ; <a href="#">Our Environment</a> ; <a href="#">Our Community</a> |
| 102-17                        | KPI B7.2                 | Mechanisms for advice and concerns about ethics            | Our Corporate Governance > <a href="#">Risk Management</a>   |
| <b>Governance</b>             |                          |  |  |
| 102-18                        |                          | Governance structure                                       | Annual Report 2018: <a href="#">Corporate Governance Report (page 104-127)</a><br>Our Corporate Governance > <a href="#">Corporate Governance Structure</a>  |
| <b>Stakeholder Engagement</b> |                          |  |  |
| 102-40 <sup>#</sup>           |                          | List of stakeholder groups                                 | Our Values > <a href="#">Stakeholder Engagement</a>  |
| 102-41                        |                          | Collective bargaining agreements                           | None in 2018. The Bank respects the right to form and join trade unions and will work in a professional manner with legitimate employee representative bodies in accordance with the HSBC Group's HR Functional Instruction Manual.  |
| 102-42 <sup>#</sup>           |                          | Identifying and selecting stakeholders                     | Our Values > <a href="#">Stakeholder Engagement</a>  |
| 102-43 <sup>#</sup>           | KPI B6.2                 | Approach to stakeholder engagement                         | Our Values > <a href="#">Stakeholder Engagement</a> ; <a href="#">Our Customers</a> ; <a href="#">Our Suppliers</a> ; <a href="#">Our People</a> ; <a href="#">Our Environment</a> ; <a href="#">Our Community</a>   |
| 102-44 <sup>#</sup>           | KPI B6.2                 | Key topics and concerns raised                             | Our Values > <a href="#">Actions to Address Key Stakeholder Concerns</a>   |
| <b>Reporting Practice</b>     |                          |  |  |
| 102-45                        |                          | Entities included in the consolidated financial statements | <a href="#">Annual Report 2018</a>   |
| 102-46 <sup>#</sup>           |                          | Defining report content and topic boundaries               | <a href="#">About This Report</a> ; Our Values > <a href="#">Materiality Assessment</a>  |
| 102-47 <sup>#</sup>           |                          | List of material topics                                    | Our Values > <a href="#">Materiality Assessment</a>  |

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| GRI Standards Disclosure                 | HKEx ESG Reporting Guide | Disclosure Description   | Reference  |
|--|--------------------------|--|--|
| 102-48                                   |                          | Restatements of information                                    | No restatements of information in previous report  |
| 102-49                                   |                          | Changes in reporting   | No significant change  |
| 102-50                                   |                          | Reporting period   | <a href="#">About This Report</a>  |
| 102-51                                   |                          | Date of most recent report                                     | April 2018   |
| 102-52                                   |                          | Reporting cycle  | <a href="#">About This Report</a>  |
| 102-53                                   |                          | Contact point for questions regarding the report               | <a href="#">Your Feedback</a>  |
| 102-54 <sup>#</sup>                      |                          | Claims of reporting in accordance with the GRI Standards       | <a href="#">About This Report</a>  |
| 102-55                                   |                          | GRI content index  | <a href="#">Content Index</a>  |
| 102-56                                   |                          | External assurance   | <a href="#">About This Report</a> ; <a href="#">Report Verification</a>  |
| <b>Economic Standards Series</b>         |                          |  |  |
| <b>GRI 201 Economic Performance 2016</b> |                          |  |  |
| 103-1, 103-2, 103-3                      |                          | Management Approach  | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; <a href="#">Our Performance</a>   |
| 201-1                                    | KPI B8.2                 | Direct economic value generated and distributed                | Our Business > <a href="#">What We Do</a> ; Our Performance > <a href="#">Performance by the Numbers</a>   |
| <b>GRI 202 Market Presence 2016</b>      |                          |  |  |
| 103-1, 103-2, 103-3                      | GD B1                    | Management Approach  | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; <a href="#">Our People</a>  |
| 202-2                                    |                          | Proportion of senior management hired from the local community | Annual Report 2018: <a href="#">Appointment and Re-election of Directors (page 108)</a> ; <a href="#">Biographical Details of Directors and Senior Management (page 128-141)</a> ; Our People > <a href="#">Our Approach</a> |

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| GRI Standards Disclosure                  | HKEx ESG Reporting Guide                   | Disclosure Description   | Reference   |
|---|--|--|---|
| <b>GRI 204 Procurement Practices 2016</b> |  |  |   |
| 103-1, 103-2, 103-3 <sup>#</sup>          | GD B5                                      | Management Approach  | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; <a href="#">Our Suppliers</a>  |
| 204-1 <sup>#</sup>                        |  | Proportion of spending on local suppliers                                | Our Suppliers > <a href="#">Establishing the Right Business Partnerships</a>  |
| <b>GRI 205 Anti-corruption 2016</b>       |  |  |   |
| 103-1, 103-2, 103-3                       | GD B7                                      | Management Approach  | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a>  |
| 205-2 <sup>#</sup>                        |  | Communication and training about anti-corruption policies and procedures | Our Corporate Governance > <a href="#">Risk Management</a>  |
| 205-3                                     | KPI B7.1                                   | Confirmed incidents of corruption and actions taken                      | Our Corporate Governance > <a href="#">Risk Management</a>  |
| <b>Environmental Standards Series</b>     |  |  |   |
| <b>GRI 301 Materials 2016</b>             |  |  |   |
| 103-1, 103-2, 103-3                       | GD A2, GD A3, KPI A3.1                     | Management Approach  | <a href="#">Our Values</a> ; <a href="#">Our Corporate Governance</a> ; <a href="#">Our Suppliers</a> ; <a href="#">Our Environment</a>                         |
| 301-1 <sup>#</sup>                        | KPI A2.5                                   | Materials used by weight or volume                                       | Our Environment > <a href="#">Environmental Performance</a><br><br>Packaging materials used are not material to the business so the indicator is not disclosed. |
| <b>GRI 302 Energy 2016</b>                |  |  |   |
| 103-1, 103-2, 103-3 <sup>#</sup>          | GD A2, KPI A2.3, GD A3, KPI A3.1, KPI A1.5 | Management Approach  | <a href="#">Our Values</a> ; <a href="#">Our Corporate Governance</a> ; <a href="#">Our Suppliers</a> ; <a href="#">Our Environment</a>                         |
| 302-1 <sup>#</sup>                        | KPI A2.1                                   | Energy consumption within the organisation                               | Our Environment > <a href="#">Environmental Performance</a>   |
| 302-3 <sup>#</sup>                        | KPI A2.1                                   | Energy intensity   | Our Environment > <a href="#">Environmental Performance</a>   |

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| GRI Standards Disclosure      | HKEx ESG Reporting Guide         | Disclosure Description                  | Reference  |
|-------------------------------|----------------------------------|---|--|
| <b>GRI 303 Water 2016</b>     |                                  |   |  |
| 103-1, 103-2, 103-3           | GD A2, GD A3, KPI A2.4, KPI A3.1 | Management Approach                     | <a href="#">Our Values</a> ; <a href="#">Our Corporate Governance</a> ; <a href="#">Our Suppliers</a> ; <a href="#">Our Environment</a>  |
| 303-1 <sup>#</sup>            | KPI A2.2                         | Water withdrawal by source              | Our Environment > <a href="#">Environmental Performance</a><br><br>Only municipal water is used in the operation.  |
| <b>GRI 305 Emissions 2016</b> |                                  |   |  |
| 103-1, 103-2, 103-3           | GD A1, GD A3, KPI A1.5, KPI A3.1 | Management Approach                     | <a href="#">Our Values</a> ; <a href="#">Our Corporate Governance</a> ; <a href="#">Our Suppliers</a> ; <a href="#">Our Environment</a>  |
| 305-1 <sup>#</sup>            | KPI A1.2                         | Direct (Scope 1) GHG emission           | Our Environment > <a href="#">Environmental Performance</a><br><br>Scopes 1 and 2 greenhouse gas emissions were estimated according to the Hong Kong Government's Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings in Hong Kong (2010 Edition). |
| 305-2 <sup>#</sup>            | KPI A1.2                         | Energy indirect (Scope 2) GHG emissions | Our Environment > <a href="#">Environmental Performance</a><br><br>See remark for 305-1 above.   |
| 305-3 <sup>#</sup>            | KPI A1.2                         | Other indirect (Scope 3) GHG emissions  | Our Environment > <a href="#">Environmental Performance</a><br><br>Scope 3 greenhouse gas emissions were estimated with reference to the GHG Protocol's Corporate Value Chain (Scope 3) Accounting and Reporting Standard.   |
| 305-4 <sup>#</sup>            | KPI A1.2                         | GHG emissions intensity                 | Our Environment > <a href="#">Environmental Performance</a>  |
|                               | KPI A1.1                         | Air emissions                           | Air emissions are not material to the business so the indicator is not disclosed.  |

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| GRI Standards Disclosure                           | HKEx ESG Reporting Guide         | Disclosure Description                                 | Reference  |
|--|----------------------------------|--|--|
| <b>GRI 306 Effluents and Waste 2016</b>            |                                  |  |  |
| 103-1, 103-2, 103-3                                | GD A1, KPI A1.6, GD A3, KPI A3.1 | Management Approach                                    | <a href="#">Our Values</a> ; <a href="#">Our Corporate Governance</a> ; <a href="#">Our Suppliers</a> ; <a href="#">Our Environment</a>  |
| 306-2 <sup>#</sup>                                 | KPI A1.3, KPI A1.4, KPI A1.6     | Waste by type and disposal method                      | Our Environment > <a href="#">Environmental Performance</a><br><br>Hazardous waste: not applicable – given the nature of our business, it is not a material issue for our direct operations. |
| <b>GRI 307 Environmental Compliance 2016</b>       |                                  |  |  |
| 307-1  | GD A1                            | Non-compliance with environmental laws and regulations | Our Environment > <a href="#">Our Approach</a><br><br>No case relating to non-compliance with environmental laws or regulations was identified in 2018.                                      |
| <b>Social Standards Series</b>                     |                                  |  |  |
| <b>GRI 401 Employment 2016</b>                     |                                  |  |  |
| 103-1, 103-2, 103-3 <sup>#</sup>                   | GD B1                            | Management Approach                                    | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; <a href="#">Our People</a>  |
| 401-1 <sup>#</sup>                                 | KPI B1.2                         | New employee hires and employee turnover               | Our People > <a href="#">A Statistical Snapshot of Our People</a>  |
| <b>GRI 402 Labour / Management Relations 2016</b>  |                                  |  |  |
| 103-1, 103-2, 103-3                                |                                  | Management Approach                                    | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; <a href="#">Our People</a>  |
| 402-1  |                                  | Minimum notice periods regarding operational changes   | Our People > <a href="#">Employee Engagement and Communication</a>   |
| <b>GRI 403 Occupational Health and Safety 2018</b> |                                  |  |  |
| 103-1, 103-2, 103-3                                | GD B2, KPI B2.3                  | Management Approach                                    | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; <a href="#">Our People</a>  |

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| GRI Standards Disclosure                            | HKEx ESG Reporting Guide | Disclosure Description   | Reference  |
|---|--------------------------|--|--|
| 403-1   |                          | Occupational health and safety management system                                     | Our People > <a href="#">Occupational Health and Safety</a> ; Our Customers > <a href="#">Service Environment</a>  |
| 403-9 <sup>#</sup>                                  | KPI B2.1,<br>KPI B2.2    | Work-related injuries  | Our People > <a href="#">Occupational Health and Safety</a>  |
| <b>GRI 404 Training and Education 2016</b>          |                          |  |  |
| 103-1, 103-2, 103-3 <sup>#</sup>                    | GD B3                    | Management Approach  | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; <a href="#">Our People</a>  |
| 404-1 <sup>#</sup>                                  | KPI B3.2                 | Average hours of training per year per employee                                      | Our People > <a href="#">Training and Skills Development</a>   |
| 404-3   |                          | Percentage of employees receiving regular performance and career development reviews | Our People > <a href="#">Promoting High Performance, Training and Skills Development</a>   |
| <b>GRI 405 Diversity and Equal Opportunity 2016</b> |                          |  |  |
| 103-1, 103-2, 103-3                                 | GD B1                    | Management Approach  | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; <a href="#">Our Corporate Governance</a> ; <a href="#">Our People</a>   |
| 405-1 <sup>#</sup>                                  | KPI B1.1                 | Diversity of governance bodies and employees   | Annual Report 2018: <a href="#">Board Composition (page 105)</a> ; <a href="#">Biographical Details of Directors and Senior Management (page 128-141)</a> ;<br><br>Our Corporate Governance > <a href="#">Corporate Governance Structure</a> ; Our People > <a href="#">A Statistical Snapshot of Our People</a> |
| <b>GRI 406 Non-discrimination 2016</b>              |                          |  |  |
| 103-1, 103-2, 103-3                                 | GD B1                    | Management Approach  | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; <a href="#">Our People</a>  |
| 406-1   |                          | Incidents of discrimination and corrective actions taken                             | Our Corporate Governance > <a href="#">Risk Management</a>   |

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| GRI Standards Disclosure                     | HKEx ESG Reporting Guide          | Disclosure Description   | Reference   |
|--|-----------------------------------|--|---|
| <b>GRI 412 Human Rights Assessment 2016</b>  |                                   |  |   |
| 103-1, 103-2, 103-3                          |                                   | Management Approach  | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; Our Corporate Governance > <a href="#">Responsible Banking Services</a> ; <a href="#">Our Suppliers</a> ; <a href="#">Our People</a> |
| 412-2 <sup>#</sup>                           |                                   | Employee training on human rights policies or procedures                                     | Our People > <a href="#">Equal Opportunities, Diversity and Inclusion</a>   |
| <b>GRI 413 Local Communities 2016</b>        |                                   |  |   |
| 103-1, 103-2, 103-3 <sup>#</sup>             | GD B8, KPI B8.1                   | Management Approach  | <a href="#">Chief Executive's Message</a> ; <a href="#">Our Values</a> ; <a href="#">Our Corporate Governance</a> ; <a href="#">Our Community</a>   |
| 413-1 <sup>#</sup>                           |                                   | Operations with local community engagement, impact assessments, and development programmes   | Our Customers > <a href="#">Access for All, Helping Customers Face Financial Challenges, Community Outreach</a> ; <a href="#">Our Community</a>   |
| <b>GRI 418 Customer Privacy 2016</b>         |                                   |  |   |
| 103-1, 103-2, 103-3 <sup>#</sup>             | GD B6, KPI B6.2, KPI B6.5         | Management Approach  | <a href="#">Our Values</a> ; <a href="#">Our Corporate Governance</a> ; <a href="#">Our Customers</a>   |
| 418-1  | GD B6, KPI B6.2                   | Substantiated complaints concerning breaches of customer privacy and losses of customer data | Our Corporate Governance > <a href="#">Risk Management</a> ; Our Customers > <a href="#">Access for All</a>   |
| <b>GRI 419 Socioeconomic Compliance 2016</b> |                                   |  |   |
| 419-1  | GD B1, GD B2, GD B4, GD B6, GD B7 | Non-compliance with laws and regulations in the social and economic area                     | No issues were reported relating to non-compliance with regulations concerning employment practice, occupational health and safety, child or forced labour, product responsibility and corruption in 2018.    |



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| GRI Sector Disclosure                | Financial Services Sector Disclosure Description  | Reference  |
|--------------------------------------|---|--|
| <b>Product and Service Labelling</b> |   |  |
| G4-DMA                               | Management Approach   | Our Customers > <a href="#">Access for All</a> , <a href="#">Community Outreach</a>  |
| <b>Product Portfolio</b>             |   |  |
| G4-DMA                               | Management Approach   | Our Corporate Governance > <a href="#">Risk Management</a> , <a href="#">Responsible Banking Services</a> ; <a href="#">Our Suppliers</a> ; Our People > <a href="#">Training and Skills Development</a>   |
| G4-FS6                               | Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector  | Annual Report 2018: <a href="#">Segmental Analysis (page 188-191)</a>  |
| G4-FS7                               | Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose                           | We do not report publicly on the monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.  |
| G4-FS8                               | Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose                    | We do not report publicly on the monetary value of products and service designed to deliver a specific environmental benefit for each business line broken down by purpose.  |
| <b>Audit</b>                         |   |  |
| G4-DMA                               | Management Approach   | Our Corporate Governance > <a href="#">Risk Management</a>   |
| <b>Active Ownership</b>              |   |  |
| G4-DMA                               | Management Approach   | We do not report publicly on the voting polic(ies) applied to environmental or social issues for shares over which the reporting organisation holds the right to vote shares or advises on voting. All subsidiaries are covered by the HSBC Group's sustainability policies. |
| G4-FS10                              | Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues | Our Corporate Governance > <a href="#">Responsible Banking Services</a>  |
| G4-FS11                              | Percentage of assets subject to positive and negative environmental or social screening   | We do not report publicly on this indicator. All subsidiaries are covered by the HSBC Group's sustainability policies.   |
| <b>Local Communities</b>             |   |  |
| G4-FS13 <sup>#</sup>                 | Access points in low-populated or economically disadvantaged areas by type  | Our Customers > <a href="#">Access for All</a>   |
| G4-FS14 <sup>#</sup>                 | Initiatives to improve access to financial services for disadvantaged people  | Our Customers > <a href="#">Access for All</a>   |