

10. CSR Performance Data Overview

Employee Data

As at 31 December 2017, the Group has 13,050 employees.⁶⁹

Total workforce (by employee type, contract type and gender)⁷⁰

	Male	Female	Total
Employee type			
Permanent	5,406	7,287	12,693
Non-permanent	122	235	357
Total	5,528	7,522	13,050
Contract type			
Full-time	5,503	7,423	12,926
Part-time	25	99	124
Total	5,528	7,522	13,050

Total workforce (by employee category and gender)⁷¹

Rank	Male	Female	Total
Departmental/ Division heads or above	453	295	748
Middle management	2,632	2,500	5,132
General employees	2,443	4,727	7,170
Total	5,528	7,522	13,050

Total workforce (by age and geographical region)⁷²

Geographical region	Age 18-30	Age 31-40	Age 41-50	Age above 50	Total
Hong Kong	3,039	2,904	3,730	1,900	11,573
The mainland	145	123	102	16	386
Southeast Asia and Others	506	382	174	29	1,091
Total	3,690	3,409	4,006	1,945	13,050

Total number of new hires (by gender, age and geographical region)⁷³

	Number	Rate
By gender		
Male	1,414	10.83%
Female	1,837	14.08%
By age		
Age 18-30	2,365	18.12%
Age 31-40	596	4.57%
Age 41-50	213	1.63%
Age above 50	77	0.59%
By geographical region		
Hong Kong	2,857	21.89%
The mainland	48	0.37%
Southeast Asia and Others	346	2.65%
Total	3,251	24.91%

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⁶⁹ G4-9, HKEx B1.1
⁷⁰ G4-10, HKEx B1.1
⁷¹ G4-LA12, HKEx B1.1
⁷² G4-10, G4-LA12, HKEx B1.1

⁷³ G4-LA1

Employee turnover (by gender, age and geographical region)⁷⁴

	Rate
By gender	
Male	7.12%
Female	8.73%
By age	
Age 18-30	9.90%
Age 31-40	3.56%
Age 41-50	1.88%
Age above 50	0.51%
By geographical region	
Hong Kong	14.12%
The mainland	0.23%
Southeast Asia and Others	1.50%
Total	15.85%

Return to work and retention after parental leave (by gender)⁷⁵

	Male	Female
Total number of employees who took parental leave	185	213
Return to work rate	98%	98%

Average training hours and percentage of employees trained (by employee category and gender)⁷⁶

Average training hours: 58.0 Total number of employees trained: 12,975 (99.4%)				
	Male		Female	
	Average training hours (hours)	Percentage of employees trained	Average training hours (hours)	Percentage of employees trained
By rank				
Departmental/ Division heads or above	33.1	3.4%	33.5	2.3%
Middle management	45.3	20.1%	54.0	19.1%
General employees	73.5	18.6%	63.0	36.0%
Overall	56.8	42.1%	58.8	57.4%

Occupational health and safety performance⁷⁷

	Male	Female	Total
Injury rate ⁱ	0.19	0.34	0.28
Lost day rate ^{i,ii 78}	2.02	12.94	8.33
Total number of work-related fatalities ^{iii 79}	0	0	0

i All "injury rates" and "lost day rates" are normalised to 200,000 worked hours, which is approximately equal to the number of hours worked by 100 full-time employees in one year.

ii "Number of lost days" refers to the working days lost due to an occupational injury sustained by an employee for which the employee misses one or more scheduled workdays after the day of the injury.

iii "Fatality" is the death of an employee or contractor as a result of an occupational injury incident in the course of employment.

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⁷⁴ G4-LA1, HKEx B1.2
⁷⁵ G4-LA3

⁷⁶ G4-LA9, HKEx B3.1, HKEx B3.2
⁷⁷ G4-LA6
⁷⁸ HKEx B2.2
⁷⁹ HKEx B2.1

Environmental Performance⁸⁰

	Unit	2017	2016	Percentage change
Paper ⁸¹				
Paper purchases	kg	564,367	514,430	+10%
Paper purchase intensity				
By number of employees	kg/person	50	46	+8%
Total energy consumption ^{82, 83}				
Total electricity consumption	kWh	95,840,478	91,891,188	+4%
	GJ	345,026	330,808	
Total Towngas consumption	unit	49,366	44,900	+10%
	GJ	2,370	2,155	
Total fuel consumption for corporate fleet ⁸⁴	L	73,292	60,142	+22%
	GJ	2,624	2,153	
Energy intensity ⁸⁵				
By number of employees	GJ/person	31	30	+3%

	Unit	2017	2016	Percentage change
Greenhouse gas (GHG) emissions⁸⁶				
Direct GHG emissions (Scope 1) ⁸⁷	tCO ₂ e	324	277	+17%
Indirect GHG emissions (Scope 2) ⁸⁸	tCO ₂ e	65,087	61,697	+5%
Other indirect GHG emissions (Scope 3) ⁸⁹	tCO ₂ e	107	118	-9%
Total GHG emissions ⁹⁰	tCO ₂ e	65,517	62,092	+6%
Greenhouse gas (GHG) emissions intensity⁹¹				
By number of employees	tCO ₂ e/person	5.8	5.6	+4%
By floor area	tCO ₂ e/m ²	0.27	0.26	+4%

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⁸⁰ To enhance data coverage, most data figures of 2017 and 2016 (restated) now include the Group's major businesses in Hong Kong (BOCHK, BOC Credit Card and BOC Life). (G4-22)

⁸¹ G4-EN1

⁸² G4-EN3, HKEx A2.1

⁸³ Including main properties, office towers and most branches of the Group, except public electricity consumption of specific buildings

⁸⁴ Including diesel and gasoline use of BOCHK, but excluding that of BOC Credit Card and BOC Life

⁸⁵ G4-EN5

⁸⁶ Calculated based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong issued by the Environmental Protection Department and the Electrical and Mechanical Services Department

⁸⁷ G4-EN15; including GHG emissions related to Towngas and vehicles

⁸⁸ G4-EN16; including GHG emissions related to electricity and Towngas

⁸⁹ G4-EN17; including GHG emission related to water consumption and wastewater discharge

⁹⁰ HKEx A1.1, HKEx A1.2

⁹¹ G4-EN18, HKEx A1.1, HKEx A1.2

	Unit	2017	2016	Percentage change
Water consumption^{92, 93}				
Total water consumption	m ³	180,503	197,686	-9%
Water consumption intensity				
By number of employees	m ³ /person	16	18	-10%
Waste disposal⁹⁴				
General waste	kg	757,952	742,390	+2%
Major waste recovered⁹⁵				
Non-hazardous⁹⁶				
Waste paper	kg	265,929	432,376	-38%
Plastic bottle	kg	206	214	-4%
Aluminium can	kg	188	213	-12%
Food waste	kg	71,925	85,165	-16%
Hazardous⁹⁷				
Rechargeable battery	pcs	107	120	-11%
Electronic waste	pcs	3,119	5,398	-42%
Fluorescent lamp	pcs	1,154	929	+24%
Toner cartridge	pcs	220	192	+15%

Cases of discrimination and corruption

	Number
Incidents of discrimination ⁹⁸	0
Confirmed incidents of corruption ⁹⁹	0

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⁹² G4-EN8, HKEx A2.2

⁹³ Including main properties, office towers and most branches of the Group, except public water consumption of specific buildings

⁹⁴ G4-EN23, HKEx A1.6; including main properties and office towers

⁹⁵ G4-EN23, HKEx A1.6; including main properties and office towers

⁹⁶ HKEx A1.4

⁹⁷ HKEx A1.3

⁹⁸ G4-HR3

⁹⁹ G4-SO5, HKEx B7.1