



大眾金融控股有限公司
PUBLIC FINANCIAL HOLDINGS LIMITED

(Incorporated in Bermuda with limited liability) Stock Code: 626

Environmental, Social
and Governance Report
2020





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ABOUT THIS REPORT

REPORTING STANDARD, SCOPE AND BOUNDARY

This annual Environmental, Social and Governance (“ESG”) Report (the “Report”) was prepared by Public Financial Holdings Limited (“PFHL”) and its subsidiaries (the “Group”) in accordance with Appendix 27 “ESG Reporting Guide” (“ESG Reporting Guide”) issued by Hong Kong Exchanges and Clearing Limited (“HKEX”). This Report reflects the Group’s strategies, management approach and efforts on corporate social responsibility (“CSR”) governance, responses to Novel Coronavirus (“COVID-19”) pandemic, community engagement, human capital, business services, supply chain management and environmental protection, for the period from 1 January 2020 to 31 December 2020 (“Reporting Period”).

The scope and boundary of this Report cover the Group’s major operations in Hong Kong including four of its subsidiaries with offices and branches. The names and principal activities of the four subsidiaries are detailed below:



Name of Subsidiaries	Principal Activities
Public Bank (Hong Kong) Limited (“PBHK”)	Provision of banking and financial services
Public Finance Limited (“PFL”)	Deposit-taking and financing
Public Securities Limited (“PSL”)	Securities brokerage
Winton Financial Limited (“Winton”)	Provision of personal and property mortgage loans, and financing of licensed public vehicles such as taxis

There are no significant changes in reporting scope and boundary between this Report and the 2019 ESG Report published on 29 April 2020.

For more information about the Group’s corporate governance practices, please refer to our 2020 Annual Report which is available under the “Investor Relations” section of PFHL’s website at www.publicfinancial.com.hk.

APPROVAL

This Report was approved by the Board of Directors of PFHL (the “Board”) in March 2021.

YOUR VALUABLE FEEDBACK

We place great value on any comments or feedback received regarding this Report or the Group’s ESG performance. Any suggestions can be sent to the Group’s Corporate Culture & Social Responsibility Department at esg@publicbank.com.hk.

ABOUT PUBLIC FINANCIAL HOLDINGS LIMITED



PFHL is an investment and property holding company listed on The Stock Exchange of Hong Kong Limited (stock code 626). Incorporated in Bermuda under the Companies Act 1981 on 16 August 1991, PFHL is a 73.2% owned subsidiary of Public Bank Berhad, the shares of which are listed on the Malaysian Stock Exchange. The major subsidiaries of PFHL are PBHK, PFL, PSL and Winton. PBHK is a commercial bank which provides a comprehensive range of banking and financial services and has been a committed financial institution partner to its clients in Hong Kong and Greater China for more than 80 years. PFL is a deposit-taking company with its main business focused on deposit-taking, personal and commercial lending, mortgage financing, letting of investment properties and the provision of finance to purchasers of taxis. PSL provides a range of securities services in Hong Kong. Winton is a licensed money lender and its main business is the provision of personal lendings and mortgage loans, and financing of public vehicles. Employing around 1,300 staff, we strive to deliver exceptional banking and financial services with sustainable growth.

CORPORATE CULTURE AND VALUES

A strong corporate culture is integral to long-term organisational sustainability and the success of the Group. Approved and adopted in 2018, the aims of the Policy of Corporate Culture and Values ("Corporate Culture Policy") are to promote sound governance measures in order to formulate internal assessment and feedback mechanisms, to facilitate the reduction of misconduct, and to guide prudent risk management. This internal cultural alignment helps to maintain our organisational commitment to achieving the Group's objectives and long-term success.

The Group reviews its Corporate Culture Policy annually. One conclusion of this year's annual review was to revise the dashboard of indicators for assessing our corporate culture and to help gauge changes over time.

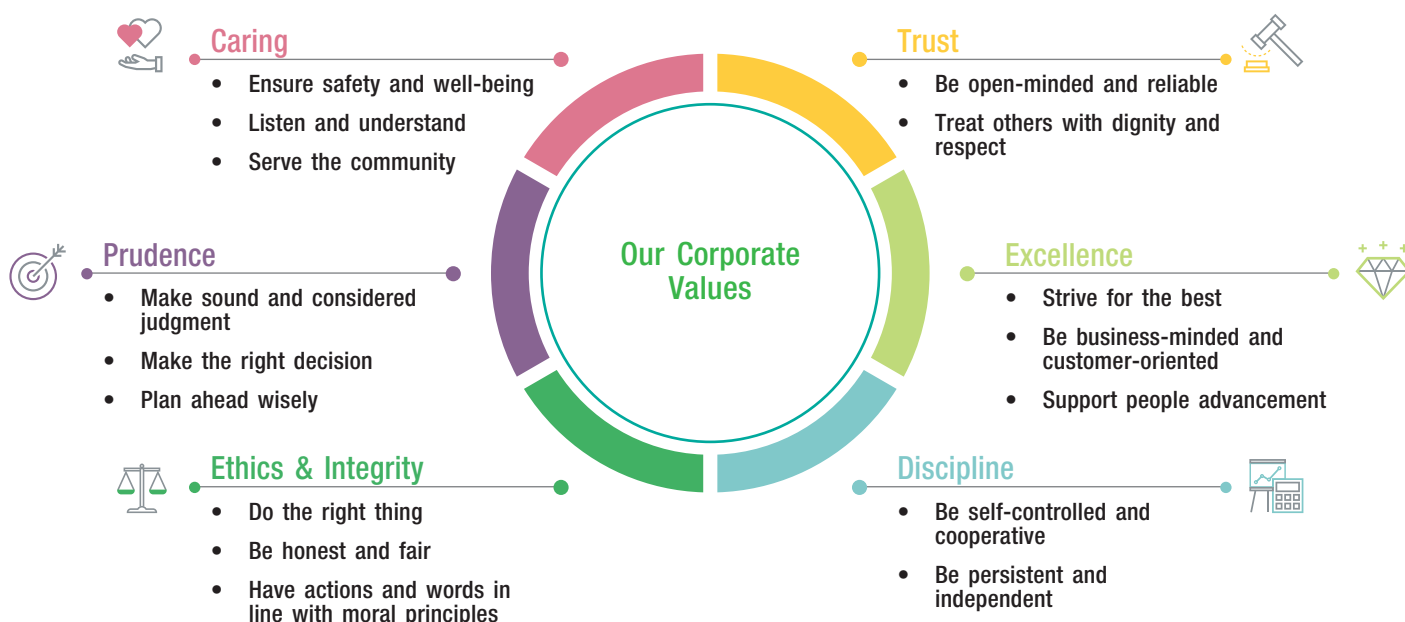
Corporate Culture Statement

The Group is committed to promoting a sound corporate culture by setting out six corporate values. These values guide our staff working attitude and behaviour which contribute to the success of the organisation, and help determine the Group's approach to achieving its mission.

Our Mission

To be recognised and respected as one of the Hong Kong financial institutions excelling in customer service and corporate governance whilst maintaining growth in profitability and shareholder value.

Our Corporate Values



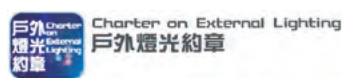
Sustainability Awards

Caring Company:



PBHK and PFL received Caring Company Logo issued by The Hong Kong Council of Social Service under its Caring Company Scheme for two consecutive years. Winton has been a Caring Company for four years under the said scheme.

Charter on External Lighting — Platinum Award:



PBHK has been awarded the Platinum Award of "Charter on External Lighting" organised by the Environment Bureau for four consecutive years.

ERB Manpower Developer Award:



PBHK has been rewarded as a Manpower Developer by Employees Retraining Board ("ERB") for ten consecutive years.

MESSAGE FROM MANAGEMENT

I am pleased to present PFHL's ESG Report for 2020 and share the Group's progress in the implementation of this agenda.

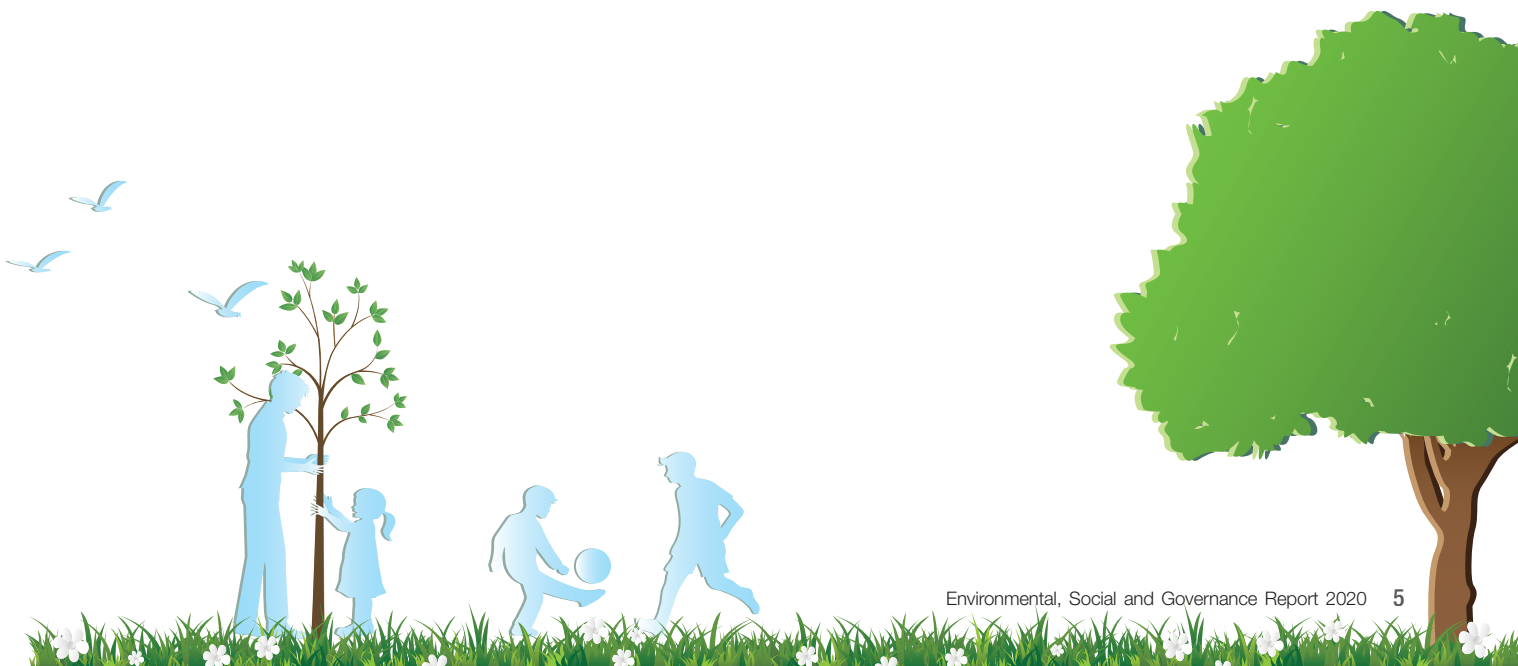
In 2020, we experienced many socio-economic challenges due to the COVID-19 pandemic. Despite these challenges, our Group continues to maintain our commitment to achieving sustainable development in various aspects of ESG. To reinforce this commitment, our ESG Steering Committee and the Board have provided strategic input on evaluating and managing ESG-related issues. Our ESG Reporting Working Group and all other departments and branches have worked together to implement initiatives which would drive our ESG performance towards a sustainable future.

Guided by the Group's sustainability related policies, we are constantly identifying opportunities to further enhance our performance. Our six corporate values, namely caring, discipline, ethics & integrity, excellence, prudence and trust, provide the direction to deliver excellent customer service, uphold business ethics, protect the environment and contribute to the community. We believe that this internal cultural alignment can help to achieve our sustainability objectives and long-term success.

Moving forward, we look forward to partnering with our stakeholders to build a more sustainable world.

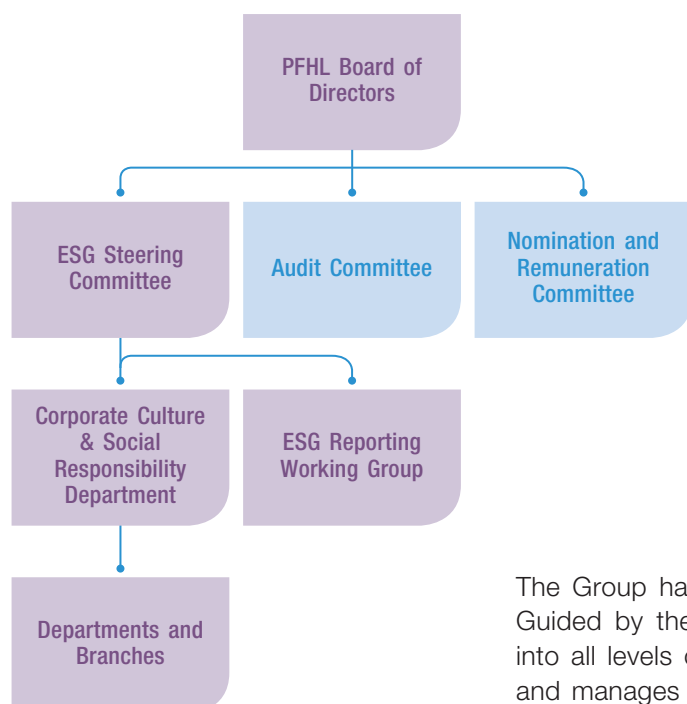
Tan Yoke Kong

Executive Director and Chief Executive
Chairman of ESG Steering Committee



1. BUILDING A SUSTAINABILITY FRAMEWORK

SUSTAINABILITY GOVERNANCE STRUCTURE AND OVERSIGHT RESPONSIBILITIES



The Group has set high standards for sustainable development. Guided by the strategic policies and principles being integrated into all levels of the organisation, the Group effectively evaluates and manages ESG-related issues as well as ensures compliance with the relevant laws, regulations, policies and guidelines.

The following governance structure shows the key roles with well-defined responsibilities for driving our CSR development and managing our ESG-related efforts:



Top Management Oversight



- Provides strategic guidance and continually evaluates PFHL's internal controls to uphold our commitment to sustainable development and to ensure our social responsibility objectives are aligned with and go beyond the minimum legal requirements.
- Monitors Group-level corporate governance practices and procedures, as well as maintains appropriate and effective risk management and internal control systems to ensure compliance with applicable rules and regulations.
- Approves the ESG Report, CSR Policy and ESG budget.



- Identifies and continually enhances our ESG management approach, strategies, priorities, and objectives.
- Engages stakeholders to identify and prioritise material ESG-related aspects and Key Performance Indicators ("KPIs") that are relevant to the Group and its stakeholders.
- Reviews and reports the scope of and approach to defining or calculating material KPIs, and reports any differences or reasons for changes to the aforementioned (if any).
- Reviews and recommends the budget for ESG activities to the Board or as delegated, the Bank Culture Committee.
- Reviews and recommends the allocation of adequate facilities and resources to the ESG Reporting Working Group to accomplish the tasks as approved by the Board or as delegated, the Bank Culture Committee.
- Reviews the status reports submitted by the ESG Reporting Working Group.
- Oversees the Group's implementation of ESG reporting guidelines and reviews the ESG Report for recommending to the Board for approval.
- Identifies and evaluates ESG-related risks to ensure that appropriate and effective ESG risk management and internal control systems are in place.
- Ensures the Group is in compliance with relevant laws, regulations, policies and guidelines on ESG reporting as required by the relevant regulatory bodies.
- Enhances brand value and public image of the Group.



Managing CSR Issues and Implementing CSR Initiatives



**ESG Reporting
Working Group**

- Provides recommendations, monitors the implementation and evaluates the effectiveness of various ESG-related initiatives.
- Reports ESG-related issues and progress to the ESG Steering Committee in a timely manner.



**Corporate Culture & Social
Responsibility Department**

- Promotes internal participation and external awareness of CSR and bank culture related matters.



Departments and Branches

- Implement and integrate CSR practices into daily business operations and practices.

SUSTAINABILITY RELATED POLICIES

CSR Policy

Our CSR Policy provides guidance for our efforts to incorporate a sustainable vision into our business practices. Approved by the Board, our CSR Policy applies to all directors and staff of the Group. Through the CSR Policy, we aim to reinforce our sustainability practices throughout our operations.



Risk Management Policy Manual

The Group's Risk Management Policy Manual is in place for providing guidance on oversight of the Group's enterprise risk management and internal control system. The Group's governance structure on risk management and internal control systems utilises three lines of defence to ensure the effectiveness of its governance, risk management and internal control process, including:

First line of defence: All business units are responsible for managing risks arising from their business activities, including proper risk identification, assessment, monitoring, management and reporting on an ongoing basis;

Second line of defence: Risk Management Department and Compliance Department are responsible for overseeing risk-taking activities, undertaking risk assessments independently and establishing risk and compliance monitoring mechanism. The periodic reports on the state of the potential risk, risk exposures and risk management activities would be deliberated and reviewed by Risk Management Committee and the dedicated Risk Committees (i.e. Assets and Liabilities Management Committee, Operational Risk Management Committee and Credit Committee of each of PBHK and PFL, and Credit Risk Management Committee of PBHK) on a regular basis; and

Third line of defence: Internal Audit Department conducts independent assurance on a regular basis to assess the adequacy, effectiveness, soundness and integrity of the internal control structure, risk management, governance systems and processes of the Group.

For more details on responsibilities of committees within our risk management and internal control framework, please refer to the Corporate Governance Report in PFHL Annual Report 2020.

ANTI-BRIBERY AND ANTI-CORRUPTION

Following our CSR objective to uphold high standards of ethical behaviour, our staff-related policies (such as Employee Handbook, Code of Conduct for Staff, Code of Ethics, Important Note on Employee's Conduct and Behaviour) and relevant policies and procedures of Anti-Money Laundering and Counter-Terrorist Financing Ordinance provide a clear set of principles and guidance for all employees to conduct business in an appropriate and ethical manner.

Our Whistleblowing Policy and Procedures includes provision of confidential channels to receive reports related to fraudulent and/or unethical conduct, non-compliance cases with laws and regulations and/or the Group's internal policies which could have significant adverse financial, legal, or reputational impacts from whistle-blowers. All stakeholders may report grievances, if any, through a protected email channel under PBHK and PFL respectively in strict confidence without risk of reprisals. The email accounts are only accessible by the respective Heads of Internal Audit of PBHK and PFL who will undertake the follow-up actions as appropriate. A bi-monthly report on all received cases in relation to improper conduct shall be tabled to the respective Audit Committees of PBHK and PFL for record keeping and/or further action, if any. Reported cases involving the Head of Internal Audit will be escalated to a designated Non-Executive Director.

The Group has zero tolerance of all forms of bribery or corruption and it fully complies with laws and regulations¹ relating to kickbacks, improper gratuities, duty or power in return for favourable treatment, extortion, fraud and money laundering. During the Reporting Period, there were no concluded legal cases regarding corrupt practices brought against the Group or its employees.

ADVOCATING A COMPLIANCE CULTURE

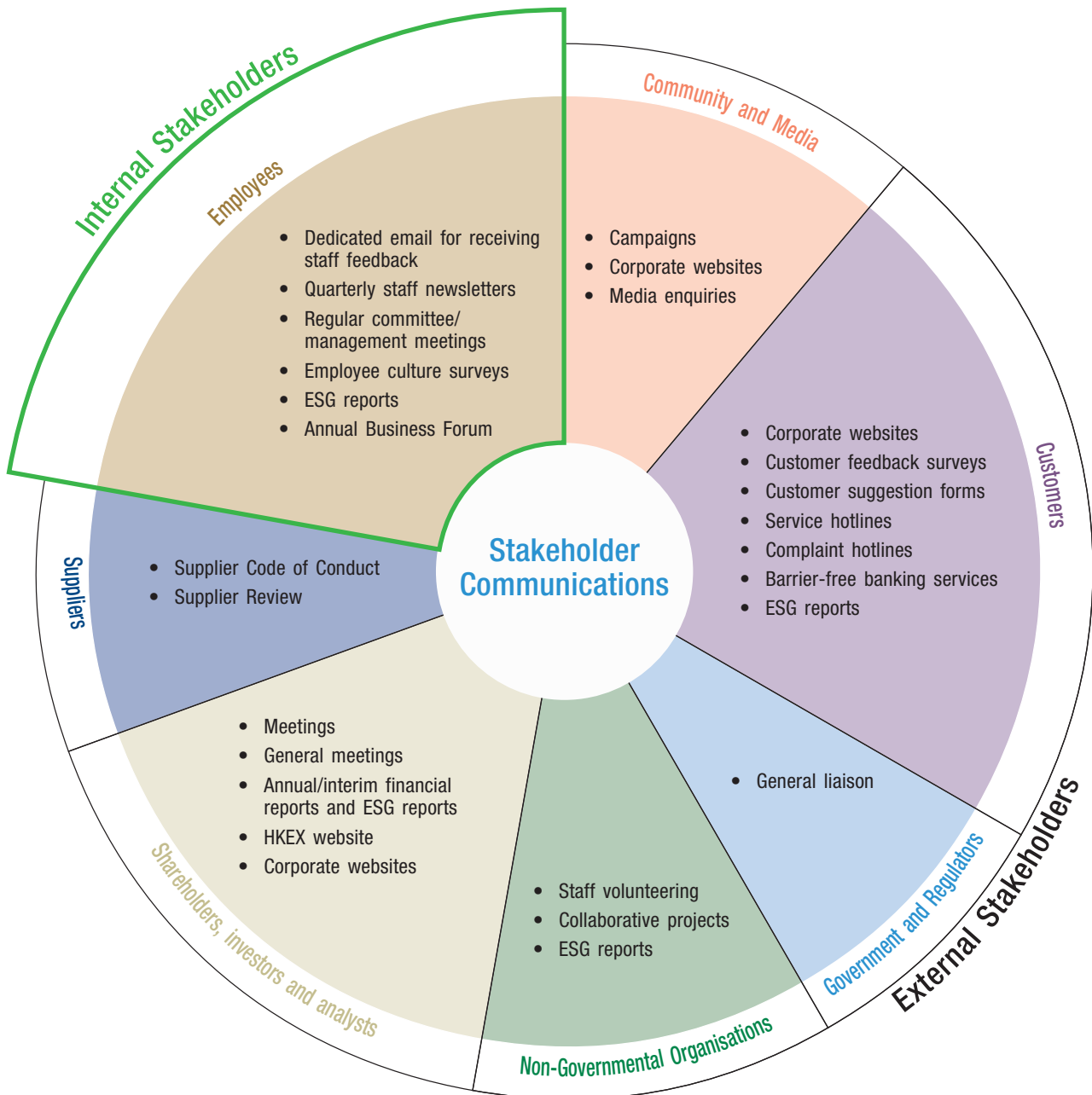
We take specific measures to ensure employee integrity. All new joiners are provided with the Code of Conduct for Staff upon employment. Human Resources Department has further enhanced the Performance Assessment Forms for all staff so that risk management, compliance and ethics or conduct-related behaviours are incorporated into the annual performance assessment of staff as one of the major factors.

Stringent guidelines are in place in relation to gift acceptance from customers or any external stakeholders to avoid violating the Prevention of Bribery Ordinance. Staff are required to strictly adhere to the Code of Conduct for Staff and they are required to seek approval from the Code of Conduct Supervising Committee of PBHK and/or Human Resources Committee of PFL whenever applicable. We regularly provide anti-corruption training to our staff and directors. During the Reporting Period, 73 staff and 1 director joined anti-corruption training sessions delivered by Hong Kong Independent Commission Against Corruption. Training topics include anti-corruption, business ethics and integrity as well as whistleblowing which further support training and development on regulatory compliance.

¹ Including but not limited to the Prevention of Bribery Ordinance (Cap. 201).

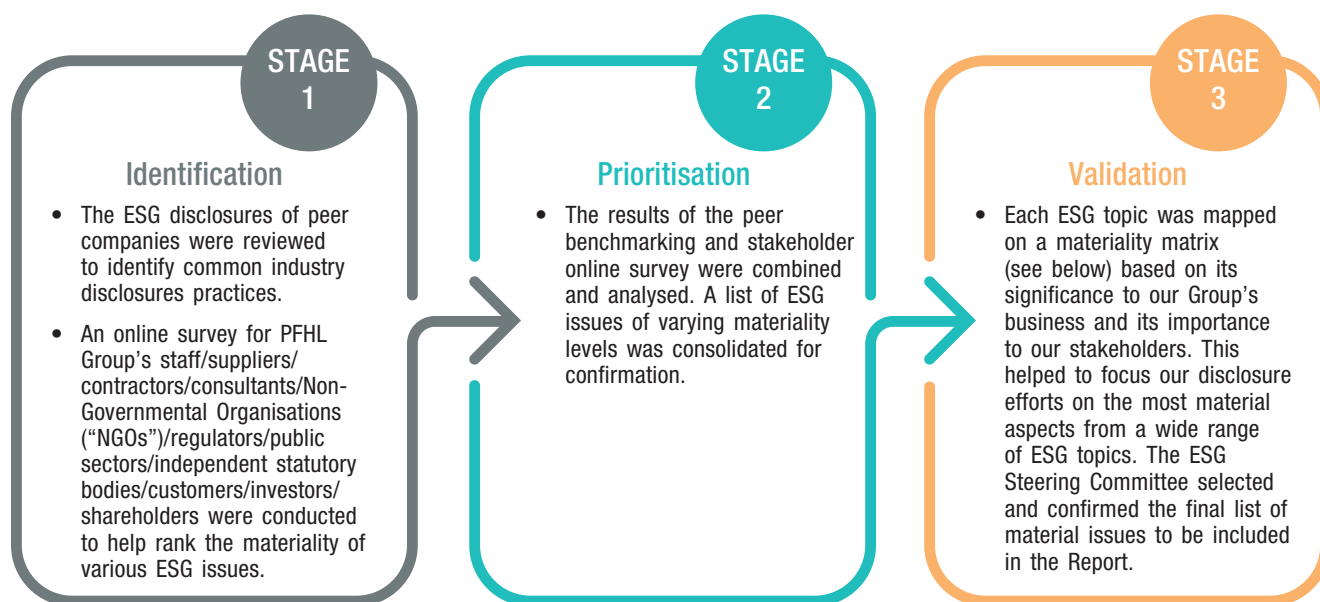
STAKEHOLDER COMMUNICATIONS

We value stakeholders' feedback and maintain continuous communication with stakeholders through various channels.

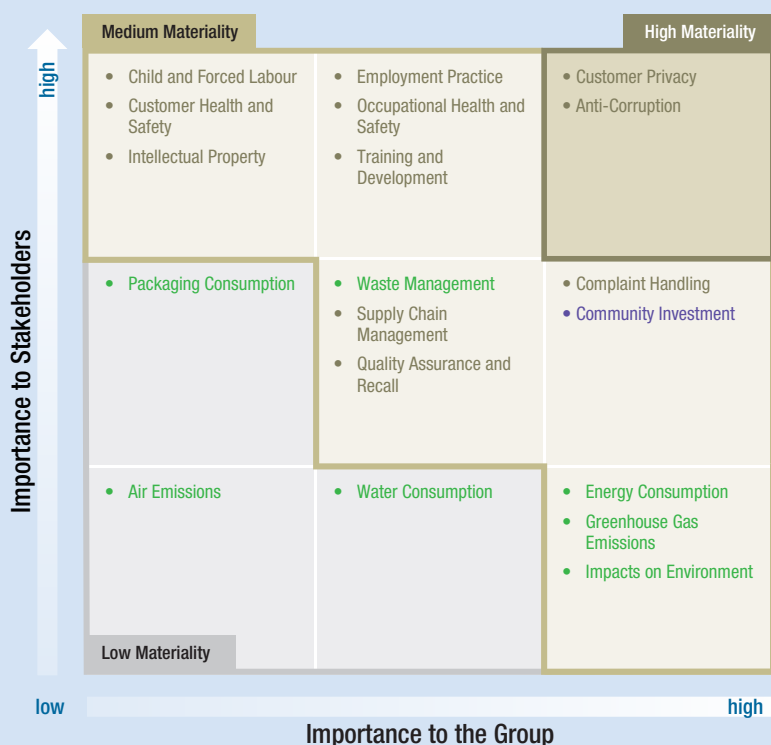


STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT FOR ESG REPORT

To determine the most material ESG topics to be disclosed in this Report, the Group has appointed an independent consultant to conduct a comprehensive stakeholder engagement and materiality assessment as detailed below:



Materiality Matrix 2020



The ESG topics included in the Materiality Matrix 2020 are presented to illustrate the varying levels of materiality. The detailed determination of materiality for the purposes of this Report was conducted through the aforementioned three-step process — Identification, Prioritisation, Validation — with results confirmed by the ESG Steering Committee. For more information regarding each material ESG topic, please refer to the HKEX ESG Reporting Guide Content Index included in this Report.

During the Reporting Period, issues related to supply chain management, customer health and safety, impacts on the environment, child and forced labour, and quality assurance and recall have become increasingly important for stakeholders. Understanding the importance of these issues, the Group have implemented measures such as promoting financial inclusion for customers and evaluating environmental and social risks along the supply chain. We have also identified common issues and concerns raised from stakeholders and have provided our responses in the table below. Moving forward, the Group will continue to engage our stakeholders on a regular basis to further identify risks and opportunities related to our ESG priorities.

Issues Raised From Stakeholders and PFHL's Responses



To identify enhancement areas for digitalisation and innovation

Digital transformation is key to driving sustainable banking and financial services. In keeping with market trends and meeting customer demand, PBHK launched the “PBHK Pay” mobile app in 2019 and set up Electronic Banking Working Group and Digital Transformation Working Group in 2020². We will continue identifying enhancement areas for digitalising services to bring customer convenience. Through continuous system enhancements, we aim to make our banking and financial services more accessible and shape a more agile workforce.



To provide more in-depth training and development on customer service and regulatory compliance

We shall continue to educate the frontline staff to deliver excellent customer services and let all levels of staff understand their compliance obligations through training and development. We have included more customer service and regulatory compliance training in our internal training programmes for 2021. In addition, we encourage our staff to elevate their expertise and professionalism through pursuing Enhanced Competency Framework qualifications.



² In March 2021, the roles and functions of Digital Transformation Working Group were taken over by the newly formed Digital Transformation Department.

The ESG Steering Committee has considered and confirmed a final list of material ESG topics as follows:

Material ESG Topics ³		Reference in the Report
 <ul style="list-style-type: none"> • Anti-corruption 		BUILDING A SUSTAINABILITY FRAMEWORK
 <ul style="list-style-type: none"> • Complaint Handling • Intellectual Property • Customer Privacy 		OUR RESPONSIBLE BUSINESS PRACTICE
 <ul style="list-style-type: none"> • Community Investment 		OUR COMMUNITY
 <ul style="list-style-type: none"> • Employment Practice • Occupational Health and Safety • Training and Development 		OUR PEOPLE
 <ul style="list-style-type: none"> • Supply Chain Management 		OUR SUPPLY CHAIN MANAGEMENT
 <ul style="list-style-type: none"> • Greenhouse Gas Emissions • Waste Management • Energy Consumption • Water Consumption • Impacts on Environment 		OUR ENVIRONMENT

³ Although the ESG topics “child and forced labour” and “quality assurance process and recall procedures” were viewed by stakeholders as increasingly important, the ESG Steering Committee decided not to disclose these two topics as they were considered not material to the business nature of the Group.

2. OUR COVID-19 RESPONSE EFFORTS

COVID-19 has resulted in significant social and economic disruption to society. The Group provides swift response and preparation to support our customers, employees and the grass-root families in extraordinary times. Our Business Continuity Committee (“BCC”) and Crisis Management Team (“CMT”), which comprise different department heads and representatives from branches, took the initiative to ensure effective management and maintenance of coronavirus-free workplaces and branches. We also provided relief measures to our customers to ease their stress and financial burden in this difficult time. Recognising the urgency to mitigate socio-economic impacts on local communities, we made donations and provided essential supplies to the communities in need. Together with our employees and stakeholders, we will get through these unprecedented times.

During the Reporting Period, our Group took the following measures:

EMPLOYEES

- The BCC and CMT identified potential risks that might significantly impact the Group and provided mechanisms that safeguarded our interest, reputation and business activities. Meetings were held frequently to ensure the continuation of critical business functions in the event of disruptions and minimised its effect by taking preventive measures to control the event.
- Provided surgical masks, hand sanitiser and other anti-contagion necessities (valued over HK\$750,000) to all staff.
- Implemented work-from-home, flexible working hours and split work arrangements.
- Reminded staff to maintain good personal hygiene.



CUSTOMERS

- Provided financial relief measures for mortgage loans, taxi/public light bus loans and commercial loans by offering principal repayment moratorium or extension of loan tenors, branch staff participated in the Community Health Ambassador Programme organised by Hong Kong Quality Assurance Agency (HKQAA) to increase public health knowledge.
- Conducted body temperature checks and provided hand sanitiser for customers' use.
- Reminded customers to maintain social distancing while waiting for our service.
- Provided QR codes for the "Leave Home Safe" mobile app, which was a digital tool created by the Hong Kong SAR Government for citizens to record their visit history to different venues.



COMMUNITIES

- Donated 3,000 pieces of face masks, hand sanitiser, food items, supermarket/bakery coupons, and other essential supplies to Methodist Centre, Hong Kong Women Foundation Ho Kwok Pui-chun Social Centre, Yang Memorial Methodist Social Service, Foodlink Foundation, etc.





3. OUR RESPONSIBLE BUSINESS PRACTICE

Our commitment to providing customer-centric services enables us to build mutual trust and long-term relationships with our customers. To deliver product and service excellence, we are guided by the internal policies and our Service Enhancement Workgroup which conducts regular reviews and makes adjustments to improve our products and services.

PROTECTING CUSTOMER DATA PRIVACY AND INTELLECTUAL PROPERTY RIGHTS

Protecting customer data confidentiality is fundamental in upholding our corporate reputation and ensuring our long-term business success. The Group conducted annual review on information security. The annual review reassures all departments and branches are guided by the Information Security Policy, Information Security Guidelines and the Group's Personal Data (Privacy) Ordinance General Guidelines and Handling Procedures. The Group also adopts clean desk policy that requires staff to lock up all important and confidential documents before staff leaving the office. The Group regularly reviews the "access authority" of the Group's systems according to the needs and job functions of the designated staff. Our staff are also reminded not to recycle papers that contain confidential information such as information of our customers and business partners.

Our Code of Conduct for Staff and Staff Dealing Policy provide guidance on use and management of data and information in accordance with the relevant regulatory requirements⁴. All staff members are obliged to adhere to these internal guidelines to handle customer data in a safe and secure manner, and to adopt authorised and restricted access to computer reports on a "need to know" basis.

⁴ Including but not limited to the Personal Data (Privacy) Ordinance (Cap. 486) and other regulations set out by HKEX, Hong Kong Monetary Authority, and the Securities and Futures Commission. To ensure compliance with such laws and regulations, the Group's internal policies set out guiding principles of responsibilities in protecting customer data privacy and intellectual property rights and protecting people with disability against discrimination.

Understanding the necessity of protecting intellectual property rights as a responsible financial institution, our Code of Conduct for Staff strictly prohibits the installation or copying of any unlicensed software onto company computers. Any employee found to be in breach of the Intellectual Property (Miscellaneous Amendments) Ordinance will be subject to disciplinary action and/or be liable to legal prosecution.

During the Reporting Period, there were no reported cases of non-compliance with relevant laws and regulations relating to customer health and safety, advertising, labelling and privacy matters in relation to products and services provided and methods of redress.

IMPROVING CUSTOMER SERVICE QUALITY AND SATISFACTION

Embracing our customer-centric philosophy, we gather customer feedback through various engagement channels. During the Reporting Period, PBHK continued to conduct the quarterly Mystery Shopper Programmes (“MSP”) to analyse frontline staff service quality. The MSP was carried out by an independent service provider to evaluate the quality of our banking services in four main areas, namely, staff professionalism, teller service, telephone etiquette and staff selling practices. The MSP results were reviewed by PBHK Training and Development Department and our Senior Management respectively, to identify areas for improvement and develop enhancement measures. Branches which obtained an unsatisfactory overall score were contacted by Training and Development Department to attend staff training and refresher courses to update and improve their professional skills and knowledge. Our District Insurance Specialists also contacted these branches for improvement plan. During the Reporting Period, PBHK conducted 192 visits and 384 calls to 32 branches, 64 calls to 8 Customer Hotlines via the MSP, while PFL conducted 84 calls to 42 branches via the Mystery Calling Programme. In general, the mystery shoppers observed excellent practices of our branch staff with good product knowledge, and provide customer service with courtesy and efficiency over the counter and on phone. Their services were also observed to be in compliance with the Code of Banking Practice and regulatory requirements on selling practices.



Our PBHK staff at Aberdeen Branch received the Certificate of Achievement under the MSP

The Group highly values customer feedback as they help us identify opportunities for improvement for our products and services. Every year, PBHK and PFL conduct customer feedback surveys to collect customer feedback across all branches. Results of the survey are tabled at the respective Bank Culture Committees of PBHK and PFL for review and noting. Aside from our customer feedback surveys, customers are welcome to express their opinions in the form of enquiries, comments, suggestions or complaints, through direct communication with our branch staff, or by filling in and returning designated forms via mail, email or fax. Customers who provide feedback may remain anonymous if they wish to do so.

PBHK's Procedural Guidelines on Handling Customer Complaints and PFL's General Policies and Guidelines on Handling of Complaint outline our complaint handling procedures, which ensure that we adequately address customer concerns in a consistent and efficient manner. Upon receipt of a written complaint, an acknowledgment letter will be sent to the complainant within 7 days. At PBHK, a complaint handling staff member who is not directly involved in the subject matter will be appointed to conduct a thorough investigation regarding the complaint case, while the Complaint Officer will review the results of the investigation and follow up on the progress of remedial actions. A similar mechanism is in place at PFL where the Complaints Officer will conduct a review or investigation, and prepare a final report for the Executive Director and Chief Executive. A final response would be sent to the complainant within 60 days. All complaints received regardless of forms or communication channels will be lodged in the Complaint Register for internal record.

During the Reporting Period, we received a total of 36 banking/financial service-related complaints from customers. We will continue to identify opportunities to enhance our service quality.





SHARING OF LESSONS LEARNT

During the Reporting Period, an internal newsletter named “Customer First” was issued with an aim to raise staff awareness of achieving the goal of zero customer complaint. Complaint cases filed by our customers are published in this periodic newsletter. This newsletter helps our staff understand nature of the complaint cases and its root cause in order to enhance customer service quality.

ENHANCING FINANCIAL SERVICES

Responding to rising customer demand for digital banking services, our “Public Bank (Hong Kong) Pay” mobile application is launched which allows fund transfers (HKD and RMB) from PBHK to other local banks without additional charge. Customers can arrange the transfers simply by either inputting the payee’s mobile phone number, e-mail address, Faster Payment System identifier, bank account number or scanning a QR code.



PRACTISING FINANCIAL INCLUSION

Our extensive local service network locates across different districts in Hong Kong, Kowloon and the New Territories. As at 31 December 2020, a total of 32 PBHK branches, 44 PFL branches and 3 Winton branches are easily accessible to provide convenient and quality services to different sectors of society.

Our diverse customer base includes senior citizens, individuals with disabilities, and other customers with specific needs. To make our financial products and services accessible to all our valued customers, we are constantly exploring ways to improve our services and facilities. During the Reporting Period, we invited the Hong Kong Blind Union to conduct an awareness session to our branch staff on the needs of people with visual impairment when they come to a bank. From this sharing session, our frontline staff understand the challenges faced by visually impaired customers starting from entering a branch to complete a bank form, and the best ways to bring quality customer service to them.

In addition, barrier-free facilities such as portable ramps and customer service tables for wheelchair users are provided for the disabled. 26 of 32 PBHK branches have installed desks for wheelchair users to use when they meet our branch staff.

CUSTOMER COMPLIMENTS

In 2020, the Group received 44 customer compliments which was a 33% increase compared with 2019 (33 cases).

PBHK Causeway Bay Branch



Mrs. Fung
(Customer)

To: Candy Yuen

Whole-hearted thanks to Ms. Yuen! Ms. Yuen took great care of me when she noticed that I would need more physical assistance than other customers. When I accidentally dropped my money in the lobby, she exceeded my expectations by helping me search for my missing coins. She truly showed a caring attitude to me.

Thank you for your trust. It is our pleasure to provide excellent banking services to you.



Candy Yuen
(Customer Service Representative)

PFL Tseung Kwan O Branch



Mr. Lau
(Customer)

To: Stan Wong

Mr. Stan Wong truly implements the "Customer First" philosophy! I appreciate his sincerity and customer-centric attitude during my visit to the branch.

Thank you. We will continue to serve our customers with a caring and customer-centric attitude.



Stan Wong
(Branch in Charge)



4. OUR COMMUNITY

Guided by our CSR Policy, we are dedicated to contributing to the communities we serve. We provide various kinds of opportunities for our staff to participate in volunteering activities throughout the year. In 2020, our CSR efforts were united to support the elderly in poverty, students and youth, community development and collaborative partnerships with NGOs.

VOLUNTEER HOURS

2019	2020
462.5	191.5⁵
hours	hours

NUMBER OF PARTNERING NGOS

2019	2020
14	17
organisations	organisations

ACTIVE VOLUNTEERS

2019	2020
91	63⁵
volunteers	volunteers

CSR PROGRAMMES

2019	2020
21	24
programmes	programmes

⁵ Due to the COVID-19 pandemic and social distancing requirements, face-to-face engagements were avoided. Many of our community programmes aimed to provide health relief support by donation, and the number of volunteer hours and active volunteers decreased.

Creating Shared Value with Our Long-term NGO Partner

Long-term alliance with NGOs is key to bring positive social impacts to the community continuously. The Group has been working with its long-term NGO partner, Yang Memorial Methodist Social Service in past years. Throughout the years, our staff volunteers have participated in the community programmes to care for the underprivileged groups. Looking forward, we will continue to maintain close collaboration with Yang Memorial Methodist Social Service to create greater shared value to the society.

"By taking part in our collaborative community engagement in the past, I am very glad to spend time with PFHL's volunteers to care for the community. With the long-term partnership, I am able to share knowledge and experience with PFHL's volunteers on serving our community. Although this year has been difficult due to COVID-19 pandemic, I am impressed by the enthusiastic acts of the PFHL's volunteers to pay visits to singletons and the generosity of PFHL's surgical masks donation to us. On behalf of Yang Memorial Methodist Social Service, I wholeheartedly express gratitude to PFHL for the donation and assistance during this difficult time. I believe our collaborative efforts will continue to help people in need and create shared value to the society."

Steven Lin

Supervisor

Choi Hung Community Centre for Senior Citizens

Yang Memorial Methodist Social Service



COMMUNITY SERVICE HIGHLIGHTS IN 2020

Our PB We Care Team, which was established by staff volunteers in 2016, served in 24 community service programmes in collaboration with various charitable organisations and social service groups in 2020. The programmes stated below are the highlights of the remarkable efforts contributed by the PB We Care Team.



Focus Area: **The Elderly**

Programme: **Dragon Boat Festival Celebration with the Elderly**

This was the third time that we supported Yang Memorial Methodist Social Service at Dragon Boat Festival. During the Festival, we made donations and 12 staff volunteers visited 75 elderly to express our care to them.

Focus Area: **Students and Youth**

Programme: **Donation of Computers to Support Underprivileged Students**

The demand for virtual classroom learning had increased significantly during the pandemic. In light of this, we donated several laptops to support underprivileged students access online learning during the school suspension period.



Focus Area: **Students and Youth**

Programme: **Online Eggshell Carving Workshop with the Underprivileged Children**

Our Group collaborated with Food Grace to organise an online workshop for 10 underprivileged children from Changing Young Lives Foundation to teach them eggshell carving skills, with an aim to broaden their horizon on upcycling.

Focus Area: **Community Development**

Programme: **2019/2020 Hong Kong & Kowloon Walk for Millions**

23 staff volunteers with their families took part in this walkathon to raise funds for The Community Chest of Hong Kong ("the Chest") in providing family and child welfare services.





Focus Area: **Community Development**

Programme: **Donation to the Underprivileged**

The Group collected one big carton box of Chinese New Year food items and donated to Food Grace for re-distribution to the underprivileged.

Our staff donated 90 pieces of mooncakes and 15 mooncake coupons to Food Grace for distribution to the needy.

Focus Area: **Community Development**

Programme: **Skip Lunch Day and Dress Casual Day of the Chest**

33 staff participated in Skip Lunch Day while 95 staff took part in Dress Casual Day to raise fund for the underprivileged.



Focus Area: **Others**

Programme: **Hong Kong Blind Union Flag Day**

To support visually impaired individuals, the Group participated in a fundraising campaign organised by Hong Kong Blind Union by circulating the flag bags in different departments.

Focus Area: **Others**

Programme: **Po Leung Kuk Charity Raffle Fund-raising Campaign**

PBHK helped to promote the sale of raffle tickets organised by Po Leung Kuk at various branches. 1,703 tickets were purchased to help raise funds for the development of social welfare and educational services.

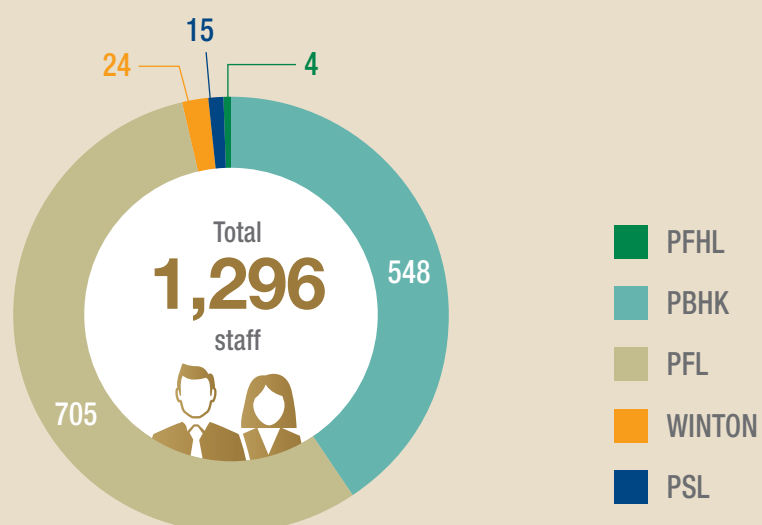




5. OUR PEOPLE

Our employees are driving force of the business and assets of the Group. We are committed to providing a diverse, inclusive, safe and harmonious work environment to enable our employees' career growth and achieve career contentment. Our management approach to human resources matters is guided by the principles set out in the Human Resources Policies Manual, Code of Conduct for Staff, and Code of Ethics.

NUMBER OF FULL-TIME STAFF IN PFHL AND ITS SUBSIDIARIES IN HONG KONG⁶



⁶ We had 8 part-time staff in Hong Kong and 67 full-time staff in Mainland China who are excluded in this Report.

CREATING A COMPETENT AND DIVERSE WORKFORCE

The Group is committed to building a workplace where our team of about 1,300 professionals feel supported and motivated. We strive to create a work environment without any prejudice or discrimination based on nationality, race, religion, gender, age, physical abilities, pregnancy, or family status. Adhering to our Human Resources Policies Manual, equal opportunity principles are integrated into the processes of recruitment, dismissal, promotion and any other staff movement. Our employees are also rewarded with remuneration packages and welfare benefits based on factors such as professional competence and work performance.

During the year of 2020, we strictly adopted and complied with the relevant local laws and regulations⁷ in relation to employment and labour practices. These include:

- **Employment Ordinance (Cap. 57);**
- **Sex Discrimination Ordinance (Cap. 480);**
- **Disability Discrimination Ordinance (Cap. 487);**
- **Race Discrimination Ordinance (Cap. 602);**
- **Family Status Discrimination Ordinance (Cap. 527);**
- **Employees' Compensation Ordinance (Cap. 282);**
- **Inland Revenue Ordinance (Cap. 112);**
- **Mandatory Provident Fund Schemes Ordinance (Cap. 485);**
- **Minimum Wage Ordinance (Cap. 608);**
- **Occupational Retirement Schemes Ordinance (Cap. 426);**
- **Personal Data (Privacy) Ordinance (Cap. 486); and**
- **Occupational Safety and Health Ordinance (Cap. 509).**

Employee commitments and loyalty are the imperatives of business success. We had 710 long-serving staff members in 2020:



Year of Service	Number of Staff				
	PFHL	PBHK	PFL	WINTON	PSL
31 years and above	—	1	26	2	—
21 years–30 years	3	9	84	1	3
11 years–20 years	—	181	75	1	4
5 years–10 years	—	95	211	9	5
Sub-total	3	286	396	13	12
Grand Total	710				

⁷ To ensure compliance with such laws and regulations, the Group's Human Resources Policies Manual, Code of Conduct for Staff and Code of Ethics set out guiding principles of responsibilities in human resources matters.

TALENT DEVELOPMENT

In a fast-paced business environment, upholding staff competency is essential to maintain industry leadership. We regularly update our Training and Development Policies and Guidelines to equip our staff with the latest professional knowledge. Our external training sponsorship initiative supplements our internal training offerings and is available to all full-time permanent staff with approval from Head of Training and Development as well as Senior Management. In 2020, the Group delivered a total of 417 training sessions to equip our employees with latest market trends and enhance their knowledge and competency.



Training Categories	Number of Training Sessions
Induction for New Recruits & Officer Trainees	18
Products, Operations & Systems	66
Regulatory, Compliance & Risk Management	247
Sales & Marketing	2
Customer Service	11
Bank Group Culture	40
Personal & Team Effectiveness	5
Supervisory/Leadership/Management Development	16
ESG	4
Employee Wellbeing	3
Others	5

Training Programmes Empower Employees

By attending PBHK's training courses, I acquired knowledge that is useful for my day-to-day duties and gained insight that allows me to make useful suggestions for my customers. Courses on account opening, AIA insurance products and SME loans, etc, equipped me with the product knowledge, while courses on Bank Culture Reform and Developing Positive Thinking and Work Attitude taught me how to demonstrate a professional attitude when communicating with my colleagues and customers.

Steve Tse

Senior Customer Service Officer
Main Branch
Public Bank (Hong Kong)



Since 2011, PBHK has been rewarded as a Manpower Developer by ERB to recognise our outstanding achievement in staff training and development for ten consecutive years. We are proud to be consistently recognised by ERB for our commitment to staff career growth and development and will continue to foster a corporate culture conducive to life-long learning.



AVERAGE TRAINING HOURS PER EMPLOYEE

10.5
HOURS



PERCENTAGE OF EMPLOYEES RECEIVED TRAINING

99 %



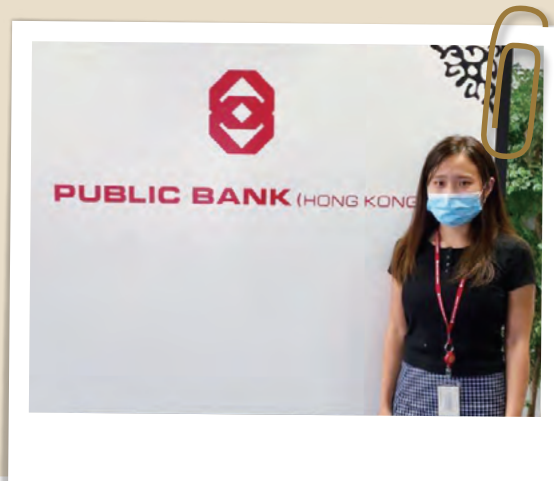
2020 Social Innovation Internship Programme

Since 2018, PBHK has participated in the “Social Innovation Programme” organised by The University of Hong Kong (“HKU”). In this programme, PBHK empowers younger generation by offering internship placement for students to gain working experience. During year 2020, our intern earned valuable experience in organising CSR and bank-culture reform initiatives.

“Thank you for offering such a valuable placement opportunity to me. Through the internship, I was able to sharpen my professional capabilities as well as interpersonal communication skills. I believe this internship experience will definitely help me pursue my future career.”

Megan Lo

Year-Three Student from Faculty of Social Sciences, HKU



OCCUPATIONAL SAFETY AND HEALTH (“OSH”)

We make every effort to ensure that our workplaces are safe and healthy for our employees. In 2020, we established the Guidelines on Occupational Safety and Health for identifying and managing OSH risks associated with our daily operations.



At PBHK, the Fire Safety Handbook outlines the responsibilities of departmental Fire Safety Officers and describes preventive measures and contingency plans in case of a fire incident. To ensure our staff are fully familiarised with workplace fire safety, we organised e-training session on fire safety at the workplace. As a member of Joyful@Health Workplace Charter, we believe that a joyful and healthy working environment is the cornerstone of company’s success. Therefore, we made arrangements for eligible staff to join the 12-hour Mental Health First Aid Standard Course co-organised by Department of Health, Labour Department and OSH Council.

During the Reporting Period, there were no reported cases of non-compliance with applicable occupational health and safety laws and regulations that have a significant impact on the Group.

EMPLOYEE COMMUNICATION

Maintaining effective employer-employee communication is key to creating a positive work environment. We adopt multiple communication channels such as employee survey, staff newsletters, working group and committee meetings as well as management meetings to facilitate smooth communications between general staff and the Senior Management. Staff can also raise any feedback to the Senior Management via a dedicated email.

Furthermore, the Founder and Chairman Emeritus of Public Bank Berhad, the controlling shareholder of the Group, delivered his New Year message and a tribute book to cascade the mission and vision of the Group to all staff.

Top-down messages to all staff from the Founder and Chairman Emeritus of Public Bank Berhad, Tan Sri Dato' Sri Dr. Teh Hong Piow.



"We must always view challenges with a positive disposition and right mindset," Tan Sri Dato' Sri Dr. Teh Hong Piow said in his tribute book "Legendary: The Man. The Mission. The Masterclass."



During the Reporting Period, 22 sales staff and senior staff members from Hong Kong attended the National Sales Convention 2020 organised by Public Bank Berhad in Malaysia. Under the theme "Resilience in Challenging Times" in January 2020, representatives from different sales units were invited to share their success stories on sales achievements. Group discussions were also conducted to share business challenges and opportunities that our employees faced in each business location. This two-day convention provided our colleagues the chances to gain insights on business challenges and how to further capture sales opportunities.



CARING FOR STAFF

The Group works to strengthen our staff wellbeing through a wide variety of activities. Sports and Recreation Club, chaired by the Executive Director and Chief Executive of PBHK, regularly coordinated events for staff and their family members. In view of the COVID-19 pandemic, activities such as annual dinner and staff outings were suspended in 2020. We will adopt flexible changes to provide activities for maintaining our staff wellbeing.

STAFF RECOGNITION

Our programme “Corporate Culture Ambassador” is an appreciation scheme for staff who demonstrate outstanding behaviours in line with PFHL’s corporate culture and values. Staff are encouraged to nominate their colleagues who have demonstrated exceptional behaviours and/or attitudes in implementing the Group’s corporate culture and values in their day-to-day work. Winners are selected by the judging panel comprised Senior Management. In February 2020, an ambassador from each of PBHK and Winton were selected.

In July 2020, PFL’s Fanling branch was presented with the “Branch Performance Awards for Year 2019”. A letter of appreciation was given in recognition of the dedicated efforts, teamwork and excellence of our staff at the Fanling Branch.



A background image showing several hands holding and interlocking large, dark-colored gears against a bright, hazy sky at sunset or sunrise. The gears are of different sizes and are arranged in a line, with the hands positioned around them, suggesting a process of assembly or a complex system.

6. OUR SUPPLY CHAIN MANAGEMENT

SUPPLIER ENGAGEMENT

As a responsible banking group, we are committed to upholding high standards of quality, integrity and social responsibility in our dealings with our suppliers. Guided by the Supplier Code of Conduct (“SCoC”), our suppliers and contractors are encouraged to adopt sustainable actions and uphold ethical business practices.

The Group aims to extend our sustainability considerations along the supply chain through our supplier related policies. The newly established SCoC sets out the standards we expect from our suppliers to prevent regulatory, environmental and social risks along our supply chain. The SCoC aligns with the values and principles of the United Nations Universal Declaration of Human Rights, United Nations Guiding Principles for Business and Human Rights and the fundamental conventions of the International Labour Organisation. Our suppliers shall also comply with our requirements in the following areas:

- **Ethical Standards of Conduct**
- **Employment Practice**
- **Occupational Safety and Health**
- **Environmental Protection**

We also encourage the suppliers to enhance environmental and social performance beyond compliance. The SCoC is available under the “Supplier Code of Conduct” section of PFHL’s website at www.publicfinancial.com.hk.

During the supplier engagement and tender process, our evaluation criteria include factors such as product and service quality, business operation standards, delivery capabilities and price. With respect to competitive fairness, we will invite two or more parties to submit their quotations under normal circumstances for new supplier engagement.

As at the end of 2020, the Group had a total of 424 suppliers of which 99% are based in Hong Kong.

GREEN PROCUREMENT

To promote green procurement practices in our operations, we have taken the following actions:

USE FOREST STEWARDSHIP COUNCIL
(FSC) CERTIFIED PAPER
FOR OUR PUBLICATIONS
AND REPORTS WHENEVER
POSSIBLE



PURCHASING DIESEL VEHICLES
(LIGHT GOODS VEHICLES) THAT FULFIL
EURO VI STANDARDS



A photograph showing three hands holding heart-shaped leaves against a blurred green background. The leaves are light green, medium green, and dark green, respectively, from left to right. The hands are positioned as if presenting the leaves. A dark green horizontal bar is overlaid on the bottom left of the image, containing the section header.

7. OUR ENVIRONMENT

The Group is dedicated to minimising the environmental footprint generated from our operations. Our CSR Policy and Green Tips for Office Practices documents set out guiding principles of our responsibilities in environmental protection. Our efforts mainly focus on minimising the environmental impacts from office operations as well as nurturing environmental awareness amongst staff members.

During the Reporting Period, we complied with all applicable legal and regulatory requirements⁸ regarding environmental protection and there were no non-compliance cases relating to air and greenhouse gas (“GHG”) emissions, discharges into water and land, and the generation of hazardous and non-hazardous wastes.

⁸ Including but not limited to Waste Disposal Ordinance (Chapter 354) and Noise Control Ordinance (Chapter 400). To ensure compliance with such laws and regulations, the Group’s CSR Policy sets out guiding principles of responsibilities in environmental protection.

REDUCING ENERGY CONSUMPTION

Our energy reduction efforts focus on upgrading efficient energy-saving systems, monitoring energy consumption and promoting staff environmental awareness. We continue to replace obsolete lighting fixtures with LED lights and install automatic timers in our distilled water dispensers to stop continuous water boiling after office hours. To minimise light nuisance and electricity consumption during non-business hours, our branches switch off lights from 10:30 p.m. to 8:00 a.m. every day. In recognition of

our efforts, PBHK was awarded the Platinum Award under the Charter on External Lighting organised by the Environment Bureau. 33 PFL and 2 Winton branches were also signatories of this charter.

IN 2020, THE GROUP REPLACED

1,659

PIECES OF LED LIGHTS



EFFECTIVE WASTE MANAGEMENT

Our strong sense of environmental responsibility is demonstrated through maintaining resource efficiency in our operations. In line with waste management principles, we reduce waste generation by encouraging employees to adopt double-sided printing and reuse paper whenever possible. Our waste recycling practices cover the recycling of newspapers, non-confidential documents, plastics, metals, electrical appliances, printer toners and ink cartridges. In addition, our recycling partner will donate to a local environmental charity "The Green Earth" for every ink cartridge collected. In 2020, \$1,829 was donated. We also installed a scale at PBHK headquarters to monitor general waste created from our office operations. We will continue to identify waste reduction opportunities and implement effective measures in the future.



OUR RECYCLING PERFORMANCE IN 2020

95

TONNES OF PAPER



- Equivalent to **455,982 KG** of GHG reduction
- Equivalent to planting **11,704 TREES** seedlings



740

KG OF TONER & INK
CARTRIDGES



Other recycled items included:

**LED LIGHT TUBES, PLASTICS,
METALS AND ELECTRICAL
APPLIANCES**



Clothes Donation Campaign

Every year, significant amounts of clothes are discarded and ended up in landfills. To promote sustainable use of second-hand clothes and eco-friendly habits, we launched a two-week clothes donation campaign with “Green Ladies & Green Little”, a social enterprise operated by St. James’ Settlement. We set up collection boxes in several offices for our staff donations. A total of six boxes were delivered to Green Ladies & Green Little for sorting and reselling to the general public. This campaign instilled a sense of environmental sustainability in our staff.

Recycling Campaign during Chinese New Year

Large volumes of waste are often observed during the festive season due to excessive spending on gifts. In view of this trend, the Group organised a recycling campaign during Chinese New Year. Our staff were invited to donate surplus food items for Food Grace’s redistribution to the underprivileged. Unused red packets were also collected and sent to Greeners Action for reuse in the following year. This campaign gave us an opportunity to cultivate our staff sustainability mindset.



BUILDING A GREEN OFFICE CULTURE

To create an environmentally friendly office culture, we have introduced Green Labels and Green Tips for Office Practices to enhance our employees’ environmental awareness. We provide internal notices to encourage our employees to conserve energy, water and other resources in office operations. Employees are also welcome to identify potential energy saving opportunities and report all water leaks for immediate remedial actions. In year 2020, we invited a speaker from The Green Earth to share issues relating to climate change and corresponding actions with 37 staff.



Green Month

In July 2020, we organised an internal campaign which comprised three major initiatives to raise staff environmental awareness. During “Vegetarian Week”, we encouraged our staff to adopt a vegetarian diet by sending them vegan food recipes and green diet tips. “No Plastic Week” was held to raise awareness on plastic waste reduction and use substitute to replace plastics. We collected recyclable plastic items from our staff and encouraged them to visit restaurants with “Shops Towards Zero Plastics” stickers. We also launched a bartering activity to promote a recycling and reuse culture. Our staff exchanged their unused goods with the others at the event. Through these activities, we hope to foster a greener culture among our employees.



SAY NO TO PLASTIC

ENVIRONMENTAL ACTIVITIES

Promoting environmental stewardship in the community is important to sustainable development. Every year, we actively support and participate in different environmental campaigns together with our staff volunteers. In 2020, 5 environment-related programmes were organised in partnership with 5 charity and social service groups. Programme highlights include:



Organisation	Programme	Details
Greeners Action	Lai See Packet Reuse and Recycling Campaign 2020	Our staff donated two big carton boxes of lai see envelopes that were in good condition for recycling or redistribution to the general public for reuse next year.
Food Grace	Chinese New Year Food Donation	Staff donated unopened and surplus food items to the grassroots families and reduced food waste.
World Wild Fund for Nature	Earth Hour 2020	PFL and Winton switched off the external lights of all of their branches to call attention to climate change.
The Chest	Green Low Carbon Day	We made donations to this fundraising campaign to promote low-carbon lifestyle.
“Green Ladies & Green Little” operated by St. James’ Settlement	Clothes Donation Campaign	Our employees donated 170 pieces of second-hand clothes, from which 94 were put for sales at Green Ladies & Green Little shops.

PERFORMANCE DATA SUMMARY

HKEx KPI	Unit	2020	2019
Environmental			
A1.2 Greenhouse gas emissions			
Scope 1 emission	Tonnes of CO ₂ e	14.36	15.27
Scope 2 emission	Tonnes of CO ₂ e	2,849.08	2,994.54
Scope 3 emission	Tonnes of CO ₂ e	6.57 ⁹	165.59
Total GHG emissions (Scope 1+2+3)	Tonnes of CO ₂ e	2,870.01	3,175.40
Intensity (Scope 1+2+3)	Tonnes of CO ₂ e/FTE ¹⁰	2.21	2.46
A1.3 Total hazardous waste produced			
Empty Ink Cartridges (Recycled)			
— Total	Pieces	740	713
— Intensity	Pieces/FTE	0.57	0.55
LED Light Tubes (Recycled)			
— Total	Pieces	1,659	—
— Intensity	Pieces/FTE	1.28	—
A1.4 Total non-hazardous waste produced			
General Waste ¹¹ (Disposed)			
— Total	Tonnes	27.73	—
— Intensity	Tonnes/FTE	0.02	—
Paper (Recycled)			
— Total	Tonnes	94.69	77.43
— Intensity	Tonnes/FTE	0.07	0.06
Plastic (Recycled)			
— Total	Tonnes	34.10	—
— Intensity	Tonnes/FTE	0.03	—
Electrical Appliances (Recycled)			
— Total	Pieces	38	—
— Intensity	Pieces/FTE	0.03	—

⁹ The 2019 and 2020 data difference comes from significant decrease of air travel in 2020.

¹⁰ FTE refers to full-time equivalent.

¹¹ The amount of general waste disposed is an estimation based on general waste disposal record sampled two times a week. The figures for general waste disposal only apply to PFHL, PBHK and PFL.

HKEx KPI	Unit	2020	2019					
Environmental								
A2.1	Direct and indirect energy consumption by type							
Total Direct Energy Consumption								
— Total	'000 kWh	48.71	51.68					
— Intensity	'000 kWh/FTE	0.04	0.04					
Diesel Oil								
— Total	'000 kWh	6.13	4.83					
— Intensity	'000 kWh/FTE	0.005	0.004					
Petrol								
— Total	'000 kWh	42.58	46.85					
— Intensity	'000 kWh/FTE	0.03	0.04					
Total Indirect Energy Consumption (Purchased Electricity)								
— Total	'000 kWh	4,232.96	4,371.93					
— Intensity	'000 kWh/FTE	3.27	3.39					
A2.2	Water consumption							
— Total	m ³	4,444 ¹²	4,368 ¹³					
— Intensity	m ³ /FTE	3.43	3.39					
Social								
B1.1	Total workforce by gender	Male	Female	Male	Female			
	— Full-time	No. of staff	556	740	560	730		
	— Part-time	No. of staff	7	1	9	1		
	Total workforce by age group	Under 30	30–50	Above 50	Under 30	30–50	Above 50	
	— Full-time	No. of staff	221	775	300	227	789	274
	— Part-time	No. of staff	1	0	7	1	0	9
		Total workforce by geographical region	Hong Kong	Mainland China		Hong Kong	Mainland China	
— Full-time		No. of staff	1,296	67 ¹⁴		1,290	67 ¹⁴	
— Part-time		No. of staff	8	0		10	0	

¹² Due to the late issue of water bill by the Water Supplies Department, water data of PBHK and Winton include the period from August 2019 to December 2020.

¹³ Both PBHK and Winton did not receive water bills for the period of August 2019 to December 2019. Therefore, the figures only represent the water data of PBHK and Winton that was available when the ESG Report 2019 was prepared.

¹⁴ This figure only applies to PBHK.

HKEx KPI	Unit		2020		2019	
Social						
B1.2	Employee turnover rate by gender		Male	Female	Male	Female
		%	14.93	12.97	20.36	20.82
	Employee turnover rate by age group		Under 30	Above 30–50	Under 30	Above 30–50
		%	36.20	9.29	9.00	40.97
B2.1	Number and rate of work-related fatalities					
	— By number	No. of staff		0		0
	— By rate	%		0		0
B2.2	Lost days due to work injury	Days		36.5		218 ¹⁵
B3.1	The percentage of employees trained by employee category					
	— Senior Management	%		100		100
	— Middle Management/ Managerial Staff	%		100		100
	— General Staff/ Non-managerial Staff	%		99.13		97.62
	The percentage of employees trained by gender					
	— Male	%		99.46		97.86
	— Female	%		99.05		97.94
	The average training hours completed per employee by employee category					
	— Senior Management	Hours		15.00		15.32
	— Middle Management/ Managerial Staff	Hours		13.33		17.75
	— General Staff/Non-managerial Staff	Hours		10.15		14.52
	The average training hours completed per employee by gender					
	— Male	Hours		11.04		15.56
	— Female	Hours		10.13		14.37

¹⁵ This figure is a result of two separate cases.

HKEx KPI	Unit	2020	2019
Social			
B5.1	Number of suppliers by geographical region		
— Hong Kong	No. of suppliers	421	430
— Overseas	No. of suppliers	3	0
B6.2	Number of products and service related complaints received		
— Complaints	No. of complaints	36	20
B7.1	Number of concluded cases regarding corrupt practices brought against the Group and its employees		
— Concluded cases	No. of cases	0	0

HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspect	HKEX KPI	Description	Section/Remarks
A. Environmental			
A1 Emissions	A1	General Disclosure	Our Environment
	A1.1	The type of emissions and respective emissions data	As a banking group, the Group's operations do not have significant impacts on emitting air pollutants.
	A1.2	Greenhouse gas emissions in total and intensity	Performance Data Summary
	A1.3	Total hazardous waste produced and intensity	Performance Data Summary
	A1.4	Total non-hazardous waste produced and intensity	Performance Data Summary
	A1.5	Description of measures to mitigate emissions and results achieved	Our Environment
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Our Environment
A2 Use of Resources	A2	General Disclosure	Our Environment
	A2.1	Direct and/or indirect energy consumption by type in total and intensity	Performance Data Summary
	A2.2	Water consumption in total and intensity	Performance Data Summary
	A2.3	Description of energy use efficiency initiatives and results achieved	Our Environment
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Our Environment
	A2.5	Total packaging material used for finished products	As a banking group, the Group's operations do not generate or deploy significant amount of packaging materials.
A3 The Environment and Natural Resources	A3	General Disclosure	Our Environment
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Our Environment

Aspect	HKEX KPI	Description	Section/Remarks
B. Social			
B1 Employment	B1	General Disclosure	Our People
	B1.1	Total workforce by gender, employment type, age group and geographical region	Performance Data Summary
	B1.2	Employee turnover rate by gender, age group and geographical region	Performance Data Summary
B2 Health and Safety	B2	General Disclosure	Our People
	B2.1	Number and rate of work-related fatalities	Performance Data Summary
	B2.2	Lost days due to work injury	Performance Data Summary
	B2.3	Description of occupational health & safety measures	Our People
B3 Development and Training	B3	General Disclosure	Our People
	B3.1	Percentage of employees trained by gender and employee category	Performance Data Summary
	B3.2	Average training hours completed per employee by gender and employee category	Performance Data Summary
B4 Labour Standards	B4	General Disclosure	Our People
	B4.1	Description of measures to review employment practices to avoid child and forced labour	Due to the business nature of the Group, this issue is considered not material, therefore our management decided not to disclose this issue.
	B4.2	Description of steps taken to eliminate such practices when discovered	
B5 Supply Chain Management	B5	General Disclosure	Our Supply Chain Management
	B5.1	Number of suppliers by geographical region	Our Supply Chain Management, Performance Data Summary
	B5.2	Practices relating to engaging suppliers, number of suppliers where and how the practices are being implemented	Our Supply Chain Management

Aspect	HKEX KPI	Description	Section/Remarks
B. Social			
B6 Product Responsibility	B6	General Disclosure	Our Customers
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Due to the business nature of the Group, this issue is considered not material, therefore our management decided not to disclose this issue.
	B6.2	Number of products and service related complaints received and how they are dealt with	Our Customers, Performance Data Summary
	B6.3	Description of practices relating to observing and protecting intellectual property rights	Our Customers
	B6.4	Description of quality assurance process and recall procedures	Due to the business nature of the Group, this issue is considered not material, therefore our management decided not to disclose this issue.
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	Our Customers
B7 Anti-corruption	B7	General Disclosure	Building a Sustainability Framework
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases	Performance Data Summary
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Building a Sustainability Framework
B8 Community Investment	B8	General Disclosure	Our Community
	B8.1	Focus areas of contribution	Our Community
	B8.2	Resources contributed (e.g. money or time) to the focus area	Our Community



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