



大新金融集團有限公司
DAH SING FINANCIAL HOLDINGS LIMITED

(Stock Code: 440)

2024

Environmental, Social and
Governance Report



Together **We Progress and Prosper**

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Moving Forward to a Sustainable Tomorrow

Embracing a forward-thinking mindset, the Group is advancing its sustainable operations, community engagement and environmental practices. Our report this year demonstrated our continuous progress towards our long-term ESG goals. This showcases our unwavering dedication for a positive impact while continuing to deliver exceptional products and services.

About this Report

This Report covers the major subsidiaries of Dah Sing Financial Holdings Limited (the “Group” or “DSFH”) for the period from 1 January to 31 December 2024. There has been no significant change in the reporting boundary for our 2024 ESG Report nor any significant changes to our organisational size, structure, ownership or supply chain.

During the year, the Group has complied with all applicable disclosure requirements and provisions of the Environmental, Social and Governance (“ESG”) Reporting Guide set out in Appendix C2 of the Listing Rules in respect of the financial year ended 31 December 2024. This report is also prepared with reference to the IFRS S2 Climate-related Disclosures, the Hong Kong Exchanges and Clearing Limited’s (“HKEX”) New Climate Requirements and the disclosure requirements of the Hong Kong Monetary Authority (“HKMA”)’s Supervisory Policy Manual GS-1 Climate Risk Management, noting that the Group will progress towards full compliance of the New Climate Requirements over time.

This Report provides an annual update of the initiatives, plans and performance of the Group in various ESG topics in 2024. It provides a summary of the activities and measures taken by the Group and our key subsidiaries across the Group’s core operations in banking and insurance in our key markets in Hong Kong, Macau and Mainland China with respect to the material ESG matters under seven categories – Responsible Business, Green and Sustainable Banking (“GSB”), Customer Centricity, Marketplace, Workplace, Community and Environment. There is no significant change in the scope of this Report from that of the 2023 ESG Report. This ESG Report should be read in conjunction with the Corporate Governance Report in the Group’s 2024 Annual Report, which is also accessible on the website of Dah Sing Bank, Limited (“DSB” or the “Bank”) at www.dahsing.com. This Report was endorsed by the Audit Committee and approved by the Board of Directors (the “Board”) in March 2025.

This Report has been independently assured by SGS Hong Kong Limited. For details, please refer to the Assurance Statement on page 66.

Stakeholder Engagement

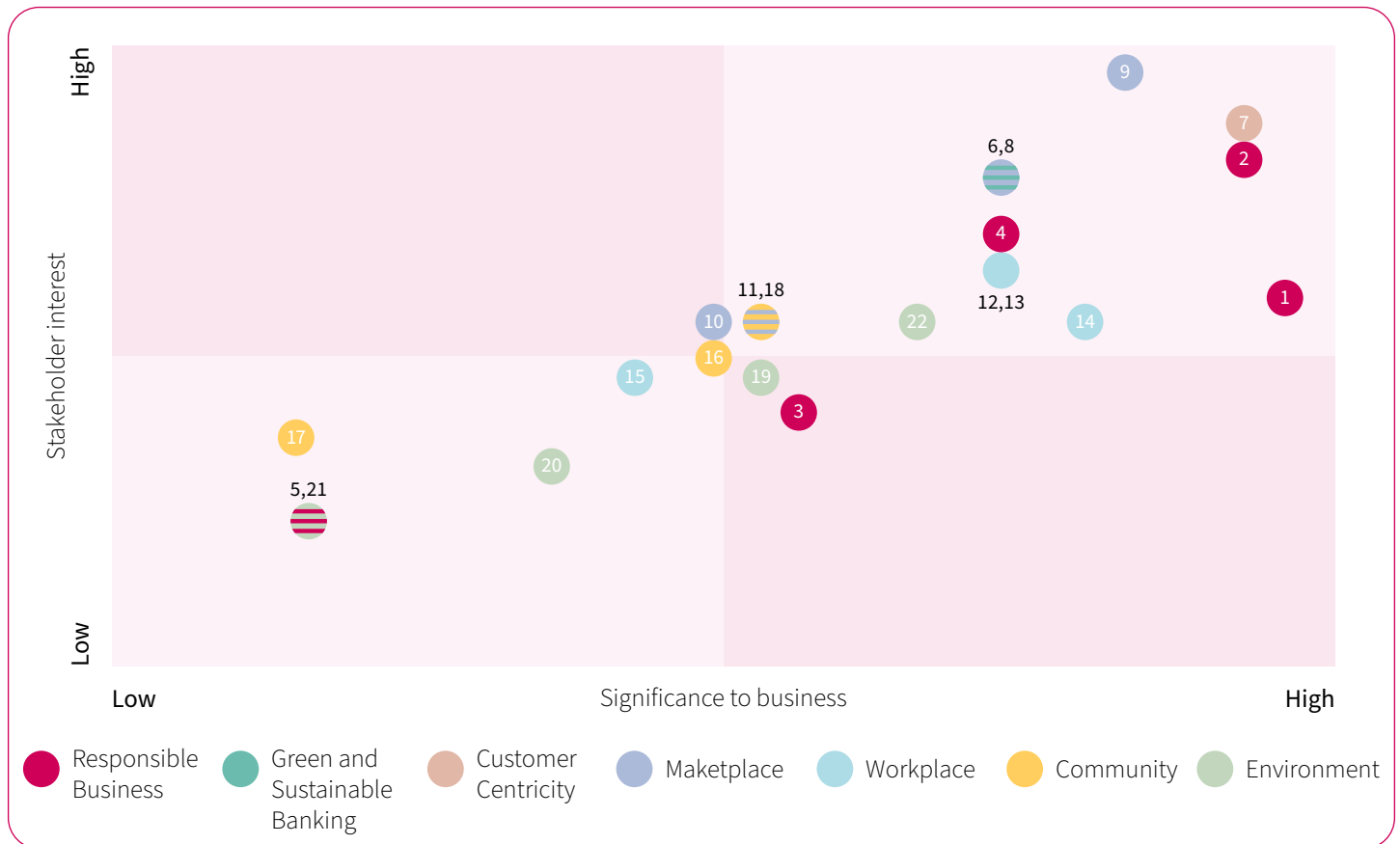
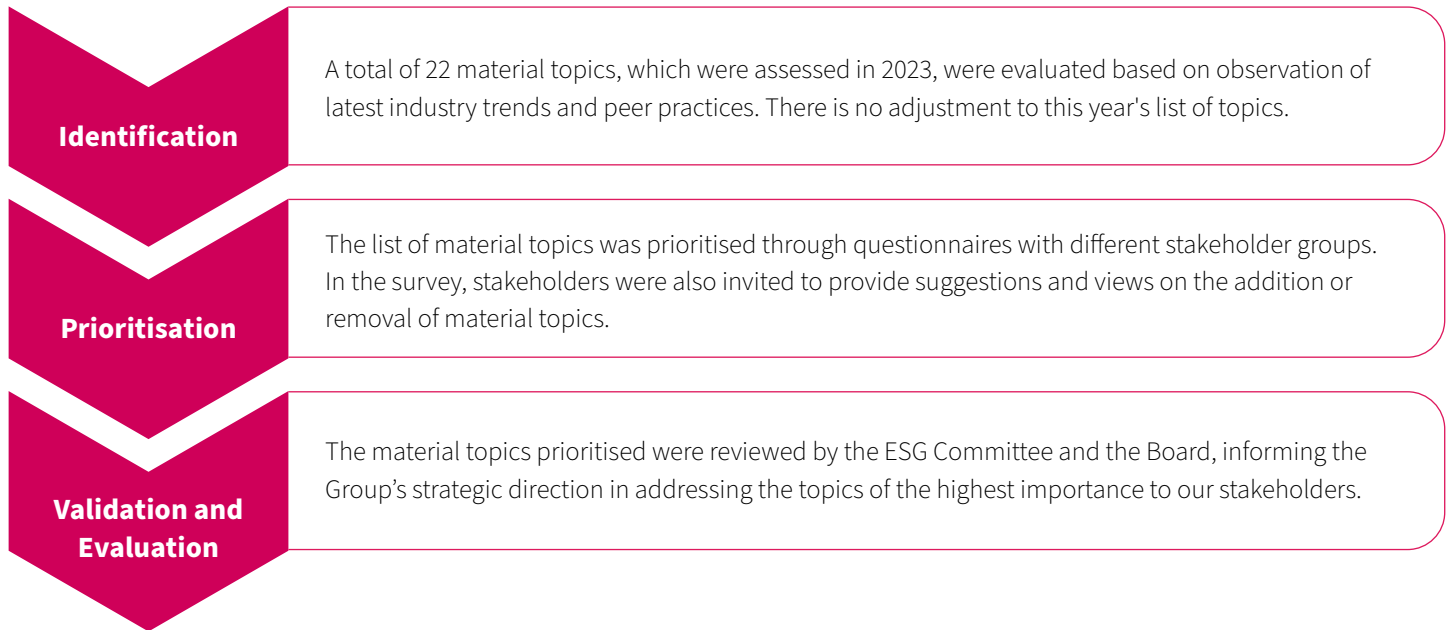
The Group is committed to contributing towards a sustainable future, through collaboration with our stakeholders. This interconnection drives our dedication to fostering a sustainable and inclusive environment. The Group actively engages key stakeholders through diverse channels to gather insights on ESG priorities and continuously to review and update the material topics essential to our business operations.

The table below outlines the engagement channels we have in place to communicate with our key stakeholders.

Key Stakeholders	Engagement Channels
Employees	<ul style="list-style-type: none"> • Training, seminars, and briefing sessions • Performance management • Surveys • Dah Sing Fun Club • Employee Assistance Programme • Internal newsletters • Business Operations Portal/intranet • Recreational and volunteer activities
Customers	<ul style="list-style-type: none"> • Relationship manager visits • Corporate websites, mobile apps, and social media platforms • Customer service hotlines • Service Quality Department that responds to customer feedback • Talks, seminars, webinars and other engagement events • Customer satisfaction surveys • Transactional surveys • Newsletters • Branches and SME centres
Shareholders	<ul style="list-style-type: none"> • Annual General Meeting and other meetings • Investor and press conferences and briefings • Corporate websites • Corporate communications including announcements, circulars, interim and annual reports • Share registrar
Suppliers	<ul style="list-style-type: none"> • Regular meetings and communications • Regular supplier reviews • Supplier management
Regulators	<ul style="list-style-type: none"> • Regular meetings and communications • On-site reviews • Compliance reports
Rating agencies	<ul style="list-style-type: none"> • Regular meetings and communications
Communities	<ul style="list-style-type: none"> • Volunteer activities • Sponsorships and donations • Community outreach

Materiality Assessment and Materiality Matrix

We have taken the following three steps to understand different stakeholders' views and to update our materiality matrix for 2024:



Category	#	Material topics	Relevant sections
Responsible Business	1	Responsible Products and Services	<ul style="list-style-type: none"> Responsible Products and Services
	2	Ethical Behaviour, Anti-money Laundering (“AML”) and Anti-corruption	<ul style="list-style-type: none"> Information Security and Cybersecurity Ethical Behaviour, AML and Anti-corruption
	3	Labour Standards	<ul style="list-style-type: none"> Workplace
	4	Climate Risk	<ul style="list-style-type: none"> Climate-related Risks
	5	Supply Chain Management	<ul style="list-style-type: none"> Supply Chain Management
Green and Sustainable Banking	6	Support for Green and Sustainable Finance (“GSF”)	<ul style="list-style-type: none"> Green and Sustainable Banking
Customer Centricity	7	Customer Satisfaction	<ul style="list-style-type: none"> Customer Centricity
Marketplace	8	Support for Small and Medium Enterprises (“SMEs”)	<ul style="list-style-type: none"> Support for SMEs
	9	Customer Data Privacy	<ul style="list-style-type: none"> Customer Data Privacy
	10	Financial Inclusion	<ul style="list-style-type: none"> Financial Inclusion Digitalisation
	11	Economic Performance	<ul style="list-style-type: none"> Sustainability Performance Table
Workplace	12	Employment	<ul style="list-style-type: none"> Culture and Values Talent Attraction and Retention
	13	Training and Development	<ul style="list-style-type: none"> Training and Development
	14	Health and Safety	<ul style="list-style-type: none"> Health, Safety and Well-being
	15	Diversity and Equal Opportunity	<ul style="list-style-type: none"> Diversity and Equal Opportunity
Community	16	Supporting the Younger Generation	<ul style="list-style-type: none"> Youth Development
	17	Promotion of Sports and Support for Those in Need	<ul style="list-style-type: none"> Promotion of Sports and Support for Those in Need Promotion of Financial Literacy
	18	Environmental Conservation	<ul style="list-style-type: none"> Green Awareness Promotion
Environment	19	Energy and Greenhouse Gas (“GHG”) Emission Management	<ul style="list-style-type: none"> GHG Emission Management Energy Efficiency Staff Awareness and Engagement
	20	Waste Management	<ul style="list-style-type: none"> Waste Management
	21	Water Use	<ul style="list-style-type: none"> Water Use
	22	Going Paperless	<ul style="list-style-type: none"> Paperless

Topics like Ethical Behaviour, Anti-money Laundering, and Anti-corruption and Customer Satisfaction remained highly material, reflecting our stakeholders' focus on building trust and ensuring regulatory compliance. This underscores our dedication to ethical practices and to delivering excellent customer experiences, which is vital for maintaining our competitive advantage and fostering long-term relationships with our customers.

Customer Data Privacy has emerged as a significant topic for stakeholders, highlighting their increasing apprehension about personal data security. Similarly, there was growing interest amongst stakeholders in Health and Safety, reflecting heightened attention from both our investors and employees regarding the importance of a safe working environment.

Additionally, the refreshed materiality matrix indicated a shift in our sustainability priorities, mirroring the evolving interests of our shareholders. Within the Environment Pillar, topics like Water Use, Energy and GHG Emission Management have gained increased significance compared to 2023. This shift aligned with the global recognition on the urgent need to take action against climate change and to foster sustainable practices.

During the year, we have ramped up efforts to monitor and reduce carbon footprint across our operations and throughout our value chain. This included initiating our first Scope 3 emissions assessment as well as Greenness Assessments for clients in carbon-intensive industries. (Please see details in later sections.)

Workplace

Build an engaged workforce to enhance employee loyalty



Culture and Ethical Behaviours

Promote ethical behaviours to uphold the Group’s Culture and Values

Training and Development

Enhance organisation and leadership capabilities for future-ready workforce

Health and Well-being

Promote health awareness and provide flexible and healthy work environment

Community

Enrich our community strategy to enhance impact



Youth Education

Support youth education with a focus on STEAM (Science, Technology, Engineering, Arts and Mathematics) and targeting under-privileged children

Youth Sports

Promote sports as a means of nurturing all-round youth development

ESG Awareness

Raise the awareness of ESG matters in the community for promoting sustainable development

Volunteering

Engage our employees to contribute to the society through volunteering activities

Environment

Sharpen our focus on environmental Key Performance Indicators (“KPIs”) for strategic impact and operational efficiency



Environmental Footprint

Reduce our environmental footprint and influence our supply chain

Paperless

Reduce paper consumption through digitalising operational processes and engaging customers on digital adoption

Staff Awareness and Engagement

Promote environmental conservation to our staff for a greener planet

Key Achievements for 2024



Successfully **piloted the certification process** for a client's green building project under the Sustainable Finance Certification Scheme organised by the Construction Industry Council ("CIC")



Developed Greenness Assessment framework to evaluate climate-risk readiness of borrowers



Developed the **new product framework** on Green and Sustainable Loan ("GSL") in December 2024 to support eco-friendly and sustainable projects of corporate clients

Green and Sustainable Banking



Held three CX Speaker Series events for **600 employees**, featuring industry experts sharing best practices in customer experience across tourism, data and artificial intelligence ("AI"), insurance, and digital payments



Hosted our inaugural Customer Experience ("CX") Conference with **330 staff members** to enhance customer centricity through insights from esteemed speakers and discussions on the Bank's Customer Satisfaction Survey

Customer Centricity



Collaborated with **different industry organisations** to support SMEs in ESG transition, including the support for Hong Kong Small and Medium Enterprises Association ("HKSMEA") to launch the SME ESG Charter 2024 to promote ESG practices among local SMEs



Streamlined and improved customer digital on-boarding experience with the **adoption of iAM Smart form filling and address proof features for individual customers**, and the launch of SME Remote Account Opening and adoption of Interbank Account Sharing ("IADS") as a market-first use case for Know Your Customer ("KYC") processes

Marketplace



Celebrated the fifth anniversary of our Employee Value Proposition ("EVP") of **“NOT JUST A BANK · A HOME”**



Hosted a **Culture Week** to enrich staff awareness and understanding of the Group’s Culture and Values for the third consecutive year



Registered **109,793 employee training hours** for staff development



Registered **2,173 training hours** on ESG topics, such as climate-related risk and GSF

Workplace



Recorded **2,796 volunteering hours** contributed by **894 volunteers**



Engaged **1,829 beneficiaries** in community programmes and activities



Celebrated BCM’s 50th anniversary with the **BCM Cup Kids Street Dance Competition 2024** and engaged **173 young dancers** aged 3-14 years old to demonstrate their talent and creativity



Conducted five financial education workshops for students in Hong Kong and Macau to enhance the financial literacy of the community

Community



22% reduction in paper usage, compared to our baseline in 2020



Initiated our Scope 3 GHG emissions inventory scoping and estimation exercise with a roadmap to conduct pilot calculations of financed emissions



87% suppliers signed the Supplier’s Environmental Responsibility Undertakings

Environment

Board Statement

Guided by the HKMA’s Sustainable Finance Action Agenda, DSFH is committed to supporting sustainable development in Hong Kong, the Greater Bay Area ("GBA") and beyond, addressing climate change as a global challenge. In line with targets set out by the Hong Kong Special Administrative Region (“HKSAR”) Government and the goals set out in HKMA’s Sustainable Finance Action Agenda, we will work towards reducing carbon emissions in our own operations to become carbon neutral by 2030, and will formulate our transition plan and set targets to achieving net zero in our financed emission by 2050. As part of our commitment, we updated our Climate Risk Stress Test in 2024 to assess our portfolio’s climate risk exposures, enabling us to identify critical areas and develop appropriate mitigation and adaptation strategies. To ensure business sustainability through effective risk management, we continued to implement the Greenness Assessment when evaluating climate risk readiness of both existing borrowers and when onboarding new borrowers from carbon-intensive industries.

To enable our customers to shift towards a lower-carbon economy, we progressively enhanced our green and sustainable product capabilities, including our diverse options of ESG investment funds, and the integration of climate considerations into our insurance product suite. We also developed the new product framework on GSL in December 2024 to support eco-friendly and sustainable projects of corporate clients.

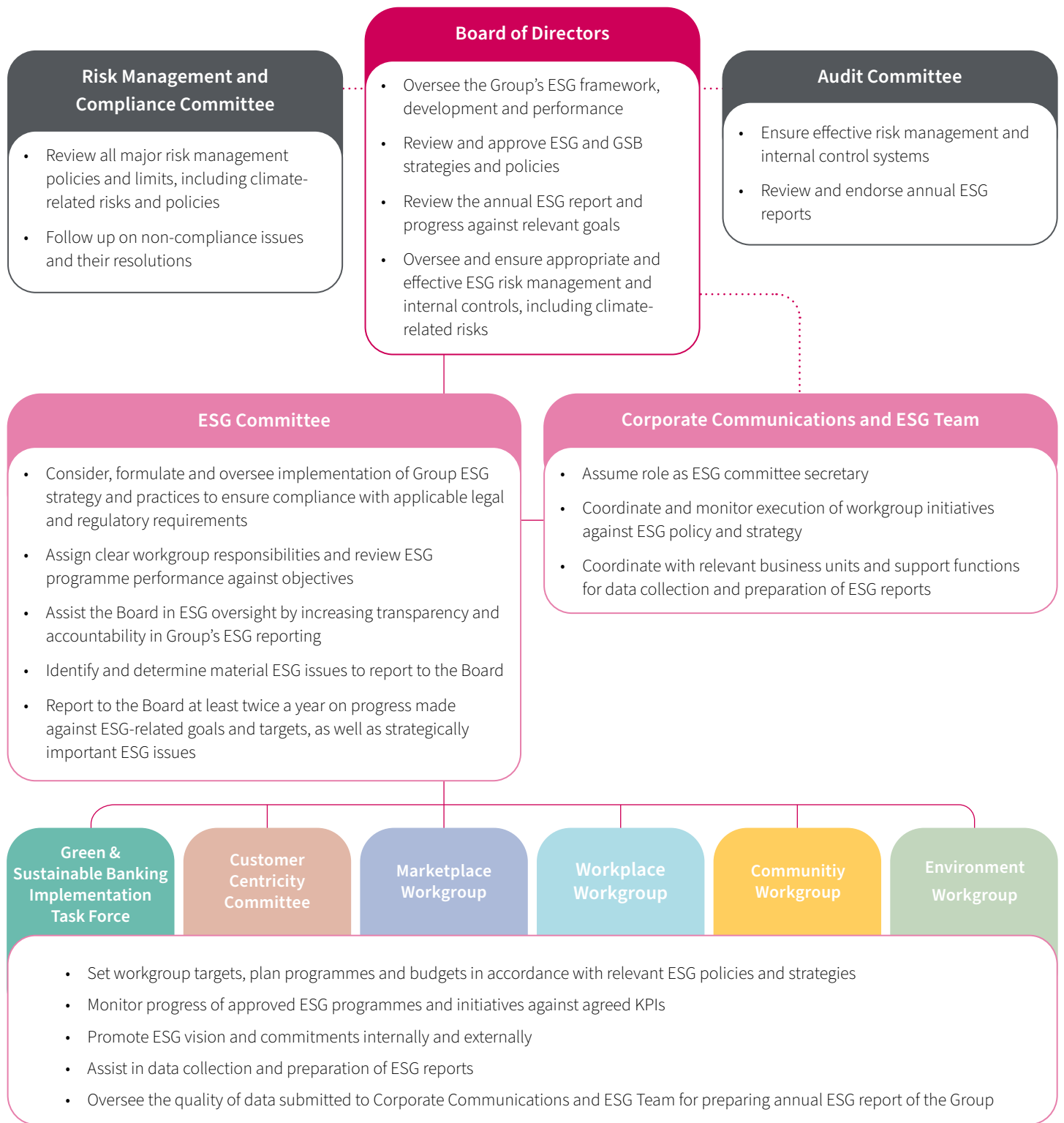
The Group is dedicated to inspiring and empowering youths to reach their full potential for a brighter future through education, sports and environmental awareness. Our community programmes actively invest in partnerships with various organisations and academic institutions, fostering opportunities that enable the next generation to make positive contributions to society while promoting a low-carbon and sustainable future.

At DSFH, we believe that a strong corporate culture is essential for a motivated workforce and the long-term success of an organisation. We continuously implement a diverse range of staff awareness, capacity building and development initiatives to embed our Culture and Values into our operations. We recognise staff achievements and contributions annually through our “Dah Sing Star Awards” programme. Ultimately, our goal is to ensure the sustainability of our business model and performance, creating long-term value for all stakeholders.

ESG Governance Structure

A robust governance structure upholds our commitment to and execution of our ESG strategy. In 2024, the Group updated the ESG governance structure, elevating the GSB Task Force and the Customer Centricity Committee to the same level as the four ESG-related workgroups. This update reflected our increasing emphasis on these crucial areas and further clarified roles and responsibilities within the organisation.

Meanwhile, the dedicated workgroups play a vital role in ensuring that our ESG goals and initiatives are consistently integrated across all operating levels. Their key roles and responsibilities are outlined below.



The Board is responsible for evaluating, approving and ensuring the effective implementation of the Group's ESG strategy and related policies. The ESG Committee and GSB Task Force keep the Board informed of relevant topics in respect of climate-related and sustainability practices. Training is provided to the Board to equip Board members with the necessary skills and competencies to address climate-related risks and opportunities. The Board's training needs are documented through the Board evaluation template, and these are in turn reviewed by the Nomination & Remuneration Committee. In 2024, training was arranged for our Board members to cover areas such as transition planning, GSF products, ESG trends in the banking and finance sector as well as case studies on peer practices.

The Board also reviews and approves the Group's ESG strategy and policies in addressing sustainability and climate-related risks and opportunities, and is supported by the Risk Management and Compliance Committee and the Audit Committee to ensure effective risk management and internal control. The Group's ESG performance and relevant climate and sustainability-related KPIs are monitored, measured and reported to the Board regularly by the ESG Committee and GSB Task Force to assess progress made against related goals and targets. The Board also oversees the completeness and disclosure quality of the ESG report (including the materiality assessment findings). Progress update on the implementation of GSB and climate-related issues are tabled to the Board for discussions at quarterly meetings, where areas of discussions typically include regulatory updates on GSB development in Hong Kong and the Bank's GSB implementation progress.

The Group's ESG Committee is chaired by DSB's Deputy Chief Executive, Senior Executive Director, and Group Head of Personal Banking, and comprises directors and department heads from our subsidiaries and all major business and operational units. The Committee is responsible for formulating the Group's ESG strategy, coordinating the development of our Climate Transition Plan, and assigning clear responsibilities, resources and leadership roles to ensure the effective implementation of ESG-related policies as well as the relevant practices and initiatives against agreed objectives and KPIs. It is also accountable for improving the disclosure and reporting quality of the Group's ESG Reports. Reporting to the Board at least twice a year, the Committee assists the Board of Directors with effective oversight of the Group's ESG efforts by increasing transparency and accountability as well as keeping the Board abreast of the relevant ESG issues.

The Group's Corporate Communications and ESG Team assumes the role as ESG Committee Secretary and is responsible for facilitating the annual planning and monitoring of workgroup initiatives in the execution of the Group's ESG policy and strategy. It also ensures the ESG reports are prepared in good disclosure quality by coordinating with relevant business units and support functions in respect to data collection, data assurance and preparation of the annual ESG reports.

The responsibilities for planning and execution of the Group's ESG initiatives rest with six functional workgroups, namely, the GSB Task Force, Customer Centricity Committee, the Marketplace, Workplace, Community and Environment workgroups. In 2024, the terms of reference of the functional workgroups were formalised to clarify their roles and responsibilities. Specifically, they are tasked with promoting the Group's ESG vision and commitments, both internally and externally, by designing programmes and planning budgets in accordance with the relevant policies and strategies, as well as monitoring and reporting on progress against agreed objectives and KPIs. The workgroup members include representatives from various businesses and support units as well as from the Group's subsidiaries, and they also assist in the data collection and preparation of the Group's annual ESG reports.

ESG Policy

Our [ESG Policy](#) sets out the environmental and social commitments of the Group which aim to integrate ESG into the Group’s positioning as a responsible business.

To uphold our governance framework, we have relevant policies in place to articulate and define important principles and values of the Group, all of which are accessible to all staff via our intranet. These include:

Policy <i>(listed in alphabetical order)</i>	Description
AML and Counter-Financing of Terrorism (“CFT”) Governance Policy	Sets out the standards of governance and the roles and responsibilities of different levels of management, business and functional units in relation to the management of money laundering and terrorism financing risks.
Board Diversity Policy	Sets out the approach to achieve diversity on DSFH’s Board in order to enhance the quality of its performance which may in turn benefit DSFH and its business as a whole.
Code of Conduct for Staff	Sets out standards for all staff to observe key ethical values and behaviours in various areas, such as conflicts of interest, AML, counter terrorist financing and workplace discipline.
Customer Data Protection Policy	Details the controls and procedures to protect customer data and to avoid any data leakage.
Information Security Policy	Sets out the framework to manage and control technology and cybersecurity risks with reference to international security standards and regulatory guidelines.
Remuneration Policy	Emphasises a pay-for-performance approach, aligning individual compensation with roles, responsibilities, performance, experience, as well as market and internal pay levels.
Risk Policy	Sets out the framework in identifying, assessing and addressing climate-related risks.
Whistle-Blowing Policy	Fosters a positive speak-up culture in the Group and provides a reporting channel for our staff and external parties to report any genuine concerns, suspected unlawful acts or wrongdoings to the Group.

The above policies are reviewed and updated regularly to ensure they remain relevant and effective. In addition, all staff are required to complete mandatory refresher training on an annual basis, which is designed to keep everyone informed about the latest developments and practices within the Group and the industry.

Responsible Business

As a responsible business, the Group understands the interconnectedness between our business practices, customers, stakeholders and the environment. We understand our role in creating a sustainable future for the economy and society. We are therefore committed to balancing economic growth, environmental stewardship and community well-being through our products and services. We aim to offer responsible solutions that meet our customers' needs while ensuring full compliance with relevant laws and regulations. We also actively engage with the relevant regulatory bodies to stay informed about changes in risk and regulatory frameworks, enabling us to navigate a dynamic macro environment sustainably.



In the area of risk management, the Group’s Three Lines of Defence model serves as a robust framework to effectively manage and mitigate significant risks associated with corruption, money laundering and financial crime compliance.



By proactively monitoring changes in laws and regulations, engaging with the relevant regulatory bodies and implementing comprehensive compliance programmes, the Group maintains a strong compliance culture to ensure that the highest standards of integrity are upheld, and risks that could impact our operations and stakeholders are minimised or effectively mitigated.

During the reporting period, we were not aware of any non-compliance with laws and regulations that could have a significant impact on the Group relating to areas such as environmental protection, employment and labour practices, operational practices, AML, business practices, customer data protection, treatment of customers and cybersecurity.

Please refer to the “Corporate Governance Report” in our 2024 Annual Report for information regarding our corporate governance practices.

Responsible Products and Services

We consistently provide high-quality products and services that meet our customers’ needs, empowering them to make informed financial decisions. To build trust and safeguard customer interests, we have implemented a comprehensive set of policies to monitor our offerings. These policies ensure that our businesses fully comply with laws and regulations concerning the introduction of new products, collection of overdue payments and fair advertising practices.

New Product Policy and Approval Guidelines	<ul style="list-style-type: none">• Ensure that sufficient customer risk assessments and risk mitigation are conducted before product launch• Provide guidelines for post-launch product review for quality assurance monitoring which must be signed off by the heads of relevant departments and risk control functions
Collection Procedure Manuals	<ul style="list-style-type: none">• Provide guidelines for outstanding payment recovery and low credit resolution pertaining to classified accounts with our banking customers• Efficiently address and resolve collection activities associated with loans and credit facilities managed by the Bank
Operation Manuals for Approval of Marketing Materials	<ul style="list-style-type: none">• Ensure that all marketing campaign materials distributed to customers are fair and reasonable, devoid of misleading information, and fully compliant with all relevant legislation, codes, and rules• Ensure non-violation and non-infringement of intellectual property rights of third parties

Information Security and Cybersecurity

Our information Security Policy underscores our ongoing dedication to enhancing and controlling information security, as well as effectively managing and mitigating technology and cybersecurity risks. We have established a comprehensive framework to ensure the robust implementation of this policy, aligning with international security standards and regulatory guidelines. Additionally, our Data Privacy Handbook serves as a vital resource for our staff, outlining the correct procedures for collecting, handling, retaining and utilising customer personal data.

To ensure our senior management is well-informed about the current landscape, we prioritise the discussion of cybersecurity risks during our management committee meetings so they can provide the necessary support for our cybersecurity initiatives. To foster a culture of information security awareness, we require all employees – including permanent full-time and part-time staff as well as contractors – to complete an annual refresher course and an accompanying e-quiz on data security. This training emphasises critical topics such as identifying phishing emails and protecting customer information. Semi-annual practical drills are also conducted to raise staff awareness against phishing scams.

Recognising the growing frequency and sophistication of cyber threats targeting financial institutions, we maintain a vigilant 24/7 monitoring system to stay updated on and combat emerging risks. As part of our robust IT security framework, we continuously assess and enhance our capabilities to mitigate potential threats. In 2024, we conducted a “Purple Team Exercise”, which was designed to identify potential security loopholes through simulation attacks and to determine remediation strategies to enhance security controls and improve defence mechanisms in our IT infrastructure.

With increased dependence on information systems for daily operations, we have adopted a defence-in-depth strategy that incorporates multiple layers of security measures to safeguard our customers’ assets. These measures include email isolation, network access controls and the protection of endpoints, data, applications, and networks. In 2024, we conducted an Inherent Risk and Maturity Assessment for Cyber Resilience Assessment Framework (“C-RAF”). This assessment was instrumental in evaluating our risk profiles and establishing the necessary level of defence and resilience to counteract cyberattacks.

To further enhance our security measures, we engage external independent assessors for regular, comprehensive evaluations of our management systems. These assessments help identify vulnerabilities and areas for improvement. For example, in 2024, DSB China enlisted an assessor to perform technical testing and certification of its mobile banking application, as well as privacy compliance evaluations. This collaboration enabled us to swiftly identify and address any issues that arose.

In Macau, we implemented new systems and solutions to advance our information security. Banco Comercial de Macau, S.A. (“BCM”) successfully rolled out the Internal Intrusion Prevention System to bolster our network security. Furthermore, to effectively detect and respond to suspicious activities in real time, BCM implemented an Extended Detection and Respond (“XDR”) solution in 2024. This initiative was pivotal in protecting BCM’s sensitive data and maintaining a secure operational environment as we navigate the evolving landscape of cybersecurity.

Ethical Behaviour, AML and Anti-corruption

The Group is dedicated to ethical business practices, requiring all staff to adhere to a strict code of ethics with zero tolerance for corruption, as stipulated in our Code of Conduct, AML and CFT policies. These policies provide guidance to our staff on how to identify and report suspicious money laundering and terrorist financing activities. Our Internal Audit Division conducts various reviews and audits to pinpoint deficiencies in internal controls, ensuring the integrity of our staff and operations.

To detect mule account networks linked to fraudsters or crime syndicates, we have implemented a network analytic tool. This tool leverages financial crime intelligence to identify bad actors based on shared customer demographic data, transaction counterparties and digital footprints, helping us mitigate fraud risk. Additionally, it monitors suspicious transactions related to internal frauds and bribery cases.

To enhance awareness and knowledge of AML and financial crime risk management, all employees are required to join annual refresher trainings, including permanent full-time and part-time staff as well as contractor staff. Regular seminars, workshops, on-the-job training and e-learning programmes are also organised to raise staff awareness in relation to AML topics. During the period under review, DSB collaborated with the Immigration Department and the Independent Commission Against Corruption ("ICAC") to provide thematic trainings on "Identification of Forged ID Card" and to re-emphasise "Integrity" in the Group's values. In addition, DSB enrolled into the Banking Industry Integrity Charter ("BIIC") in November 2024. The BIIC was launched by the ICAC, the HKMA and The Hong Kong Association of Banks ("HKAB") to enhance integrity management and to strengthen corruption prevention awareness and capabilities in the banking industry.

Our Whistle-blowing Policy guides our staff on reporting genuine concerns through various channels without fear of victimisation or retaliation. We ensure a safe and hassle-free environment by keeping identities confidential, except when consent is given or required by authorities. Only authorised person(s) involved in investigations may access the information provided. The Internal Audit Division leads investigations, while the Group Compliance Division will take over if Internal Audit staff are implicated. The Group Audit Committee oversees the whistle-blowing process to ensure legitimate concerns are properly addressed. If issues are deemed material, the Committee will decide whether to escalate them to the Board.



Our Bank is a signatory to the Banking Industry Integrity Charter of the Independent Commission Against Corruption.

Climate-related Risks

To continuously support the transition to a low carbon economy, the Group has undertaken multiple measures to enhance the resilience and adaptability of our business portfolio. Our GSB Task Force is a cross-functional task force that comprises members from various businesses as well as risk and control functions. It governs and manages the Group's climate-related risks and is responsible for fostering a deeper understanding of such risks within the Group.

We assess material climate-related risks and opportunities to the Bank's businesses and operations, including longer term physical risks such as sea-level rise and typhoons, as well as shorter-term transition risks like the increase of utilities cost and carbon pricing. These risks are analysed to understand the relevant financial implications to our clients, such as probability to default over both short and longer-term horizons, and thereby enabling the Bank to determine potential risk management approaches.

To minimise the potential impact of climate-related risks on our operations, we have established business continuity plans to address risks of business disruption from natural hazard events. We also hold regular drills to ensure that various departments are familiar with our Bring Your Own Device and Choose Your Own Device policies, which facilitate remote access in times of business interruption and help maintain business continuity.

Additionally, during office renovations, we incorporate various mitigation measures, such as flood gates, to enhance our resilience against natural hazards. Within our insurance business, Dah Sing Insurance Limited ("DSI") and Macau Insurance Company Limited ("MIC") conduct Catastrophe Modelling Analysis on an annual basis to evaluate the potential risks associated with natural hazards, allowing them to better understand and quantify the impact of such events on their insurance portfolio. To further mitigate such risks, reinsurance coverage are also in place to protect against potential financial losses resulting from such disasters.

To integrate climate-related risks into our Group Risk Policy, we continue to apply the conventional five-step approach (identify, measure, capture, monitor, mitigate) in handling climate risks, consistent with the handling of other sources of traditional risks. We continue to prepare regular updates for the Board or the Risk Management and Compliance Committee to inform them about our adherence to the Risk Appetite Statement. These reports cover our progress of strategic and business plans, as well as relevant information on implementation of control and mitigation action taken to address climate-related risks. This structured approach ensures transparency and keeps our leadership informed, allowing us to make informed decisions to align with our risk management objectives.

Climate Risk Stress Test

In 2024, to refresh our understanding of the potential impact of climate change on our portfolio, we performed another round of the Pilot Banking Sector Climate Risk Stress Test ("CRST") launched by the HKMA. Following the guidance from the HKMA, our CRST covered a short-term scenario for the 2023-2027 horizon and long-term scenarios for 2030 to 2050 including Below 2°C, Delayed Transition and Current Policies. These represented projections of various potential futures to enhance our understanding of the impact of each risk. The results showed that the overall impact of climate risk within the Bank's lending portfolio remained largely negligible.

Meanwhile, from a transition risk perspective, customers operating in the eleven high-emitting sectors as defined by the HKMA constituted only a minor portion of the Bank's total exposure. The eleven high-emitting sectors include oil and gas, coal, chemicals, cement, steel, non-ferrous metals, paper, construction, airlines and freight logistics, marine and electric utilities.

From a physical risk perspective, the potential impact on future credit losses was minimal, given that only a small fraction of our property exposure was situated in areas identified as vulnerable by the HKMA. This suggested that while certain segments in our portfolio faced challenges, the Bank was well-positioned to manage its risks associated with climate change.

Progress towards Net Zero Transition Plan Development

To support the HKMA's Sustainable Finance Action Agenda and with reference to their high-level principles on planning for the transition to a net-zero economy, we have embarked on the journey to develop our net zero transition plan. We are also referencing various international guidance, noting the lessons learnt internationally while extracting and applying the relevant context for the Group's business and operations.

Net Zero Transition Plan – Progress and status

Objectives and targets:

In line with targets set out by the HKSAR Government and the goals set out in HKMA's Sustainable Finance Action Agenda, we will work towards reducing carbon emissions in our own operations to become carbon neutral by 2030, and will formulate our transition plan and set targets to achieving net zero in our financed emission by 2050.

Progress to date:

We have been tracking and reporting our Scope 1 and Scope 2 emissions in accordance with the GHG Protocol framework.

To gain insights into how our value chain contributes to emissions, we launched a study in 2024 to pilot data collection for Scope 3 emissions. Scope 3 emissions are categorised into 15 categories according to the GHG Protocol. We initiated the data collection for selected categories that will guide us in developing targeted efforts in the coming years. These include:

1. Category 1: Purchased Goods and Services
2. Category 2: Capital Goods
3. Category 3: Fuel and Energy-related Activities Not Included in Scope 1 or Scope 2
4. Category 5: Waste Generated in Operations

From the perspective of financed emissions (Category 15 Investment), we have begun data collection following guidance from the Partnership for Carbon Accounting Financials ("PCAF"). We are assessing our loan portfolio by categories, identifying data availability and quality, and estimating our financed emissions for each category.

We anticipate to start from more financially material categories within our portfolio, such as Property Development and Property Investment, and progressively cover other categories. The pilot exercise will enable us to identify enhancements to our data collection processes and systems that can help improve future data quality. It will also provide us with an indicative view of the size of our financed emissions. We will disclose the results of our efforts in future reporting periods.

Initiatives and actions:

As we formulate our transition plan, it will build on our existing initiatives and actions. To decarbonise our own operations, we have already implemented a series of strategic actions. (Please refer to the Environment section.) These initiatives collectively aim to transition our technology, transportation and facilities to meet our goals and significantly reduce our operational carbon footprint. Our actions include:

- Digitalisation and going paperless
- Use of lower carbon and sustainable materials
- Shift towards lower carbon technologies

To assist our customers in their decarbonisation and to promote GSF, we have identified several target areas, based on our lending portfolio:

- Engaging our clients in industries with high carbon emissions
- Encouraging SMEs to adopt ESG practices through educational sponsorships
- Launch of green products and services
- Facilitating a just transition by empowering vulnerable and marginalised communities through community engagement

We anticipate that our transition plan will incorporate our existing initiatives addressing both operational and financed emissions, adapted or enhanced to help meet our overall targets. We will further make reference and align to HKMA's planned Supervisory Policy Manual module GS-2 on Transition Planning as it becomes available in the future.

Supply Chain Management

The Group recognises the importance of sustainable supply chains in managing climate-related risks. We are committed to responsible supply chain management to uphold our environmental and social responsibilities.

The Group conducts ongoing monitoring and performance evaluation to carefully select suppliers that demonstrate responsible operations. Active suppliers with contracts of HKD50,000 or above are required to complete our Supplier’s Environmental Responsibility Undertakings. We encourage all suppliers to implement internal environmental policies, adopt pollution prevention measures and pursue certifications such as ISO 14001, ISO 50001 and Forest Stewardship Council (“FSC”) certification to showcase their environmental commitments.

In 2024, 87% of our suppliers affirmed their commitment to our undertakings, representing an increase of 11% over 2023. We intend to expand this coverage to at least 90% of the Bank’s new suppliers in Hong Kong by 2025 to influence more suppliers to integrate sustainability into their operations.



Green and Sustainable Banking

In line with our Principles on Green and Sustainable Finance, we are dedicated to developing green and sustainable financing solutions that assist our customers in transitioning towards a lower-carbon economy. Indeed, our new product framework on GSL, developed in December 2024, was designed to empower our customers in their sustainable and green initiatives.

To meet the growing market interest for ESG products, we introduced two additional ESG investment funds in 2024, bringing our total to 32 ESG investment funds available on our platform. Additionally, BCM continues to offer special car loans to promote electric vehicles and e-motorcycles that are within the eligible electric vehicle list approved by the Macau Special Administrative Region (“SAR”) Government.

Furthermore, DSI is committed to enhancing and broadening its range of insurance products that incorporate sustainability and climate initiatives that are, aimed at enabling our customers to make more sustainable decisions.

Product	Product feature
HomeSure Household Insurance Plan	Extra cover for legal liability arising out of solar panel at insured homes
Household Plus Insurance Plan	Provision of additional 50% sum insured on home insurance for the first year, specifically for buildings registered with the BEAM Plus programme
SME Insurance	Provision of special discounts for SMEs with relevant sustainability certification (e.g. Energywi\$e) or with business operations at the revitalised industrial buildings
Electric Vehicle Finance and Insurance	Provision of promotional package of that includes an extended warranty for owners of specific brands of electric vehicles
JourneySure Travel Insurance Plan	Extension of coverage to include the non-operation charge of the insured liable for compensating the hiring car company’s loss of car rental arrangement of electric/ hybrid vehicle during the repair period due to car accident

We are committed to enhancing awareness among our staff and customers on ESG and climate-related risks. To this end, we continue to collaborate with various industry associations to stay informed about the latest GSB trends. During the reporting period, we co-hosted a webinar with the Business Environment Council (“BEC”) to introduce the BEC Sustainable Financing Programme and its services to our frontline staff. Externally, regular updates on ESG market development were disseminated to our customers via emails and e-newsletters to keep them abreast of market trends. Separately, as one of the supporting organisations for the Construction Industry Council (“CIC”) Sustainable Finance Certification Scheme, we successfully guided a listed construction customer through its certification process for their green building project.

Through these initiatives, we reaffirmed our commitment to fostering green and sustainable practices and driving positive change in our communities, paving the way for a greener, more sustainable future.

Customer Centricity

With our corporate vision built on delivering high quality personalised services to our customers in Hong Kong, the GBA and beyond, customer centricity lies at the heart of everything we do. We focus on building long-term and trusting relationships with our customers based on superior customer experience and high quality products and services. Priority is given to understanding the preferences and anticipating the needs of our customers, and to deliver timely and relevant banking solutions to help them achieve their financial goals.

Our Customer Centricity Committee plays a pivotal role in driving the Group’s customer centricity roadmap and strategic goals. It provides oversight and guidance for customer centricity initiatives across all divisions, and focuses particularly on how to effectively embed customer centricity into the Group’s organisational and business strategies and operations.

It is also responsible for regularly monitoring progress in enhancing customer experiences through measurable KPIs, ensuring that we are consistently making improvements. Additionally, the Committee offers guidance to working teams as needed, to align their efforts with our overarching objectives. Through these initiatives, we aim to cultivate a culture that prioritises our customers’ needs, fosters long-lasting relationships and ultimately enhances the overall customer experience.

During the year, with the support from an external vendor, we conducted the annual bank-wide Customer Satisfaction Survey. The survey included a robust sample size of over 1,200 customers, encompassing personal and private banking clients as well as corporate and SME customers. The results indicated an overall improvement in customer satisfaction, noting a year-on-year improvement in Net Promoter Scores (“NPS”) in the Retail Banking Division and Corporate Banking Division. The service quality of relationship manager was identified as the key driver of overall customer satisfaction. These findings underscored our ongoing commitment to enhancing customer experiences and the effectiveness of our customer-centric strategies.

Meanwhile, diverse channels are also in place to capture customer feedback, ranging from our retail branches, customer hotlines, emails, instant messaging and social media platforms as well as corporate websites. Clear procedures are in place to ensure timely follow-up and customer support. At DSB, verbal and written complaints are acknowledged within seven calendar days of receipt, and complaint resolutions are targeted for completion within 30 calendar days of receipt. Valid and recurring complaints that pose potential systemic risks are reported to the senior management of business units and supporting units concerned, as well as the Internal Audit Division and the Operation Risk Department.

In 2024, our Group received



43,420
compliments



445 complaints
regarding our products
and services

Internally, we are firmly committed to fostering a strong culture of customer centricity across the Group which is built on strong staff awareness and ownership of customer experiences (“CX”). A CX Leaders Internal Campaign was launched in early 2024 featuring the voice of management in a series of videos and posters highlighting their views and aspirations on the five Focus Areas of Customer Centricity, namely, Agility, Commitment, Innovation, Sincerity and Trust. These were made broadly available through the Group’s intranet as well as via LED screens or wall posters in our offices.

Meanwhile, three sessions were held under the CX Speaker Series during the year, where guest speakers from various industries shared best practices in delivering customer experience in tourism, data and artificial intelligence, as well as insurance and digital payment businesses. The events were widely participated by about 600 employees, both physically and virtually, fostering meaningful discussions on leveraging innovative strategies to enhance customer engagement.

The internal advocacy initiatives culminated in a CX Conference held in November 2024, at which the Bank’s Customer Satisfaction Survey results were presented to an audience of 330 staff members. Esteemed internal and external speakers were invited to share insights at a key-note presentation and a leadership roundtable discussion.



Marketplace

The Group prioritises the alignment of our ESG strategy with our business strategy. In addition to the continuous efforts to engage and assist our customers in their transition planning, we also invest in programmes to raise SME awareness and readiness to embrace ESG practices as they navigate through the challenges and opportunities towards a low-carbon economy. By doing so, we aim to support the creation of a connected ecosystem that underpins a thriving and sustainable future.



Support for SMEs

SMEs represent a core strategic customer segment for the Group. We are committed to helping SMEs enhance their resilience to grow and capture opportunities in Hong Kong and the GBA as evidenced in our ongoing support programmes and initiatives targeting this important customer segment.

The Group participated in various SME support schemes and initiatives promoted by local governments and regulators throughout the year. In Hong Kong, these included relief measures and programmes such as the Partial Principal Repayment Arrangement under the SME Financing Guarantee Scheme (“SFGS”) which aids eligible customers in transitioning gradually from principal moratorium to regular repayments. Additionally, the Bank participated in the Joint Taskforce on SME Lending led by HKMA and HKAB, the SME Financing Guarantee Scheme introduced by the Hong Kong Mortgage Corporation (“HKMC”), as well as various measures announced jointly by the HKMA and the Banking Sector SME Lending Coordination Mechanism. In Macau, MIC is also involved in the SME Catastrophe Insurance Scheme, assisting local SMEs that faced difficulties in securing insurance in flood-prone areas.

DSB is also committed to enhancing service quality and accessibility to SMEs through its network expansion and digital banking services for SMEs. Two new SME Centres were added during 2024, bringing the total to 18 across its branch network in Hong Kong. These centres facilitate account openings and offer tailored products like payroll management, SME loans and business card services. In SME digital banking services, the Bank launched its Remote Account Opening Service and adopted Interbank Account Data Sharing (“IADS”) as a market-first use case to streamline onboarding experience for 328 Business Banking customers. Promotions were launched to engage and enable customers to conduct instant fund transfers and flexible self-service remittance via the 328 Business e-Banking platform. As a result, digital adoption rate for 328 Business Banking reached an impressive 88.1%, a testament to the Bank’s commitment to delivering accessible and efficient services for the SME community.

Beyond the provision of banking and insurance products and services, we are also committed to delivering value-added insights to SMEs to help them identify and capture business opportunities. During the year, the Bank partnered with Hong Kong Economic Times to deliver a series of webinars to SMEs, sharing insights and customer cases by the Bank’s experts on the dynamic business landscape and trends in the GBA. Topics included Business Transformation to Expand Customer Base, Diversified Business Protection Solutions and Cross-Border Funding Strategies amidst Changing Global Economic Outlook. These were attended by 413 SME audiences and generated wide-spread exposure through media and social media promotions.

Committed to delivering relevant GBA insights to our customers, the Bank sponsored the inaugural launch of the “Our Hong Kong Foundation–Dah Sing Bank Greater Bay Area Industry Development Index 2024” in November 2024. The Index analysed the performance of the “9+2” GBA cities across six key industries – Financial Services, Innovation & Technology, Trade & Logistics, Manufacturing, Construction & Real Estate, and Culture, Sports & Tourism. By combining quantitative and qualitative approaches, it offered valuable insights to help business communities make informed investment and promoted the integration of the region’s economies and financial markets.

Meanwhile, the Bank elevated its efforts to support SMEs in their transition to a low-carbon economy with the announcement in April 2024 of its partnership with the Hong Kong Small and Medium Enterprises Association (“HKSMEA”) to launch the SME ESG Charter 2024, a year-long education programme to encourage SMEs to adopt and disclose ESG practices. (See story on P.28 for details.)

Case Study: SME ESG Charter 2024

DSB and HKSMEA jointly launched the SME ESG Charter 2024 (“ESG Charter 2024”) in April 2024, an initiative that aimed to promote the understanding and adoption of ESG practices by local SMEs. The ESG Charter 2024 encouraged SMEs to integrate ESG principles into their day-to-day operations and business governance, ultimately improving their operational efficiency and business competitiveness as they pursued sustainable development.

The ESG Charter 2024 utilised an assessment framework that referenced the sections of the ESG Reporting Guide in Appendix C2 of the HKEX Listing Rules for SMEs. The initiative provided extensive support to interested SMEs including publicity, workshops, technical advice, public education and business liaison. For instance, four educational workshops were held during the year which were attended by a total of 377 SME participants. A total of 35 SMEs applied and 26 successfully qualified for the ESG Charter 2024 status. The chartered SMEs were placed in the SME ESG Register by HKSMEA that would receive priority consideration by large supporting corporations when evaluating product and service evaluations related to the charter.

A survey conducted by HKSMEA in December 2024 revealed that about 90% of SMEs involved in the ESG Charter 2024 reported an improvement in their brand image, with 72.2% acknowledging funding support for certification and 50% benefiting from professional advice. To encourage more SMEs to improve their ESG performance and accelerate the transition towards economic sustainability, DSB and HKSMEA have confirmed to continue their collaboration for the SME ESG Charter 2025.



Customer Data Privacy

The Group maintains a robust compliance culture and strictly adheres to data privacy laws and regulations, ensuring the protection of customers' personal and sensitive information. With heightened stakeholder interest in customer data privacy, we prioritise transparency and accountability in our practices. Our data protection policies and procedures comply with personal data privacy laws in Hong Kong, Macau and Mainland China, including the Personal Data (Privacy) Ordinance in Hong Kong and the Personal Data Protection Act in Macau. Our current Privacy Policy Statement outlines the types of personal data we collect and the various purposes for which it is used.

Our internal Data Privacy Handbook serves as a vital resource for our staff to ensure compliance with the associated regulations. We are committed to adhering to our internal policies, processes and compliance guidelines that govern the collection, usage and management of customer information. These guidelines clearly outline the roles and responsibilities of our staff in handling personal data and mandate the use of adequate security measures in their daily work to ensure data confidentiality, integrity and accountability. To maintain compliance, all new employees are required to complete mandatory training on data privacy during their induction. Existing employees also participate in annual refresher training to keep updated on the latest regulatory requirements concerning data privacy.

Financial Inclusion

We recognise our responsibility to enhance financial inclusivity by promoting user-friendly online platforms and improving physical access to our branches. As at the end of 2024, the Group offered banking services to customers via 63 operating locations across Hong Kong, Macau and Mainland China. Facilities and measures available to support customers with different needs include:

- Permanent ramps and wheelchair-accessible ATMs
- Braille on ATMs
- Voice navigation in ATMs
- Assistive listening systems at counters and meeting rooms
- Guide dogs access in all branches
- Wheelchair-accessible service counters

We are committed to installing barrier-free facilities in new branch renovations. Meanwhile, to assist individuals with unstable income or commission-based earnings who may face challenges accessing funding, DSB provides an “e-Cash” solution with simplified income proof requirement. This solution offers increased financial flexibility by allowing customers to settle existing debts and access extra cash-out solutions.



Digitalisation

The Group embraces digital transformation to keep pace with the rapid digitalisation of banking services and the evolving financial lifestyles of our customers, as well as to enable sustainable practices within our operations. To support this goal, we are dedicated to achieving paperless operations by setting ambitious paperless targets and implementing extensive initiatives that focus on digitalising our internal systems and processes.

In alignment with the HKMA's Fintech 2025 Strategy, we have leveraged the IADS initiative to enable our SME customers to effortlessly complete the last step of Knowing Your Customer ("KYC") after remote account opening. This represented one of the industry-first use cases of IADS for customer identity verification, as customers can verify their identity virtually using a same-name company or personal account with other banks. With this remote account opening process, SME customers can now complete their entire account opening process without the need to visit our branches, allowing them to fully access our 328 Business e-Banking service.

DSB is also committed to continuously enhancing its digital banking platform features and capabilities. A notable feature was our unique voice function, which was utilised by over 60% of our customers using the e-laisee function during Chinese New Year period and contributed to a 9% increase in e-laisee transaction count compared to 2023. Accordingly, digital penetration for the year rose beyond 80% in our core banking customer base, with Mobile Banking in particular, increased by 16%. Digital transactions surged nearly 42% year-on-year for the same period. Meanwhile, customers' digital preferences also saw a year-on-year increase of 7% in e-statement adoption and an increase of 19% of e-advice adoption in 2024.

In addition, MIC introduced an online application service for Annual Travel and Driver Personal Accident Insurance, facilitating convenient subscription through business-to-customers ("B2C") platform. MIC also enhanced its business-to-business ("B2B") and B2C platforms to provide 24/7 business support. In 2024, more than 70% of renewal transactions transitioned to the B2B renewal platform, while motor e-renewal through the B2C platform exceeded 50%, further promoting digitalisation among our customers.



Workplace

The success of the Group's businesses is built upon the foundation of our employees. Marking the fifth anniversary of our EVP of "NOT JUST A BANK · A HOME", we are dedicated to nurturing our workforce of over 3,000 staff members across Hong Kong, Macau and Mainland China. We prioritise cultivating ethical behaviours and enhancing leadership capabilities while providing a flexible and healthy work environment. Our human resources policies and procedures comply with labour laws and regulations governing our talent management practices. We also maintain grievance procedures, monitoring systems and preventive measures against child or forced labour. Any potential policy violations will be thoroughly investigated and addressed promptly.



Culture and Values

The Group's corporate culture is fundamental to our success, and is deeply integrated into our performance management system. Non-financial metrics are included to evaluate how well staff live up to our Culture and Values in practical application.

We strive to uphold the highest standards of openness, probity and accountability, fostering a strong speak-up culture. To support this, we offer the "Embracing a Speak-up Culture" video series on the Group's intranet, which encourages employees to utilise the following key channels for providing feedback:



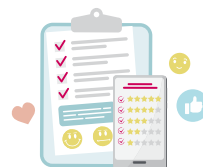
a. Whistle-Blowing Policy for reporting serious malpractice, wrongdoings or material violations of regulations or policies



b. Guidelines on Grievance Procedures for reporting unfair and inappropriate treatment in the course of employment



c. Employee Assistance Programme for seeking advice on personal, family and/ or work-related concerns from an external consultant



d. Employee Survey for providing feedback on workplace matters

These initiatives aim to empower employees to voice their opinions and contribute to a transparent and accountable workplace.

In October 2024, we conducted our annual Culture Survey, with the following results:

96%

Participation Rate
(↑ 2% from 2023)

69%

Positive Perception Score
(↓ 3% from 2023)

To strengthen engagement and create an empowered environment for our employees, we piloted a new initiative "Happy Hour with Chief Executive" in 2024 and invited high potential staff members to engage with the Chief Executive in a more informal setting, encouraging open dialogue and fostering a sense of community within the organisation. We aim to expand this initiative in the future so more employees will have the opportunity to participate.

Staff's achievements in and exemplification of our Culture and Values are celebrated in our "Star Awards of Excellence" annually. In 2024, a total of 100 individuals and teams from various divisions received the awards in Hong Kong, whereas 27 finalists (including both teams and individuals) were honoured with the quarterly "BCM Stars of Excellence" awards. In DSB China, 29 exceptional employees were recognised as "Can Do Heroes" for demonstrating positive attitudes.

The Culture Week was hosted for the third consecutive year to enrich our staff's awareness and understanding of the Group's Culture and Values in a relaxed atmosphere. This event featured a variety of physical and virtual experiences, including virtual reality and in-house developed interactive games, along with redeemable treats earned through the virtual "Dah Sing Cultureland".

We also organised the EVP Weeks for two weeks in September 2024. Activities featured included mooncake charity event, eco-DIY workshops, kids' fencing class, funky dance and the first-ever "Open Day". Over 220 colleagues visited five of the Group's divisions to gain insights into their functions and day-to-day operations.

Talent Attraction and Retention

We are dedicated to attracting and nurturing young talent by providing rewarding career development opportunities in the Group. During the reporting period, DSB continued to participate in the Fintech Career Accelerator Scheme, organised by the HKMA and Hong Kong Applied Science and Technology Research Institute to develop fintech talents.

In addition to supporting this external programme, the Bank offers in-house training programmes in Hong Kong that are tailored for fresh graduates. These cover areas such as financial services and branch counter operations. Meanwhile, BCM continues to implement its internal Management Trainee Programme which promotes internal mobility by allowing existing staff to gain diverse experiences through job rotations across departments. This comprehensive approach not only enhances skill development but also fosters a culture of growth and adaptability within the Bank.

We also recognise the importance of retaining and developing our employees. The Group regularly reviews and enhances our employee benefits and remuneration, guided by the principle of “Pay for Performance”. In 2024, we updated the Guidelines on Performance Management Framework to incorporate ESG and climate-related risk considerations in the assessment criteria. Division Heads and Department Heads are also evaluated based on relevant Employee Engagement KPIs.

Furthermore, we understand that providing comprehensive and competitive benefits to our employees is crucial to retaining talent. Such benefits extend beyond statutory requirements and are applicable to staff members including full-time and part-time employees as well as contractors according to their employment terms and provisions:

- Flexi-medical scheme for employees and their eligible family members
- Executive medical examination
- Group life and personal accident insurance
- Top-up MPF Scheme
- Staff housing loan with preferential interest rate
- Rental reimbursement
- Preferential deposit interest rate for staff accounts
- Concession benefits on other banking products and services
- Subsidy of annual membership fee for different qualifications
- Flexible working hours
- Examination leave
- Volunteer service leave
- 24-hour Employee Assistance Programme (“EAP”) via external service provider

Voluntary health-care programmes such as dental plans and flu vaccinations at discounted fees are also extended to employees’ family members.

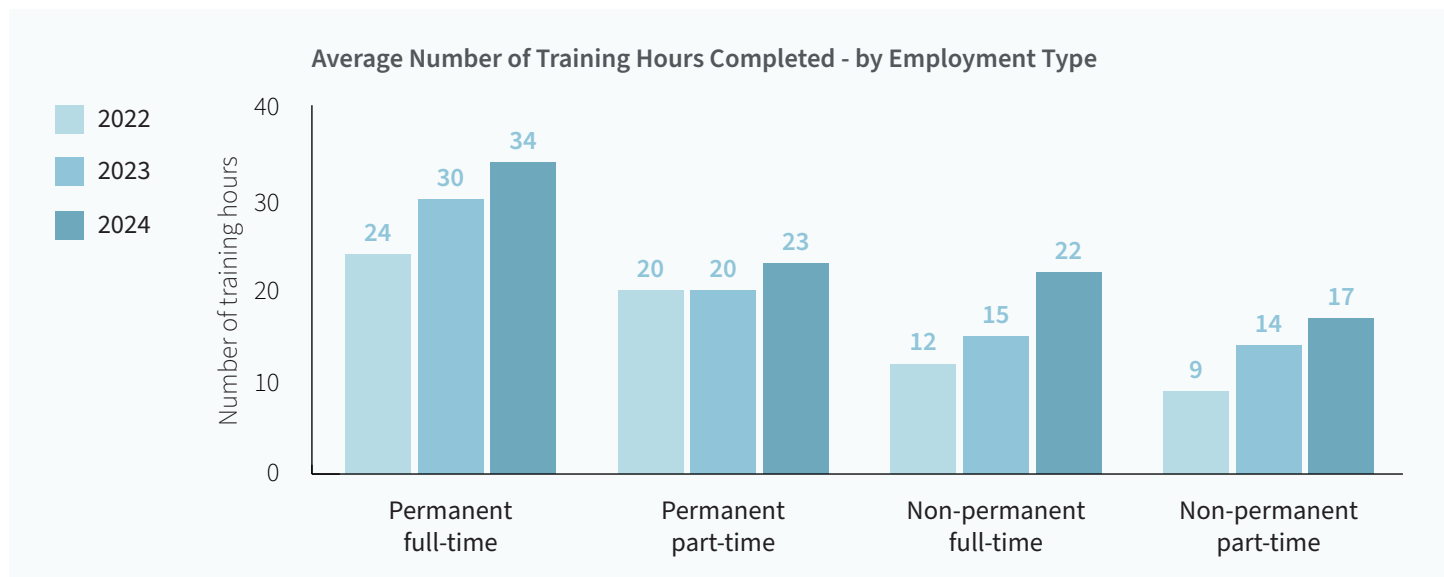
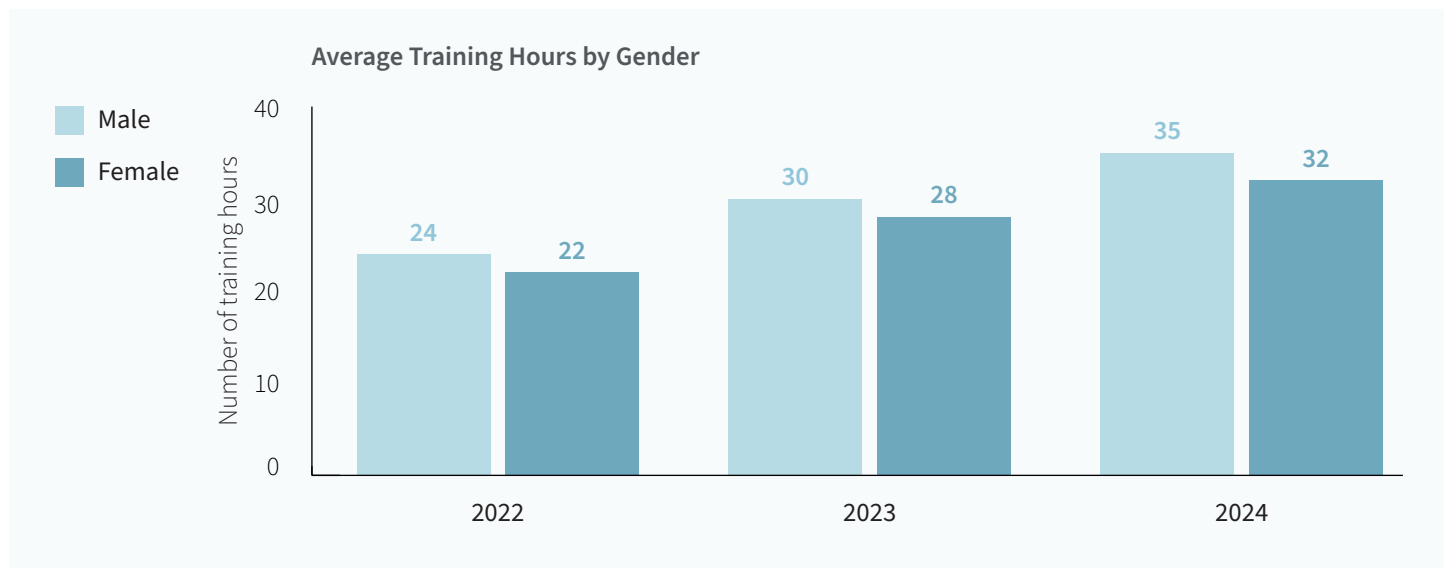
Training and Development

Our human capital management strategy focuses on prioritising the development of our employees. The goal of the strategy is to equip employees with practical skills which will enable them to progress in their careers. This is achieved through a combination of on-the-job training and sponsorship programmes for external training opportunities.

We offer comprehensive training programmes tailored to our staff, such as:

- Induction programme for new hires
- Sales, operations and product training for front-office colleagues
- Product and compliance training for front-office or back-office colleagues
- Leadership and management training for middle and senior staff members with supervisory and leadership responsibilities
- Soft skills training for staff at all levels
- Mandatory refresher training on Code of Conduct for Staff, AML and financial crime risk management, compliance, operational and reputation risk management for all staff

In 2024, our employees receive a total of 109,793 hours of training, representing a continuous upward trend since 2022.



In order to support our long-term strategic growth, the Group makes continuous investments to nurture leadership capabilities within our workforce. The Leadership Capabilities Development Curriculum (the “Curriculum”) continues to support Division Heads, Department Heads, and middle management workforce in honing their soft skills and essential leadership traits such as change management, strategic planning, and design thinking. Thirteen new programmes were added to the Curriculum during the year, covering topics around leadership and communication, innovation and strategy, team dynamics and collaboration, to offer all-rounded and comprehensive topics to our leadership teams.

Additionally, we coordinated a total of 12 training programmes in 2024 to enhance our employees’ knowledge in a variety of emerging topics such as ESG and GSF-related insights, regulatory sharing, business opportunities and risk management. These programmes were attended by over 1,200 participants with more than 2,400 training hours.

Recognising the importance of fintech in the modern financial landscape, we continued the “Digitalisation 101 Series” and “Digitalisation Specialised Series”, featuring hot topics to keep our staff updated on the latest fintech development trends. The two series attracted close to 1,000 employees, more than doubling the participation in 2023, and recorded a total of 1,700 training hours. In November 2024, we launched the 12-month FinTech Academy Programme tailored by Amazon Web Services. The Programme will feature a blend of concepts, industry use cases, enablement sessions and ideation workshops, hands-on activities and a bankathon. The first phase will concentrate on AI and Cloud Computing that are organised into four distinct tracks: Executive, Business, Technical, and All Staff. This structure ensures every employee has a clear path for growth and development, offering not only training but also a comprehensive career development journey that supports our commitment to fostering a culture of innovation and continuous learning.

To further support our staff’s professional growth, we provide external training and education sponsorships to enable our employees to obtain academic or professional qualifications, and support them to attain professional awards for achieving recognised professional qualifications or memberships. In Macau, BCM encouraged their staff to attend different ESG training courses, such as the ESG / GSF Series “Transition Financing: A Need of A Want?” and “Green Finance Product Development and Sales for Corporate Bankers” in 2024.

We are committed to supporting the HKMA’s Enhanced Competency Framework (“ECF”), which seeks to promote capacity building and talent development within the industry. In 2024, the Bank successfully trained 33 Relevant Practitioners (“RPs”) in Fintech through the ECF-Fintech training organised by the Hong Kong Institute of Bankers (“HKIB”). Among them, 29 staff members participated in the Core Level training, while four engaged in the Professional Level training. Notably, 22 RPs obtained certification in the ECF-Fintech Core Level, with an additional 11 RPs scheduled to take their qualification exam in the first quarter of 2025.

Health, Safety and Well-being

The Group endeavours to create a safe and healthy working environment and to promote employee well-being. Our Guidelines on Occupational Safety and Health outline preventive measures to minimise potential health and safety risks. We also have a contingency plan in place to address outbreaks of infectious diseases, delineating our response mechanisms and business continuity strategies.

To foster a physically healthy workplace, our offices are equipped with ergonomic desks, air purifiers and fitness amenities. We also provide dedicated lactation rooms to support breastfeeding mothers in our offices across Hong Kong, Macau and Mainland China. Furthermore, we conduct workstation risk assessments following renovations or office reconfigurations with our Guidelines on Occupational Safety and Health.

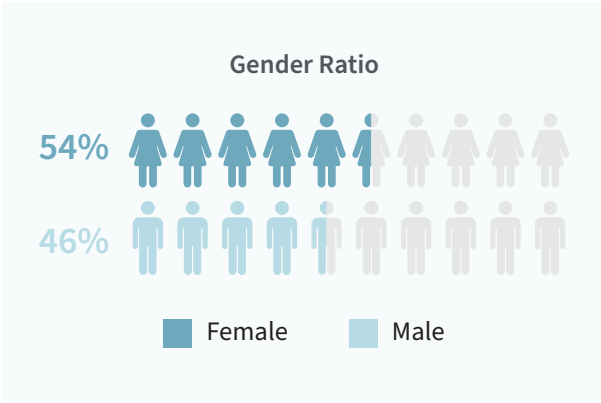
In response to the HKSAR Government’s implementation of Severe Weather Trading in September 2024, we have reviewed and updated our work arrangements for extreme weather conditions to ensure the safety of our employees.

In addition to physical health, we prioritise the mental well-being of our staff. Since 2001, the Group has been offering an Employee Assistance Programme, providing employees free access to independent and confidential counselling services. This helps them address and resolve work-related, familial or personal challenges.

To further demonstrate our commitment to employee wellness, we held the ninth “Wellness Week” in our offices in Hong Kong in May 2024. The initiative was designed to allow staff to take short breaks from their daily responsibilities and engage in various wellness activities which included an eye care seminar, vision screenings, physiotherapy sessions, singing bowl sessions and the opportunity to enjoy early leave on Friday.

Diversity and Equal Opportunity

The Group is committed to creating an inclusive environment for all employees. We have established policies in our Code of Conduct for Staff and Policy on Equal Opportunities on Employment in strict compliance with applicable laws and regulations that unequivocally prohibit any form of discrimination, harassment, victimisation, or vilification based on gender, pregnancy, breastfeeding, marital status, disability, family status, or race. We ensure decisions made with respect to recruitment, promotion and any development opportunities are based on an individual’s qualifications and merits. We monitor our workforce diversity on an ongoing basis to maintain a balanced mix. As at the end of 2024, we achieved gender balance among our full-time employees across the Group, with 54% women and 46% men.



Community

With the Group's strong roots as a locally founded banking franchise in Hong Kong, we view giving back to society as our fundamental corporate social responsibility. Our community strategy focuses on supporting programmes that create a positive social impact for youths in Hong Kong and the GBA, while also promoting a low-carbon and sustainable living environment by raising awareness about environmental issues. We implement our community programmes through partnerships with non-governmental organisations ("NGOs") and social sponsorships. The Group's ESG Committee reviews and approves all proposals, investments and activity plans related to community support, ensuring that our initiatives are aligned with the Group's ESG strategy and principles.

We also encourage our employees to actively participate in these programmes and/or other charitable initiatives as volunteers, reinforcing our commitment to the communities we serve. In 2024, our employees contributed 2,796 hours of volunteer service.



Youth Development

The Group is committed to social investments designed to inspire and empower youths, and believes in nurturing youth development as a means to achieving positive and sustainable development for societal growth. Various initiatives were organised in 2024 to help youths realise their potential.

In Hong Kong, DSB sponsored the Chinese YMCA of Hong Kong to organise the Future Intelligent Furniture Programme from January to May 2024 to cultivate the interest of youths in the application of Internet of Things (“IoT”) in daily living. About 80 local primary and secondary school students attended 18 hours of training courses in related programme and STEAM principles. The students were tasked to design and create intelligent furniture items based on user needs. They also participated in an experiential visit to an intelligent furniture design company, and gained hands-on experience under the guidance of DSB volunteers and YMCA instructors in IoT application. An exhibition-cum-graduation ceremony was held at the end of the programme to showcase the students’ works and to recognise students with outstanding performance.

Separately, DSI partnered with the Changing Young Lives Foundation to host a Green STEM Workshop in November, educating 18 teenagers on environmental issues to expand their understanding of eco-conscious behaviours.

In Macau, BCM delivered an educational talk to over 80 students at Yuet Wah College School in April, focusing on digital payment services and cybersecurity to enhance their interest in these fields. Furthermore, BCM provided scholarships to five outstanding undergraduate students nominated by the University of Macau and Macau University of Science and Technology, following successful interviews and assessments.

Promotion of Sports and Support for Those in Need

The Group recognises the significant benefits that sports can have on the younger generation, as participation in athletics fosters essential qualities such as discipline, teamwork, confidence and a competitive spirit. These attributes not only empower youths to discover and develop their talent, but also equip them with the resilience needed to overcome challenges. We believe these valuable life skills enable them to embrace opportunities and pave the way for a brighter future. Through our support of sports initiatives, we aim to cultivate these qualities and inspire the next generation to thrive both on and off the field.

During the year, we sponsored the fourth season of Well Dunk! Public Estate Basketball League and Training Programme (“Well Dunk!”), organised by the InspiringHK Sports Foundation for youths from low-income families. To increase engagement with our beneficiaries, members of the DSB-sponsored Tsing Yi Wolf Warriors team were invited to participate in a friendly match with the Bank’s corporate basketball teams at the annual Dah Sing Charity Score Challenge, which was part of our fund-raising efforts for Operation Santa Claus. Meanwhile, to encourage and inspire Well Dunk! graduates to continue their passion in basketball, the Bank funded InspiringHK to launch a training course for nominated youths to be trained as Assistant Umpires or Competition Helpers. Five youth participants successfully obtained the widely recognised umpire qualification from the Schools Sports Federation of Hong Kong, China.

With growing interest in fencing, DSI partnered with Po Leung Kuk and Hong Kong Fencing Association to conduct fencing classes from March to May in 2024, training 12 teenagers to enhance their skills and concentration.

In Macau, BCM and MIC sponsored the BCM Youth Bowling Training Programme and organised the BCM Bowling Competition in collaboration with the Macau China Bowling Association (“MCBA”). Professional coaches from MCBA trained 45 local teenage students. Outstanding students were invited to join the BCM Charity Bowling Competition which drew 144 contestants. All proceeds from the competition were donated to support the Macau Association for Intellectual Development Services.

Additionally, BCM continued its partnership with Oxfam Macau as the main sponsor of the Oxfam TowerRun 2024, an annual running competition that attracted approximately 350 runners. Participants included 31 BCM runners as well as staff volunteers who assisted in the event.

As we continue to invest in these areas, we aim to create a positive impact that not only enriches lives but also strengthens the fabric of our society.

Unleashing the potential within - BCM Cup Kids Street Dance Competition 2024

BCM has consistently focused on fostering youth development through a variety of sports and cultural activities. In celebration of BCM's 50th anniversary in 2024, the BCM Cup Kids Street Dance Competition 2024 was organised to inspire young participants to unleash and go beyond their potential whilst showcasing their talents through creative live performances.

With the support of the Macau Street Dance Culture Association, the competition drew 173 young dancers, aged 3 to 14, who participated in either one-on-one freestyle battles or choreographed group performances. These youngsters gained invaluable performing experience, discovered new skills in their area of passion and built confidence and resilience throughout the process.



Promotion of Financial Literacy

As a well-established bank in Hong Kong, we recognise our responsibility to promote financial understanding within our communities to empower individuals to navigate today's financial landscape with confidence and competence. During the year, the Group organised various education initiatives for individuals of different age groups, to enhance their financial literacy and thereby enabling them to make sound financial decisions.

In Hong Kong, DSB collaborated with different organisations to conduct financial education workshops for high school students. These workshops featured the Bank's staff in sharing their expertise on wealth management and their insights on prudent financial practices. For example, in partnership with the Hong Kong Young Women's Christian Association, we organised an informative tour of our first digital branch for students from the Strive and Rise Programme. During the visit, we discussed the structure of the banking industry and essential recruitment criteria, helping students understand the diverse career opportunities in the financial sector and prepare them for their future endeavours. We also co-organised two financial literacy workshops with Hong Kong Productivity Council on digital banking and wealth management for 111 secondary school students. Internal banking experts were invited to share their experience and the latest trend in the banking industry. Our branch tours provided an engaging and informative experience for students to enhance their understanding of financial concepts, and thus promoted lifelong financial literacy.

In Macau, staff joined as corporate mentors in the Advertising and Marketing Youth Training Programme, guiding 50 students in fundamental financial knowledge and promotional techniques related to BCM's banking products.

Meanwhile, MIC remains supportive of the Association of Parents of the People with Intellectual Disabilities of Macau by providing vocational training to improve the job skills of individuals with mild and moderate intellectual disabilities, assisting them with job matching and offering post-employment support.

Green Awareness Promotion

The Group advocates support for a low-carbon and sustainable future and promotes environmental preservation for the benefit of future generations. Accordingly, we are dedicated to raising awareness about environmental issues and empowering individuals to make informed choices that contribute to a greener future.

During the year, 20 DSB staff volunteers participated in the Dah Sing Bamboo Planting Fun Day, co-organised with A Plastic Ocean Foundation (“APO”) to enhance biodiversity and mitigate the impact from climate change. Meanwhile, BCM and DSB China organised various tree planting activities, engaging a total of 73 staff volunteers in planting seedlings to support the conservation of local species and forested regions.



To instil the concept of recycling among our staff, DSI partnered with The Conservancy Association in July for a Wine Cork Upcycling Workshop. A total of 15 staff volunteers participated in transforming wine corks into mats, which were then donated to local, underprivileged communities.

In Macau, BCM supported Oxfam’s Rice Event 2024, aimed at raising awareness about climate change and poverty alleviation in developing countries. Held in April 2024, 28 staff members volunteered at donation stalls during the event. BCM received two awards for outstanding donation results.

Environment

Environmental sustainability is a key pillar of our shared social responsibility. Guided by our ESG Policy, we are committed to reducing energy consumption, paper usage, and waste through initiatives that foster greener operations. We also seek to encourage and empower our stakeholders to actively address environmental challenges as we work together towards a sustainable future.



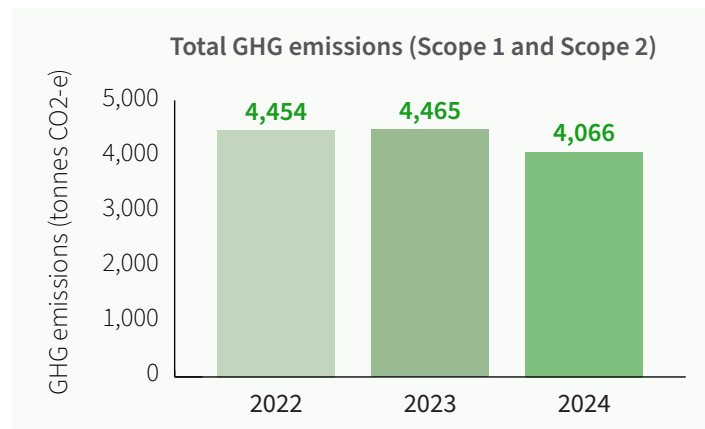
GHG Emission Management

We are dedicated to reducing GHG emissions and energy consumption in our business operations while adhering to all relevant environmental laws and regulations.

To enhance our understanding of emissions across our value chain and strategise for decarbonisation, we initiated a study of measuring our Scope 3 GHG emissions in 2024, focusing on four selected categories in DSB Hong Kong:

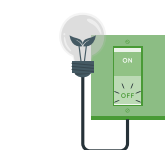
- Category 1: Purchased Goods and Services
- Category 2: Capital Goods
- Category 3: Fuel and Energy-related Activities Not Included in Scope 1 or Scope 2
- Category 5: Waste generated in operations

This analysis allowed us to identify potential enhancements to our data collection process and systems. We aim to expand the scope of our Scope 3 GHG emissions calculations in 2025 and disclose the results of our efforts in future reporting periods.



Energy Efficiency

Ongoing measures are in place to reduce energy consumption such as the following:



Lights are switched off by our staff before leaving the office



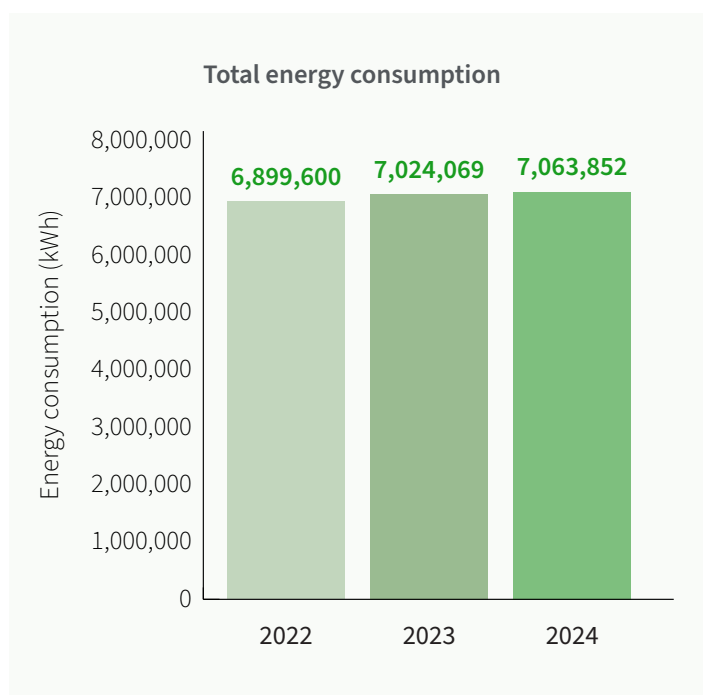
Air conditioners are automatically turned off at pre-set times in our offices in Hong Kong and at the BCM head office building in Macau



External signages and displays at our branches are set to turn off after pre-set times each day in Hong Kong and Macau



Use of virtual meetings and trainings whenever appropriate to reduce travel and related emissions



Replacement of fluorescent tubes with energy-efficient LED lighting offers another opportunity for reducing energy consumption. The Group is committed to conducting fluorescent tubes replacement at two branches each year and targets to reduce energy usage by at least 10% for each such branch project. Additionally, fluorescent tube replacements also occur during office renovations or when existing panels fail. During the year, replacements projects were completed for the Tsim Sha Tsui and Jordan branches.

Separately in October 2024, we completed an upgrade of our mainframe computer system, which not only reduced the overall power load but also cut the electricity usage of our mainframe computer system by about 30%.

In Macau, BCM has also been replacing most of its fluorescent tubes with LED lighting in the BCM head office building and branches. In addition, standard air conditioners were replaced with inverter models during office renovations, which is expected to lower energy consumption and emissions.

Waste Management

Our commitment to environmental stewardship motivates us to continually seeking effective solutions that minimise our environmental impact. In line with our commitment to waste reduction, we have embraced the “3R” principles of reducing, reusing and recycling resources. By prioritising these principles, we strive to decrease waste generation and promote responsible waste disposal practices throughout our operations. Additionally, we actively educate our employees and stakeholders about the importance of these principles, through innovative initiatives and collaborative efforts to create a more sustainable future for all.

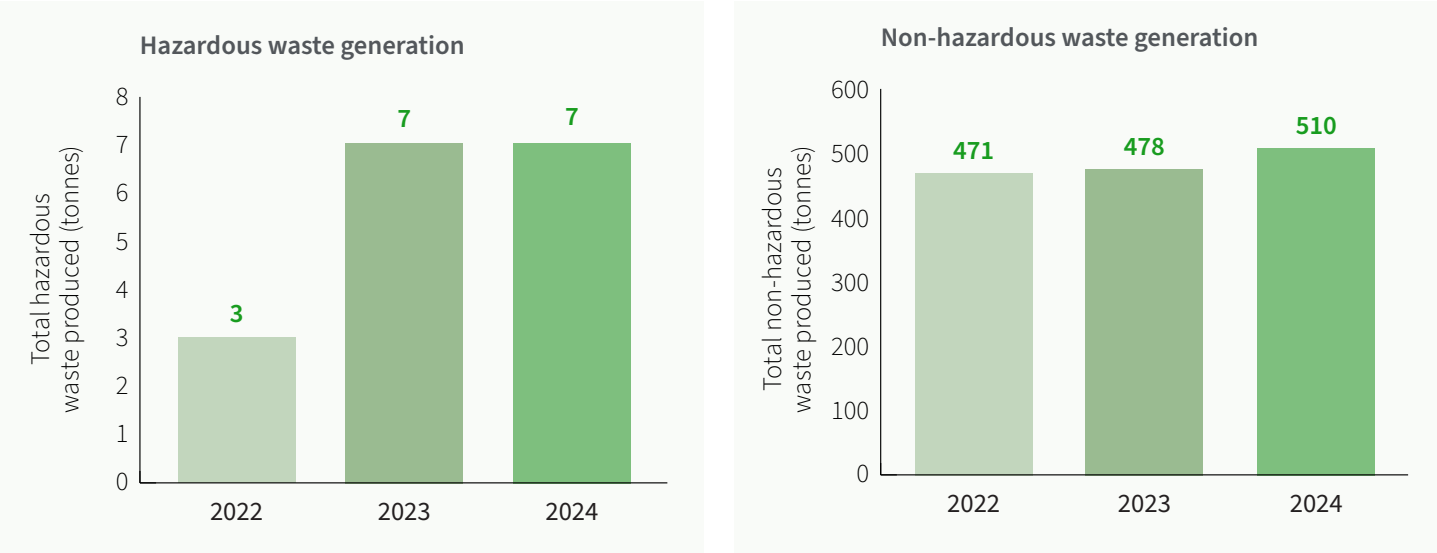
Externally, in line with the concept of circular economy, the Bank used 66% recycled plastics with the Dah Sing Multi-Currency Mastercard Debit Card which was launched in June 2024, thereby promoting sustainability and reducing environmental impact while providing customers with a versatile payment solution.

Internally, to address the significant potential for waste reduction and recycling in IT hardware disposal, we engage professional vendors to handle the decommissioning of IT equipment. Whenever possible, we donate equipment to charitable organisations for reuse. In 2024, we donated 4 tonnes of IT equipment to charitable organisations.

Within our Hong Kong offices, the provision of recycling bins and waste separation bins throughout the office areas actively promotes recycling practices among our staff. In 2024, we collected 87 tonnes of used paper and 0.06 tonnes of other materials such as plastics and metals.

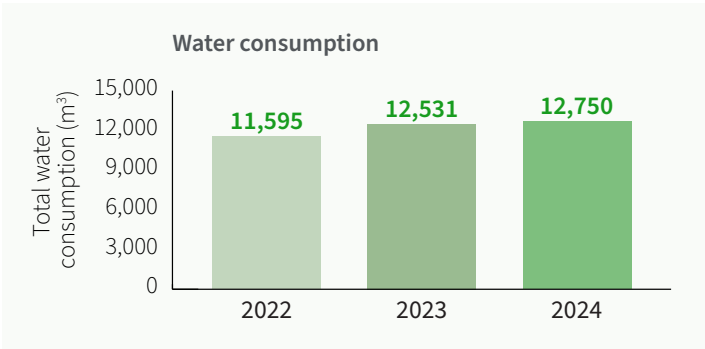
As mentioned earlier, we have implemented initiatives to replace traditional fluorescent tubes with LED lights in our office and branch premises as opportunities present themselves, ensuring longer lifespans of the lights and reducing waste production. We also embed the concept of reusing resources in our working environment. For instance, we store temporarily unused furniture in good condition for future reuse whenever possible.

The charts below provide an overview of the Group’s total hazardous and non-hazardous waste generation in 2024 as well as in the preceding two years. The minor increase in non-hazardous waste observed in 2024 was primarily attributed to one-time renovation projects in our offices and branches, and a rise in requests for document destruction.



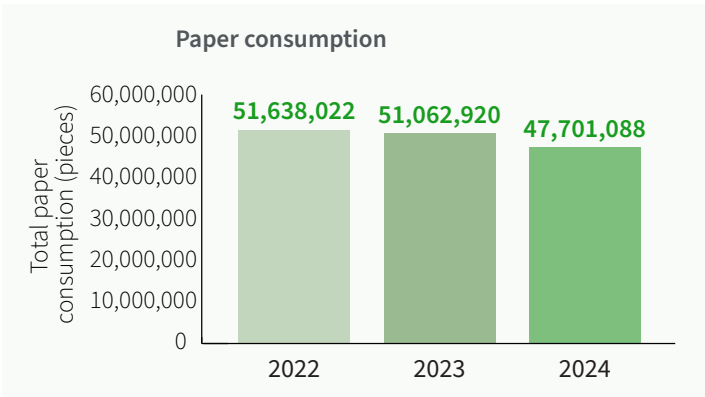
Water Use

To effectively manage and reduce our water usage, the Group implemented various water conservation measures at our premises. For instance, where appropriate, we have installed automatic sensors on water-efficient faucets throughout our premises. These sensors help regulate water flow and minimise water wastage. The Group's total water consumption in 2024 and in the previous two years is set out in the chart below.



Paperless

Going paperless remains a central focus of our ESG strategy. We actively monitor our paper consumption and track our progress towards attaining the 5% annualised paper reduction target by 2025, compared to our 2020 baseline. In 2024, we achieved a 22% decrease in paper usage compared to our 2020 baseline, far exceeding the target. We plan to review and update our target in 2025 to reaffirm our ongoing commitment in reducing paper usage.



Embracing the Paperless Initiative within Our Operations

To align our operations towards the goal of going paperless, we continued to digitalise our processes during the reporting period.

DSB: Digitalised customer due diligence process for SMEs and China Witness Account Opening	→		Savings of over 70,000 sheets of paper in the third quarter of 2024
DSB: Digitalised notifications to unit trust customers	→		Annual savings of approximately 70,000 physical letters
DSB: Digitalised order placement workflow for investment products	→		Annual savings of 26,000 sheets of paper
BCM: Shifted paper-based operations to electronic formats, such as changing customers' default bank statement from paper to e-statement and reducing the printing of Time Deposit Monthly Statements	→		Annual savings of 590,000 and 360,000 sheets of paper respectively

Externally, DSB continued to participate in the Mastercard Priceless Planet Coalition Programme, whereby the Bank pledges to plant a tree for each new customer who enrolls in e-statements and e-advice and to contribute towards the programme's target to restore 100 million trees by 2025. By doing so, we engage our customers in our paperless efforts and encourage them to leverage their individual influence to contribute positively to environmental sustainability. From November 2023 to October 2024, DSB contributed to planting 6,410 trees through this initiative.

Staff Awareness and Engagement

We are committed to fostering a culture of environmental awareness among our employees, recognising that each individual plays a vital role in our sustainability journey. By instilling this mindset, we aim to further decarbonise our operations and enhance our contributions to the communities in which we operate. We believe that by empowering our workforce with knowledge and resources, we can collectively drive meaningful change and support our regions in their long-term sustainability efforts.

To actively promote environmental awareness and to encourage staff participation, we displayed posters on multiple floors of our premises, highlighting the importance of sustainability and inviting employees to take part in green initiatives. During the year, we shared quarterly Green Tips and conducted Green Education sessions for our Hong Kong employees, encouraging practices such as using recycling bins and adopting waste separation practices. These sessions offered insights and practical advice on sustainable practices, empowering our staff to make eco-friendly choices in their daily lives. To further promote green advocacy amongst our staff, we launched an Internal Paper Usage Reduction Competition in August 2024, which will run until July 2025.

In Macau, BCM launched the “Environmental Fun Quiz” internal campaign with quarterly online quizzes on topics such as water and energy conservation, waste reduction and recycling. This campaign attracted participation by over 400 staff members, helping them understand more environmentally friendly habits in the workplace.

Meanwhile, we continued to support various recycling campaigns organised by different organisations:

- In Hong Kong, DSB donated 102kg of red packet envelopes to Greeners Action as a Silver Sponsor and donated over 600 books and 5 carton boxes of toys to The Salvation Army
- In Macau, BCM and MIC collected 67.8kg and 4.6kg of red packets and 60 and 16 used mooncake boxes for recycling respectively, which was part of the recycling campaign organised by the Macau SAR Government

Our Performance

Sustainability Performance Table

Economic Performance	2024 HKD million	2023 HKD million	2022 HKD million
Deposits from customers	200,599	206,535	198,575
Advances to customers	138,374	143,049	136,530
Total assets	266,523	269,789	259,159
Profit attributable to shareholders	1,673	1,592	1,224
Basic earnings per share	HKD 5.25	HKD 4.99	HKD 3.83

Environmental KPIs	Unit	2024	2023	2022
Energy consumption				
Total energy consumption	kWh	7,063,852	7,024,069	6,899,600
Total direct energy consumption – Mobile combustion	kWh	349,238	350,185	343,744
Total indirect energy consumption - Purchased electricity	kWh	6,714,614	6,673,884	6,555,856
Total energy consumption intensity by number of full-time employee (“FTE”)	kWh / FTE	2,274.26	2,277.58	2,274.09
GHG emissions ^{1,2}				
Total GHG emissions	tonne CO ₂ e	4,066	4,465	4,454
Scope 1 – Direct emissions and removals ³	tonne CO ₂ e	96	96	94
Scope 2 – Energy indirect emissions ⁴	tonne CO ₂ e	3970	4,369	4,360
GHG emissions intensity (scope 1 and scope 2) by number of full-time employees	tonne CO ₂ e / FTE	1.31	1.45	1.47
Water consumption				
Total water consumption	m ³	12,750	12,531	11,595
Water consumption intensity				
Water consumption intensity by number of full-time employees	m ³ / FTE	4.10	4.06	3.59

Environmental KPIs	Unit	2024	2023	2022
Waste produced				
Total weight of hazardous waste produced	tonne	7	7	3
Total weight non-hazardous waste produced	tonne	510	478	471
Waste production intensity				
Hazardous waste production intensity by number of full-time employees	tonne / FTE	0.0024	0.0024	0.0011
Non-hazardous waste production intensity by number of full-time employees	tonne / FTE	0.16	0.16	0.15
Total weight of hazardous waste collected for recycling ⁵	tonne	1.72	2.18	-
Total weight of non-hazardous waste collected for recycling ⁶	tonne	87.12	93.53	-

Social KPIs	Unit	2024	2023	2022
Employment				
Total workforce	#	3,269	3,244	3,274
Breakdown by gender				
Male	#	1,500	1,499	1,536
Female	#	1,769	1,745	1,738
Breakdown by employment type				
Permanent full-time	#	3,106	3,084	3,034
Permanent part-time	#	9	8	7
Non-permanent full-time	#	131	128	194
Non-permanent part-time	#	23	24	39
Breakdown by age group				
<30	#	396	429	508
30 to <50	#	2,093	2,062	2,016
≥50	#	780	753	750

Social KPIs

Unit

2024

2023

2022

Employment

Breakdown by geographical region

Hong Kong	#	2,516	2,503	2,514
Mainland China	#	330	326	330
Macau	#	423	415	430

Turnover rate by gender⁷

Male	%	11.3%	18.6%	21.3%
Female	%	10.0%	14.5%	19.2%

Turnover rate by age group

<30	%	18.8%	31.2%	40.4%
30 to <50	%	10.8%	15.0%	19.2%
≥50	%	5.7%	11.1%	8.7%

Turnover rate by geographical region

Hong Kong	%	12.3%	17.7%	24.2%
Mainland China	%	4.0%	2.8%	5.3%
Macau	%	6.0%	19.3%	7.5%

Health and Safety

Number of work-related fatalities	#	0	0	0
Rate of work-related fatalities	%	0%	0%	0%
Lost days due to work injury	#	445	569	82

Social KPIs	Unit	2024	2023	2022
Training and Development				
Percentage of trained employees	%	99%	99%	98%
Percentage of trained employees by employment type				
Permanent full-time	%	99%	99%	98%
Permanent part-time	%	100%	88%	100%
Non-permanent full-time	%	99%	99%	95%
Non-permanent part-time	%	100%	96%	77%
Percentage of trained employees by gender				
Male	%	99%	99%	98%
Female	%	99%	99%	98%
Percentage of trained employees by employee category				
Non-managers	%	99%	99%	97%
Managers	%	99%	99%	99%
Senior management	%	100%	100%	100%
Average training hours completed per employee by employment type				
Permanent full-time	Hours	34	30	24
Permanent part-time	Hours	23	20	20
Non-permanent full-time	Hours	22	15	12
Non-permanent part-time	Hours	17	14	9
Average training hours completed per employee by gender				
Male	Hours	35	30	24
Female	Hours	32	28	22
Average training hours completed per employee by employee category				
Non-managers ⁸	Hours	32	28	21
Managers	Hours	36	31	27
Senior management	Hours	26	23	21

Social KPIs	Unit	2024	2023	2022
Supply Chain Management				
Number of suppliers by geographical region				
Hong Kong	#	220	200	185
Mainland China	#	151	149	87
Macau	#	100	83	67
Other regions	#	16	12	10
Product Responsibility				
Number of products and service-related complaints	#	445	510	492
Community Investment				
Number of volunteering hours	Hours	2,796	4,058	3,687
Charitable and other donations	HKD	760,000	1,929,000	1,532,000

1. For GHG emissions calculations, we referred to the GHG Protocol published by the World Business Council of Sustainable Development and the World Resources Institute.
2. Air emissions are not material to our operations and therefore data are not disclosed.
3. GHG calculations include carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O).
4. Scope 2 GHG emissions were calculated based on electricity consumed using corresponding emission factors as provided by Hongkong Electric Company, CLP, Companhia de Electricidade de Macau, China Southern Power Grid and China East Grid Corp.
5. Data for total weight of hazardous waste collected for recycling is newly collected in 2023 and hence the data for 2022 is not available.
6. Data for total weight of non-hazardous waste collected for recycling is newly collected in 2023 and hence the data for 2022 is not available.
7. Turnover rate was calculated based on the number of employees (excluding probationers) who left the firm during the year divided by the average number of employees during the year.
8. The figure related to non-manager's average training hour in 2023 is restated as an error was identified in the application of decimal place.

Recognition and Awards

ESG Rating

In 2024, Dah Sing Financial Holdings Limited was rated BBB in the MSCI ESG Rating.

Awards and Accreditations

Awards and Accreditations	Name of Association	Entity
Corporate		
Carbon Neutrality and Sustainability Gold Award - Banking Sector	Hong Kong Inheritance Foundation	DSFH
National (Shenzhen) Excellent Enterprises With Foreign Investment Compliance Construction Promotion (2023-2024)	Shenzhen Association Of Enterprises With Foreign Investment	DSB (Shenzhen Branch)
National (Shenzhen) Excellent Enterprises With Foreign Investment Excellent Tax-Payment And Turnover (2023)	Shenzhen Association Of Enterprises With Foreign Investment	DSB (Shenzhen Branch)
Marketplace		
Internet Banking/Mobile Banking App – Outstanding Mobile Banking Solutions Award at Ming Pao Awards for Excellence in Finance 2024	Ming Pao	DSB
2023 FinTech Awards - Outstanding Artificial Intelligence - Applied Solution	ET NET	DSB
Best SME’s Partner Gold Award 2024	The Hong Kong General Chamber of Small and Medium Business	DSB
CAPITAL Merits of Achievements in Banking and Finance 2024 for Service Excellence for Start-ups and Micro-enterprises	CAPITAL Magazine	DSB
Hong Kong Excellence in Retail Finance and Technology Innovation Awards 2024 – Best Personalisation Initiative	The Asian Banker	DSB
Hong Kong Leaders’ Choice Brand Awards 2024 - Excellent Brand of Mobile Securities Services – Banking	Metro Finance	DSB
Hong Kong Leaders’ Choice Brand Awards 2024 - Excellent Brand of Personal Loan Services – Banking	Metro Finance	DSB
Ming Pao Awards for Excellence in Finance 2024 - Best Overseas Study Protection	Ming Pao	DSI
Sing Tao Service Awards 2023 - Best Home Insurance Product	Sing Tao Daily	DSI
The Digital Insurance Awards 2024 - Most Comprehensive Motor Insurance	HoldCover	DSI
Tiptop Service Award - Persistently Outstanding Services Outlet	Tiptop Consultants Ltd	DSB (Hunghom branch)
Wealth Management Service Award for Excellence in Customer Service at Ming Pao Awards for Excellence in Finance 2024	Ming Pao	DSB
2024 Best Financial Service Award	2024 The eighth Boao Summit of Chinese Brands	DSB China
2024 Service Innovation Award	Phoenix New Media Limited (Shenzhen)	DSB China

Awards and Accreditations	Name of Association	Entity
Workplace		
20 Years Plus Caring Company Logo	The Hong Kong Council of Social Service	DSB
5 Years Plus Caring Company Logo	The Hong Kong Council of Social Service	DSI
Good MPF Employer	Mandatory Provident Fund Schemes Authority	DSI
Good MPF Employer 10 Years	Mandatory Provident Fund Schemes Authority	DSB, DSIA, DSIB, DSS, OKF
Manpower Developer	Employees Retraining Board	DSFG
National (Shenzhen) Excellent Enterprises With Foreign Investment Harmonious Labor Relationship Promotion (2023-2024)	Shenzhen Association Of Enterprises With Foreign Investment	DSB (Shenzhen Branch)
The Employer of Choice Award 2024	JobMarket	DSFG
Community		
Blood Transfusion Service Thank You Letter	Blood Transfusion Centre	BCM
Hong Kong Volunteer Award - Corporate - Certificate of Appreciation (500 - 1,999 service hours)	Agency For Volunteer Service	DSB
Oxfam Rice Certificate of Appreciation - Outstanding Group Order Award - 1st runner up	Oxfam Macau	BCM
Oxfam Rice Certificate of Appreciation - Top Donation Volunteer Group Award (Corporate Group) - 1st place	Oxfam Macau	BCM
Oxfam TowerRun 2024 Certificate of Appreciation - Sponsorship	Oxfam Macau	BCM
Oxfam TowerRun 2024 Certificate of Appreciation - Volunteer	Oxfam Macau	BCM
Press Release for Corporate Donation	Charity Fund From the Readers of Macao Daily News	BCM
Social Capital Builders Awards 2022-2024	Community Investment and Inclusion Fund	DSB
Y-Care CSR Scheme - Gold Partner	Chinese YMCA of Hong Kong	DSB
Y-Care CSR Scheme - Y-Care Outstanding Performance (Social) Award	Chinese YMCA of Hong Kong	DSB
Environment		
“Good” Class Energywi\$e certificate	Hong Kong Productivity Council	DSB
“Good” Class Wastewi\$e certificate	Hong Kong Productivity Council	DSB
Green Office Awards Labelling Scheme	World Green Organisation	DSB

Content Indices

HKEX ESG Reporting Guide Content Index

Part C: “Comply or explain” Provisions

A. Environmental		Section / Remark
Aspect A1 Emissions		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Environment Environment > GHG Emission Management
KPI A1.1	The types of emissions and respective emissions data.	Our Performance > Sustainability Performance Table Air emissions are not material to our operations, so air emissions data are not disclosed.
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Our Performance > Sustainability Performance Table
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Our Performance > Sustainability Performance Table
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Our Performance > Sustainability Performance Table
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Responsible Business > Climate-related Risks > Progress towards Net Zero Transition Plan Development Environment > GHG Emission Management
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Environment > Waste Management
Aspect A2 Use of Resources		
General disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Environment ESG Policy
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Our Performance > Sustainability Performance Table
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Our Performance > Sustainability Performance Table

A. Environmental		Section / Remark
Aspect A2 Use of Resources		
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Environment > Energy Efficiency
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Water consumption is not material to our operations so we have not set targets on water consumption efficiency.
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Packaging material is not material to our operations so the quantity of packaging material used is not disclosed.
Aspect A3 The Environment and Natural Resources		
General disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Environment
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environment
Aspect A4 Climate Change		
General disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Responsible Business > Climate-related Risks
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact the issuer, and the actions taken to manage them.	Responsible Business > Climate-related Risks For details, please refer to HKEX ESG Reporting Guide Content Index for locations of disclosure.

B. Social

Section / Remark

Aspect B1 Employment

General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Workplace > Talent Attraction and Retention Workplace > Diversity and Equal Opportunity
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Our Performance > Sustainability Performance Table
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Our Performance > Sustainability Performance Table

Aspect B2 Health and Safety

General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Workplace > Health, Safety and Well-being
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Our Performance > Sustainability Performance Table
KPI B2.2	Lost days due to work injury.	Our Performance > Sustainability Performance Table
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Workplace > Health, Safety and Well-being

Aspect B3 Development and Training

General disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Workplace > Training and Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Our Performance > Sustainability Performance Table
KPI B3.2	The average training hours completed per employee by gender and employee category.	Our Performance > Sustainability Performance Table

Aspect B4 Labour Standards

General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Responsible Business Workplace
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Workplace
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Workplace

B. Social		Section / Remark
Aspect B5 Supply Chain Management		
General disclosure	Policies on managing environmental and social risks of the supply chain.	Responsible Business > Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Our Performance > Sustainability Performance Table
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Responsible Business > Supply Chain Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Responsible Business > Supply Chain Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Responsible Business > Supply Chain Management
Aspect B6 Product Responsibility		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Responsible Business
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	This KPI is not applicable to our business.
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	Customer Centricity Our Performance > Sustainability Performance Table
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Responsible Business > Responsible Products and Services
KPI B6.4	Description of quality assurance process and recall procedures.	Responsible Business > Responsible Products and Services
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Responsible Business > Information Security and Cybersecurity Marketplace > Customer Data Privacy

B. Social		Section / Remark
Aspect B7 Anti-corruption		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Responsible Business > Ethical Behaviour, AML and Anti-corruption Workplace > Culture and Values
KPI 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.	No such legal cases identified during the reporting period
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Responsible Business > Ethical Behaviour, AML and Anti-corruption Workplace > Culture and Values
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Responsible Business > Ethical Behaviour, AML and Anti-corruption
Aspect B8 Community Investment		
General disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Community
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Our Performance > Sustainability Performance Table

Part D Climate-related Disclosures

(New requirements of HKEX ESG Reporting Code for financial year commencing on or after 1 January 2025)

Part D Climate-related Disclosures		Section / Remark
Governance		
19 IFRS S2 para. 6; TCFD Governance (a) & (b)	<p>An issuer shall disclose information about:</p> <p>(a) the governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of 11 climate-related risks and opportunities. Specifically, the issuer shall identify that body(s) or individual(s) and disclose information about:</p> <p>(i) how the body(s) or individual(s) determines whether appropriate skills and competencies are available or will be developed to oversee strategies designed to respond to climate-related risks and opportunities;</p> <p>(ii) how and how often the body(s) or individual(s) is informed about climate-related risks and opportunities;</p> <p>(iii) how the body(s) or individual(s) takes into account climate-related risks and opportunities when overseeing the issuer’s strategy, its decisions on major transactions, and its risk management processes and related policies, including whether the body(s) or individual(s) has considered trade-offs associated with those risks and opportunities;</p> <p>(iv) how the body(s) or individual(s) oversees the setting of, and monitors progress towards, targets related to climate-related risks and opportunities (see paragraphs 37 to 40), including whether and how related performance metrics are included in remuneration policies (see paragraph 35); and</p> <p>(b) management’s role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities, including information about: (i) whether the role is delegated to a specific management-level position or management-level committee and how oversight is exercised over that position or committee; and (ii) whether management uses controls and procedures to support the oversight of climate-related risks and opportunities and, if so, how these controls and procedures are integrated with other internal functions.</p>	<p>Commitment and Governance > ESG Governance Structure</p> <p>Commitment and Governance > ESG Governance Structure</p>

Part D Climate-related Disclosures		Section / Remark
Strategy		
20 IFRS S2 para. 10; TCFD Strategy (a)	<p>An issuer shall disclose information to enable an understanding of climate-related risks and opportunities that could reasonably be expected to affect the issuer’s cash flows, its access to finance or cost of capital over the short, medium or long term. Specifically, the issuer shall</p> <hr/> <p>(a) describe climate-related risks and opportunities that could reasonably be expected to affect the issuer’s cash flows, its access to finance or cost of capital over the short, medium or long term;</p> <hr/> <p>(b) explain, for each climate-related risk the issuer has identified, whether the issuer considers the risk to be a climate-related physical risk or climate-related transition risk;</p> <hr/> <p>(c) specify, for each climate-related risk and opportunity the issuer has identified, over which time horizons – short, medium or long term – the effects of each climate-related risk and opportunity could reasonably be expected to occur; and</p> <hr/> <p>(d) explain how the issuer defines ‘short term’, ‘medium term’ and ‘long term’ and how these definitions are linked to the planning horizons used by the issuer for strategic decision-making.</p>	Responsible Business > Climate-related Risks
21 IFRS S2 para. 13; TCFD Strategy (b)	<p>An issuer shall disclose information that enables an understanding of the current and anticipated effects of climate-related risks and opportunities on the issuer’s business model and value chain. Specifically, the issuer shall disclose:</p> <hr/> <p>(a) a description of the current and anticipated effects of climate-related risks and opportunities on the issuer’s business model and value chain; and</p> <hr/> <p>(b) a description of where in the issuer’s business model and value chain climate-related risks and opportunities are concentrated (for example, geographical areas, facilities and types of assets).</p>	Responsible Business > Climate-related Risks > Climate Risk Stress Test

Part D Climate-related Disclosures

Section / Remark

Strategy

<p>22 IFRS S2 para. 14; TCFD Strategy (b)</p>	<p>An issuer shall disclose information that enables an understanding of the effects of climate-related risks and opportunities on its strategy and decision-making. Specifically, the issuer shall disclose:</p>	<p>Responsible Business > Climate-related Risks > Climate Risk Stress Test</p> <p>Responsible Business > Climate-related Risks > Progress towards Net Zero Transition Plan Development</p> <p>Green and Sustainable Banking</p>
	<p>(a) information about how the issuer has responded to, and plans to respond to, climate-related risks and opportunities in its strategy and decision-making, including how the issuer plans to achieve any climate-related targets it has set and any targets it is required to meet by law or regulation. Specifically, the issuer shall disclose information about:</p> <p>(i) current and anticipated changes to the issuer's business model, including its resource allocation, to address climate-related risks and opportunities;</p> <p>(ii) current and anticipated adaptation and mitigation efforts (whether direct or indirect);</p> <p>(iii) any climate-related transition plan the issuer has (including information about key assumptions used in developing its transition plan, and dependencies on which the issuer's transition plan relies), or an appropriate negative statement where the issuer does not have a climate-related transition plan; and</p> <p>(iv) how the issuer plans to achieve any climate-related targets (including any greenhouse gas emissions targets (if any)), described in accordance with paragraphs 37 to 40; and</p> <p>(b) information about how the issuer is resourcing, and plans to resource, the activities disclosed in accordance with paragraph 22(a).</p>	
<p>23 IFRS S2 para. 14; TCFD Strategy (b)</p>	<p>An issuer shall disclose information about the progress of plans disclosed in previous reporting periods in accordance with paragraph 22(a).</p>	
<p>24 IFRS S2 para. 16; TCFD Strategy (b)</p>	<p>An issuer shall disclose qualitative and quantitative information about:</p> <p>(a) how climate-related risks and opportunities have affected its financial position, financial performance and cash flows for the reporting period; and</p> <p>(b) the climate-related risks and opportunities identified in paragraph 24(a) for which there is a significant risk of a material adjustment within the next annual reporting period to the carrying amounts of assets and liabilities reported in the related financial statements.</p>	<p>Responsible Business > Climate-related Risks > Climate Risk Stress Test</p> <p>Based on the CRST results, climate change is not expected to pose material financial impact to DSB.</p>

Part D Climate-related Disclosures

Section / Remark

Strategy

<p>25 IFRS S2 para. 16; TCFD Strategy (b)</p>	<p>The issuer shall provide qualitative and quantitative disclosures about:</p>	<p>Responsible Business > Climate-related Risks > Climate Risk Stress Test</p>
	<p>(a) how the issuer expects its financial position to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities, taking into consideration:</p> <p>(i) its investment and disposal plans; and</p> <p>(ii) its planned sources of funding to implement its strategy; and</p> <p>(b) how the issuer expects its financial performance and cash flows to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities.</p>	<p>Based on the CRST results, climate change is not expected to pose material financial impact to DSB.</p>
<p>26 IFRS S2 para. 22; TCFD Strategy (c)</p>	<p>An issuer shall disclose information that enables an understanding of the resilience of the issuer's strategy and business model to climate-related changes, developments and uncertainties, taking into consideration the issuer's identified climate-related risks and opportunities. An issuer shall use climate-related scenario analysis to assess its climate resilience using an approach that is commensurate with an issuer's circumstances. In providing quantitative information, the issuer may disclose a single amount or a range. Specifically, the issuer shall disclose:</p>	
	<p>(a) the issuer's assessment of its climate resilience as at the reporting date, which shall enable an understanding of:</p> <p>(i) the implications, if any, of the issuer's assessment for its strategy and business model, including how the issuer would need to respond to the effects identified in the climate-related scenario analysis;</p> <p>(ii) the significant areas of uncertainty considered in the issuer's assessment of its climate resilience; and</p> <p>(iii) the issuer's capacity to adjust, or adapt its strategy and business model to climate change over the short, medium or long term;</p> <p>(b) how and when the climate-related scenario analysis was carried out, including:</p> <p>(i) information about the inputs used, including:</p> <p>(1) which climate-related scenarios the issuer used for the analysis and the sources of such scenarios;</p> <p>(2) whether the analysis included a diverse range of climate-related scenarios;</p> <p>(3) whether the climate-related scenarios used for the analysis are associated with climate-related transition risks or climate-related physical risks;</p> <p>(4) whether the issuer used, among its scenarios, a climate-related scenario aligned with the latest international agreement on climate change;</p> <p>(5) why the issuer decided that its chosen climate-related scenarios are relevant to assessing its resilience to climate-related changes, developments or uncertainties;</p> <p>(6) time horizons the issuer used in the analysis; and</p> <p>(7) what scope of operations the issuer used in the analysis (for example, the operation, locations and business units used in the analysis);</p> <p>(ii) the key assumptions the issuer made in the analysis; and</p> <p>(iii) the reporting period in which the climate-related scenario analysis was carried out.</p>	<p>Responsible Business > Climate-related Risks > Climate Risk Stress Test</p>

Part D Climate-related Disclosures		Section / Remark
Risk management		
27 IFRS S2 para. 25; TCFD Risk Management (a) to (c)	<p>An issuer shall disclose information about:</p> <hr/> <p>(a) the processes and related policies it uses to identify, assess, prioritise and monitor climate-related risks, including information about:</p> <ul style="list-style-type: none"> (i) the inputs and parameters the issuer uses (for example, information about data sources and the scope of operations covered in the processes); (ii) whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related risks; (iii) how the issuer assesses the nature, likelihood and magnitude of the effects of those risks (for example, whether the issuer considers qualitative factors, quantitative thresholds or other criteria); (iv) whether and how the issuer prioritises climate-related risks relative to other types of risks; (v) how the issuer monitors climate-related risks; and (vi) whether and how the issuer has changed the processes it uses compared with the previous reporting period; <hr/> <p>(b) the processes the issuer uses to identify, assess, prioritise and monitor climate-related opportunities (including information about whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related opportunities); and</p> <hr/> <p>(c) the extent to which, and how, the processes for identifying, assessing, prioritising and monitoring climate-related risks and opportunities are integrated into and inform the issuer's overall risk management process.</p>	Responsible Business > Climate-related Risks
Metrics and targets		
28 IFRS S2 para. 29; TCFD Metrics and Targets (b)	<p>An issuer shall disclose its absolute gross greenhouse gas emissions generated during the reporting period, expressed as metric tons of CO2 equivalent, classified as:</p> <hr/> <p>(a) Scope 1 greenhouse gas emissions;</p> <hr/> <p>(b) Scope 2 greenhouse gas emissions; and</p> <hr/> <p>(c) Scope 3 greenhouse gas emissions.</p>	Environment > GHG Emission Management Our Performance > Sustainability Performance Table

Part D Climate-related Disclosures

Section / Remark

Metrics and targets

29 IFRS S2 para. 29 TCFD Metrics and Targets (b)	<p>An issuer shall:</p> <ul style="list-style-type: none"> (a) measure its greenhouse gas emissions in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) unless required by a jurisdictional authority or another exchange on which the issuer is listed to use a different method for measuring greenhouse gas emissions; (b) disclose the approach it uses to measure its greenhouse gas emissions including: <ul style="list-style-type: none"> (i) the measurement approach, inputs and assumptions the issuer uses to measure its greenhouse gas emissions; (ii) the reason why the issuer has chosen the measurement approach, inputs and assumptions it uses to measure its greenhouse gas emissions; and (iii) any changes the issuer made to the measurement approach, inputs and assumptions during the reporting period and the reasons for those changes; (c) for Scope 2 greenhouse gas emissions disclosed in accordance with paragraph 28(b), disclose its location-based Scope 2 greenhouse gas emissions, and provide information about any contractual instruments that is necessary to enable an understanding of the issuer's Scope 2 greenhouse gas emissions; and (d) for Scope 3 greenhouse gas emissions disclosed in accordance with paragraph 28(c), disclose the categories included within the issuer's measure of Scope 3 greenhouse gas emissions, in accordance with the Scope 3 categories described in the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011). 	<p>Environment > GHG Emission Management</p> <p>We are currently baselining our Scope 3 emissions focusing on DSB HK business, and will continue to expand our Scope 3 emissions measurement to provide a full picture of the DSB's performance.</p>
30 IFRS S2 para. 29; TCFD Metrics and Targets (a)	<p>An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related transition risks.</p>	<p>Based on the CRST results, we expect the assets or business activities vulnerable to climate-related transition risks to be immaterial.</p>
31 IFRS S2 para. 29; TCFD Metrics and Targets (a)	<p>An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related physical risks.</p>	<p>Based on the CRST results, we expect the assets or business activities vulnerable to climate-related physical risks to be immaterial.</p>
32 IFRS S2 para. 29; TCFD Metrics and Targets (a)	<p>An issuer shall disclose the amount and percentage of assets or business activities aligned with climate-related opportunities.</p>	<p>We will continue to evaluate our climate-related opportunities and disclose the relevant metrics when available.</p>
33 IFRS S2 para. 29; TCFD Metrics and Targets (a)	<p>An issuer shall disclose the amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities.</p>	<p>We will continue to evaluate our climate-related opportunities and disclose the relevant metrics when available.</p>

Part D Climate-related Disclosures

Section / Remark

Metrics and targets

34 IFRS S2 para. 29; TCFD Metrics and Targets (a)	<p>An issuer shall disclose:</p> <hr/> <p>(a) an explanation of whether and how the issuer is applying a carbon price in decision-making (for example, investment decisions, transfer pricing, and scenario analysis); and</p> <hr/> <p>(b) the price of each metric tonne of greenhouse gas emissions the issuer uses to assess the costs of its greenhouse gas emissions; or an appropriate negative statement that the issuer does not apply a carbon price in decision-making.</p>	We do not currently apply a carbon price in decision-making and will explore the applicability of implementation in the future.
35 IFRS S2 para. 29; TCFD Metrics and Targets (a)	An issuer shall disclose whether and how climate-related considerations are factored into remuneration policy, or an appropriate negative statement. This may form part of the disclosure under paragraph 19(a)(iv).	Climate-related considerations are not currently factored into remuneration policy but ESG and Climate Risk Management are considered in the evaluation of Board performance.
36 IFRS S2 para. 32; TCFD Metrics and Targets (a)	An issuer is encouraged to disclose industry-based metrics that are associated with one or more particular business models, activities or other common features that characterise participation in an industry. In determining the industry-based metrics that the issuer discloses, an issuer is encouraged to refer to and consider the applicability of the industry-based metrics associated with disclosure topics described in the IFRS S2 Industry-based Guidance on implementing Climate-related Disclosures and other industry-based disclosure requirements prescribed under other international ESG reporting frameworks.	We do not currently disclose any industry-based metrics but will explore the applicability in the future.
37 IFRS S2 para. 33; TCFD Metrics and Targets (c)	<p>An issuer shall disclose (a) the qualitative and quantitative climate-related targets the issuer has set to monitor progress towards achieving its strategic goals; and (b) any targets the issuer is required to meet by law or regulation, including any greenhouse gas emissions targets. For each target, the issuer shall disclose:</p> <hr/> <p>(a) the metric used to set the target;</p> <hr/> <p>(b) the objective of the target (for example, mitigation, adaptation or conformance with science-based initiatives);</p> <hr/> <p>(c) the part of the issuer to which the target applies (for example, whether the target applies to the issuer in its entirety or only a part of the issuer, such as a specific business unit or geographic region);</p> <hr/> <p>(d) the period over which the target applies;</p> <hr/> <p>(e) the base period from which progress is measured;</p> <hr/> <p>(f) milestones or interim targets (if any);</p> <hr/> <p>(g) if the target is quantitative, whether the target is an absolute target or an intensity target; and</p> <hr/> <p>(h) how the latest international agreement on climate change, including jurisdictional commitments that arise from that agreement, has informed the target.</p>	<p>Responsible Business > Climate-related Risks > Progress towards Net Zero Transition Plan Development</p> <p>We are in the process of baselining our Scope 3 emissions and developing our Transition Plan, which will form a basis for our target setting. Ultimately, we will work towards reducing carbon emissions in our own operations to become carbon neutral by 2030, and achieving net zero in our financed emission by 2050, in line with targets set out by the HKSAR government and the goals set out in the HKMA's Sustainable Finance Action Agenda.</p>

Part D Climate-related Disclosures

Section / Remark

Metrics and targets

38 IFRS S2 para. 34; TCFD Metrics and Targets (c)	<p>An issuer shall disclose information about its approach to setting and reviewing each target, and how it monitors progress against each target, including:</p> <p>(a) whether the target and the methodology for setting the target has been validated by a third party;</p> <p>(b) the issuer's processes for reviewing the target;</p> <p>(c) the metrics used to monitor progress towards reaching the target; and</p> <p>(d) any revisions to the target and an explanation for those revisions.</p>	We are in the process of baselining our Scope 3 emissions and developing our Transition Plan, which will form a basis for our target setting.
39 IFRS S2 para. 35; TCFD Metrics and Targets (c)	An issuer shall disclose information about its performance against each climate-related target and an analysis of trends or changes in the issuer's performance.	
40 IFRS S2 para. 36; TCFD Metrics and Targets (c)	<p>For each greenhouse gas emissions target disclosed in accordance with paragraphs 37 to 39, an issuer shall disclose:</p> <p>(a) which greenhouse gases are covered by the target;</p> <p>(b) whether Scope 1, Scope 2 or Scope 3 greenhouse gas emissions are covered by the target;</p> <p>(c) whether the target is a gross greenhouse gas emissions target or a net greenhouse gas emissions target. If the issuer discloses a net greenhouse gas emissions target, the issuer is also required to separately disclose its associated gross greenhouse gas emissions target;</p> <p>(d) whether the target was derived using a sectoral decarbonisation approach; and</p> <p>(e) the issuer's planned use of carbon credits to offset greenhouse gas emissions to achieve any net greenhouse gas emissions target. In explaining its planned use of carbon credits, the issuer shall disclose:</p> <p>(i) the extent to which, and how, achieving any net greenhouse gas emissions target relies on the use of carbon credits;</p> <p>(ii) which third-party scheme(s) will verify or certify the carbon credits;</p> <p>(iii) the type of carbon credit, including whether the underlying offset will be nature-based or based on technological carbon removals, and whether the underlying offset is achieved through carbon reduction or removal; and</p> <p>(iv) any other factors necessary to enable an understanding of the credibility and integrity of the carbon credits the issuer plans to use (for example, assumptions regarding the permanence of the carbon offset).</p>	
41 IFRS S2 para. 23, 37; TCFD Metrics and Targets (a)	In preparing disclosures to meet the requirements in paragraphs 21 to 26 and 37 to 38, an issuer shall refer to and consider the applicability of cross-industry metrics (see paragraphs 28 to 35) and (ii) industry-based metrics (see paragraph 36).	Refer to our responses on paragraphs 28 to 35 and 36 for more details.



ASSURANCE STATEMENT

SGS HONG KONG LIMITED'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE 2024 ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT OF DAH SING FINANCIAL HOLDINGS LIMITED (DSFH)

NATURE OF THE ASSURANCE/VERIFICATION

SGS Hong Kong Limited (hereinafter referred to as SGS) was commissioned by Dah Sing Financial Holdings Limited (DSFH) (hereinafter referred to as DSFH) to conduct an independent assurance of the "2024 ESG Report" (hereinafter referred to as the Report). The reporting period of the Report is 1 January 2024 to 31 December 2024.

INTENDED USERS OF THIS ASSURANCE STATEMENT

This Assurance Statement is provided with the intention of informing all DSFH's Stakeholders.

RESPONSIBILITIES

The information in the Report and its presentation are the responsibility of the directors, governing body and the management of DSFH. SGS has not been involved in the preparation of any of the material included in the Report.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of verification with the intention to inform all DSFH's stakeholders.

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised) – Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (ISAE 3000) issued by the International Auditing and Assurance Standards Board. The verification process was designed to obtain a limited level of assurance for the purpose of devising the verification opinion and conclusion.

The assurance of this report has been conducted according to the following Assurance Standard:

Assurance Standard	Level of Assurance
ISAE 3000	Limited

SCOPE OF ASSURANCE AND REPORTING CRITERIA

The scope of the assurance included evaluation of quality, accuracy and reliability of specified performance information and evaluation of adherence to the following reporting criteria:

Reporting Criteria	
1	Environmental, Social and Governance (ESG) Reporting Guide of Appendix C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited
2	New climate-related disclosures requirements of ESG Reporting Code of The Stock Exchange of Hong Kong Limited (Referring to)
3	IFRS S2 Climate-related Disclosures (hereinafter referred to as "IFRS S2") (Referring to)
4	The climate risk management disclosure requirements of the Module Code GS-1 (hereinafter referred to as "GS-1") of the Supervisory Policy Manual by Hong Kong Monetary Authority ("HKMA") (Referring to)

ASSURANCE METHODOLOGY

The assurance comprised a combination of pre-assurance research, interviews with relevant employees, documentation and record review as well as data validation.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

INHERENT LIMITATIONS

The Greenhouse Gas (GHG) emissions are quantified based on the relevant estimated values provided by the relevant organizations. There is a certain level of inherent uncertainty because the estimated values come from estimation.

STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and ESG report assurance. SGS affirms our independence from DSFH, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditor(s) and sustainability professional(s) specializing in the Environmental, Social and Governance (ESG), environmental and climate change fields.

FINDINGS AND CONCLUSIONS

ASSURANCE/VERIFICATION OPINION

On the basis of the methodology described and the verification work performed, nothing has come to our attention that causes us to believe that the specified performance information included in the scope of assurance is not fairly stated and has not been prepared, in all material respects, in accordance with the reporting criteria.

We believe that DSFH has chosen an appropriate level of assurance for this stage in their reporting.

Signed:
For and on behalf of SGS Hong Kong Limited



Miranda Kwan
Director
Business Assurance
28th March 2025



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