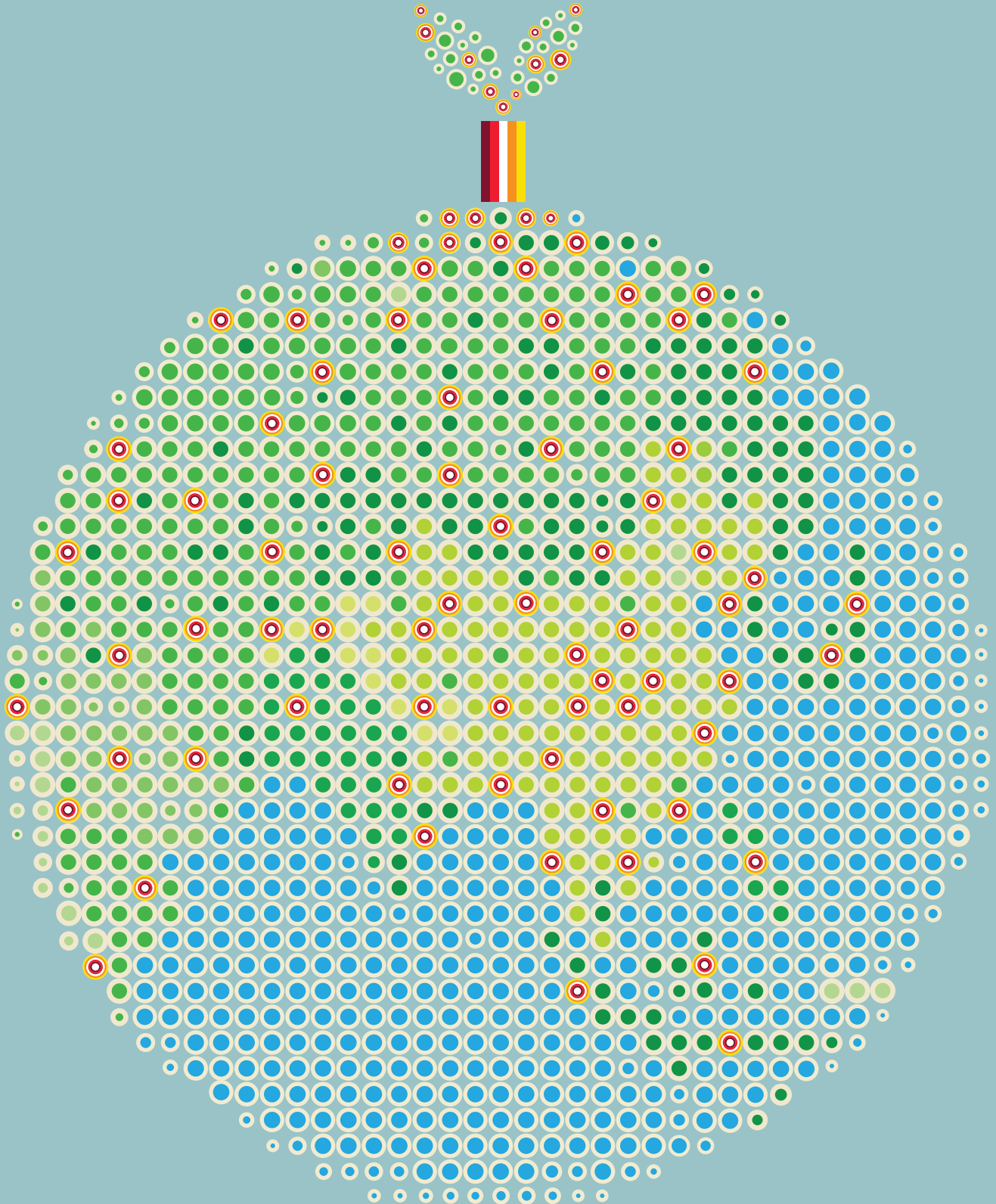




BEA 東亞銀行

(Stock Code 股份代號 : 23)

ENVIRONMENTAL  
SOCIAL AND  
GOVERNANCE HIGHLIGHTS  
2020 環境、社會及管治摘要





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## 2020 ESG HIGHLIGHTS

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# BEA AT A GLANCE

# 2020

(as at 31st December, 2020)<sup>1</sup>



Worldwide outlets **~170**

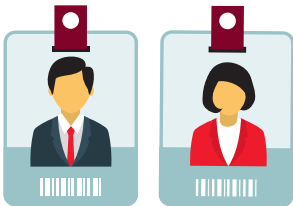


**101**  
Years in business



Network coverage in Mainland China **40** cities

Total employees



**9,536**



Total consolidated assets  
**HK\$ 884 billion**  
(US\$114 billion)

Operating income  
**HK\$ 17.3 billion**

Capital adequacy  
Total capital ratio  
**21.9%**

Dividends per share in 2020  
**HK\$ 0.4**

**2** Charitable organisations

The Bank of East Asia Charitable Foundation

The Shanghai Soong Ching Ling Foundation – BEA Charity Fund



1. Figures in this 2020 ESG Highlights may differ slightly from the Group's Annual Report 2020 due to differences in reporting scope.

# MESSAGE FROM THE EXECUTIVE CHAIRMAN



**The Bank of East Asia (“BEA”) is a leading Hong Kong-based financial services group, with an extensive presence on the Mainland and branches and partnerships in major centres in Asia, Europe, the United Kingdom, and the United States. We have supported the growth and prosperity of Hong Kong and the communities in which we operate for over a century by helping individuals, families, and businesses achieve their goals. Despite the unprecedented challenges of the past year, we remained true to our calling, ensuring that everyone we serve continued to have safe and reliable access to our financial services.**

It is hard to overstate the disruption that has been caused by the coronavirus pandemic. In early 2020, we acted quickly to introduce a range of measures to provide relief to our corporate and personal banking customers. We worked closely with those who suddenly found themselves in financial distress, arranging principal moratoriums or loan restructurings as appropriate. We committed significant resources to the government’s 100% loan guarantee scheme for small and medium size businesses. Our aim has been to support our customers through these difficult times, so that they are able to recover quickly once the pandemic is under control.

Throughout this past year, we never neglected our wider commitment to the community, and continued to make progress on our sustainability agenda. We achieved the environmental, social and governance (“ESG”) goals that we had set for ourselves in 2020. We strengthened oversight of our non-financial impacts, brought in new employee-friendly policies focused on well-being and mental health, and further reduced our carbon footprint.

We also reviewed the way we present ESG information to our stakeholders, seeking to make the information more accessible. This year, the [ESG Report](#)

is structured into two main parts: 2020 ESG Highlights, which provides a snapshot of major developments in the year under review; and ESG Approach and 2020 Performance, which provides comprehensive coverage of our practices and metrics.

The Group has made it a priority to facilitate the transition to a low-carbon economy by providing green finance products and services. We have charted a course to be recognised as a sustainability leader in Hong Kong and are investing in the people and initiatives to get us there. We are conducting our businesses responsibly and integrating ESG targets into all our operations.

I am confident that the journey ahead will be smoother than the road travelled in 2020. Our stakeholders can rest assured that our commitment to sustainable development is firm and unwavering, and I take great pleasure in presenting this report to inform you of the progress that we have made in the past year. Now, more than ever, I wish you sustained – and sustainable – good health, happiness, success, and prosperity.

**Dr. the Hon.  
Sir David Li Kwok-po**

Executive Chairman

# MESSAGE FROM THE CO-CHIEF EXECUTIVES



Adrian Li

Brian Li

**As a Bank dedicated to serving and supporting our customers, we at BEA took decisive action in response to the pandemic. At the same time, we moved to secure the Bank's long-term success in the face of global social and environmental challenges.**

## Supporting Our Customers

Travel restrictions and public health policies aimed at stemming the spread of the coronavirus pandemic have led to economic disruption and uncertainty. In response, our priority has been to provide financial support to corporate and personal customers in need of assistance through payment holidays, loan tenor extensions, and other measures.

In Hong Kong, we extended relief measures to customers in the retail, hotel, food & catering, and other industries adversely affected by the pandemic. These measures included the Pre-approved Principal Payment Holiday Scheme, the Government's Special 100% Loan Guarantee, the Mortgage Principal Moratorium Programme, and other initiatives.

Meanwhile, our comprehensive digital offering enabled safe and convenient access to general banking services, even at times when customers were unable or unwilling to visit our branches. We observed strong growth in the use of our digital services in Hong Kong in 2020, with financial transactions via online and mobile channels increasing by 23% year-on-year.

## Contributing to Our Communities

While the pandemic presented challenges to community engagement, our staff volunteers found ways to reach out to members of the local community. We prepared kits containing daily necessities for people in need, and we organised educational classes for children via web-conferencing and provided companionship to the elderly through phone calls. We worked with our non-governmental partners in Hong Kong and Mainland China to deliver nearly HK\$6.5 million in financial aid that went to providing medical supplies and personal protective equipment to the vulnerable in society.

## Ambition and Strength

The difficulties faced this year by our communities and customers across the globe have emphasised the need for urgent action on the issues that connect us. The call is not new. Our regulators, investors, and customers have communicated that topics related to sustainability matter to them. These topics also matter to us, which is why at the beginning of 2020 we tasked ourselves with elevating ESG and have begun incorporating it into our wider, long-term strategic direction. To guide us, we have formulated our Sustainability Vision and Mission Statements.

To help us realise our Vision, we have established a robust structure to govern our ESG performance. At the Board-level, we have established an ESG Committee chaired by Dr. Delman Lee. The committee members have considerable experience in sustainability. Our Board is supported by an ESG Steering Committee, focused on strategy, and our ESG Work Group, which is responsible for the implementation of our initiatives. Meanwhile, a dedicated Sustainability Section is responsible for managing our ESG performance on an ongoing basis.

**Delivering Progress**

Despite the challenging operating environment due to the coronavirus pandemic, the year under review was a productive one for the BEA Group in regard to its development as a more sustainable organisation. For the first time, we set ESG goals across our business and operations. These goals were developed to address challenges identified in our ESG performance,

including the setting of a Group carbon emissions reduction target, which will guide us in reducing our contributions to climate change from our own operations.

More significantly, we set a number of goals that will address the impacts of our business on society and the environment. These include the establishment of a Responsible Investment Statement, which will serve as the basis for a Group policy in 2021, and the development of a roadmap for green and sustainable banking.

**Outlook**

While we are proud of our achievements over the past 12 months, we are equally aware of the challenges ahead. Our primary focus in the coming year will be to integrate ESG risks in our risk appetite framework, and to formulate green lending and responsible investment strategies and business plans based on our roadmap.

To achieve our ambitions, we will need to collaborate, develop greater capacity, and foster an ever-more ESG-conscious organisation. We are confident in the ability and commitment of our team, and we look forward to going from strength to greater strength in the years ahead.

**Adrian Li**

Co-Chief Executive

**Brian Li**

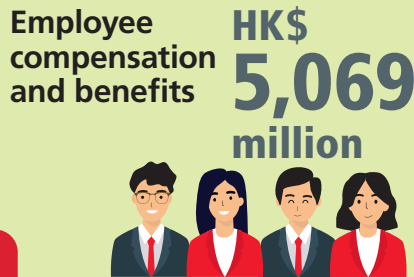
Co-Chief Executive



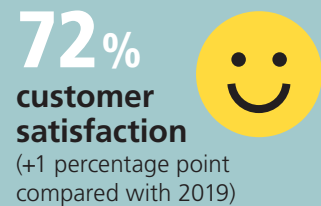
# ESG PERFORMANCE SUMMARY

(as at 31st December, 2020)

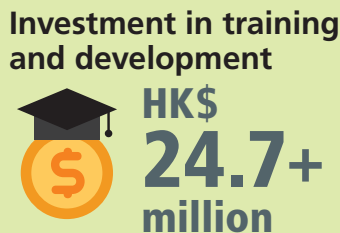
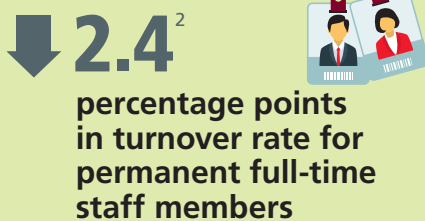
## GROWING OUR BUSINESS RESPONSIBLY



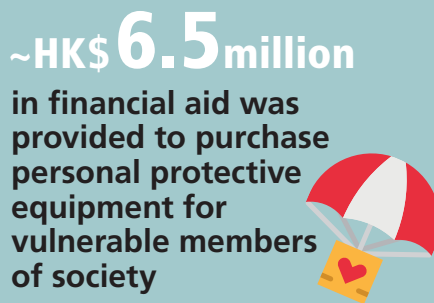
## SERVING OUR CUSTOMERS BETTER



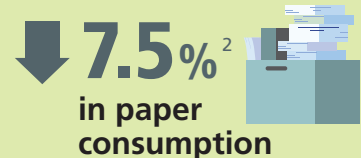
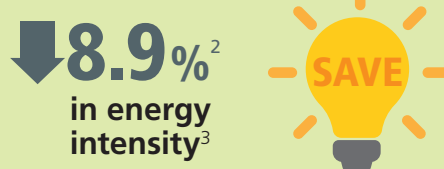
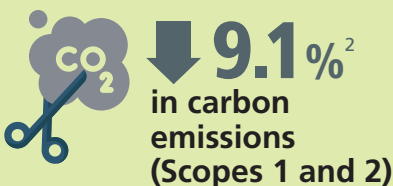
## DEVELOPING OUR PEOPLE



## CONTRIBUTING TO OUR COMMUNITY



## ENHANCING OUR ENVIRONMENTAL PERFORMANCE



2. Compared with 2019

3. Group energy consumption (GJ) / gross floor area (m<sup>2</sup>)

BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Performance Summary
2020 Achievements	Growing Our Business Responsibly	Serving Our Customers Better	Developing Our People
		Contributing to Our Community	Enhancing Our Environmental Performance

# 2020 ACHIEVEMENTS

We're on a mission to become more ESG-conscious. Our progress this year was driven by 10 goals that strengthen our ability to operate sustainably.

The world is changing rapidly. The climate emergency is a call to action and as a financial institution we have the opportunity to play a role in the transition to a low-carbon economy. We're responding by setting goals that drive us to innovate and collaborate.

We're taking important steps to build a more sustainable bank by focusing on becoming a more responsible company. We closed the year having strengthened our governance and we are now better prepared to navigate uncertainties and contribute to social, economic, and environmental progress.

Our momentum in 2020 builds on our previously established internal targets. You can read it as a signal that we are ramping up efforts to ensure BEA

is future fit. We're keeping the best of what we do – delivering excellent customer service – while levelling up in terms of sustainability. Our 2020 ESG goals are just the start.

**We have a vision to be regarded as the leading financial institution in Hong Kong in terms of sustainability.**

## OUR PROGRESS IN 2020

### GOVERNANCE

GOAL	STATUS
1 <b>Embed ESG at the Board level</b> by establishing a Board-level ESG Committee	Achieved
2 <b>Enhance risk management</b> by identifying the ESG risks including climate risk that may impact the Group	Achieved
3 <b>Establish a Responsible Investment Statement</b> to guide decision making	Achieved
4 <b>Develop a roadmap for green and sustainable banking</b> as a starting point to mitigate negative ESG impacts and identify opportunities in a low-carbon economy	Achieved

### ENVIRONMENT

GOAL	STATUS
5 <b>Set a Group-wide absolute carbon emissions reduction target</b>	Achieved
6 <b>Begin measuring our indirect (Scope 3) emissions</b> by assessing the business travel of BEA's staff in Hong Kong to and from destinations outside Hong Kong	Achieved
7 <b>Measure our Head Office Building waste</b> to use as a baseline for future waste reduction solutions	Achieved

### SOCIAL

GOAL	STATUS
8 <b>Determine how BEA can best support financial literacy and inclusion in Hong Kong</b> by organising a multi-stakeholder event to identify possible solutions	Achieved
9 <b>Strengthen our Group's human rights stance and transparency</b> by developing and implementing, or revising, relevant policies	Achieved
10 <b>Enhance our supply chain management</b> by launching a dedicated internal procurement and training resource	Achieved



BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Performance Summary		
<b>2020 Achievements</b>	Growing Our Business Responsibly	Serving Our Customers Better	Developing Our People	Contributing to Our Community	Enhancing Our Environmental Performance

## GOING FORWARD

Our 2020 goals aren't an end in themselves, but a set of milestones on our journey to becoming more sustainable. In 2021, we will be acting to build capacity and ensure this focus on ESG permeates our Bank.



Progress on these areas will be featured in our 2021 ESG Report. Read on for a snapshot of the progress we made in 2020.

BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Performance Summary		
2020 Achievements	<b>Growing Our Business Responsibly</b>	Serving Our Customers Better	Developing Our People	Contributing to Our Community	Enhancing Our Environmental Performance

# GROWING OUR BUSINESS RESPONSIBLY

## GOOD GOVERNANCE GETTING BETTER

To capture sustainable banking opportunities and ensure we have no blind spots regarding ESG risk, we acted to embed ESG within the top levels of our Bank this year. Three new bodies were introduced to strengthen executive and Board-level ESG oversight.



Each group’s responsibilities link to the others. The ESG Committee formally evaluates the Bank’s management and performance on important environmental and social topics. The Steering Committee ensures that ESG goal setting is in line with business strategy, and that resources are allocated to set departments up for success. The Work Group is responsible for making progress on the ground.

Linked to this is our Risk Management Division, which has mapped out the Bank’s approach to ESG risk assessment in line with the Task Force for Climate-related Financial Disclosures (“TCFD”) and the expectations of our regulators.

## CASE STUDY

### GETTING TO GRIPS WITH CLIMATE RISK

Across the globe, we are seeing the consequences of climate change through increasingly frequent extreme weather events. In 2020, the 10 most destructive disasters caused estimated damages of over US\$140 billion<sup>4</sup>. At the same time, the number of governments targeting zero emissions grew, with Mainland China and Hong Kong among those making the pledge. In all, about 49% of the world’s annual GDP is generated by nations, regions, and cities with an actual or intended net-zero target<sup>5</sup>.

It is clear that climate risk is business risk, and so in 2020 we formalised our approach to assessing our exposure and gaining an understanding of the risks

in line with guidance from the Hong Kong Monetary Authority (“HKMA”). The findings from this assessment coupled with research into international principles and best practices have led us to develop a three-year roadmap for engaging with climate risk.

In 2021, we will be conducting a stress testing exercise, and reviewing our investment and lending portfolios through the lens of climate risk. We will integrate climate risk and wider ESG risks into our Enterprise Risk Management (“ERM”) framework, set thresholds related to these risks for our investment and lending portfolios, and determine our targets for green lending and responsible investment.

## 2020 ESG GOAL FINANCING RESPONSIBLY

Our industry has a key role to play in financing the transition to a low-carbon economy. We also need to ensure that the companies we lend to or invest in are operating responsibly. Our newly issued [Responsible Investment Statement](#) sets out our commitment to consider ESG factors when making investment decisions. It is the precursor to a Group Responsible Investment Policy to be issued in the coming year.

4. Reliefweb, Counting the cost 2020: A year of climate breakdown (2020)  
 5. Energy and Climate Intelligence Unit (2020)

BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Performance Summary		
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BEA received awards during the year under review in recognition of its financing of green ventures. In November 2020, BEA won the “Outstanding Award for Green Loan Arranger” at the Hong Kong Sustainable Finance Awards.

**The Bank will continue to drive ESG initiatives, incorporate climate-related risk assessment in its lending policies, and instill sustainability in its DNA.**

**2020 ESG GOAL** PUTTING THE RIGHT POLICIES IN PLACE

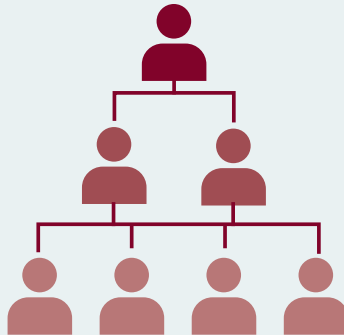
We are focused on understanding the impacts of our business decisions on people and the planet. Our main aim is to amplify good practices and minimise the bad, but when issues are out of sight, it can be difficult to know how to take action. This is the challenge posed to our Bank from our purchasing practices.

In recent years, we have been working with specialised supply chain consultants to review our purchasing processes. In 2020, we developed a [Human Rights Policy](#), which applies to our Group and to our stakeholders including employees, customers, and suppliers. To shine a light on our supply chain risk and inform our sourcing decisions we are also developing a more robust ESG risk assessment tool. Together, these new additions will help us reduce our supply chain risk and at the same time, promote the adoption of good business practices in line with international standards.

## GROWING OUR BUSINESS RESPONSIBLY IN 2020

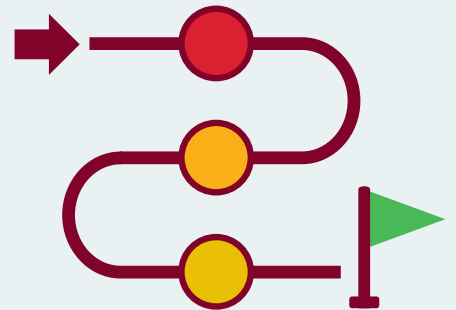
### ESG GOVERNANCE

Introduced 3 new governing bodies



### ESG INTEGRATION

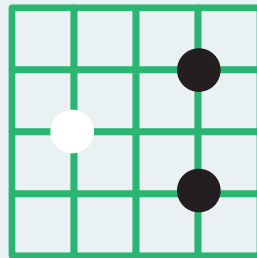
Developed a 3-year roadmap for sustainable lending and investing



### STRATEGIC ALIGNMENT

Issued a [Responsible Investment Statement](#)

Identified ESG risks to our business and operations



### DEFINING OUR RESPONSIBILITIES

Issued a [Group Human Rights Policy](#)



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# SERVING OUR CUSTOMERS BETTER

## RETHINKING INNOVATION

Since establishing our Digital & Innovation Office in January 2020, we've set up teams specialising in business innovation and FinTech, data science and governance, digital strategy and partnerships, and user experience. This dynamic group of experts is overseeing the development of new products and services in line with the Bank's latest digital development directions.

### CASE STUDY



### COOPERATION MAKES THINGS HAPPEN

We know that not everyone is comfortable with embracing digital banking. We also know that not doing so can have its downsides. That is why this year we gathered financial education experts from a range of stakeholders including the Investor and Financial Education Council ("IFEC"), local universities, and non-governmental organisations that work with mature adults for an

interactive workshop attended by key retail banking departments from BEA.

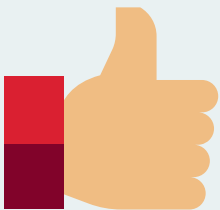
Together, we discussed the reasons why adults over 50 may be hesitant to adopt new financial services enabled by FinTech. Moving into 2021, our teams are considering the proposed solutions that arose from the multi-stakeholder collaboration.

## SERVING OUR CUSTOMERS BETTER IN 2020

### COMPLIMENTS RECEIVED

Year on year increase of

**173%**



### SUPPORTING FINANCIAL LITERACY

We adopted a new approach by exploring how financial education could be integrated into our service delivery – one workshop resulted in several possible solutions.



### INNOVATION ON SERVICES AND PRODUCTS

- BEA App e-Ticketing
- QR code ATM accessibility
- 2 new ESG-based investment options



### SUPPORT FOR SMALL AND MEDIUM ENTERPRISES ("SMEs")

We received the "Best SME's Partner Gold Award" from The Hong Kong General Chamber of Small and Medium Business, for the third year in a row.



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## ALL ABOUT OUR CUSTOMERS

Through our interactions with our customers, we strive to anticipate what they need from our Bank. It's this simple process that previously led us to be the first bank in Hong Kong to operate a fully digitalised branch network. This year, we reached out through a transactional survey to ask customers for their feedback on selected banking services. What we heard was that they want us to enhance the financial advisory services provided by our branch staff and improve the user experience in fund transfers with our digital banking. We're taking this feedback and putting it to our teams to exceed customers' expectations going forward.

## DIGITAL AND DISTANCED

In a year characterised by social distancing, we launched an e-Ticketing service via the BEA App. Customers of our Supreme Gold Centres can use the app to join queues for counter services remotely, thereby minimising the time spent waiting in branches.

### NO CARD? NO PROBLEM.

New tech continues to bring innovative ways for customers to safely access our services. As part of the JETCO consortium of banks in Hong Kong, we offer a cardless withdrawal service. Customers can simply arrive at a JETCO automated teller machine ("ATM"), use the BEA App, and scan a QR code to withdraw cash.

## PROTECTING CUSTOMER HEALTH

Many of our customers prefer to handle their banking in-person and we make sure they can do so with confidence. To reduce the risk of infection in our branches, we conducted temperature checks on our staff and customers, sterilised surfaces frequently, and offered sanitising gel at all counters, where transparent barriers were installed between staff and customers. Social distancing measures were put in place, mask wearing was mandated on our premises, and we kept customers informed of new measures through our apps, emails, and our website.

### CASE STUDY

## COVID-19 CUSTOMER SUPPORT

We stand ready to help our customers as they face unprecedented challenges posed by the outbreak of the coronavirus. In 2020, we introduced a number of initiatives aimed at providing financial peace of mind.

### CORPORATE CUSTOMER SUPPORT

- 6-month extendable principal moratorium applicable to all commercial loans and mortgages
- 30-day trade loan extension
- Conversion of up to HK\$10 million in unused trade loans to an overdraft
- Waiver of application fees for the SME Financing Guarantee Scheme ("SFGS") and SME Loan Guarantee Scheme ("SGS"), and a rebate of guarantee fees up to a limit of HK\$50,000
- Waiver of penalty charges and any penalty interest on past due loan repayments

### PERSONAL CUSTOMER SUPPORT

- Mortgage Principal Moratorium Programme allowing customers to switch to interest-only payments and receive a waiver of the handling fees
- Mortgage, consumer loan, and credit card customers can apply for a late fee and penalty fee waiver
- 6 to 24-month relief loans of up to HK\$30,000 for individuals working in industries adversely affected by the pandemic with a 2-month payment holiday

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# DEVELOPING OUR PEOPLE

## PANDEMIC SUPPORT

The pandemic forced us to set up new ways of working, but our colleagues continued to deliver customer excellence. To support staff during the COVID-19 pandemic, the Bank provided two days of special leave to each staff member. In addition, an allowance of HK\$1,500 was given to designated staff members to assist them with any extra costs that they had to bear due to the pandemic.

## PRIMED FOR PROFESSIONAL GROWTH

To grow as a Bank, we need a pipeline of talent to take our organisation forward. Our new talent development framework helps us identify employees with strong potential to serve at the senior management and department head levels within the Bank, supporting their aspirations for growth and development, and nurturing BEA's future leaders.

## PUTTING THE RIGHT PEOPLE IN PLACE

To hone our approach to sustainability, we established a Sustainability Section that is dedicated to enhancing the Bank's ESG performance. The team comprises experienced sustainability practitioners who work closely with key units across the Group, and who regularly engage internal and external stakeholders to help ensure our ESG efforts remain on track.

## THE FUTURE LEADER ACCELERATED PROGRAMME



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**CASE STUDY**

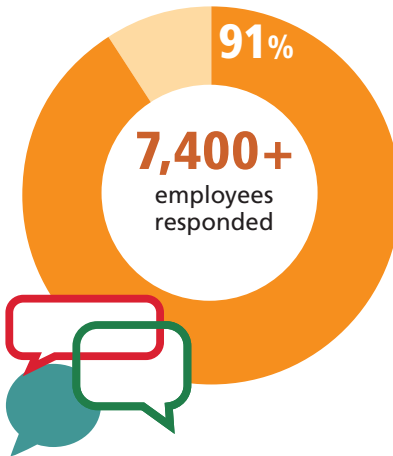
**CULTIVATING A BANK-WIDE CULTURE**

BEA is a local bank with an international footprint. To foster a culture aligned with our core values across offices, branches, and geographies, we've set up a Culture Dashboard to help track our progress and a Bank Culture Work Group to develop engagement initiatives.

The Culture Dashboard captures a range of inputs including customer feedback and findings from our Employee Survey, which had an impressive response rate of 91%\*. Our colleagues see our strengths as providing work-life balance, our commitment to our colleagues, and delivering on BEA's core values.



**BEA EMPLOYEE SURVEY 2020**



Findings from the survey will guide us in our ongoing efforts to improve the BEA employee experience. Enhancements planned for 2021 include an additional day of annual

leave to employees at manager grade and below who joined in the past three years, monthly well-being time-off, extended maternity leave, and increased medical coverage.

**DEVELOPING OUR PEOPLE IN 2020**

**STAFF TRAINING**

**HK\$ 24.7+**  
million  
invested in  
staff  
development



**38+**  
hours  
of training  
(on average)  
per employee



**SUSTAINABILITY**

New  
Sustainability  
Section  
established



\* Among more than 8,200 eligible respondents from BEA, BEA China, and other selected subsidiaries.

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# CONTRIBUTING TO OUR COMMUNITY

## SUPPORTING LOCAL COMMUNITIES AMIDST THE PANDEMIC

As COVID-19 spread across the globe, The Bank of East Asia Charitable Foundation (“BEA Foundation”) responded by working with local non-governmental partners to provide vulnerable people with donations of personal protective equipment, cleaning products, and other resources including non-perishable food that were in short supply. BEA’s Senior Management joined with the BEA Volunteer Team to distribute these essential supplies.

The BEA Volunteer Team also prepared face masks, mask holders, and hand sanitisers for the needy and collaborated with St. James’ Settlement to provide companionship via phone calls for the elderly who live alone. To enable continued education while life at school and home was disrupted, we supplied equipment to schools and education centres. The Bank also repurposed 340 computers and monitors to be used by the Caritas Computer Workshop to enable underprivileged students to continue their education while classes moved online.

On the Mainland, BEA China donated CNY3 million to support front-line medical workers helping with Mainland China’s COVID-19 effort, while branch



Mr. Adrian Li (second from the left) and BEA volunteers packed necessities such as hand sanitiser and toilet paper for distribution by The Salvation Army during the pandemic.

staff in London, Birmingham, and Manchester donated food to food banks.

## KEEPING CORE COMMUNITY PROJECTS IN MOTION

For the eighth consecutive year, the BEA Foundation funded the BEA Parent-Child Reading Programme in collaboration with the Hong Kong Sheng Kung Hui’s Religious Education Resource Centre. In 2020, a total of 2,000 primary school students and 400 kindergarten students whose families are recipients of Comprehensive Social Security Assistance or student financial assistance benefitted from the programme. A set of fiction and non-fiction books were distributed to these families to encourage both the bonding and learning that come from children reading with their parents.



Mr. Brian Li (middle), alongside other BEA volunteers, helped pack daily necessities at St. James’ Settlement into the \$100 relief kits BEA provided to Hong Kong’s underprivileged.

To promote financial literacy among teenagers, BEA China co-organised the “2020 Bank of East Asia Cup Financial Education School Tour” with the Shanghai Students Moral Education Development Centre and the Shanghai Educational Press Group. The event, now in its eighth year, attracted around 80,000 students from more than 120 schools in Shanghai.



We pride ourselves on contributing to financial education and inclusion in Hong Kong, Mainland China, and abroad. This year, our Bank was named **“Financial Education Champion 2021”** for the third consecutive year by the IFEC.



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**CASE STUDY**

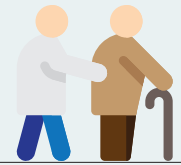
**SUPPORTING THE DEVELOPMENT OF PALLIATIVE CARE**

As a local bank, BEA is committed to tackling the most pressing needs of the community. In recent years, the special challenges faced by Hong Kong’s elderly and their families have become an increasing concern. In 2020, more than 19% of the population was aged 65 or above, and this figure is expected to continue to rise<sup>6</sup>. As the number of terminally ill also rises, Hong Kong has a significant unmet demand for palliative care. This is care that focuses on relieving and preventing the suffering of patients. Because preparing for death is a taboo subject in Chinese culture, this need is often not publicly discussed. Terminally-ill patients living in residential care homes are often sent to hospitals, which can be a stressful and disorienting process for them.

In 2010, the BEA Foundation together with “la Caixa” Banking Foundation and The Salvation Army Hong Kong and Macau Command (“The Salvation Army”) established the Palliative Care in Residential Care Homes for the Elderly Programme (“Palliative Care Programme”) to introduce a model of palliative care in residential care homes. In April 2020, BEA Foundation and its partners continued to support the Palliative Care Programme with the commencement of Phase IV, which ends 31st March, 2023.

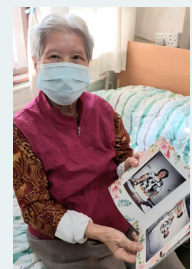
After a decade of our support, thanks to this programme:

- 270+** cases have been taken on
- 15** residential care homes are involved
- ~5,300** care home staff have been trained
- 250+** family members have received counselling
- 16,200+** people have been engaged through outreach programmes



The first operational manual for palliative care in the residential setting in Hong Kong was published, which serves as an invaluable reference for the field.

**“I would like to thank the Palliative Care Programme for making a family photo album for me with blessings written by my family. This album reminds me of the happy times that I have spent with my loved ones.”**



**Madam Fung**  
A service user of the Palliative Care Programme funded by the BEA Foundation

**CASE STUDY**

**BEA SHOWS CARE TO THE UNDERPRIVILEGED DURING THE WINTER SOLSTICE**

In December, BEA donated 1,000 coupons for the underprivileged. The Bank partnered with five non-governmental organisations, which helped distribute the coupons that could be redeemed for meal boxes at chosen establishments. The drive not only helped feed Hong Kong’s most vulnerable at a festive time of year,

but also provided much-needed financial support to the participating restaurants, which were struggling due to the COVID-19 pandemic.



Group donations amounted to **more than HK\$11.1 million** for 2020.

**~HK\$ 6.5 million**



in financial aid was provided to purchase medical supplies and personal protective equipment for vulnerable members of society.

6. Census and Statistics Department, The Government of the Hong Kong Special Administrative Region [https://www.censtatd.gov.hk/en/web\\_table.html?id=1A](https://www.censtatd.gov.hk/en/web_table.html?id=1A)

BEA at a Glance	Message from the Executive Chairman	Message from the Co-Chief Executives	ESG Performance Summary		
2020 Achievements	Growing Our Business Responsibly	Serving Our Customers Better	Developing Our People	Contributing to Our Community	Enhancing Our Environmental Performance

# ENHANCING OUR ENVIRONMENTAL PERFORMANCE

## ZEROING IN ON CARBON

The COVID-19 pandemic is a wake-up call for stronger action in the face of global threats. One such threat is the substantial challenge posed by a rapidly warming world. While for years we have been focused on reducing energy consumption, this year we set our sights more specifically on reducing carbon emissions.

**We pledge to reduce our total carbon emissions by 32% by 2030<sup>7</sup>.**

We've identified a few ways to cut down emissions that can make a big difference. Key energy intensive equipment will be replaced at BEA Tower over the next five years. By

the end of the decade, over half of our fleet in Hong Kong will consist of electric vehicles. We will also explore opportunities to power our operations with renewable energy.

## GETTING TO GRIPS WITH WASTE

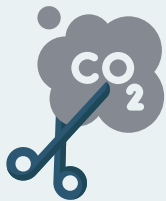
While recycling waste is one way of diverting it from landfill, reducing the total amount of waste produced should be everyone's primary aim. To better understand how we can make inroads, we installed general waste weighing equipment in our Head Office. This will be followed by a weighing scale at our BEA Tower offices in Kwun Tong to measure office waste. With this equipment in place, we aim to establish baseline waste data and identify initiatives to tackle the issue head on.

## BITS AND BYTES GET A NEW LIFE

Globally, 53.6 million tonnes of electronics and electrical goods are discarded each year with only 17.4% of it being recycled. In Hong Kong, this e-waste equates to 20.2 kilograms per person<sup>8</sup>. To lessen our contributions to e-waste and its negative impacts including soil and water contamination, we recycle our e-waste or repurpose it through donations once it can no longer meet our needs. This year, we recycled 12.4 tonnes of IT equipment and donated 400 computers to local non-governmental organisations in Hong Kong and Taiwan. The donations in Hong Kong helped underprivileged children to continue learning at home while schools closed during the pandemic. At the same time, these donations help us to avoid emissions associated with e-waste disposal.

## ENHANCING OUR ENVIRONMENTAL PERFORMANCE IN 2020

### ENERGY AND CARBON<sup>9</sup>



**↓ 9.1%**  
in carbon emissions  
(Scopes 1 and 2)



**↓ 5.2%**  
in energy use

### PAPER CONSUMPTION AND WASTE



**↓ 7.5%<sup>9</sup>**  
in paper  
consumption



**12.4 tonnes**  
of IT waste recycled

7. Absolute carbon emissions (Scopes 1 and 2) reduction target based on a 2019 baseline.

8. [The Global E-waste Statistics Partnership](#)

9. Variations are based on comparison with 2019 data. The reduction in Group energy use and emissions, and paper consumption may be attributable in part to operating conditions during the COVID-19 pandemic.



Head Office 總行 10 Des Voeux Road Central, Hong Kong 香港德輔道中10號

Telephone 電話 (852) 3608 3608 Facsimile 傳真 (852) 3608 6000 Website 網址 [www.hkbea.com](http://www.hkbea.com)