

# Sustainable HKMA

As an organisation, the HKMA is committed to reducing its own environmental footprint, targeting to become net-zero by 2050, in support of Hong Kong's broader climate goals. The HKMA's efforts to promote environmental sustainability sit alongside its pledge to advocate staff well-being, financial inclusion and social responsibility.



## Sustainable HKMA

### The three pillars

The HKMA strives to run its operations in a responsible and sustainable manner. To this end, the HKMA has structured its sustainability aspirations around three pillars: Environment, People and Social Responsibility (Figure 1).

Figure 1

The three pillars



## Sustainable HKMA

### Governance

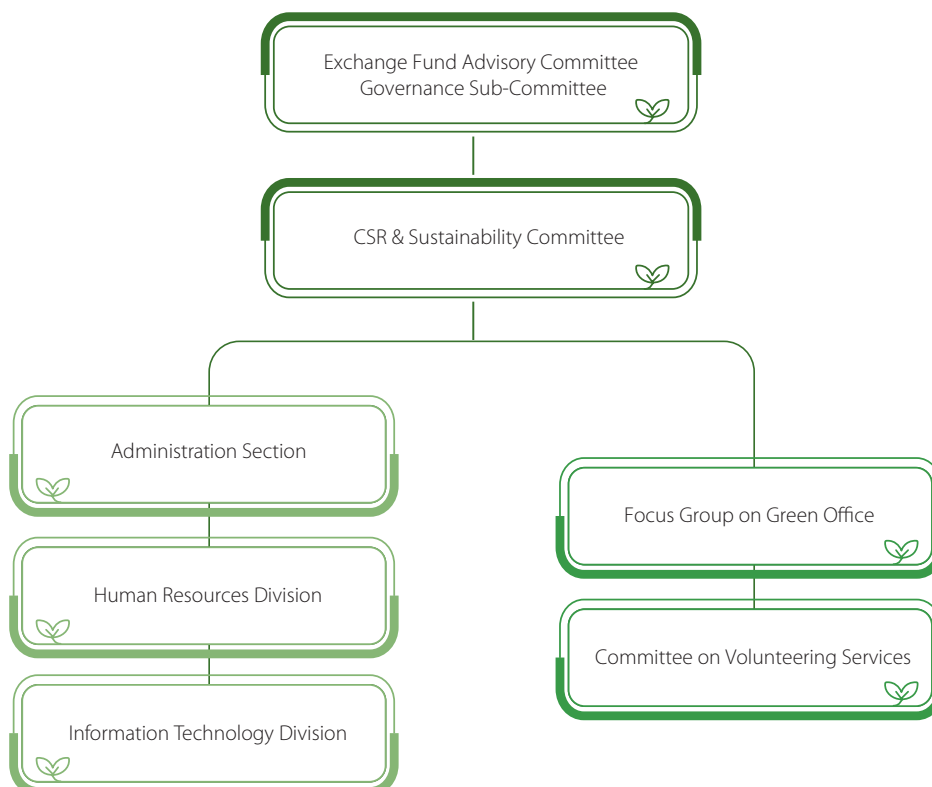
The Corporate Social Responsibility and Sustainability Committee (CSC) steers the formulation and implementation of the HKMA's sustainability strategies. It is chaired by the Chief Executive of the HKMA, and includes the three Deputy Chief Executives and representatives from the Risk and Compliance Department and the Corporate Services Department as members. Regular reports are made to the Exchange Fund Advisory Committee's Governance Sub-Committee. Under the CSC's guidance, different teams and working groups are responsible for planning and carrying out initiatives within their specific areas.

In 2022, the CSC approved the climate targets for corporate operations and reviewed the transition pathway to net-zero by 2050. Throughout the year, the CSC continued to review progress in various green initiatives, including proposed enhancements to the HKMA's sustainable procurement policy, procedures and practices.

#### Corporate Social Responsibility (CSR) and Sustainability Committee

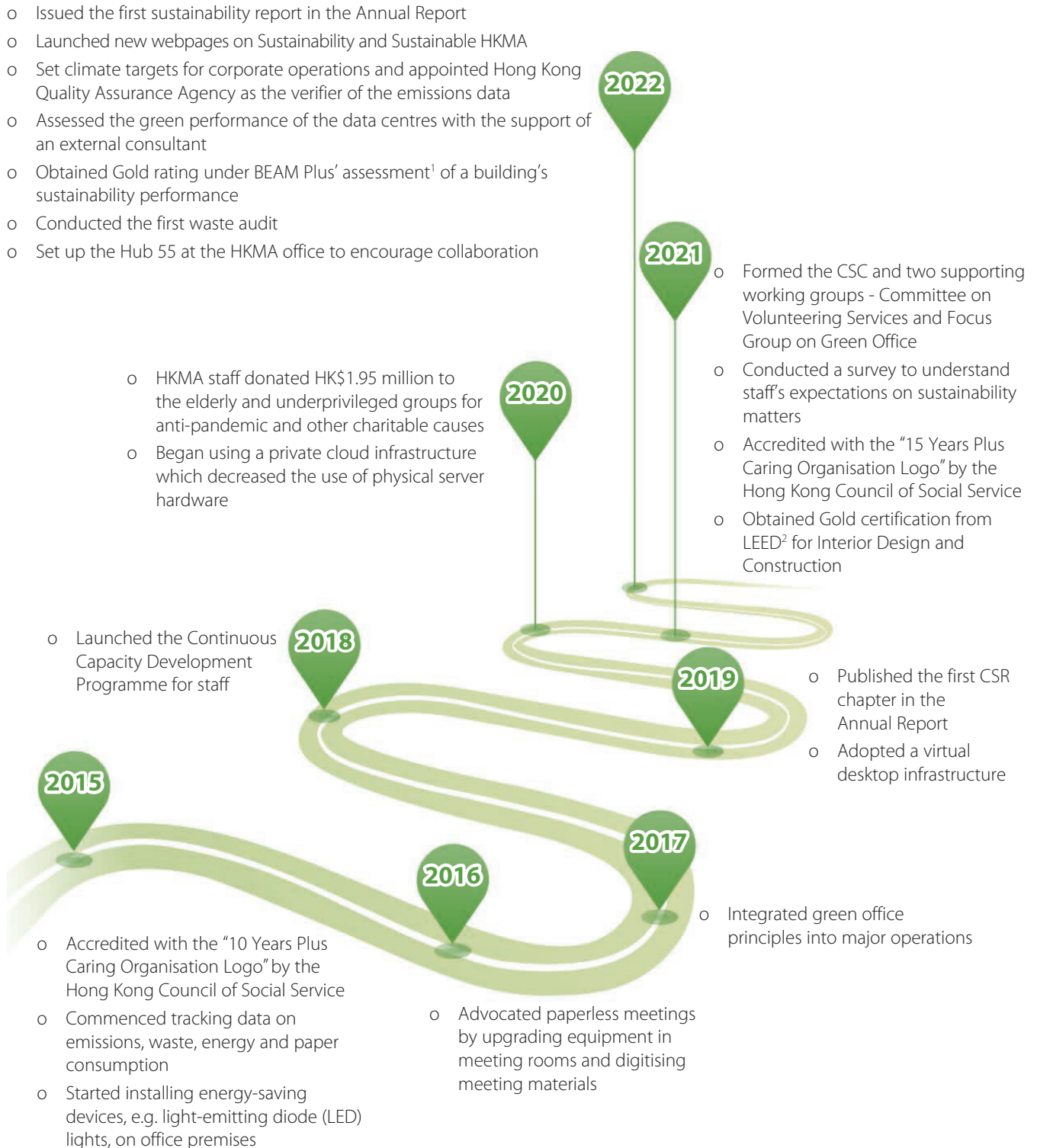
- Guiding the development of vision, strategies and policies concerning social responsibility and corporate sustainability matters
- Oversee the execution of CSR and sustainability initiatives and set targets to measure the attainment of the initiatives
- Evaluate the effectiveness of the CSR and sustainability work

### Sustainability governance structure



## Sustainable HKMA

### A snapshot of the HKMA's corporate sustainability developments



<sup>1</sup> BEAM Plus is the Hong Kong Green Building Council's initiative to independently assess a building's sustainability performance.

<sup>2</sup> LEED (Leadership in Energy and Environmental Design) is a widely used green building certification system developed by the United States Green Building Council.

## Sustainable HKMA

### Environmental sustainability roadmap

#### Strategy

Seeking to lead by example and in support of the Government's carbon neutrality goals, the HKMA has since 2021 begun a study targeting the full decarbonisation of its operations – of becoming net-zero by 2050. The HKMA's strategies cover operating green buildings and data centres, achieving green mobility, adopting energy-saving measures and eco-friendly business practices, in addition to promoting a green culture within the organisation (see pages 37 to 42 for more details).

Alongside these environmental commitments, the HKMA continues to advocate an environmentally friendly and operationally efficient marketplace.

#### Risk management

The HKMA's corporate operations are exposed to risks from both the physical effects of climate change (physical risks) and the transition to a net-zero economy (transition risks).

For example, physical risks arising from an increase in severe weather events could affect the maintenance of the HKMA's office premises and disrupt staff travel. To minimise loss and enhance its adaptability to physical risks, the HKMA has devised extreme weather contingency arrangements.

On the other hand, transition risks could impact the HKMA's energy usage and air travel through fluctuations in energy prices, whilst legislative changes may affect its waste management. The HKMA has been monitoring its exposure to transition risks by tracking its greenhouse gas (GHG) emissions, waste generation data, and energy and paper consumption. Apart from adopting energy efficiency and water conservation measures, the HKMA promotes the four 'R' principles of refuse, reduce, reuse and recycle to cut paper footprint and minimise waste.

#### Metrics and targets<sup>3</sup>

The HKMA aims to achieve net-zero in Scope 1, Scope 2 and Scope 3 (business air travel) GHG emissions<sup>4</sup> across all areas of its corporate operations by 2050 or earlier.

As its near-term emissions reduction targets, the HKMA plans to eliminate Scope 1 emissions completely through transitioning all existing HKMA-owned cars to electric vehicles; and by implementing decarbonisation strategies and through energy-saving measures and procuring renewable energy certificates, to reduce Scope 2 emissions by 63% by 2030, using 2015 as the base year.

Whilst there are challenges in determining Scope 3 emissions, the HKMA will endeavour to minimise GHG emissions as far as practicable from various sources included within Scope 3 emissions, such as paper consumption, waste and business air travel. Travel emissions will be removed or offset, where appropriate, from 2023 onwards.

The HKMA has appointed Hong Kong Quality Assurance Agency to verify its target setting approach, and its emissions, energy, paper consumption and waste data<sup>5</sup>. The scope and basis of the verification are set out in the *Verification Statements* contained in this report.

<sup>3</sup> The long-term and near-term emissions reduction targets are set with reference to the Science Based Targets initiative methodology.

<sup>4</sup> Scope 1 emissions refer to direct emissions from sources owned or controlled by an organisation. Scope 2 emissions refer to indirect emissions generated from purchased electricity, steam, heating or cooling consumed by an organisation. Scope 3 emissions refer to all other indirect emissions that result from the activities of an organisation.

<sup>5</sup> Unless otherwise specified, data disclosed for the period from 2015 to 2022 cover the HKMA's operations in Hong Kong only. The HKMA's operations in relation to its New York office is excluded from this report due to their relatively small environmental footprint. The reporting period of environmental data is by calendar year (i.e. 1 January to 31 December).

## Sustainable HKMA

### HKMA as a Caring Organisation (2006 – 2022)

In recognition of the HKMA's commitment to caring for the environment, employees and community, the Hong Kong Council of Social Service awarded the "15 Years Plus Caring Organisation Logo" to the HKMA for the 16th consecutive year.



### Environment

#### Championing a green workplace

The HKMA is mindful of its own environmental footprint as an organisation. It has established an internal protocol, *A Guide to Green Office*, to manage the environmental impact of its operations.

#### Green buildings

The HKMA has incorporated environmental factors in the interior design, operation and maintenance of its office premises. In 2022, BEAM Plus awarded a gold rating to the HKMA in respect of certain renovated office spaces. This was the second green building accreditation after receiving a gold certification from LEED in 2021.



Gold rating under BEAM Plus BI V1.0

## Sustainable HKMA

### Energy savings

The HKMA has been deploying various energy-saving measures, including:

- 🕒 installing LED lighting, motion sensors and auto timers for the entire office premises;
- 🕒 setting indoor air-conditioned temperature at 25°C;
- 🕒 exploring and adopting environmentally friendly equipment and solutions as far as possible; and
- 🕒 setting office equipment in power-saving mode.

The total energy consumption<sup>6</sup> was 4,996.4 megawatt hour in 2022, or 2.8 megawatt-hour per head<sup>7</sup>, which represents a reduction of 24.4% compared to the 2015 level (Chart 1).

In 2022, the Scope 1 and Scope 2 GHG emissions<sup>8</sup> amounted to 2,996.4 tonnes of carbon dioxide (CO<sub>2</sub>) equivalent (tCO<sub>2</sub>e), or 1.7 tCO<sub>2</sub>e per head, which represents a reduction of 38.2% compared to the 2015 level (Chart 2).

Chart 1

Energy intensity

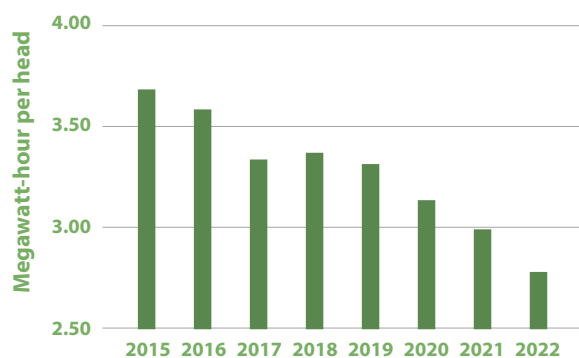
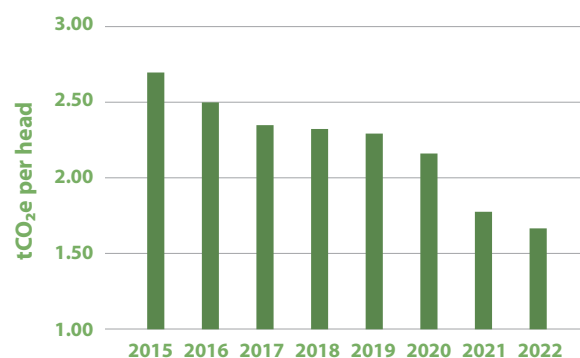


Chart 2

GHG intensity (Scope 1 & 2)



<sup>6</sup> Energy consumption data was based on the amount of purchased electricity and fuels consumed.

<sup>7</sup> Beginning with 2022, the intensity calculations for GHG emissions, waste generated, energy and paper consumption are based on the numbers of employees and contractors on site. For comparison purposes, similar adjustments have been made to the figures in previous years.

<sup>8</sup> The HKMA's GHG emissions are primarily indirect GHG emissions arising from electricity consumption. The figures were calculated based on the reporting requirements of the *GHG Protocol Corporate Accounting and Reporting Standard (GHG Protocol)* issued by the World Resources Institute and the World Business Council for Sustainable Development, and the *Practical Guide on Carbon Audit and Management – Guide to Low Carbon Offices* issued by the Environmental Protection Department in Hong Kong. Scope 1 direct emissions cover carbon dioxide, methane, and nitrous oxide. Hydrofluorocarbons are insignificant in the HKMA's operations while perfluorocarbons, sulphur hexafluoride and nitrogen trifluoride are not applicable. Scope 2 indirect emissions were calculated by the market-based method as defined by the *GHG Protocol*. The emission factor applied is for each respective year with reference to information published by the energy companies in Hong Kong.



## Sustainable HKMA

### Digital and paperless office

The HKMA has been advocating a “paperless” approach within the organisation, including:

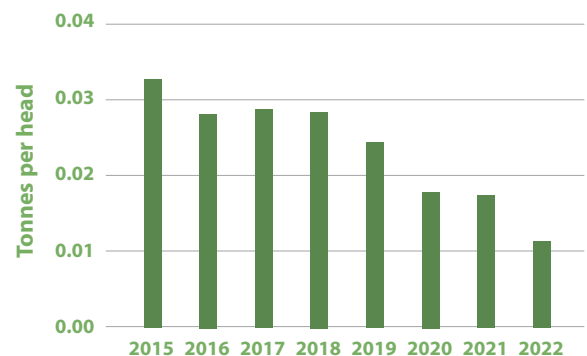
- conducting “paperless meetings” by modernising conference facilities and digitising meeting materials;
- equipping all staff with mobile devices;
- upgrading collaboration and communication tools to facilitate discussions, messaging and sharing of documents;
- switching to e-fax for receipt and dispatch of documents;
- using automation and electronic processes for organisational matters, including pay slips, training enrolments, leave applications and conference room bookings; and
- mainly using email for written communications with external parties.

Furthermore, the HKMA has implemented a printing management system, which requires staff to log in to the printer to confirm each print job, to help reduce unnecessary printouts and toner usage. Where printing is necessary, double-sided printing in black and white is encouraged. The HKMA is also preparing for the implementation of an organisation-wide electronic record keeping system.

### Paper consumption at the HKMA

In 2022, the total paper consumption was 20.5 tonnes, or 0.0114 tonnes per head, which represents a reduction of 65.3% compared to the 2015 level (Chart A).

Chart A: Paper consumption intensity





## Sustainable HKMA

### Waste management

The HKMA continued to follow the four 'R' principles in its waste management and avoidance efforts, including:

- setting up recycling collection points at multiple locations for paper, cans, plastic waste, batteries, compact discs, fluorescent tubes and ink cartridges;
- reusing one-sided paper and envelopes;
- eliminating consumption of single-use disposable items at pantries, meetings and official events;
- providing reusable utensils and lunch boxes for staff to store food and calling on all staff to avoid single-use items; and
- donating old office computers and clothing collected from staff to charities.

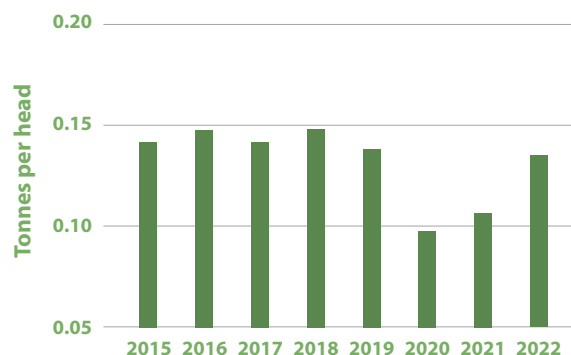
Apart from traditional waste, the HKMA has also been cutting down on electronic waste through adopting technology solutions, such as server virtualisation and private cloud infrastructure.

In 2022, for the first time, the HKMA engaged an external firm to perform a waste audit to analyse the composition of wastes generated at the office premises. The audit found that food waste accounted for a significant proportion of the total waste. A food waste recycling programme was then launched (see *Stepping up waste management* on page 41).

The non-hazardous waste generated in 2022, including general waste and recyclable waste, totalled 242.0 tonnes, or 0.135 tonnes per head, which represents a reduction of 4.8% compared to the 2015 level (Chart 3). The trend fluctuation was attributed largely to work-from-home arrangements at the height of the COVID-19 pandemic and subsequent resumption of office activities post the fifth-wave local epidemic.

Chart 3

#### Non-hazardous waste intensity



## Stepping up waste management

One of the HKMA's priorities is to first avoid waste at source, otherwise, reduction, reuse and recycling practices are adopted.

For the first time, in 2022, the HKMA commissioned a firm to perform a waste audit to better understand the composition of wastes (plastic, paper, metals, glass, wood, electronics, etc.) in its daily operations, and provide suggestions for reducing waste generated.

Inspired by the audit findings, a food waste recycling programme was launched in November. Collection bins for food waste are now placed in all pantries at the HKMA office. Every day, the collected food waste is delivered to an organic resources recovery centre in Hong Kong, for conversion into renewable energy for electricity generation. The residues from the conversion process can also be produced as compost for landscaping and agricultural use.

In addition, recycling bins are now provided conveniently at multiple locations across the office premises. Recycling tips are shared with staff, with an increasing focus on further improving the separation of recyclables at source, and the key do's and don'ts when recycling items such as carton boxes, food containers and beverage bottles. Ongoing activities are also organised to raise staff's environmental awareness, explain waste management policies and encourage them to make good use of the recycling facilities in the offices.



*Collected food waste is sent to an organic resources recovery centre daily*



*Plastic recycling*

## Sustainable HKMA

### Green data centres

The HKMA runs two data centres (production and backup) which are major sources of its energy consumption. To save energy, the HKMA has applied a number of green designs and measures, such as in-row cooling system, LED lighting, and round-the-clock monitoring of power usage efficiency. Following the completion of the 2022 consultancy study on the green performance of these data centres, the HKMA is taking forward the suggestions to boost their overall energy efficiency. Preparation work for obtaining accreditation as green data centres has also commenced.

### Green culture

The HKMA recognised the importance of building a culture of sustainability. Regular programmes and activities are organised to educate, motivate and upskill staff to adopt sustainability-friendly habits and a green and digital way of working. Green tips along with annual statistics on office-wide energy and paper consumption are shared with staff to remind them to address environmental issues at the individual level. Staff are also encouraged to make suggestions on sustainability matters.

#### Focus Group on Green Office

Headed by Senior Manager, Administration, staff from different units across the organisation come together to brainstorm ideas and initiatives to champion a green workplace. Members of the Group also act as ambassadors when new green practices are launched.

### Supporting the marketplace to go green

The HKMA advocates greener solutions in the broad community. In this respect, it has introduced measures to enhance operational efficiency and minimise resource consumption for the HKMA, the financial industry and the economy.

### Electronic communication channels with banks

The HKMA's online system, Submission Through Electronic Transmission, is a one-stop platform for banks to make electronic submissions to the HKMA, encompassing various types of regular reports that are required on a weekly, monthly, quarterly or yearly basis. Another system, e-Delivery, enables the HKMA to disseminate information such as circulars and guidelines to the banks through a secure electronic communication channel. Both systems help to save hundreds of thousands of sheets of paper annually.

In respect of the HKMA's handling of banking complaints and enforcement work, the HKMA has taken steps to support paperless document submission via electronic channels and online forms for banking customer complaints, and is developing a new generation management information system for processing banking complaints and moving from paper-based to digital records.

### Green initiatives of the Central Moneymarkets Unit

To reduce the use of paper, the Central Moneymarkets Unit (CMU)<sup>9</sup> started adopting digital signatures in its day-to-day correspondence with CMU participants, including the issuance of circulars, letters for account opening and termination, and replies for audit confirmation. Looking ahead, the CMU will continue to explore more green initiatives including adopting automation and electronic processes for communication with internal and external counterparts.

<sup>9</sup> The CMU, operated by the HKMA, is a central securities depository providing clearing, settlement and custodian services for debt securities.

## Sustainable HKMA

### Electronic payments and lai sees

The HKMA supports increased adoption of electronic payments as an alternative to cash and paper cheques by promoting the use of the Faster Payment System (FPS) and stored value facilities (SVFs). More information on FPS and SVFs can be found in the *International Financial Centre* chapter of the *Annual Report 2022*.

Giving electronic lai sees (e-lai sees) is not only simple and convenient, it also contributes to promoting the sustainable development of Hong Kong by reducing the usage of physical red packets and banknotes. For this reason, the HKMA continued to run a publicity campaign via different social and traditional media to encourage the public to use electronic channels, including the FPS available via online or mobile banking, or other e-wallet services, to give out e-lai sees during the Chinese New Year.

Major banks and electronic payment operators also launched programmes to promote e-lai sees, such as showing festive themes in the user interface, introducing user-friendly enhancements and rolling out lucky draws or cash rebates.



The HKMA promotes e-lai sees on social media

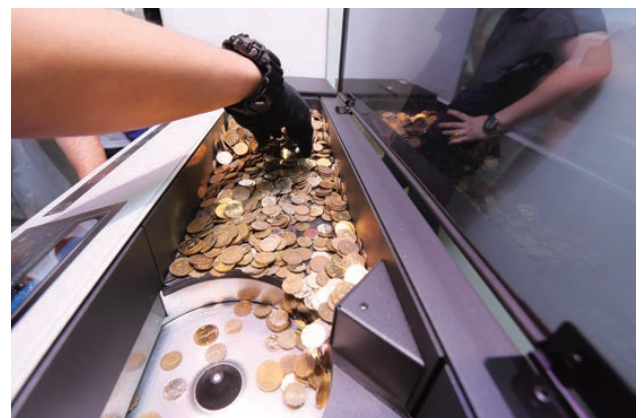
### Good-as-new banknotes

For members of the public who prefer to distribute physical red packets during the Chinese New Year, the HKMA continued to encourage the public to use good-as-new banknotes, i.e. used banknotes which are in good condition, rather than new banknotes for the purpose. Good-as-new banknotes can reduce the need for printing new banknotes, in turn reducing the environmental footprint. Feedback from the note-issuing banks showed a positive trend over the years in this regard.

### Coin collection programme

The Coin Collection Programme spearheads the HKMA's efforts in the recycling of coins. The coins collected are recirculated to meet public demand, making circulation more efficient, and at the same time reducing the need for minting new coins. The two Coin Carts have so far served over one million people and collected more than 800 million coins with a total face value of approximately HK\$1.3 billion. In 2022, 78% of users chose to digitalise some or all of their coin values by topping up their SVF accounts.

On an ongoing basis, the HKMA collaborates with the Hong Kong Council of Social Service to deploy the Coin Carts to collect coins on flag days for non-governmental organisations, as a way to showcase the HKMA's support to community services.



Coin counting machine on a Coin Cart

## Sustainable HKMA

### Coin carts move around the city

Introduced in 2014, the Coin Collection Programme is the world's first structured coin collection scheme based on the concept of a mobile truck and has, over the years, won local and international awards in recognition of its innovative and green approach. Two Coin Carts, each equipped with two high-speed coin counting machines, collect coins from the public, who are given the choice of exchanging their coins for banknotes, topping up their accounts managed by SVFs, such as Octopus cards or e-wallets, or donating to the Community Chest charity.

Apart from collecting coins, the Coin Carts are assigned to various educational events and functions (e.g. visits by school children) from time to time.

Information about the Coin Collection Programme, including the service schedule, is available on a designated page of the HKMA website ([coincollection.hkma.gov.hk](http://coincollection.hkma.gov.hk)). Since December, the spatial data of the two Coin Carts has also been updated to the Government's Common Spatial Data Infrastructure, from which the public may download the service schedule and parking location of the two Coin Carts. This initiative echoes the Smart City Blueprint released by the Government, in support of the smart city development in Hong Kong.



*The Coin Carts visit all 18 districts of Hong Kong on a rotational basis*



*School children visit the Coin Cart to experience coin recycling*



## Sustainable HKMA

### People

Staff are the HKMA's valuable assets. Promoting health in body and mind enhances staff well-being. As a further step to encourage bonding between colleagues, Hub 55 – a spacious common and social area, has been made available since mid-2022 (see *Staff Connect: Hub 55* below).

#### Staff Connect: Hub 55

Located on the 55th floor of the HKMA's office at the International Finance Centre, Hub 55 is a popular social area where staff can chat, collaborate and connect.

Hub 55's interior design incorporates environmental factors and flexibility, such as plant stations, movable partitions to subdivide the space into smaller sections, and a multi-purpose bar table which can be turned into a booth for serving drinks when needed.

Since its opening in mid-2022, staff have come together at Hub 55 to relax and participate in various engagement activities. One of the highlights was the Sharing Circles on Fridays campaign, during which interest classes, sharing sessions, talent shows, and craft workshops were organised to foster collaboration and a sense of belonging among colleagues across the organisation.

What is more, staff can enjoy healthy refreshments and pop-up lunch services offered by three social enterprises, namely Hong Chi Association, Fu Hong Society and The Nesbitt Centre.



*Hong Chi Association's students run a pop-up kiosk inside Hub 55*



*Fu Hong Society delivers lunch in recyclable boxes on alternate Wednesdays*



*Popular interest class at Hub 55*

## Sustainable HKMA

### Wellness office

The HKMA provides a workplace featuring an open layout and workstations are equipped with height-adjustable desks and ergonomic chairs to help improve staff health and productivity. The LCD monitors include eye protection features to lessen strain on the eyes. Where there is an operational need, staff are provided with two or more LCD monitors for use.

Office hygiene is maintained at a high standard, with office sanitisation being carried out frequently. Touchless lift buttons and faucet sensors are now in place, and door sensors are installed to enable contactless access to toilet facilities. Disinfectant coating treatment is also applied on surfaces that staff or visitors may touch often, in particular, door handles and meeting room areas.

The HKMA has been highly supportive of the Government's effort to encourage COVID-19 vaccinations and a very high percentage of its staff have been vaccinated. During the peak of the COVID-19 epidemic in 2022, the HKMA introduced special arrangements, such as split-team operations and work-from-home arrangements, to safeguard the health of all its staff. The HKMA has also been distributing face masks and alcohol wipes to its staff since 2020.

### Staff well-being

Occupational health management at the HKMA is aimed at maintaining the well-being of its staff, and a broad range of preventive measures is offered to staff including medical check-ups, flu vaccinations and fitness exercises. Staff can also attend seminars on healthy lifestyle, stress management and workplace safety, as well as diverse sports activities. To promote mental wellness, staff and their immediate family members have access to external counselling services sponsored by the HKMA. These services offer professional and confidential counselling support via a consultation hotline, a face-to-face interview or a clinical psychology service.

### Equal opportunities policy

The HKMA believes that everyone should be able to work in an environment free of discrimination, harassment, vilification and victimisation. The HKMA's equal opportunities policy applies to job advertisements, recruitment, terms and conditions of employment, performance assessments, promotions, transfers, training opportunities, dismissals, grievance procedures and general conduct.

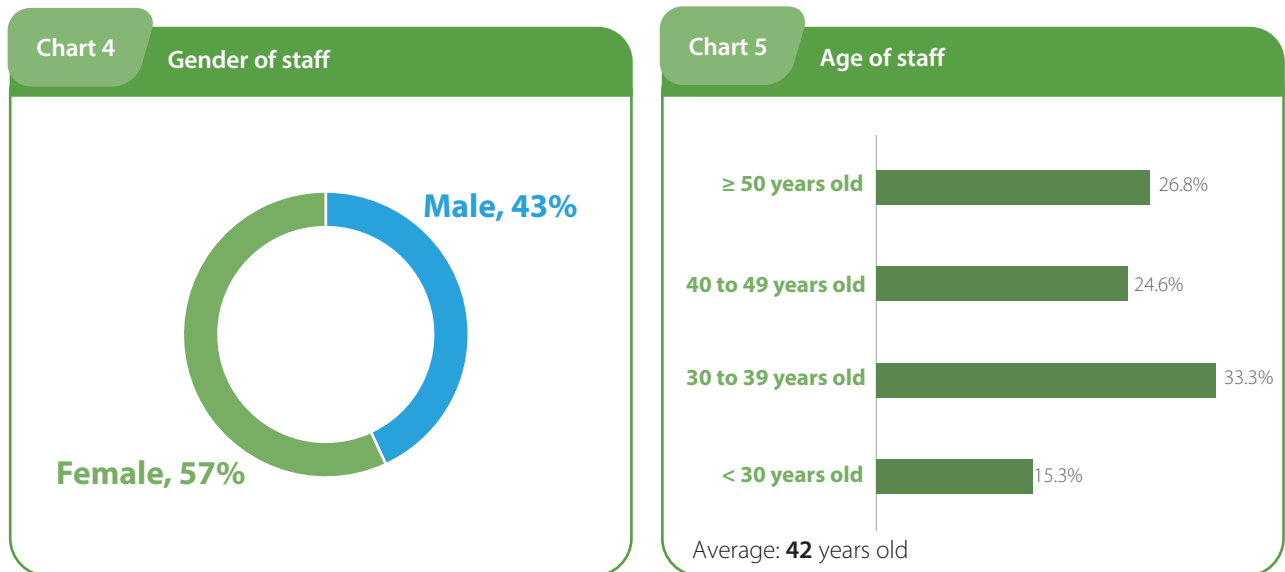


## Sustainable HKMA

### Diversity

The HKMA values diversity in its workforce, which has a balanced gender representation and covers a spectrum of different age groups. Female representation at the rank of Executive Director or above was 33.3% as of January 2023.

#### Human capital key statistics as of 1 January 2023



More details about the HKMA's remuneration policies and staff development initiatives can be found in the *Corporate Functions* chapter of the *Annual Report 2022*.

## Sustainable HKMA

### Communications with staff

The HKMA emphasises effective communication within the organisation. Two staff consultative committees have been formed to facilitate open and productive dialogue between the staff and the management. First, the HKMA Staff Consultative Committee consults staff on policy matters and subjects of common interest. Secondly, as its name implies, the Consultative Committee on Provident Fund Schemes for Staff of the HKMA focuses on retirement fund issues, including the performance of the fund managers. Both committees comprise representatives from different departments and ranks and meet regularly.

In addition to utilising the intranet and internal circulars, there are regular town hall meetings for the Chief Executive and the three Deputy Chief Executives to keep staff apprised of important organisational matters, the latest regulatory developments and current priorities. The HKMA values every employee's opinion. Staff can offer their advice and express concerns through the staff suggestion box and periodic surveys which cover topics ranging from bonding activities to expectations on sustainability matters.



*Staff joining the town hall meeting in May*

## Sustainable HKMA

### Bonding activities in 2022



Staff enjoying games at the Christmas fun day



Interbank Soccer Competition



Interbank Basketball Competition



DIY aroma products



Tennis team playing at the 30th Dr Henry Fok Corporate Patron League 2022



Sharing Circles on Fridays:  
Coffee Workshop at Hub 55

## Sustainable HKMA

### Social responsibility

The HKMA is committed to fulfilling its CSR. It looks beyond its immediate corporate boundaries to upstream and downstream sectors to broaden impacts. It advocates procuring goods and services from suppliers that uphold sustainability values. To support the wider community, it takes part in volunteer and charitable activities and adopts measures to address the needs of special groups. The HKMA is also making ongoing efforts to promote financial literacy and inclusion. Amid the COVID-19 pandemic, the HKMA has been rolling out measures to support individuals and businesses in need to help Hong Kong's economy during these difficult times.

### Sustainable procurement

The HKMA's procurement process embeds environmental, social and economic considerations, covering electrical appliances, printing paper, equipment, building services and products for interior use. A high emphasis is placed on supply chain risk management. The HKMA assesses a supplier's profile and product, including its business ethics and labour practices. It also seeks to engage with social enterprises, by including them on its list of local vendors, with an aim to empower people with different abilities and advance social inclusion.

### Volunteer services and charitable activities

The HKMA is committed to giving back to society by partnering with social enterprises to pursue meaningful causes and encouraging staff and their family members to participate in volunteer work. Staff also support community services through donations and participation in fundraising events. In 2022, HKMA staff spent a total of 379 hours volunteering. The four staff members with the highest annual volunteering hours are given awards in appreciation for their dedication to bringing positive impact to the community.



*Ms Shirley Wong (left), the chairperson of Committee on Volunteering Services, receives Volunteer Recognition Award from Mr Eddie Yue (right), Chief Executive of HKMA*



## Passion for community services

The Committee on Volunteering Services (CVS), established in 2021, aims to encourage a culture of volunteerism by organising activities for the staff and their family members.

The CVS is chaired by Ms Shirley Wong, who was among the group of enthusiastic HKMA volunteers that had been involved in community services since 2013. Since the CVS was put in place, these volunteers have expanded the scope of their community service and charitable activities. Within the first year of its formation, the CVS successfully organised over 30 events and attracted over 700 participants. It was heartening that some of these activities were even oversubscribed.

Shirley explained that the majority of staff had chosen the elderly as the most preferred target for community services. As such, many of the CVS events in 2021–2022 had an “elderly focus”. In 2022, the Christian Family Service Centre presented a certificate of appreciation to the HKMA, which was a shot in the arm to the CVS in keeping up the momentum.



*The HKMA receives a certificate of appreciation from The Christian Family Service Centre*



*Staff volunteers pack hot food for the elderly*

In 2022, Shirley contributed the highest number of volunteering hours. She derives great satisfaction from helping the needy, and the memorable experiences make it worthwhile for her to sacrifice some personal time on the weekends. As an experienced volunteer, she feels the ability to connect with others is important in volunteering work. For example, at the Ginkgo House’s free meal service, staff volunteers worked as a tight-knit team packing food boxes and handling registration for the meal recipients, and greeted the recipients with big smiles when handing out the hot meals. This interaction has made a big difference for the volunteering experience.

At present, there are over 30 active CVS members, Shirley is keen to expand this core group to 100. She will invite members to bring along their family members and friends too. In her view volunteering activities are great opportunities for colleagues to spend quality time with their families while working together for a meaningful cause.

In 2023, while the CVS will re-run previously popular activities, Shirley aspires to reach out to a variety of disadvantaged groups via activities which have a long-term impact. Post pandemic, she hopes the CVS can also coach children and youth of low-income families. Shirley believes that kids who receive help will be more willing to help others after growing up. In this way, HKMA volunteers are able to pass on their spirit of volunteering to the next generation.

## Sustainable HKMA

### Volunteering and charitable activities in 2022

#### Activity

#### Contributions

##### Free meal distribution

Staff volunteers and family members distributed nutritious lunch boxes to the elderly and underprivileged families with Banyan Services Association eight times throughout the year.



##### Blood Donation Day

Staff donors supported the Hong Kong Red Cross' call for blood donation.



##### Flag Days

Staff volunteers sold flags on four occasions organised, by Po Leung Kuk, Christian Family Service Centre, RainLily and Society for the Welfare of the Autistic Persons respectively.

##### Home visits for elderly

Staff volunteers distributed fortune bags to the elderly living in Sham Shui Po, organised by The Neighbourhood Advice-Action Council, on two occasions.

##### Donation of anti-pandemic supplies

The HKMA donated over 59,000 pieces of face masks and 200,000 pieces of alcohol wipes to the Hong Kong Society for the Aged and 6,800 pieces of face masks to Light and Love Home, for the elderly and underprivileged families.

##### Free meal distribution

Staff volunteers and their family members packed food boxes and distributed hot meals to the elderly, grassroots families and homeless people six times at different locations in Hong Kong with Gingko House.

##### Shoreline clean-up

Co-organised with the Environmental Protection Department, staff volunteers helped clean up a beach at Sheung Sze Wan, Clearwater Bay.



##### Virtual charity walk

Staff volunteers walked a minimum of 80,000 steps per person in two months to raise funds for Youth Outreach.

##### The New Territories Walk for Millions 2022

Staff volunteers and their family members walked on the Cross Bay Link, Tseung Kwan O, to raise funds for family and child welfare services supported by The Community Chest.

##### Love Teeth Day

Staff bought packs of oral care products and donated monies to enhance The Community Chest's oral health services for the needy.

## Sustainable HKMA

### Addressing the needs of special groups

#### Accessibility of Hong Kong banknotes

The HKMA is committed to helping the visually impaired differentiate among different denominations of Hong Kong banknotes. Accessibility features, including Braille, tactile lines and high-tactility numerals are incorporated in banknotes. In addition, the HKMA has sponsored the Hong Kong Society for the Blind to develop a mobile note-scanning app; and, together with the three note-issuing banks, sponsored the production of note-measuring templates to help the visually impaired identify the denominations of Hong Kong banknotes. Both the mobile app and the note-measuring templates are available free of charge.

#### Accessibility of public information

The HKMA continues to promote equal opportunities, and endeavours to make its services accessible to all members of the public. The HKMA website has a clear navigation structure to help users search for content easily. A dedicated webpage on "Information in Other Languages" under the "Smart Consumers" section provides useful information on banking services in languages (other than Chinese and English) which are commonly used in Hong Kong. These

languages include Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Urdu and Vietnamese. Moreover, the HKMA aims to ensure that its website and online publications conform to the World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 Level AA standard to the maximum extent possible in order to help people with special needs access its online information.

### Promoting financial consumer education

The HKMA proactively engages the community through different channels to promote smart and responsible use of banking and financial services. The HKMA also seeks to help the public, particularly the younger generation, learn more about developments and career opportunities in the financial sector in Hong Kong.



## Sustainable HKMA

### Campaign highlights

#### Themes

#### Education initiatives

##### Green habits

Ran a publicity campaign to encourage the public to give out e-laisees, and consider using good-as-new banknotes for physical lai sees during Chinese New Year



*Giving out lai sees digitally*

##### Green and sustainable investments

Aired videos during the inaugural retail green bond offering to enhance understanding of the responsible investment product



*"Bond with a Green Future" videos*

Designated "green and sustainable finance" as the theme for the Hong Kong Financial Literacy Championship, an online quiz-cum-design thinking competition targeting secondary school students



*Students presenting creative solutions with green and sustainability elements to address personal financial management needs*

##### Scams and fraud

Rolled out a new cross-media awareness campaign to reiterate the importance of guarding against fraudulent hyperlinks embedded in SMS messages and emails purportedly from banks, and to beware of other types of scams (such as deposits and credit cards), riding on the success of the 2021 campaign

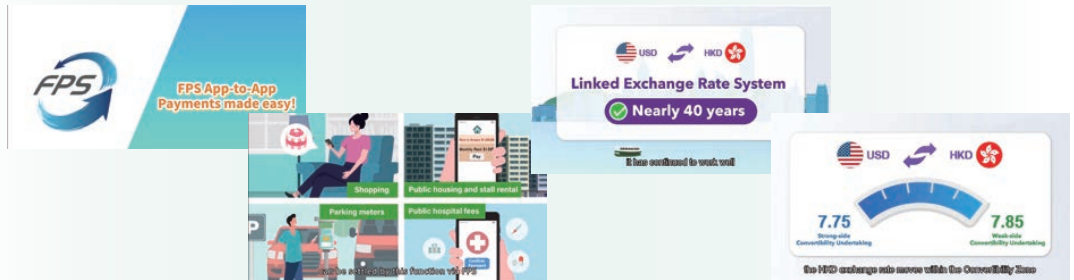


*Short videos themed "Protect your Personal Digital Keys; Beware of Fraudulent Links!"*

## Sustainable HKMA

## Smart financial consumers

Apart from publishing smart tips on the HKMA website and social media platforms, launched promotion on the technological advancement in financial services (e.g. FPS App-to-App and Web-to-App payment functions, Open Application Programming Interface adopted in banking services), issues to note when using online shopping and payment services (including “Buy Now, Pay Later” products), and other topics such as the Linked Exchange Rate System and financial technology (fintech)



*Animation videos on different areas of the HKMA's work*

Taught kindergarten and primary school students basic concepts of money management, and financial and payment services, through online parenting workshops and educational materials



*Kids learning money management concepts and skills online*

## Building a talent pipeline

Released new interview videos on the HKMA's Manager Trainee (MT) Programme to enhance the young generation's understanding of the HKMA's talent development work



*MT graduates sharing their personal experiences in preparing for the recruitment exercise*

## Sustainable HKMA

### Advocating financial inclusion

In collaboration with the banking industry, the HKMA has made sustained efforts to enhance the general public and legitimate businesses' access to basic banking services for daily and operational needs. It also actively engages relevant stakeholders to address the needs of special care groups and customers in need. The HKMA endeavours to work towards the following priority areas to promote financial inclusion in Hong Kong.



## Sustainable HKMA

## Highlights

**Barrier-free banking services**

- Essentially all retail bank branches are now accessible by wheelchairs, except for a very small number which are constrained by their building structures.
- All retail bank branches are equipped with assisted listening systems.
- More than 2,000 automated teller machines (ATMs) in operation are at a height suitable for wheelchair users.
- More than 1,600 voice navigation ATMs are in operation.
- All voice navigation ATMs displayed the hotline number in raised numbers and Braille.
- All retail bank branches have adopted the policy that guide dogs are welcome.
- Online channels are made available by retail banks to help persons with hearing impairment report lost credit cards and use live chat services to report unauthorised transactions.

**Cash withdrawal service for the elderly**

- Outlets of convenience store chains: over 380
- Hongkong Post Offices and Mobile Post Offices: over 160

**Locations served by mobile bank branches**

30

**Simple Bank Accounts<sup>10</sup> opened**

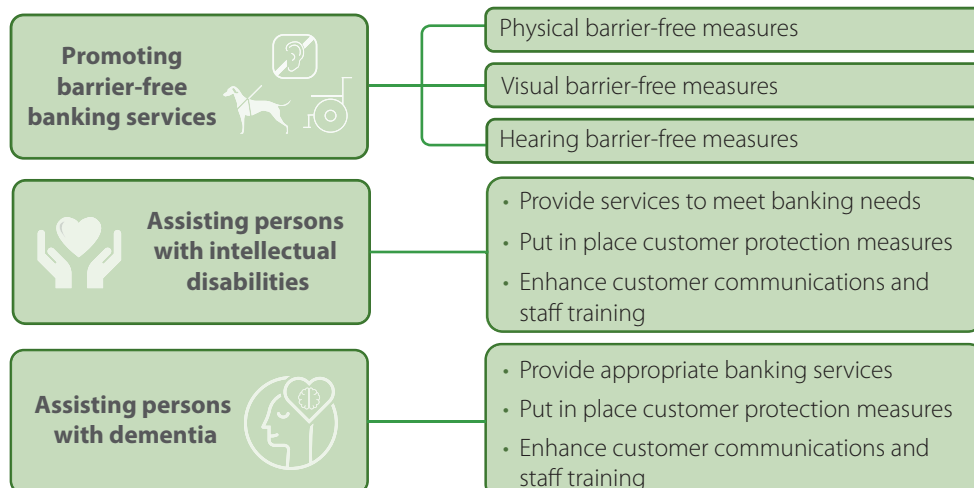
More than 12,700

**Virtual bank licences granted**

8

## Guiding banks to serve customers in need

To enhance access to banking services by customers requiring special care, the HKMA has worked closely with the banking industry to develop guidelines which set out relevant principles and recommended good practices. Three sets of guidelines have been promulgated in recent years. To date, retail banks have completed their implementation of these guidelines.



10

Simple Bank Accounts offer a narrower set of banking services, and correspondingly, require less extensive customer due diligence measures to be carried out at account opening.

## Sustainable HKMA

### Multi-pronged support for the community amid the COVID-19 pandemic

The HKMA, together with the banking sector, has been rolling out a series of support measures to help small and medium-sized enterprises (SMEs) and personal customers in need during these difficult times. Details of the support measures are available on a dedicated webpage on the HKMA website:



#### How has the HKMA helped banks to support their customers?

Enhanced support for customers facing liquidity stress

Facilitated banks' support of the economy through the Banking Sector SME Lending Coordination Mechanism

#### Corporate customers

Launched the Pre-approved Principal Payment Holiday Scheme in May 2020 and extended it six times; the new expiry date is now end-July 2023, with over 100 participating banks

Set up dedicated channels to address queries from corporate borrowers; handled over 1,150 cases since its inception to end-2022

**>108,000 applications** for payment holidays and other relief measures totalling **HK\$1.1 trillion** approved by banks up to end-2022

More flexible in handling new loan applications for upgrading commercial vehicles and extended maximum loan tenor for new commercial vehicle loans

**>58,000 applications** for the Special 100% Loan Guarantee under the SME Financing Guarantee Scheme approved up to end-2022, totalling **over HK\$115 billion**

#### Individual customers

**>81,000 applications** for relief measures granted up to end-2022, totalling **HK\$65 billion**

Banks are encouraged to offer principal payment holidays for residential mortgages and commercial vehicle loans taken out by personal customers

## Sustainable HKMA

### Supporting smaller firms under the SME Financing Guarantee Scheme

Operated by HKMC Insurance Limited (HKMCI)<sup>11</sup>, the SME Financing Guarantee Scheme (SFGS) covers the 80% and 90% Guarantee Products, as well as the Special 100% Loan Guarantee, which have provided crucial support to SMEs during the pandemic, enabling them to carry on their businesses and keep the jobs of their employees.

To further alleviate the cash-flow pressure on SMEs, a number of enhancements have been made to the SFGS. The application period of the scheme has been extended, and the maximum principal moratorium period has been extended to a total of 42 months. In addition, under the Special 100% Loan Guarantee, the maximum loan amount per enterprise has been raised to the total amount of employee wages and rents for 27 months, with the ceiling increased to HK\$9 million and the maximum repayment period extended to 10 years.

In 2022, over 16,000 applications for the SFGS were approved, involving a total loan amount of about HK\$48.3 billion.

### Enhancing the 100% Personal Loan Guarantee Scheme

The HKMCI also operated the 100% Personal Loan Guarantee Scheme (PLGS) which was launched in 2021 to provide a supplementary financing option to individuals suffering from cessation of main recurrent incomes from employment in Hong Kong during the pandemic. The PLGS introduced enhancement measures in 2022, including a higher maximum loan amount per borrower being nine times the average monthly income during employment, subject to a ceiling of HK\$100,000, as well as an extended maximum repayment period of 10 years and an extended principal moratorium arrangement.

In 2022, around 25,000 applications for the PLGS were approved, amounting to about HK\$1.7 billion.

### Inaugural social bond issuance

In October, the HKMC successfully issued its inaugural HK\$8 billion two-year and RMB3 billion three-year social bonds in the institutional market under its newly-established Social, Green and Sustainability Financing Framework and the US\$30 billion Medium Term Note Programme. The transaction marked the world's first social bond issuance in dual-tranche denominated in both Hong Kong dollar and renminbi. The net proceeds from the issuance were mainly used to finance or refinance the loans under the Special 100% Loan Guarantee of the SFGS, creating a positive social impact for society.

<sup>11</sup> The Hong Kong Mortgage Corporation Limited (HKMC) is wholly owned by the Government through the Exchange Fund. HKMCI is a wholly owned subsidiary of the HKMC.