

Corporate  
Social  
Responsibility

# Corporate Social Responsibility

In recognition of the Corporation's contribution to the community and its commitment to corporate social responsibility (CSR), the Corporation has been awarded the Caring Organisation Logo by the Hong Kong Council of Social Service since 2008. The Corporation has also been receiving, since 2014, the Mandatory Provident Fund Schemes Authority's Good MPF Employer Award, which is given in appreciation of employers who place a high value on their employees' retirement needs. As a socially responsible organisation, the Group cares for its employees and the community. The Group underlines its commitment to CSR by caring for its employees' well-being, participating in charity activities and implementing environmental protection measures.

## Care for Employees

### Diversity and Inclusion

The Group is committed to creating, promoting and maintaining an environment which provides equal opportunities for staff in all areas of human resources management, including recruitment, terms and conditions of employment, promotion, compensation and benefits, and training as well as corporate-sponsored social and recreational programmes. As an equal opportunity employer, the Group has developed an Equal Opportunities Policy and provides various facilities to cater for the needs of different employees such as a breastfeeding room.

The Group values its employees and has a balanced gender representation and a full range of age groups.

#### Gender of staff:

	2020	2019
Male	46%	47%
Female	54%	53%

#### Age of staff:

	2020	2019
50 and above	19%	19%
40 to 49	37%	39%
30 to 39	32%	30%
Below 30	12%	12%

### Staffing and Remuneration

The Group attracts and grooms talent to ensure the efficient performance of its missions of promoting stability of the banking sector, wider home ownership, development of the local debt market and development of the retirement planning market. Employees are provided with competitive remuneration packages and fringe benefits, promising career paths and development opportunities, and a healthy and safe working environment. The Group also adopts family-friendly practices by offering a five-day week to help employees maintain a good work-life balance, as well as comprehensive medical and dental insurance plans that cover both employees and their family members. Through system automation and process re-engineering, the Group maintains a lean and efficient workforce despite an increase in the scope of operations and the complexity of the products it offers. In 2020, the permanent staff establishment of the Group was 367 and the staff turnover rate was 5.08%.

### Training and Development

The Group recognises the importance of ongoing training and devotes considerable resources to the continuous enhancement of its employees' professional knowledge and skills. In 2020, the Group arranged seminars and e-learning resources to help employees enhance both their technical knowledge and soft skills. The Group also sponsored employees for external job-related training and development courses.

#### Training of staff:

	2020	2019
Total training hours (Note)	3,300 hours	6,000 hours

Note: Some training activities were cancelled or postponed in 2020 due to the COVID-19 pandemic.

#### Types of training:

	2020	2019
Compliance/Legal Knowledge	31.4%	16.8%
Information Technology Skills	13.4%	11.6%
Managerial/Leadership Skills	0.1%	3.1%
Professional Knowledge	53.2%	46.0%
Others	1.9%	22.5%

**Employee Relations**

To facilitate effective communication within the Group, the Staff Homepage intranet facility is updated frequently so that useful information can be shared among different departments. There is also the Staff Suggestion Scheme, which encourages staff to suggest improvements in the workflow and workplace.

**Health and Safety**

As a caring organisation, the Group is dedicated to looking after employees’ physical and mental health. An Employee Support Programme is in place to provide confidential external counselling services to employees and their family members, if needed. A vaccination programme for the prevention of influenza and health-check programmes at privileged rates were also offered to employees in 2020.

Due to the coronavirus pandemic, the Group made adjustments to the work arrangements for employees with the objective of ensuring continued operations while safeguarding the well-being of employees. During the year, work-from-home (**WFH**) and split-team work arrangements were adopted.

**Care for the Community**

**Charities and Social Activities**

The Group promotes various charitable and community functions and employees are encouraged to support charity activities and join voluntary work organised by the Group’s volunteer team, Caring League. In 2020, the Group organised Dress Casual Day to raise funds for the Community Chest. In addition, the Caring League partnered with HOPE Worldwide for employee volunteers to visit needy elderly people and bring them “lucky bags” with daily necessities to welcome the Chinese New Year.

**Internship and Manager Trainee Programmes**

To help nurture talent for the future, the Group offers internship programmes for undergraduates to give them a taste of the real business world and help them better prepare for their future careers. During the year, the Group continued to carry out the Manager Trainee Programme with the objective of identifying high-calibre young

executives for grooming to meet the Group’s long-term staff development plan. Throughout the three-year programme, the Manager Trainees will undergo on-the-job training in different departments, take part in corporate projects and attend structured learning and development programmes.

**Environmental Protection**

The Group continuously supports and implements various green measures to create a more environmentally friendly office and raise employees’ awareness of methods of waste reduction and energy conservation. Employees are encouraged to adopt paperless working practices by using more electronic communication. They are also encouraged to collect waste paper and used toner cartridges for recycling. Since 2006, the Group has adopted various measures, including better control of office temperature and the use of LED lighting, in the interest of energy efficiency. The Group welcomes suggestions from employees on green office ideas and encourages its suppliers to use and offer more environmentally friendly products whenever possible.

The Group also adopts other ongoing green measures, such as:

- Providing recycling bins for collection of paper, cans and bottles;
- Using Forest Stewardship Council-certified (**FSC**) paper for certain office stationery;
- Issuing publications in electronic format, including AMIGOS By HKMC e-Magazine and the in-house staff publication, HKMConnection; and
- Adopting electronic internal administrative procedures, including leave application, ordering of stationery items and reservation of meeting rooms.

	2020	2019
Total paper consumption	<b>5,540 reams</b>	12,580 reams
Total electricity consumption (Note)	<b>706,150 kWh</b>	704,940 kWh

Note: The premises at Units 2201-2203, 22/F, 909 Cheung Sha Wan Road for AMIGOS By HKMC was in operation as from September 2019.