



恒生銀行  
HANG SENG BANK

恒變 ∞ 職創無限  
Ever Growing Ever Innovating

# Start your thriving career with Hang Seng



## Why Hang Seng Bank?

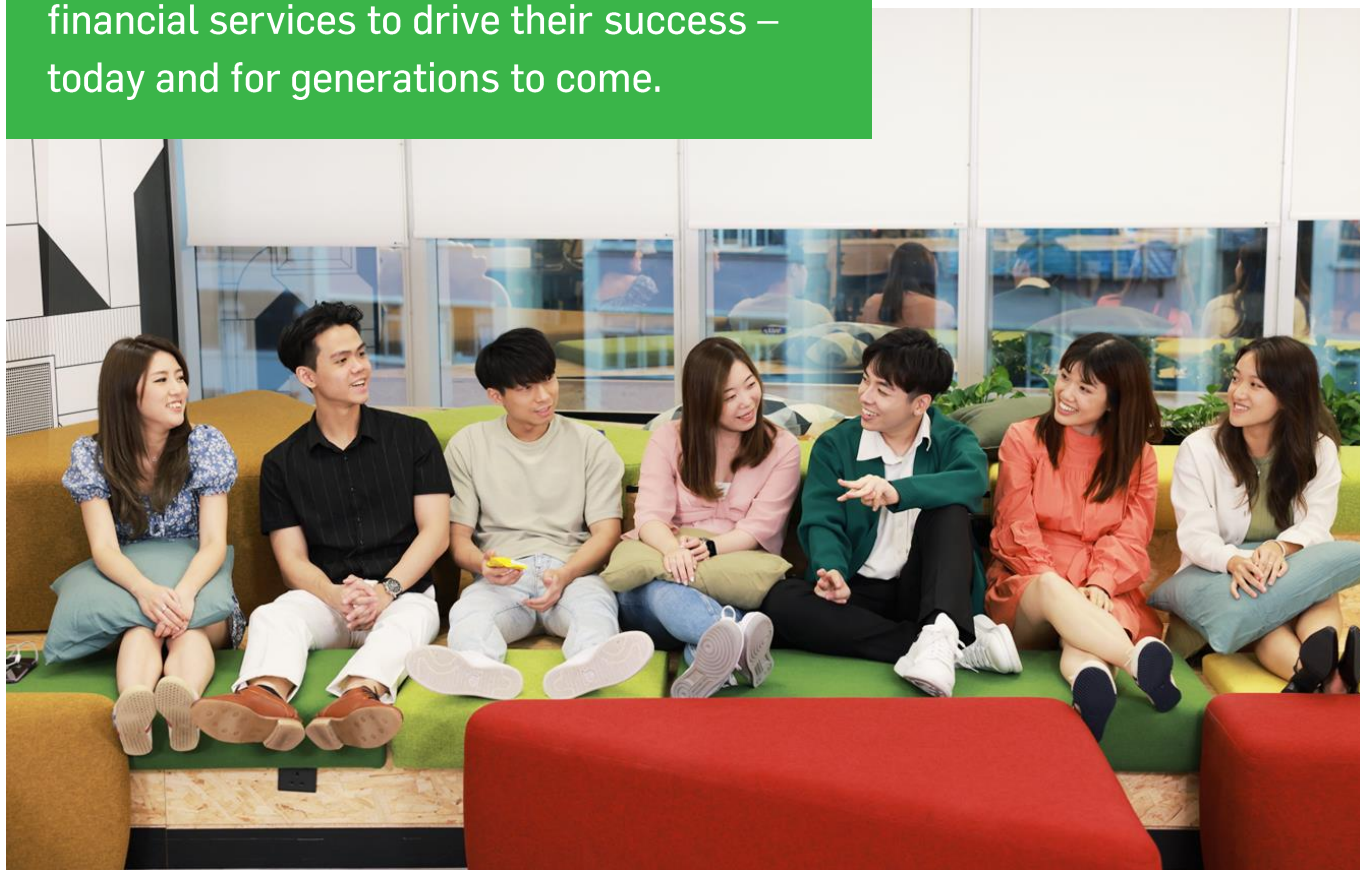
Founded in **1933**, Hang Seng is widely recognised as the **leading domestic bank** in Hong Kong, providing outstanding banking, investment and wealth services.

Serving more than **3.9 million** customers, we combine strong **digital capabilities** with a network of over **260** outlets.

Our commitment to our people and to the people of Hong Kong shows in our recognitions, as a **Caring Company**, our multiple ESG and environmental excellence awards, accolades for volunteering, social initiatives and more.

### Our Purpose

We share the dreams of Hong Kong people and serve our communities with pride. We provide best-in-class, trusted and friendly financial services to drive their success – today and for generations to come.



## Our Culture

Our agile and dynamic workplace supports all-rounded development, and our mission is to provide a best-in-class customer experience, creating a better future for our community.

We are committed to a positive, compliant, and inclusive culture, and an inclusive, fair and excellent working environment with equal opportunities.

We are trusted partners to our customers and our community, today and for generations to come.



## Our Values



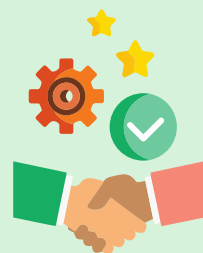
**We value difference –**

Seeking out different perspectives.



**We succeed together –**

Collaborating across boundaries.



**We take responsibility –**

Holding ourselves accountable and taking the long view.



**We get it done –**

Moving at pace and making things happen.

# Our People

Our brand values Customer Centricity, Innovation, Growth, and Sustainability guide our business, from the strategic level, to serving our customers every day. And they guide us when it comes to our colleagues, with **People Centricity** key to all we do.

We value and put our people in the centre, recognising their and their families' needs and support fulfilling their life goals. We offer flexible work arrangements, a pleasant work environment and competitive benefits to support employee wellbeing:



## At Work

- Activity Based Working
- In-house facilities - café, gym and massage room
- Professional Training
- Education Subsidy

## Flexibility

- Hybrid Working
- Personal/Caregiving Time – 4 hours per month
- Flexi-hour



## Wellbeing

- Birthday Leave
- Examination Leave
- Volunteering Leave
- Medical Benefits
- Retirement Benefits
- Employee Resource Group
- Employee Assistance Programme

## Exclusive Staff Offer / Benefits

- Staff Account Preferential Rate
- Merchant Offers
- Housing Loan
- Rental Reimbursement
- Holiday Hotel
- Sports and Recreation Activities

# Growth

We support our employees' career growth, to **realise their true potential** and **be future proof**. Ample resources are dedicated to learning and development with the aim of developing and upskilling all staff, contributing to their own success as well as Hang Seng's.



## Focus Skills

Wide range of programmes on **personal skills, data and digital skills and sustainability**. Our learning platforms offer rich content in catering individual needs.



## Role Specific Learning Curricula

Financial knowledge, banking products and operations, compliance, risk management, and management skills, as well as sales and relationship management.



## Professional and Academic Qualifications

Encourage our people to pursue professional or academic qualifications, with sponsorship and study leave.



## Talent and Leadership Programmes

Develop management skills driving high performance, positive employee engagement, and build strong leadership capabilities.



## Comprehensive Induction Programme

Provides new joiners an understanding of our history, culture, core values and corporate governance. Helps them connect with Hang Seng colleagues.



## Career Development

Enables **internal mobility** and participation in **cross-departments projects**. Our **Talent Marketplace** provides networking and job-tasting opportunities.



## Innovation

Our people drive innovation by our agile test and learn culture, allowing them to create value and make impact. We nurture an innovative mindset, to stay abreast and ahead of the times.

We **embrace technology**, are leaders in developing FinTech solutions for clients and embed digital solutions in our daily work. Our **Data Literacy Empowerment Programme** provides critical skills and nurtures a digital transformation mindset.

Our **FinTecubator** cultivates innovative minds and our intrapreneurial environment, as do our **strategic partnerships** with key organisations such as HKSTP, Cyberport, and HKTDC.

We contribute to Hong Kong's innovation ecosystem, create new business models and generate financial returns.



# Sustainability

We aim to reduce environmental impacts of our daily operations and offer customers a wide range of green business and sustainable finance solutions to promote **environmental stewardship**. Internally our ESG webinars, newsletters and learning series strengthen employee knowledge.

Our aim to being a sustainable employer extends to **diversity and inclusion**, building an inclusive culture and a workplace where everyone is given equal opportunities to achieve their goals. Finally, extending our strive into the future, we **nurture our young**, investing in them to help them to achieve shared goals.





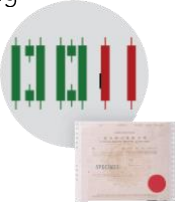












We encourage our people to contribute to our carbon emissions mitigating efforts, sharing in our aim to reduce carbon emissions from our operations to net zero by 2030. In terms of social responsibility, we offer leave to participate in public services and volunteering, providing our people a platform to give back to our communities.



To find out more about our ESG achievement, check out our [ESG website](#)

# The Hang Seng Story

## Key milestones

<p><b>1933</b> &gt;&gt;&gt;</p> <p><b>Hang Seng Ngan Ho</b> commenced business as a small money-changing shop at 70 Wing Lok Street, Sheung Wan.</p> 	<p><b>1969</b> &gt;&gt;&gt;</p> <p>The <b>Hang Seng Index</b> was launched as a public service.</p> 	<p><b>1972</b> &gt;&gt;&gt;</p> <p>Hang Seng <b>listed on the Hong Kong Stock Exchange</b>. The IPO was oversubscribed by nearly 29 times, totaling HK\$2.8 billion.</p> 	<p><b>1985</b></p> <p>Established a <b>presence in mainland China</b> with the opening of a representative office in Shenzhen.</p> 
<p><b>2019</b> &lt;&lt;&lt;</p> <p>First bank in Hong Kong to use NFC technology for <b>mobile cash ATM withdrawal</b> services.</p> 	<p><b>2017</b> &lt;&lt;&lt;</p> <p>Launched ATM services with the widest range of <b>foreign currency</b> choices in Hong Kong.</p> 	<p><b>2007</b> &lt;&lt;&lt;</p> <p><b>Hang Seng Bank (China) Limited</b> was established on 28 May 2007 and obtained approval to offer comprehensive RMB services to mainland China residents.</p> 	<p><b>2000</b></p> <p><b>Personal e-Banking</b> services were launched in Hong Kong.</p> 
<p><b>2020</b> &gt;&gt;&gt;</p> <p>Rolled out <b>Remote Account Opening</b> service for Business Banking customers and <b>e-Ticketing</b> services to all branches for all customers.</p> 	<p><b>2022</b> &gt;&gt;&gt;</p> <p>Hang Seng Investment took up reins as new manager of the <b>Tracker Fund of Hong Kong</b> and introduced the RMB counter.</p>  <p>Hang Seng among first in Hong Kong to launch pioneering <b>Mobile Cheque Deposit</b> service for commercial and personal banking customers.</p>	<p><b>2023</b></p> <p>Celebrated <b>90 years</b> of Hang Seng Bank's deep-rooted connections with Hong Kong. Launched '<b>Future Banking</b>' service concept to drive bank innovation.</p>  	
<p><b>2024</b> &lt;&lt;&lt;</p> <p>Provided seamless top-up services for <b>e-CNY wallets</b> via the Faster Payment System (FPS).</p> 	<p>Hang Seng Investment introduced a <b>unique ETF</b> in Hong Kong that tracks the S&amp;P 500 Index.</p> 	<p>Took part in the HKMA's new <b>Wholesale Central Bank Digital Currency Project</b> to advance the development of tokenised money in Hong Kong.</p> 	





[Career website](#)



Hang Seng Bank [LinkedIn](#)



Hang Seng Bank [YouTube](#)



Hang Seng Bank [Instagram](#)



hazel\_aota [Instagram](#) (Hang Seng virtual KOL)

Brochure details as of 16 July 2024.

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