



HANG SENG BANK LIMITED AND SUBSIDIARIES

OCCUPATIONAL HEALTH AND SAFETY POLICY STATEMENT

Hang Seng Bank and its subsidiaries in Hong Kong (The Bank) are committed to adopting and upholding world-class standards. The Bank believes that occupational health and safety (OH&S) is a matter of paramount importance. The Bank recognizes and accepts its responsibility for ensuring the health, safety and welfare of all its employees and other workers, as well as visitors and members of the public, at premises over which it has control.

The Bank's senior management has established, documented and implemented an Occupational Health & Safety Management System (System), and is fully committed to developing, certifying and continually improving this System to ensure it meets the applicable requirements of the ISO 45001:2018 Standard, as well as legal and other relevant requirements, for its various activities, processes and services in Hong Kong.

All Bank employees and workers should be personally committed to upholding and, where possible, improving OH&S standards as part of their job responsibilities.

The Bank will, as far as it is reasonably practicable, provide and maintain safe and healthy working conditions for the prevention of work-related injury and ill health by eliminating hazards and reducing OH&S risks at work by ensuring:

- Premises and equipment are kept in a clean and safe condition.
- Working practices are safe.
- All employees and workers receive information and training on how to carry out their work safely.
- Contractors and visitors are made aware of the Bank's OH&S Policy.
- Maintain sufficient preventive measure for infectious disease.

A positive attitude towards health and safety benefits our business by improving the well-being and efficiency of all employees and workers. Employees and workers have a duty to:

- Follow Bank procedures so that everyone can enjoy a safe workplace.
- Work safely.
- Report incidents that have, or could have, led to injury or the creation of dangerous conditions.
- Assist in the prevention and investigation of accidents.
- Use personal protective equipment when provided.
- Review risk assessment
- Adopt flexible work arrangement for eliminating exposure to infection disease operations.



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The Bank's senior management encourages all employees and workers to be actively involved in maintaining a safe and healthy working environment, including by participating in consultations and discussions of occupational health and safety issues. The Bank will carry out a regular review of this policy to help ensure that appropriate standards of OH&S are maintained.

This Policy Statement sets out the Bank's firm commitment to providing a healthy and safe working environment. The Responsibilities and Managers' Instructions attached to this statement lay out the relevant processes, rules and procedures that will enable us to succeed in this regard. Your strong support is vital to ensuring we meet our objectives in this important area.

A handwritten signature in black ink, appearing to read 'Diana'.

Diana Cesar
Executive Director and Chief Executive
November 2021